



# Troubleshooting Guide

## imagePRESS C800 Series

July 16, 2019  
Canon U.S.A., Inc.

# New Arrival Information

## **[Regarding Troubleshooting Guide]**

Please be advised of the release of Troubleshooting Guide for imagePRESS C800 Series. Troubleshooting Guide is a booklet compiled from FAQs issued by Canon Inc.

## **[Additional case(s)]**

- Smear on image due to scattering shaved powder of bushing

Trouble Shooting Guide will be issued in the future when we have a new issue/FAQ.

# Contents

<b>Image Faults.....</b>	<b>5</b>
Horizontal lines appears randomly on a Bk halftone image due to the curled ITB after leaving the machine for a long time.....	5
Blank area appears in Bk halftone image on the second side during duplex printing, when heavy paper is used in high humidity environment.....	6
Line on image (faulty toner coating on the developing sleeve) when low-duty image is output continuously.....	9
Hue difference between front side and rear side due to condensation on dustproof glass.....	10
Density is light along the edge on the front or rear side.....	11
Soiling on the part where narrower sized paper did not pass at the leading edge of paper.....	13
Image blanking at the trailing edge with coated paper under low humidity environment.....	14
White spots with 264mm intervals due to soiling on the drum (Bk).....	18
White spots with 96mm intervals due to soiling on the drum (color).....	21
Smearred image occurs with paper that had been left in a low humidity environment.....	24
White spots appear in halftone image when paper left in low humidity environment is used.....	28
Vertical line on image due to soiling on the charging roller.....	31
Streaks on high density image (red/green) due to the dust on the primary transfer roller.....	34
Coarse image from the leading edge to about 100mm from the trailing edge of paper .....	38
Color displacement in the vertical scanning direction (feed direction) due to temperature change inside machine.....	41
The image with fine lines caused by scratches on the drum at intervals of drum circumference (96 mm).....	42
Error in reading image position adjustment caused by paper fault.....	44
Uneven pitch at regular interval (120 mm /60 mm), color displacement or the occurrence of E012-050x due to deformation of encoder support plate.....	46
Stain along the edge of the front/rear sides of 13x19 paper.....	53
Dents on an image at 25mm intervals due to soiled decurler rollers of decurler unit.....	57
Roller marks.....	59
Scratches on image due to soiled decurler unit guides.....	62
Vertical line on image (In high humidity environment).....	64
Uneven density due to the areas on ITB where paper passes and does not passes.....	65
Uneven gloss (Rain drop mark) in high density area.....	68
Skewed uneven density at 23mm intervals.....	71
Double Image on the second side due to the inadequate cleaning of the intermediate transfer belt.....	72
Uneven image density at a regular intervals of 4.5 mm around 350 mm from the leading edge of the paper.....	74
Skewed density at 4.3mm intervals.....	75
Optimization of fixing pressure and fixing temperature when envelopes are fed.....	76
Uneven transfer: High density image is lightly printed.....	79
Non-glossy streaks due to the peeled off tape on the separation plate.....	80
From 1.6mm to 1.7mm pitch uneven density occurring when coated sheets whose basis weight is 200gsm or more are continuously output.....	89

Marks on image caused by friction due to mini gripper edge (Perfect Binder- B1/D1/E1).....	91
Soiled image (Black dots) due to toner unable to be collected by a scraper.....	97
Uneven density at 1.7mm pitch, when continuous printout is made on thick/coated papers.....	99
Smear on image due to scattering shaved powder of bushing.....	101
<b>Faulty Feeding.....</b>	<b>104</b>
Skew only on the second side of double-sided print due to the shaving on the bushing of the lower reverse roller or of the front delivery roller.....	104
Measures for staple alignment failure (Staple-Q1/Saddle-AF2/AJ2/AK2/AM2/AN2/Booklet-Q1/Finisher-AF1/AJ1/AK1/AM1/AN1).....	108
<b>Malfunction.....</b>	<b>114</b>
Breakage of the fixing handle due to aged deterioration of the nylon part.....	114
The main body does not start due to blowout of the fuse by faulty connection.....	116
UI screen of the control panel does not start due to wrong connection of the cable of the control panel.....	118
Cassette semi-closed/latch not locking due to inadequate cassette pull-in adjustment.....	120
No display appears on LCD due to disconnection of connectors.....	123
Lines occurring on the trimming side of the books due to the nicked trimming blade (Perfect Binder_B1 / Perfect Binder_D1).....	124
Measure against malfunction of touch panel in control panel assembly and numbers key top.....	139
Point to note when replacing the transfer cleaning unit.....	141
Safety cover coming off of Tray 1 due to the safety cover being pressed hard to the rear side or downward (Saddle/Staple/Booklet/Finisher).....	143
<b>Noise/Odor .....</b>	<b>158</b>
Abnormal noise due to fixing screw loose when scanner unit in reader assembly moves.....	158
Abnormal noises/cleaning failure from transfer cleaner due to abrasion/disengagement of the transfer cleaning screw gear.....	162
Abnormal sound from the buffer path assembly due to the worn back-up roller.....	164
<b>Jam (Main Unit).....</b>	<b>171</b>
Jam code 0114 due to the coming off of the reverse guide rib from the reverse delivery door assembly.....	171
020F jam code due to the shaved bushing of the inner delivery upper roller.....	173
0110 Jam Code due to displacement of the belt in the pre-fixing paper feed assembly.....	177
Measures when the display of jam 011B/0118/010F/021B/0218/020F/0A1B/0A18/0A0F cannot be canceled (POD Deck Lite-B1/C1/Paper Deck Unit-E1/F1).....	181
<b>Jam (Delivery options).....</b>	<b>184</b>
1004 Jam Code or folded corner on printed out paper due to positional displacement of support (Staple/Saddle/Booklet/Finisher).....	184
1008 Jam Code due to nip failure of post card feeding rollers (Finisher) .....	186
1014/1086/10B5/10E9/17B5/17E9 Jam codes due to softened spacer (Paper Folding Unit/ Document Insertion / Folding Unit).....	191

2828 jam code due to misdetection of the double feed sensor assembly(Paper Deck Double Feeding Detection Kit -A1).....	195
110F jam code due to meshing failure on timing belt of operation feed motor (M26) (Staple/Saddle/Booklet/Finisher).....	196

## **Error Code..... 200**

E025-0x51/E020-0xA8 occurring, due to disconnection of connector, with System Software version earlier than Ver.20.02(DSUB1 Ver.20.02).....	200
Uneven pitch at regular interval (120 mm /60 mm), color displacement or the occurrence of E012-050x due to deformation of encoder support plate.....	202
Meshing failure of tooth in finisher or E544-0001 due to coming off of the drive timing belt (Finisher-AM1 / Saddle Finisher-AM2).....	209
E500-0099/E544-0001/0002/E548-0001 due to the coming off of connector pins for Neat Driver PCB J501 (Finisher-AM1/Saddle Finisher-AM2).....	215
E061-0001 due to not fixed connector of Relay PCB J1814.....	216
E066-0001 at installation due to strong shock during transportation.....	217
E540-8004/E542-8004 due to the wrong position of tray 1 switch lever(Staple Finisher-B1,Staple Finisher-C1,Staple Finisher-J1,Staple Finisher-L1.Staple Finisher-M1,Staple Finisher-T1,Booklet Finisher-B1,Booklet Finisher-C1,Booklet Finisher-J1,Booklet Finisher-L1,Booklet Finisher-M1,Booklet Finisher-T1).....	219
E5B5-xx07/ E5B5-xx13 errors may occur due to front cover of booklet may be stained and rotation sheet may peel off.(Perfect Binder_B1 / Perfect Binder_D1 / Perfect Binder_E1).....	222
Error E5B5-xx16 due to the deformation of shutter for waste paper case assembly (Perfect Binder_B1 / Perfect Binder_D1).....	228
E074-0001 due to poor weld on the DC controller I/F PCB assembly.....	257
E061-0001 due to current leakage on the primary H.V. connector assembly in high humidity environment.....	258
E260-0003,E197-2000/2004,E009-0500/0501/0502 due to come off coating of lower belt unit cable.....	260
E750-0003 error may occur, when install the Auto Gradation Sensor-A1.....	267
E5B5-xx16 due to damage on the mount portions of Dust Buffer Unit.(Perfect Binder-B1,Perfect Binder-D1).....	268
E5B5-xx16 due to fractured hook arm in the waste paper case assembly.(Perfect Binder-B1,Perfect Binder-D1).....	276
E5B5-xx16 due to sliding failure of the waste stopper in the waste paper case assembly(Perfect Binder-B1,Perfect Binder-D1 ).....	302
Error E5B5-xx16 due to the deformation of shutter for waste paper case assembly (Perfect Binder_B1 / Perfect Binder_D1).....	310
E750-0003 error may occur, when install the Auto Gradation Sensor-A1.....	339
E015-000x due to misaligned backup rollers for the decurler.....	340
Points to note when replacing the lower belt assembly.....	345
Points to note when replacing the fixing belt unit.....	347
E009-0501 due to failure of detection release behavior.....	349
Points to note when replacing timing belt set of the operation tray assembly (Staple/Booklet Finisher-C1/J1/M1/T1/U1).....	352
Measures when E5AA-000x, E5AA-800x or the trimming assembly breakage occurs (Perfect Binder-B1/D1).....	359
E003-0002 due to poor fitting of the claws of the paper cooling lower ducts.....	374

E568-8002/Shaved gear tooth due to overloading with friction from sliding while the estrangement rack is moving (Staple-Q1/W1/Booklet-Q1/W1/Saddle-AM2/AN2/Finisher-AM1/AN1).....	377
E5A3-808x/E5B5-8016 and 1FA9 jam code due to sliding failure of dust buffer (Perfect Binder-A1/B1/C1/D1/E1).....	381

**Alarm Code..... 386**

A warning message may be displayed and stay on even if the waste paper box is housed. Caused by the detection sensor bracket deformed.(PerfectBinder-B1/PerfectBinder-D1/PerfectBinder-E1).....	386
---	-----

**Specifications-Related..... 397**

When printing from USB memory, output is not delivered to finisher due to specify output destination default setting.....	397
The breakage of copy tray hooks due to an overloading of output paper (Copy Tray-P1/R1/R2/Output Tray-A1 ).....	398
Notice when replacing the fixing gears.....	400

**Controller Specification..... 403**

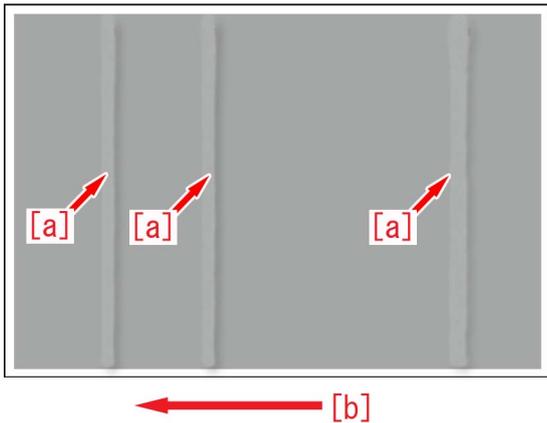
Mixed media setting does not work properly for VDP job. (imagePRESS Server F200/G100).....	403
"BookletFinisher-W1" and "BookletFinisher-AM2" do not exist in Available options. (imagePRESS Server F200/G100).....	404
Cannot staple for multiple worksheets in Excel ( Print Server ).....	405
imagePRESS Server shuts down when MFP shuts down by auto shutdown timer. ( imagePRESS Server-F200 / H300 ).....	406
Fiery server does not apply the Virtual Printer job settings to a PCL job. ( imagePRESS Server G100 ).....	407

# Image Faults

**Horizontal lines appears randomly on a Bk half-tone image due to the curled ITB after leaving the machine for a long time.**

## [Symptom]

Horizontal lines [a] may appear randomly on a Bk half-tone image after leaving the machine for a long time. The arrow [b] indicates the direction of feeding.

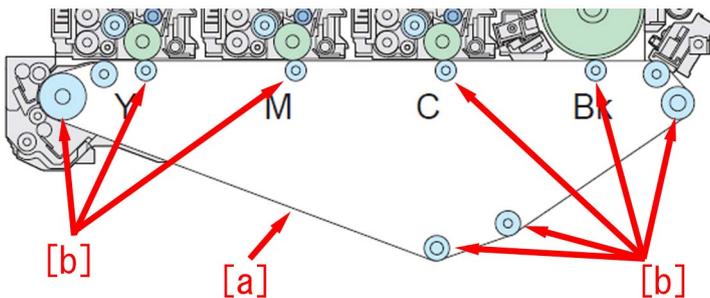


## [Cause]

If a machine is left untouched for a long time, ITB[a] and 8 rollers[b] inside ITB are in contact each other for a long time, and this condition curls ITB.

The curled part makes tiny space between ITB and the secondary transfer roller, therefore discharge phenomenon may be generated.

If discharge phenomenon is generated, toner on ITB scatters, disarranges the image and this results in the above mentioned symptom.



## [Service work]

1) Go to Service Mode (Lv2) > Mode List > COPIER > Function > MISC-P >, select ITB-ROT and press "OK" button.

This service mode setting executes ITB idle rotation and flattens the curl on ITB.

The operation time takes about 180 seconds.

2) Output the image having shown the symptom, and check that the symptom does not occur.

If the symptom improves, the work is completed. But if the machine is left untouched for a long time frequently, go to the step 3).

If the symptom does not improve, check other causes.

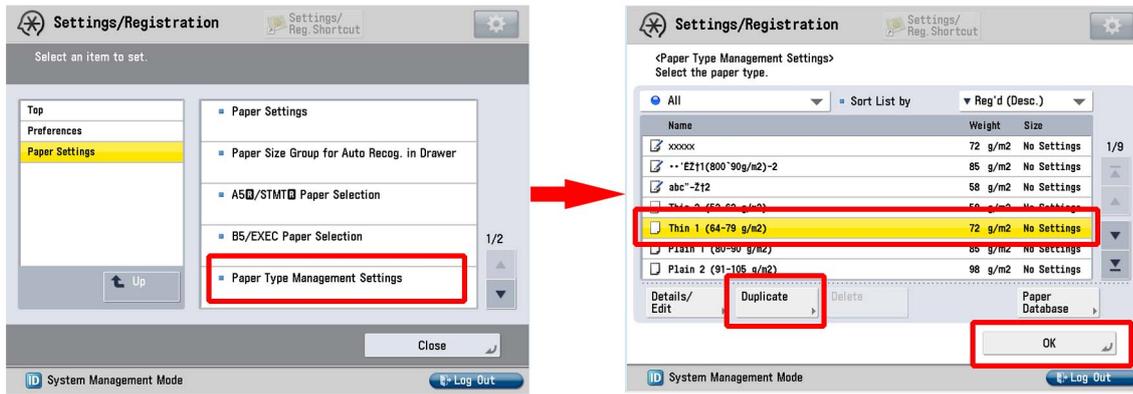
3) Set Service Mode (Lv2) > Mode List > COPIER > Option > FNC-SW > ITBROT SW to "1".

The range of setting is from "0" to "4" ("0" by default).

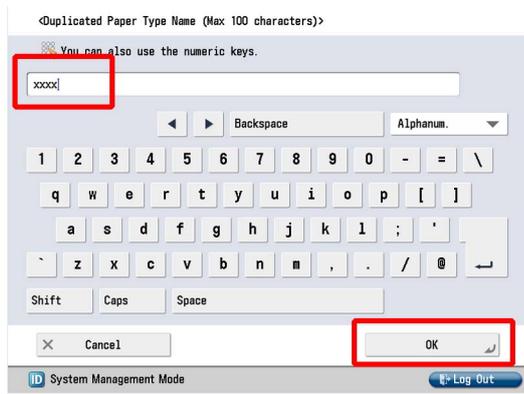
The change of this setting changes the duration of ITB idle rotation at the time of initial multiple rotation.

[Caution] By the change of this setting, the time from turning the main power on to starting printing (initial multiple rotation) would take approximate 180 seconds longer at maximum.

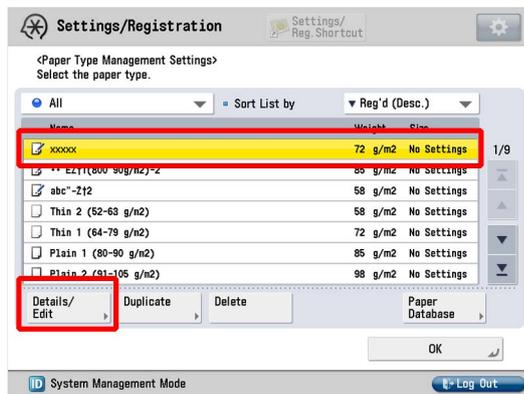




3) Enter any name as the duplicated paper type and press "OK" button.



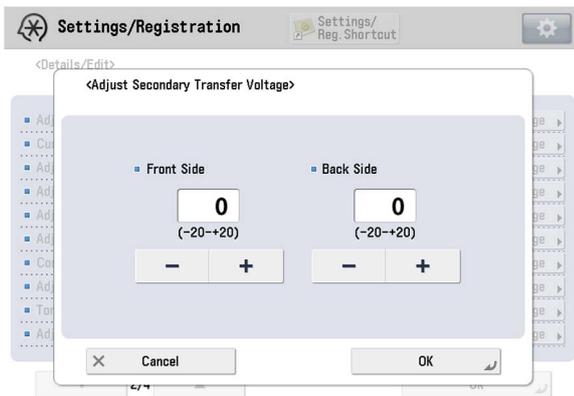
4) Select the paper type duplicated in the step 3) and press "Details/Edit".



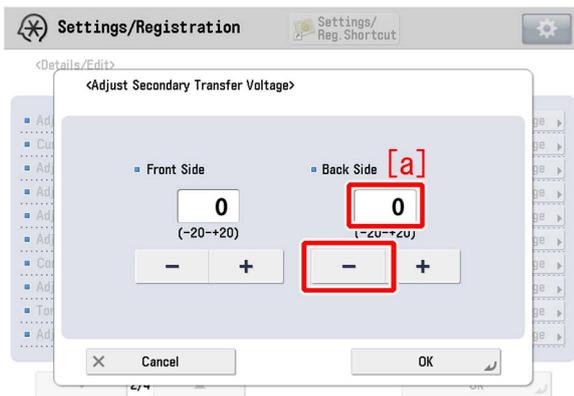
5) Select "Adj. Secondary Transfer Volt." and press "Change".  
 [Note] In case adjust secondary transfer voltage will not be displayed on the control panel, change the setting value of Service Mode > Mode List > COPIER > Option > DSPLY-SW > IMGC-ADJ to "1" and perform a power-cycle of main power (off/on). The value is "0" by default.



6) If the adjust secondary transfer voltage screen is displayed, the presetting is completed.



7) On the Adjust Secondary Transfer Voltage screen, select Back Side. Using the "-" button, change the correction value [a] to "-15" and press "OK".  
The range of setting is from "-20" to "+20" ("0" by default). Changing this value changes the secondary transfer voltage.



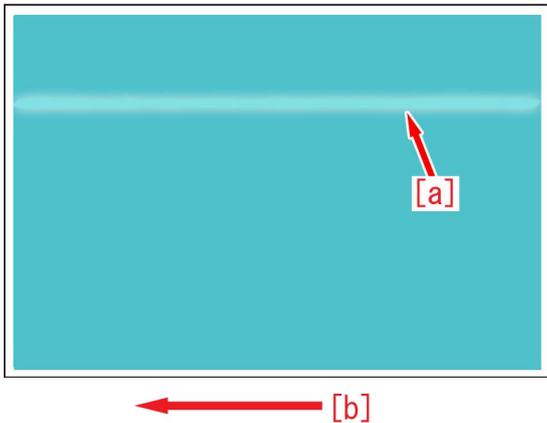
[Caution] Changing this setting may reduce the secondary transfer voltage, possibly causing image failure (image smear/ poor transfer with high density original, etc.).  
8) Output the image having shown the symptom, and check that the symptom does not occur. If the symptom no longer occurs, the work is completed.  
If the symptom has not improved sufficiently, fine-tune the setting values in the step 7).

## Line on image (faulty toner coating on the developing sleeve) when low-duty image is output continuously

### [Symptom]

When a low-duty image is output continuously, a line [a] may appear on the output image (faulty toner coating on the developing sleeve).

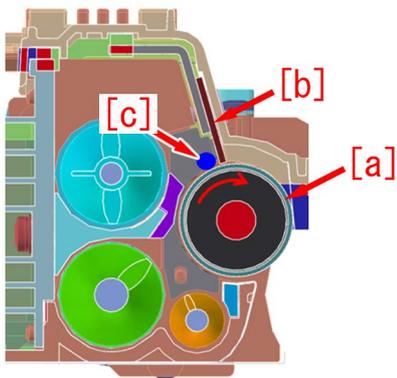
The arrow [b] indicates the direction of feeding.



### [Cause]

When a low-duty image is output continuously, toner consumption is not high. Accordingly, toner may stagnate between the developing sleeve [a] and the blade [b], possibly resulting in a clump [c].

Due to such toner clump, the developing sleeve cannot be coated evenly with the toner. In that case, the above symptom occurs.



### [Service work]

1) In Service Mode (Level 2) > Mode List > COPIER > Function > CLEANING > "DVS-CLNx," select a color having shown the symptom. Then press "OK."

Executing this Service Mode causes the developing sleeve to rotate, thereby removing the toner clump.

Cleaning is performed for about 30 seconds.

[Caution] This Service Mode cannot be executed again until 2000 sheets are fed. If this Service Mode is executed again, "NG" is indicated upon completion.

2) Output the image having shown the symptom, and check that the symptom does not occur.

If the symptom improves, go to step 3) in order to further use a low-duty image continuously.

If the symptom does not improve, check other factors.

3) In Service Mode (Level 2) > Mode List > COPIER > Option > IMG-DEV > "DEVLVTHx," select a color having shown the symptom. Then change the setting value to "3."

The setting range is from "1" to "5" (Default: 1). By changing the setting value, the image density threshold for running Toner ejection sequence is changed.

[Caution] If the setting value is changed and a low-duty image is used continuously, the productivity decreases and toner consumption increases.

# Hue difference between front side and rear side due to condensation on dustproof glass

## [Symptom]

Hue difference [a] between front side and rear side may occur due to condensation.



## [Cause]

The above symptom occurs due to condensation on dustproof glass when the device is placed in a low temperature/high humidity environment and then when the temperature rises drastically.

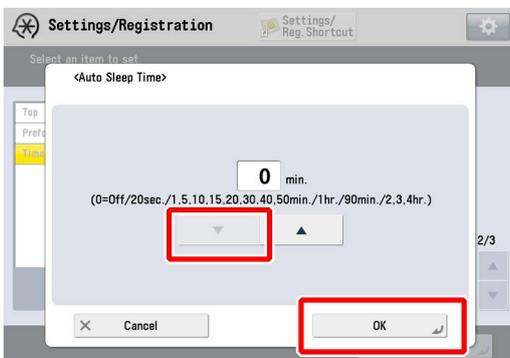
Opening the front door during drastic temperature change makes the humidity inside the device to go up, making the symptom to occur easily.

## [Service work]

Select Settings/Registration > Timer/Energy Settings > Auto Sleep Time. Press the arrow button and set "0=Off". Press "OK". (Default: 1 min.)

By using this setting, the device does not go into Sleep mode and it prevents condensation on dustproof glass.

[Note] By using this setting, power consumption goes up.

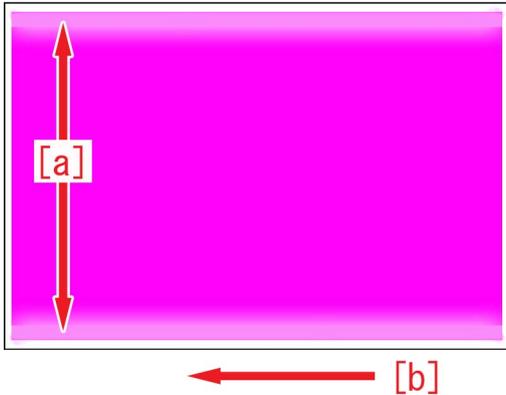


## Density is light along the edge on the front or rear side

### [Symptom]

If a high density image is output after a large amount of output of low density images in a low humidity environment, the density along the edge on the front or rear side may come out light [a].

The arrow [b] indicates the direction of feeding.



### [Cause]

In low humidity environments, transfer performance deteriorates comparing to other environments attributed to high triboelectricity of toner.

A large amount of output of low density images consumes only a small amount of toner, and so the toner deteriorates and results in poor transfer.

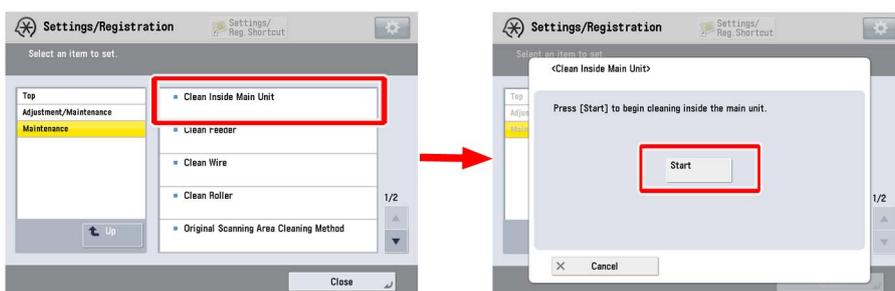
The contacting pressure along the edges of primary transfer area is lower than that on the center. This is why the transfer performance deteriorates along the edge.

When the above mentioned three conditions are met at a time, the density of high density area comes out light and that brings the symptom.

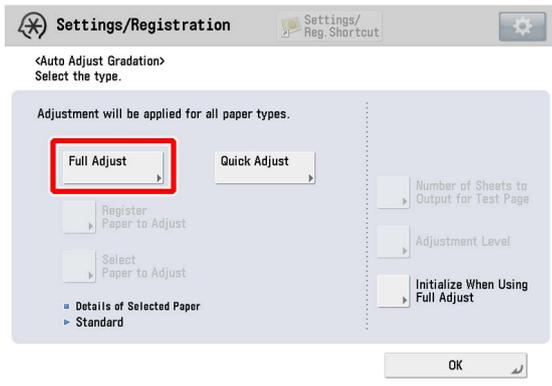
This symptom is likely to occur with image PRESS C60 that controls the high density area somewhat high.

### [Service work]

1) Select Settings/Registration > Adjustment/Maintenance > Maintenance > Clean Inside Main Unit, and press "Start" button. The cleaning takes about 1 min.



2) Select Settings/Registration > Adjustment/Maintenance > Adjust Image Quality > Auto Adjust Gradation, and then press the "Full Adjust" button.



3) Select a paper source of the paper type that needs to undergo the correction, and press "OK". According to the message appearing on the screen, output a test print and scan it, and perform Full Adjust.

[Reference] The following shows recommended paper for Japan, USA, and Europe.

- JPN: GF-C081/81.4g [Oji Paper]

- USA: Color copy Digital 28lb/105g [International Paper]

- EUR: Oce SAT023 Top Colour Paper FSC 100/100g [Oce]

4) Output the image having shown the symptom, and check that the symptom does not occur.

If the symptom improves and another large amount output of low density image is to be followed, go to the step 3).

If the symptom does not improve, check other factors.

5) In Service Mode (Level 2) > Mode List > COPIER > Option > IMG-DEV > "DEVLVTHx," select a color having shown the symptom. Then change the setting value to "2."

If image PRESS C60 is used, change the setting value to "3".

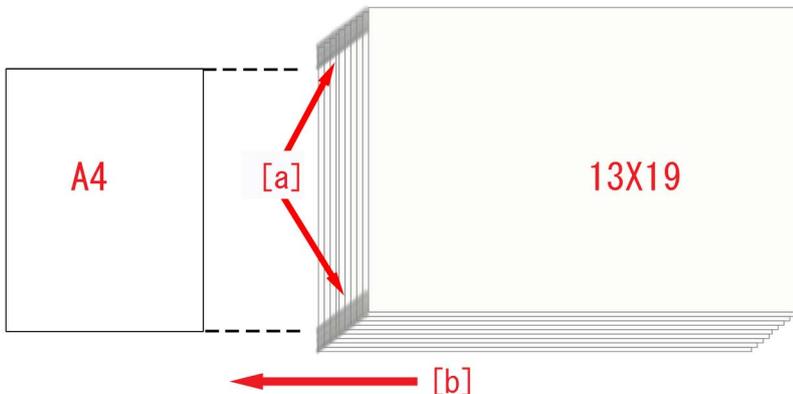
The setting range is from "1" to "5" (Default: 1). By changing the setting value, the image density threshold for running Toner ejection sequence is changed.

[Caution] When performing a large amount of print of low density image, the productivity declines and toner consumption increases.

# Soiling on the part where narrower sized paper did not pass at the leading edge of paper

## [Symptom]

After 20,000 sheets or more of a certain size of paper passed, if a wider size of paper passes, the part where the former paper did not pass at the leading edge of the latter paper may get soiled [a].  
The arrow [b] indicates the direction of feeding.



## [Cause]

The whole surface of the drum is covered with a slight amount of toner that is impossible to be removed completely even with the fogging removal potential.

This toner remaining on the drum is called fogging toner.

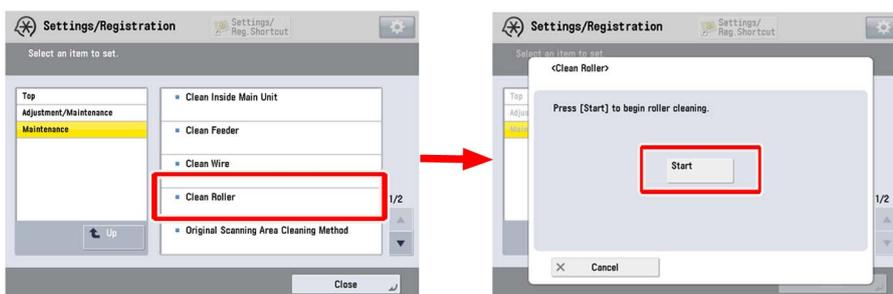
When toner is moved from the drum to ITB and then to secondary transfer roller by potential difference, the fogging toner escaped from various cleanings will be piled up on the secondary transfer roller.

If only an identical size of paper has passed, a lot of fogging toner is piled up on the part of the second transfer roller where the paper did not pass.

If another size of paper passes that is wider than the previously passed one, the part of the leading edge where the previous paper did not pass gets soiled when the same part passes the secondary transfer roller. This is the above mentioned symptom.

## [Service work]

1) Select Settings/Registration > Adjustment/Maintenance > Maintenance > Clean Roller, and press "Start" button.  
The cleaning takes about 30 seconds.



2) Output the image having shown the symptom, and check that the symptom does not occur. If the symptom no longer occurs, the work is completed.

If the symptom will not improve, repeat the step 1) for thrice.

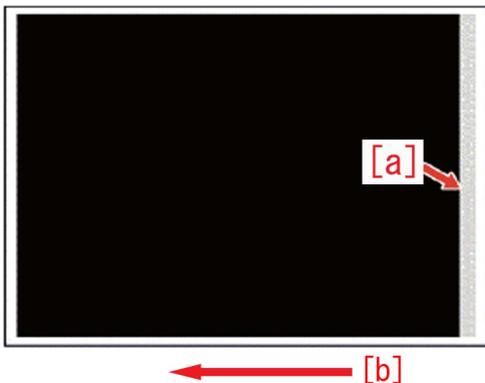
3) Output the image having shown the symptom, and check that the symptom does not occur.

If the symptom does not improve, check other causes.

## Image blanking at the trailing edge with coated paper under low humidity environment

### [Symptom]

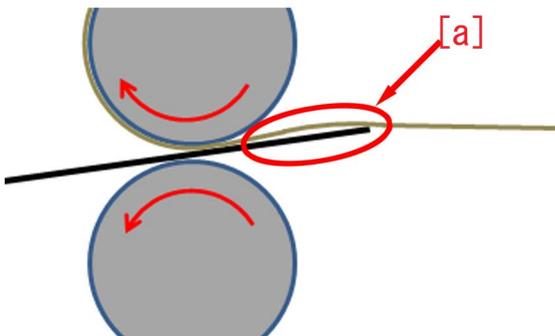
When a thick coated paper is used under a low humidity environment, image blanking [a] may occur at the trailing edge of paper. The arrow [b] indicates the direction of feeding.



### [Cause]

A tiny space [a] may be formed between the trailing edge of paper just in front of the nip of the secondary transfer roller and ITB. If electricity is discharged in this space, polarity of toner on ITB changes and the toner will not be transferred onto the paper. This results in the above mentioned symptom.

This symptom is likely to occur when a rigid and thick coated paper is used under a low humidity environment where the set value of the secondary transfer voltage is high.

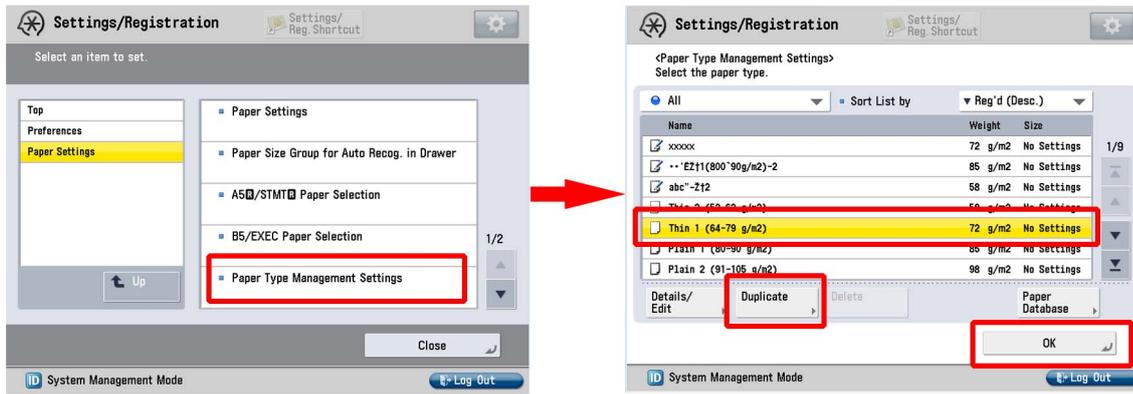


### [Service work]

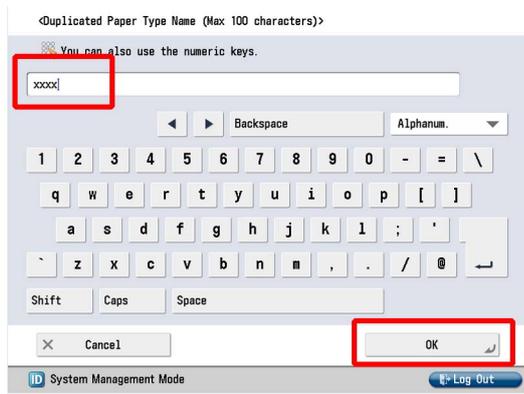
[Reference] Inform the customer that reduction of the curl on paper may improve the symptom.

To correct the curl level of paper, refer to "Correcting Paper Curl" in Media Guide.

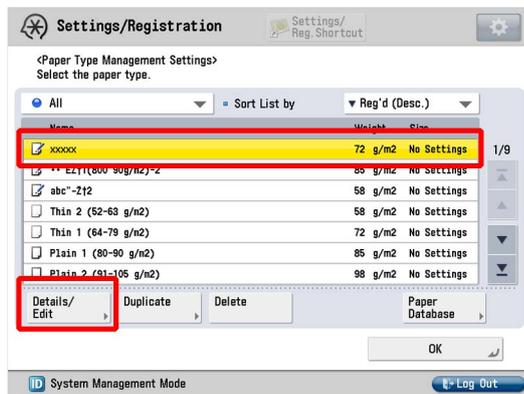
- 1) Have the customer log in from System Management Mode in user mode.
- 2) Go to Preferences > Paper Settings > Paper Type Management Settings, select an appropriate paper type from among the list, press "Duplicate" button and then "OK" button.



3) Enter any name as the duplicated paper type and press "OK" button.



4) Select the paper type duplicated in the step 3) and press "Details/Edit".

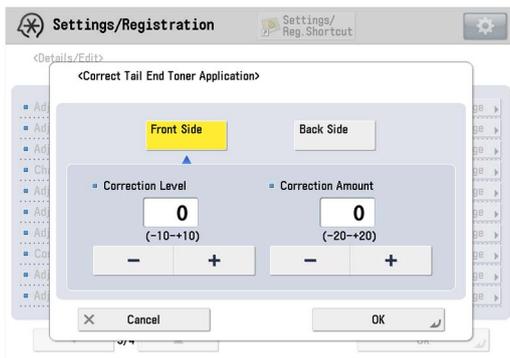


5) Select "Corr. Tail End Toner Applic." and press "Change".

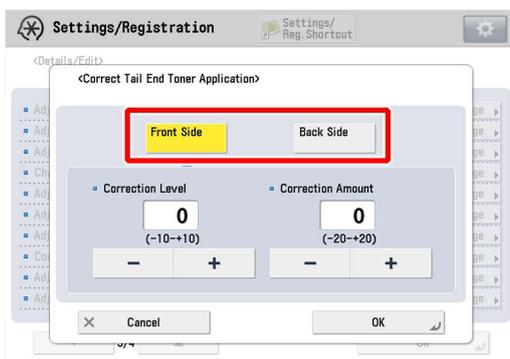
[Note] In case Correct Tail End Toner Application will not be displayed on the control panel, change the setting value of Service Mode > Mode List > COPIER > Option > DSPLY-SW > IMGC-ADJ to "1" and perform a power-cycle of main power (off/on). The value is "0" by default.



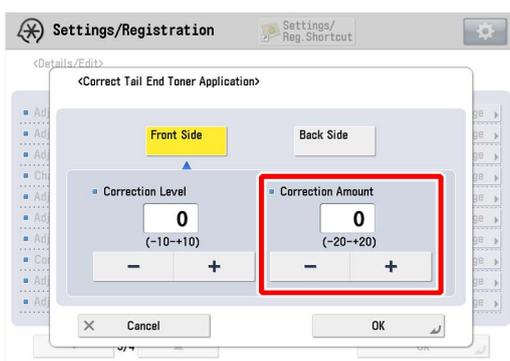
6) If the Correct Tail End Toner Application screen is displayed, the presetting is completed.



7) Choose the side where the symptom appears between Front Side/Back Side.

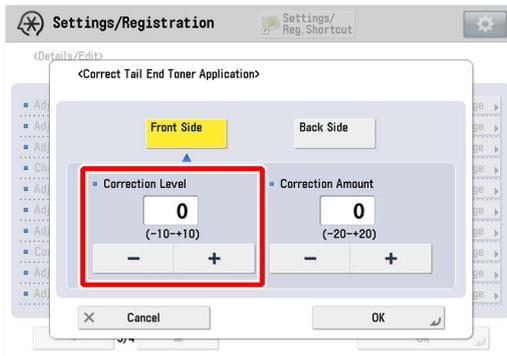


8) Measure the width of the image blanking starting from the trailing edge of the sample and enter the measured value (in mm) by pressing the "+" button of the correction amount. The range of setting is from "-20" to "+20" ("0" by default). Change of the setting value changes the range in which Correct Tail End Toner Application is executed.



9) Press the "+" button of the correction level for five times and if the correction value has become "+5", then press "OK". The range of setting is from "-10" to "+10" ("0" by default).

If the setting value is set to a "+" number, it lowers the secondary transfer voltage of the paper trailing edge part (the range of correction amount)



[Caution] The change of this setting that lowers the secondary transfer voltage of the paper trailing edge part (the range of correction amount) may result in a mottling image with a high density image.

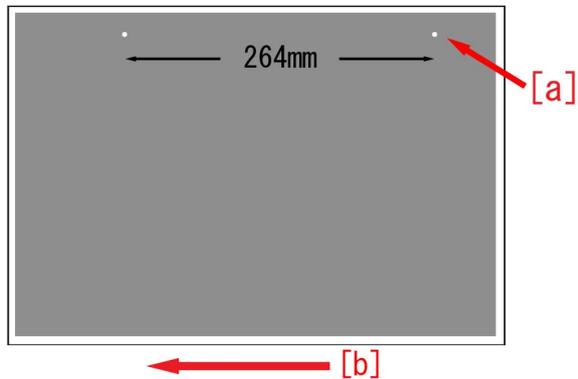
10) Output the image having shown the symptom, and check that the symptom does not occur. If the symptom no longer occurs, the work is completed.

If the symptom has not improved sufficiently, fine-tune the setting values in the steps 8) and 9).

## White spots with 264mm intervals due to soiling on the drum (Bk)

### [Symptom]

White spots [a] with 264mm intervals may appear on a Bk halftone image.  
The arrow [b] indicates the direction of feeding.



### [Cause]

The above mentioned symptom occurs when the drum of the drum unit (Bk) gets soiled.

### [Service work]

1) Refer to the service manual "Parts Replacement and Cleaning > Image Formation System > Removing the Drum Unit (Bk) > Procedure" to remove the Drum Unit (Bk).

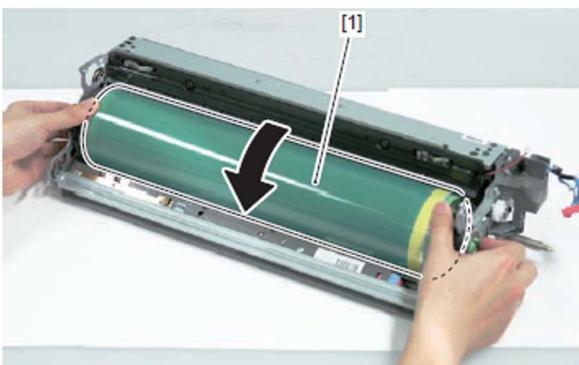
[Caution] Underlay some sheets of paper and the like beneath before laying the Drum Unit (Bk).

2) Clean the drum [1] with lint-free paper moistened with alcohol, then take a new sheet of lint-free paper and wipe the moisture off with it without moistening the paper.

Make sure if the drum is dried before cleaning the drum by rotating it to clean the whole circumference.

[Caution]

- Perform the work in a place where is as dark as possible to reduce exposure of the drum.
- In rotating the drum, do not touch to approximate 10mm from the rear side or to yellow colored part on the front side. Touching may result in faulty image.
- Do not clean the drum in the direction of front/rear. This may leave scratches on the drum.
- If the drum is rotated in the direction opposite to the arrow, a faulty image may occur.

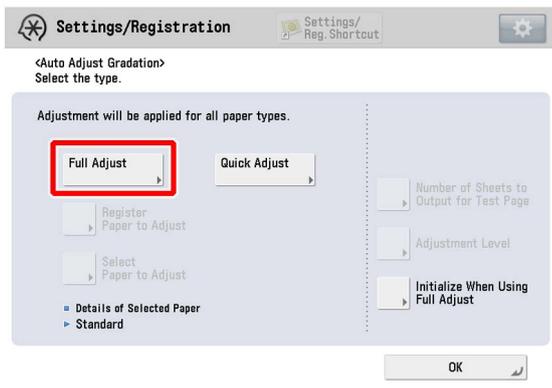


3) Reassemble the parts in reverse order from the step 1).

4) In Service Mode > Mode List > COPIER > Function > INSTALL > "INIT-ITB," and adjust the ITB neutral position.

5) Select Settings/Registration > Adjustment/Maintenance > Adjust Image Quality > Auto Correct Color Mismatch, and then press the "Start." button.

6) Select Settings/Registration > Adjustment/Maintenance > Adjust Image Quality > Auto Adjust Gradation, and then press the "Full Adjust" button.



7) Select a paper source of the paper type that needs to undergo the correction, and press "OK". According to the message appearing on the screen, output a test print and scan it, and perform Full Adjust.

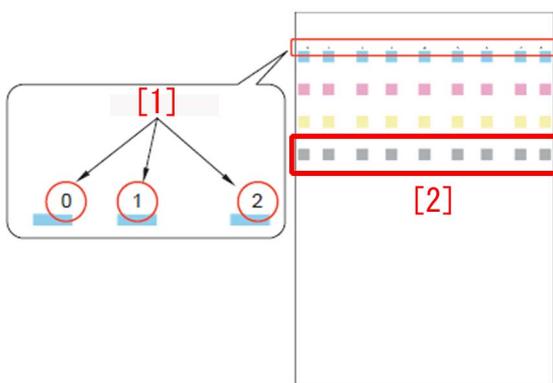
[Reference] The following shows recommended paper for Japan, USA, and Europe.

- JPN: GF-C081/81.4g [Oji Paper]
- USA: Color copy Digital 28lb/105g [International Paper]
- EUR: Oce SAT023 Top Colour Paper FSC 100/100g [Oce]

8) Select Settings/Registration > Adjustment/Maintenance > Adjust Image Quality >Correct Shading >Densitometer Correction, and then press the "Start Printing" button.



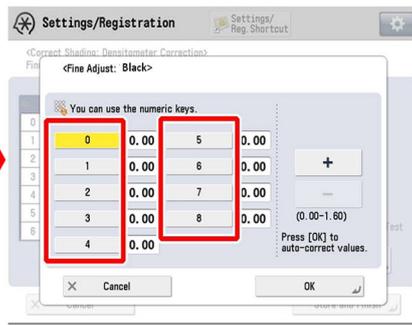
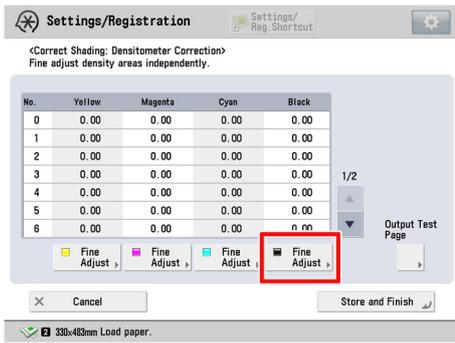
9) In the output image, measure the density of all the small Black areas [2] accompanied with numbers [1] with densitometer (X-Rite504).



[Reference] The printed number varies depending upon the paper size.

- 320 x 450mm (SRA3), 330 x 483mm (13 x 19): 0 to 8 will appear.
- A3 or 11 x 17, 305 x 457mm (12 x 18): 1 to 7 will appear.

10) Press "Fine Adjust" for Black, select an appropriate number, then enter the value measured in the step 9) and press "OK". When A3 or 11 x 17, 305 x 457mm (12 x 18) is output, enter "0" as the number other than 1 to 7.

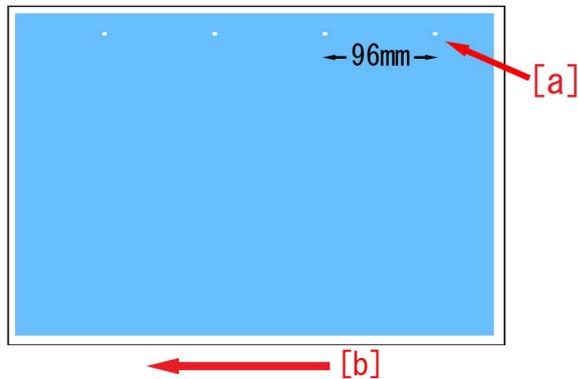


- 11) Confirm the entered value, then press "Store and Finish".
- 12) Output the image having shown the symptom, and check that the symptom does not occur. If the symptom does not improve, check other causes.

## White spots with 96mm intervals due to soiling on the drum (color)

### [Symptom]

White spots [a] with 96mm intervals may appear on a halftone image of a color other than Bk.  
The arrow [b] indicates the direction of feeding.



### [Cause]

The above mentioned symptom occurs when the Drum of the process unit (CL) whose color is corresponding to the halftone color gets soiled.

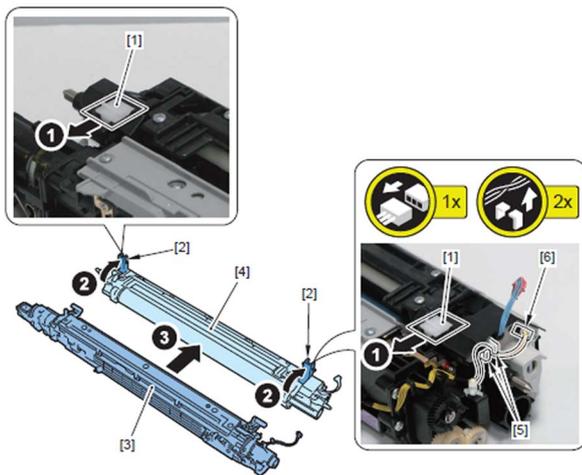
### [Service work]

1) Refer to the service manual "Parts Replacement and Cleaning > Image Formation System > Removing the Process Unit (Y)/(M)/(C) > Procedure" to remove the Process Unit (CL).

[Caution] Underlay some sheets of paper and the like beneath before laying the process unit (CL).

2) Release the harness from the 2 harness guides [5] and disconnect the connector [6], while pressing the locks [1] of the connecting arms [2] release the 2 connecting arms [2] to open them and separate the developing assembly [3] from the drum unit [4].

[Caution] When to join the developing assembly to the drum unit, confirm if the locks of the connecting arms are locked securely.



3) Clean the drum [1] with lint-free paper moistened with alcohol, then take a new sheet of lint-free paper and wipe the moisture off with it without moistening the paper.

Make sure if the drum is dried before cleaning the drum by rotating it to clean the whole circumference.

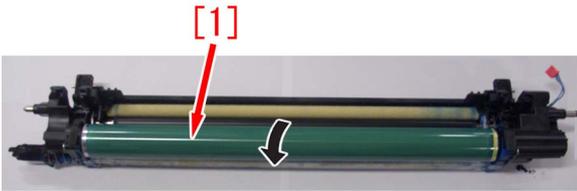
[Caution]

-Perform the work in a place where is as dark as possible to reduce exposure of the drum.

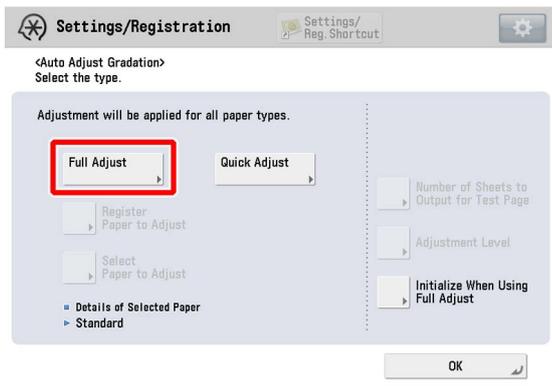
-In rotating the drum, do not touch to approximate 10mm from the rear side or to yellow colored part on the front side. Touching may result in faulty image.

-Do not clean the drum in the direction of front/rear. This may leave scratches on the drum.

-If the drum is rotated in the direction opposite to the arrow, a faulty image may occur.



- 4) Reassemble the parts in reverse order from the step 2) to 1).
- 5) In Service Mode > Mode List > COPIER > Function > INSTALL > "INIT-ITB," and adjust the ITB neutral position.
- 6) Select Settings/Registration > Adjustment/Maintenance > Adjust Image Quality > Auto Correct Color Mismatch, and then press the "Start." button.
- 7) Select Settings/Registration > Adjustment/Maintenance > Adjust Image Quality > Auto Adjust Gradation, and then press the "Full Adjust" button.

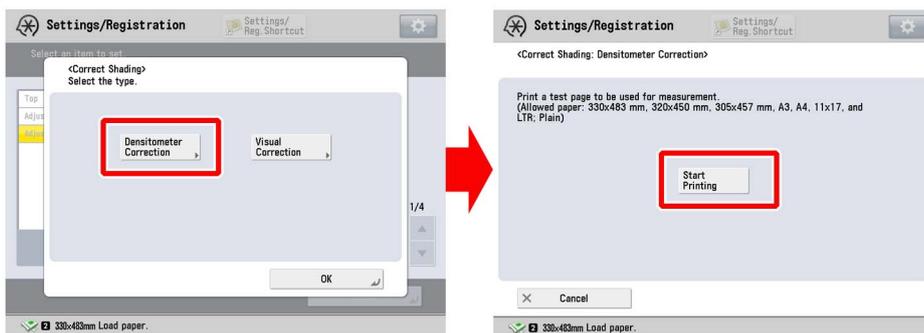


- 8) Select a paper source of the paper type that needs to undergo the correction, and press "OK". According to the message appearing on the screen, output a test print and scan it, and perform Full Adjust.

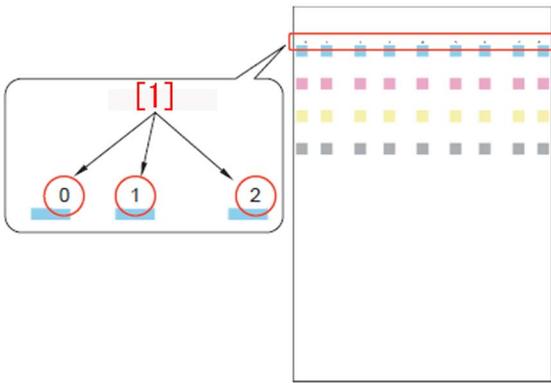
[Reference] The following shows recommended paper for Japan, USA, and Europe.

- JPN: GF-C081/81.4g [Oji Paper]
- USA: Color copy Digital 28lb/105g [International Paper]
- EUR: Oce SAT023 Top Colour Paper FSC 100/100g [Oce]

- 9) Select Settings/Registration > Adjustment/Maintenance > Adjust Image Quality > Correct Shading > Densitometer Correction, and then press the "Start Printing" button.



- 10) In the output image, measure the density of all the small areas accompanied with numbers [1] whose color corresponds to the one of the cleaned drum with densitometer (X-Rite504).



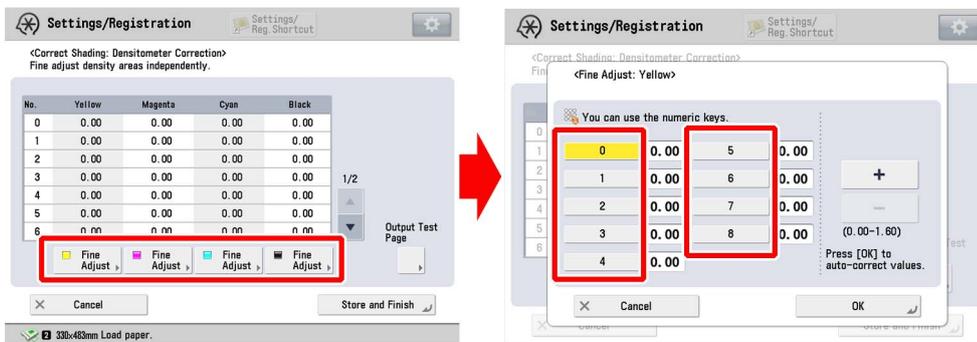
[Reference] The printed number varies depending upon the paper size.

- 320 x 450mm (SRA3), 330 x 483mm (13 x 19): 0 to 8 will appear.

- A3 or 11 x 17, 305 x 457mm (12 x 18): 1 to 7 will appear.

11) Press "Fine Adjust" of the color of the cleaned drum, select an appropriate number, then enter the value measured in the step 10) and press "OK".

When A3 or 11 x 17, 305 x 457mm (12 x 18) is output, enter "0" as the number other than 1 to 7.



12) Confirm the entered value, then press "Store and Finish".

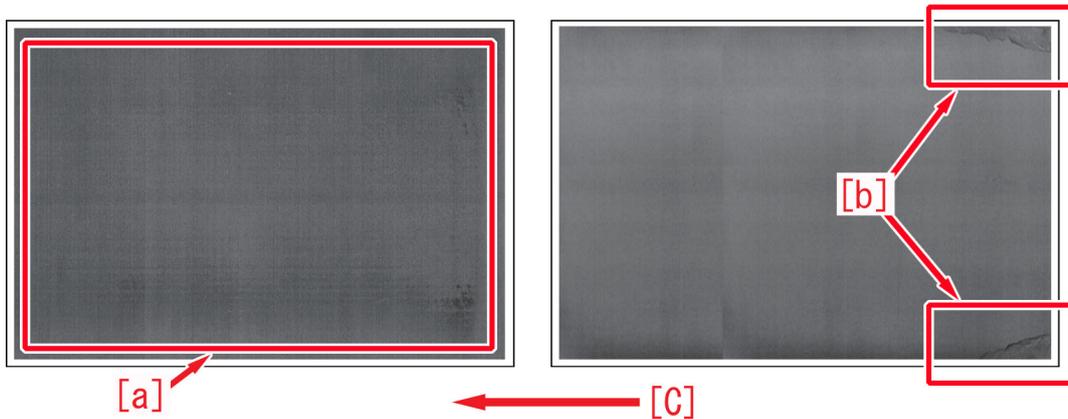
13) Output the image having shown the symptom, and check that the symptom does not occur. If the symptom does not improve, check other causes.

## Smearred image occurs with paper that had been left in a low humidity environment

### [Symptom]

If a coated paper 150gsm or less or a plain paper 100gsm or less that had been left in a low humidity environment is used, uneven density [a] as if scratched in the center of a Bk halftoned image or disordered image [b] on the front and rear edges near the trailing edge of the sheet may occur.

The arrow [c] indicates the feed direction.

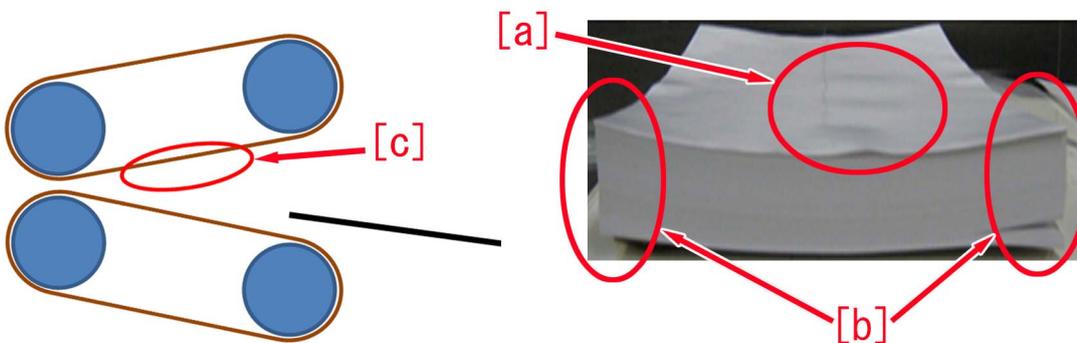


### [Cause]

A sheaf of paper that had been left in a low humidity environment is dried unevenly and the paper deforms.

If the paper deforms as its center part is bloated [a], the paper is fed with the deformed part close to the fixing belt [c] and uneven density as is rubbed appears.

If the trailing edge of the paper deforms upward [b], the paper is fed with the deformed part rubbing the fixing belt [c] and a disordered image appears.



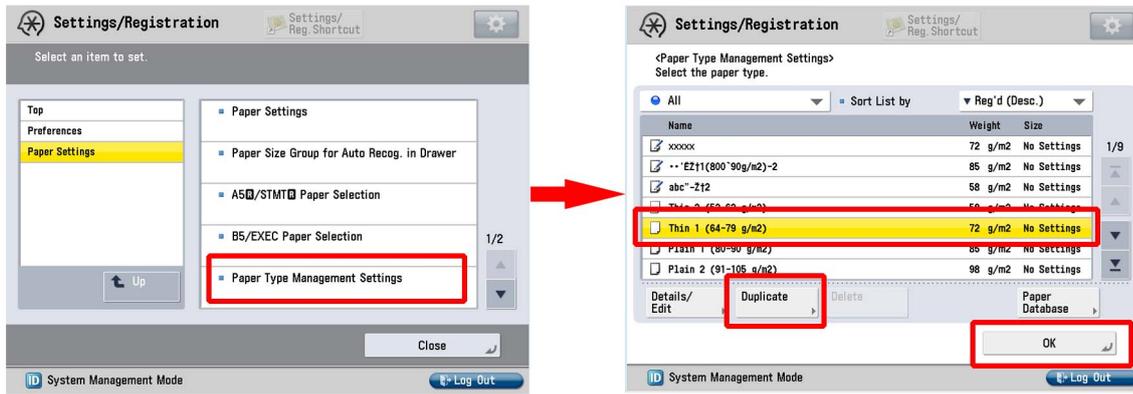
### [Service work]

Improving a state of preservation of paper may be effective in resolving a trouble in some cases.

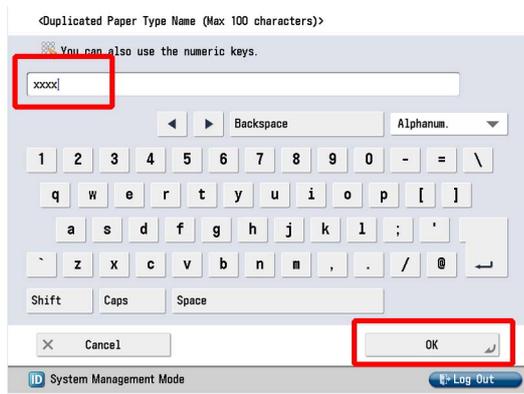
Explain to a customer that unused or remaining paper should be stored by being covered with wrapping paper in a place avoiding direct sunlight.

1) Have the customer log in from System Management Mode in user mode.

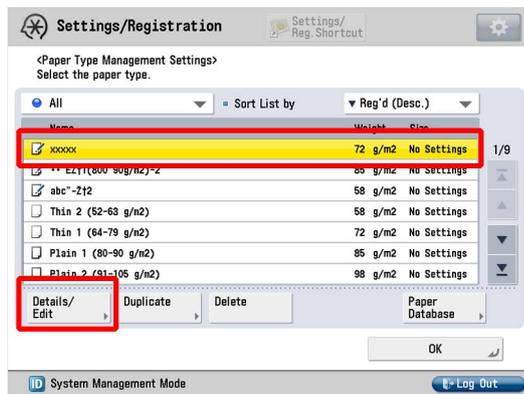
2) Go to Preferences > Paper Settings > Paper Type Management Settings, select an appropriate paper type from among the list, press "Duplicate" button and then "OK" button.



3) Enter any name as the duplicated paper type and press "OK" button.



4) Select the paper type duplicated in the step 3) and press "Details/Edit".



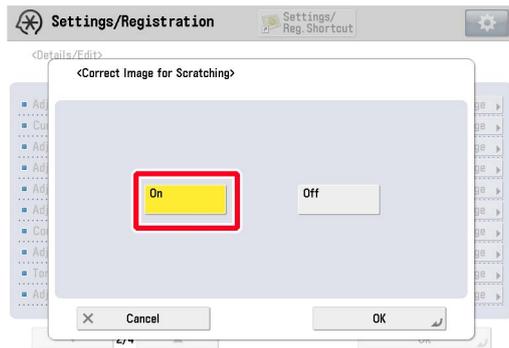
5) Select "Correct Image for Scratching" and press "Change".

"Correct Image for Scratching" is effective only when the used paper is coated paper 180gsm or less (1-sided Coated paper, 1,2,3/2-sided coated paper, 1,2,3/Matte Coated paper, 1,2,3) and Settings/Registration > Function Settings > Common > Print Settings > Coated Paper Productivity/Gloss Priority is set to "Standard" at the same time. Otherwise go to the step 9).

[Note] In case "Correct Image for Scratching" or "Coated Paper Productivity/Gloss Priority" will not be displayed on the control panel, change the setting value of Service Mode > Mode List > COPIER > Option > DSPLY-SW > IMGC-ADJ to "1" and perform a power-cycle of main power (off/on). The value is "0" by default.



6) In the adjusting screen of correct image for scratching, select "ON" and press "OK".



[Caution] This setting reduces the productivity.

7) Output the image having shown the symptom, and check that the symptom does not occur. If the symptom no longer occurs, the work is completed.

If the symptom does not improve good enough, go to the step 8).

8) Select the paper type duplicated in the step 3) and press "Details/Edit".

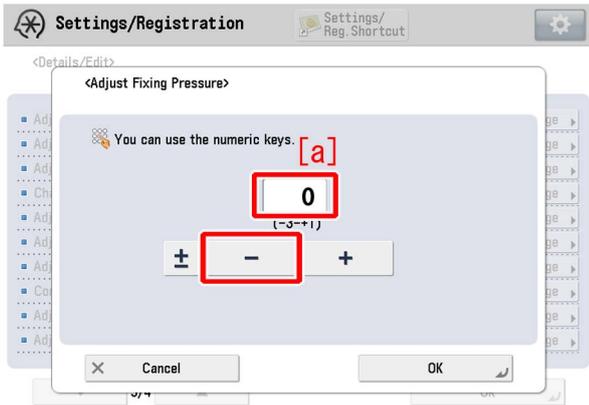
9) Select "Adjust Fixing Pressure" and press "Change".

[Note] In case Adjust Fixing Pressure will not be displayed on the control panel, change the setting value of Service Mode > Mode List > COPIER > Option > DSPLY-SW > IMGC-ADJ to "1" and perform a power-cycle of main power (off/on). The value is "0" by default.



10) Select Adjust Fixing Pressure. Using the "button, change the correction value [a] to "-3" and press "OK".

The range of setting is from "-3" to "+1" ("0" by default).

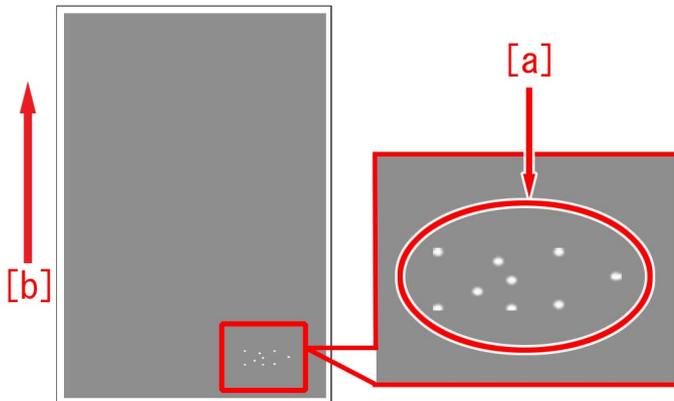


[Caution] Change of this setting reduces the fixing capability on the front and rear edges.  
11) Output the image having shown the symptom, and check that the symptom does not occur.  
If the symptom does not improve, check other causes.

# White spots appear in halftone image when paper left in low humidity environment is used

## [Symptom]

When paper left in a low humidity environment is used, white spots [a] may appear in a halftone image. The arrow [b] indicates the feed direction.



## [Cause]

If dry paper having been left in a low humidity environment frequently rubs against the secondary transfer inlet upper guide, the guide is electrically charged.

If the potential of the charge is large, an electric discharge phenomenon occurs on the ITB in the vicinity. As a result, the symptom occurs.

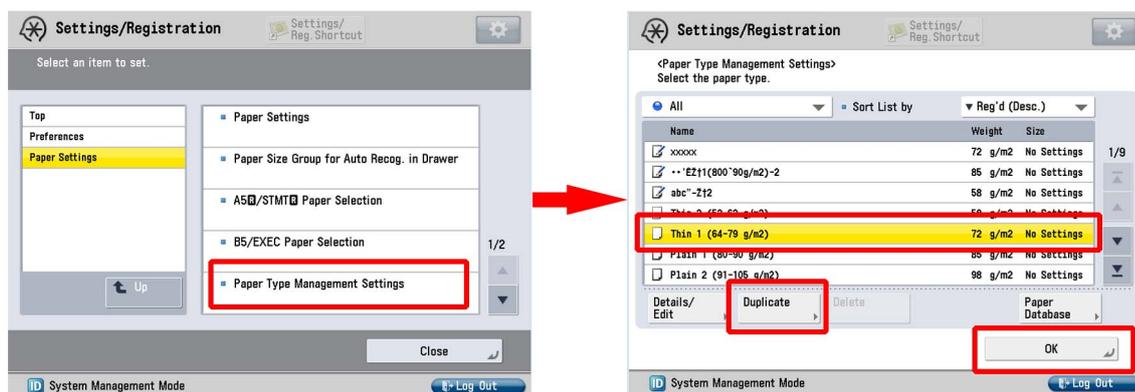
## [Service work]

### [Reference]

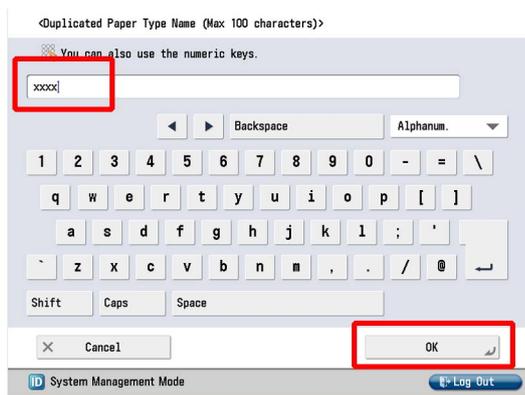
Improving a state of preservation of paper may be effective in resolving a trouble in some cases.

Explain to a customer that unused or remaining paper should be stored by being covered with wrapping paper in a place avoiding direct sunlight.

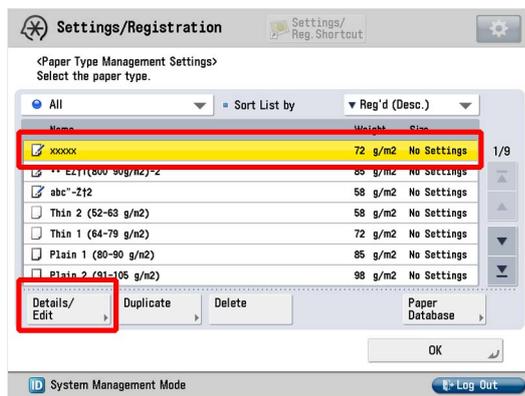
- 1) Have the customer log in from System Management Mode in user mode.
- 2) Go to Preferences > Paper Settings > Paper Type Management Settings, select an appropriate paper type from among the list, press "Duplicate" button and then "OK" button.



- 3) Enter any name as the duplicated paper type and press "OK" button.



4) Select the paper type duplicated in the step 3) and press "Details/Edit".

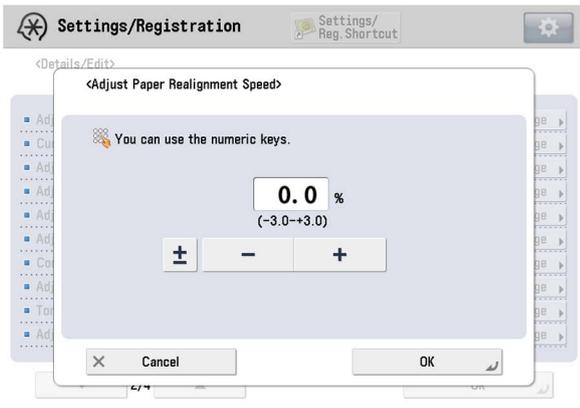


5) Select "Adj. Paper Realignment Speed" and press "Change".

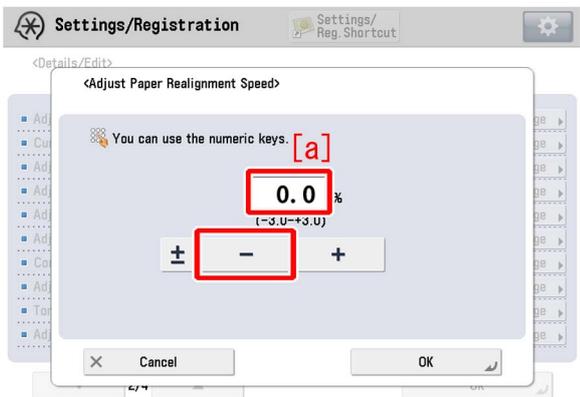
[Note] In case adjust Paper Realignment Speed will not be displayed on the control panel, change the setting value of Service Mode > Mode List > COPIER > Option > DSPLY-SW > IMGC-ADJ to "1" and perform a power-cycle of main power (off/on). The value is "0" by default.



6) If the adjust Paper Realignment Speed screen is displayed, the presetting is completed.



7) Select Adjust Paper Realignment Speed. Using the "-" button, change the correction value [a] to "-0.2" and press "OK". The range of setting is from "-3.0" to "+3.0" ("0" by default). Changing this value changes the Paper Realignment Speed.



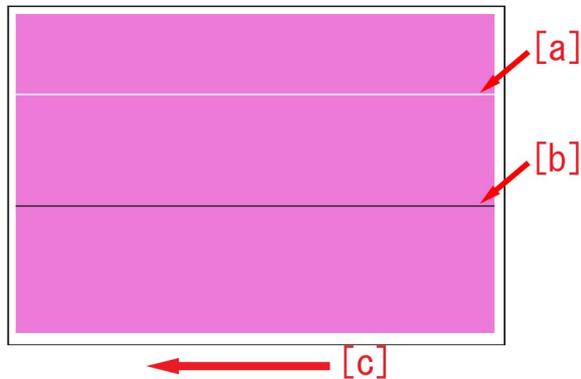
[Caution] Changing this setting may reduce the Paper Realignment Speed, possibly causing the magnification in the vertical scanning direction (feed direction) to be slightly smaller.

8) Output the image having shown the symptom, and check that the symptom does not occur. If the symptom does not improve, check other causes.

## Vertical line on image due to soiling on the charging roller

### [Symptom]

A sharp white line [a] or black line [b] may appear on a halftone image other than Bk color. The arrow [c] indicates the direction of feeding.



### [Cause]

The above mentioned symptom occurs when the charging roller of the process unit (CL) whose color is corresponding to the halftone color gets soiled.

### [Service work]

1) Select Settings/Registration > Adjustment/Maintenance > Maintenance > Clean Inside Main Unit, and press "Start" button. The cleaning takes about 1 min.



2) Output the image having shown the symptom, and check that the symptom does not occur. If the symptom no longer occurs, the work is completed.

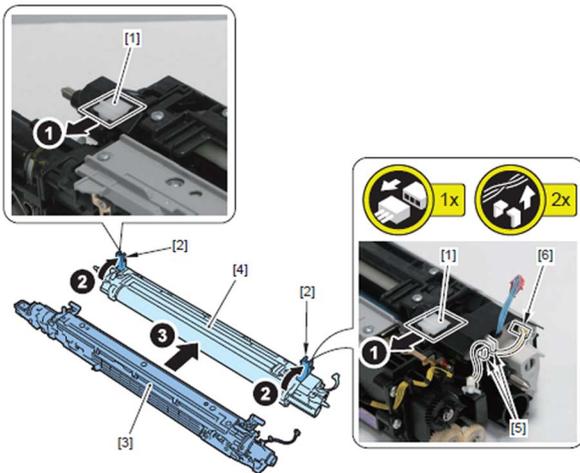
In case the symptom does not improve, go to the step 3).

3) Refer to the service manual "Parts Replacement and Cleaning > Image Formation System > Removing the Process Unit (Y)/(M)/(C) > Procedure" to remove the Process Unit (CL).

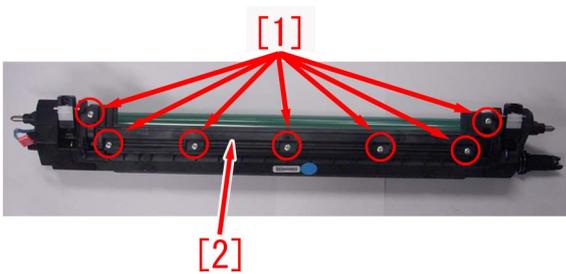
[Caution] Underlay some sheets of paper and the like beneath before laying the process unit (CL).

4) Release the harness from the 2 harness guides [5] and disconnect the connector [6], while pressing the locks [1] of the connecting arms [2] release the 2 connecting arms [2] to open them and separate the developing assembly [3] from the drum unit [4].

[Caution] When to join the developing assembly to the drum unit, confirm if the locks of the connecting arms are locked securely.



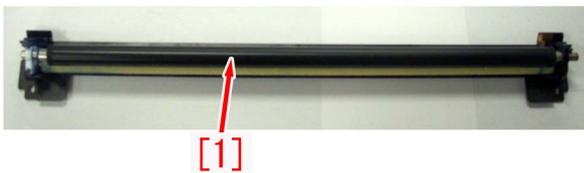
5) Remove the 7 screws [1] to remove the charging roller unit [2] from the drum unit.



[Caution] Cover the drum with a drum protection sheet or paper (of 5 sheets or more) to block out light.

6) Clean the charging roller [1] with lint-free paper moistened with alcohol, then take a new sheet of lint-free paper and wipe the moisture off with it without moistening the paper.

Make sure if the charging roller is dried before cleaning the charging roller by rotating it to clean the whole circumference.



7) Reassemble the parts in reverse order from the step 5) to 3).

8) In Service Mode > Mode List > COPIER > Function > INSTALL > "INIT-ITB," and adjust the ITB neutral position.

9) Select Settings/Registration > Adjustment/Maintenance > Adjust Image Quality > Auto Correct Color Mismatch, and then press the "Start." button.

10) Select Settings/Registration > Adjustment/Maintenance > Adjust Image Quality > Auto Adjust Gradation, and then press the "Full Adjust" button.



11) Select a paper source of the paper type that needs to undergo the correction, and press "OK". According to the message appearing on the screen, output a test print and scan it, and perform Full Adjust.

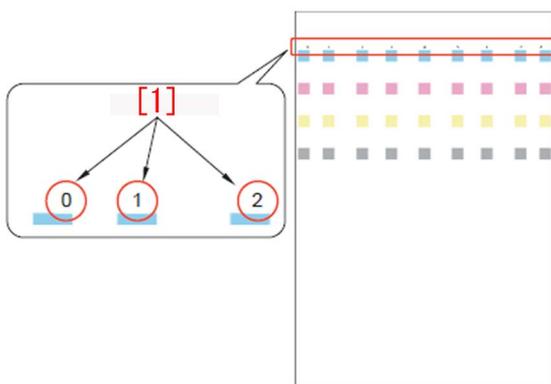
[Reference] The following shows recommended paper for Japan, USA, and Europe.

- JPN: GF-C081/81.4g [Oji Paper]
- USA: Color copy Digital 28lb/105g [International Paper]
- EUR: Oce SAT023 Top Colour Paper FSC 100/100g [Oce]

12) Select Settings/Registration > Adjustment/Maintenance > Adjust Image Quality >Correct Shading >Densitometer Correction, and then press the "Start Printing" button.



13) In the output image, measure the density of all the small areas accompanied with numbers [1] whose color corresponds to the one of the cleaned charging roller with densitometer (X-Rite504).

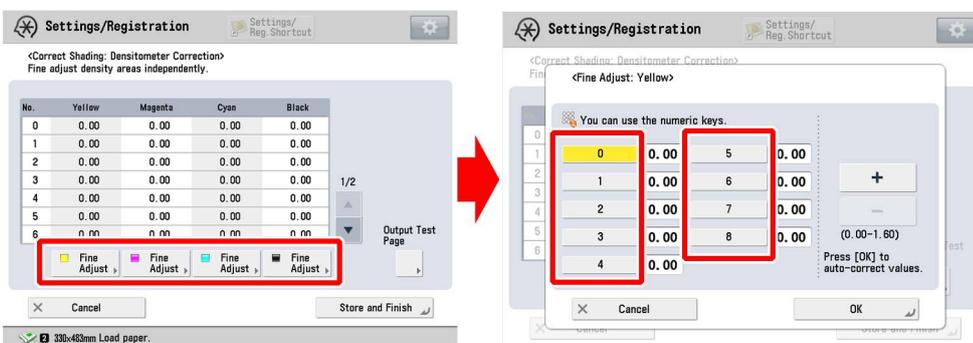


[Reference] The printed number varies depending upon the paper size.

- 320 x 450mm (SRA3), 330 x 483mm (13 x 19): 0 to 8 will appear.
- A3 or 11 x 17, 305 x 457mm (12 x 18): 1 to 7 will appear.

14) Press "Fine Adjust" of the color of the cleaned charging roller, select an appropriate number, then enter the value measured in the step 13) and press "OK".

When A3 or 11 x 17, 305 x 457mm (12 x 18) is output, enter "0" as the number other than 1 to 7.



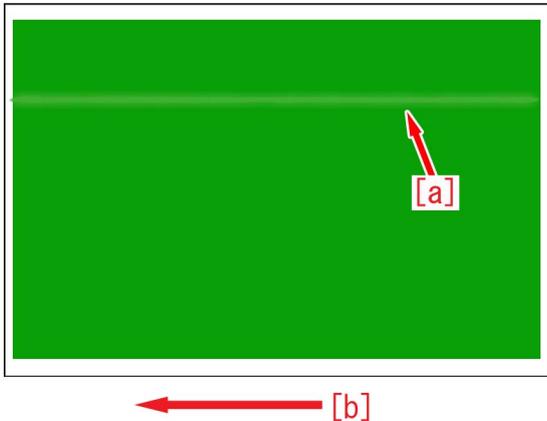
15) Confirm the entered value, then press "Store and Finish".

16) Output the image having shown the symptom, and check that the symptom does not occur. If the symptom does not improve, check other causes.

# Streaks on high density image (red/green) due to the dust on the primary transfer roller

## [Symptom]

Streaks on high density image (red/green) due to the dust on the primary transfer roller



## [Cause]

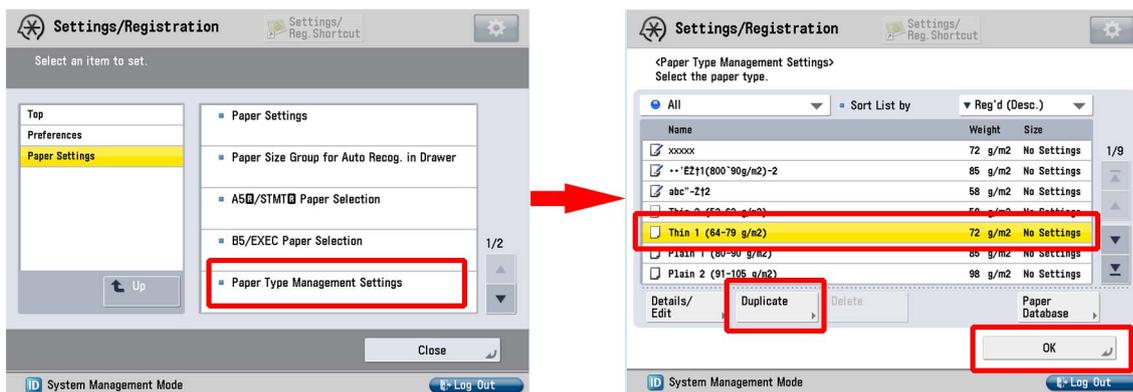
If some endurance time of the primary transfer roller has elapsed, rubber constituent can ooze on the surface by current application.

When dust such as lint from the surface of the inner circumference of ITB is attached to the oozed rubber constituent, the above mentioned symptom occurs.

After passing many sheets in a low humidity environment with high primary transfer voltage, if it changes to a high humidity environment under which dust is more likely to attach on the roller, it increases the chance of having the symptom.

## [Service work]

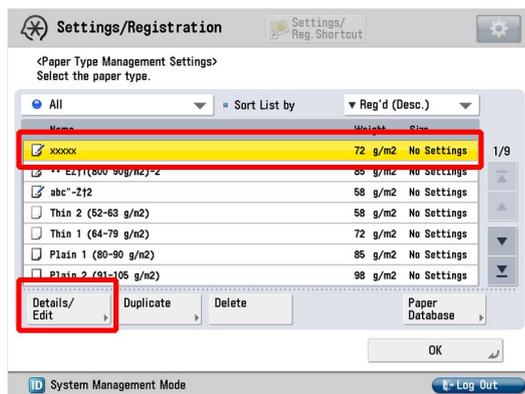
- 1) Have the customer log in from System Management Mode in user mode.
- 2) Go to Preferences > Paper Settings > Paper Type Management Settings, select an appropriate paper type from among the list, press "Duplicate" button and then "OK" button.



- 3) Enter any name as the duplicated paper type and press "OK" button.

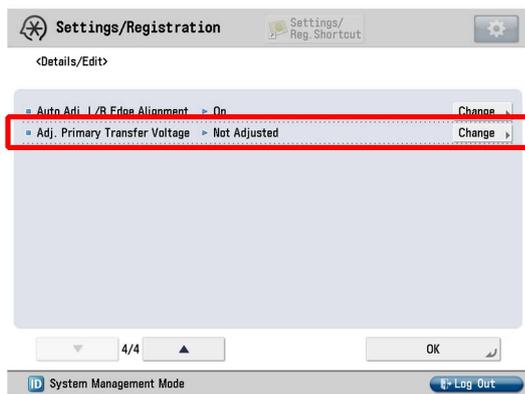


4) Select the paper type duplicated in the step 3) and press "Details/Edit".



5) Select "Adj. Primary Transfer Voltage" and press "Change".

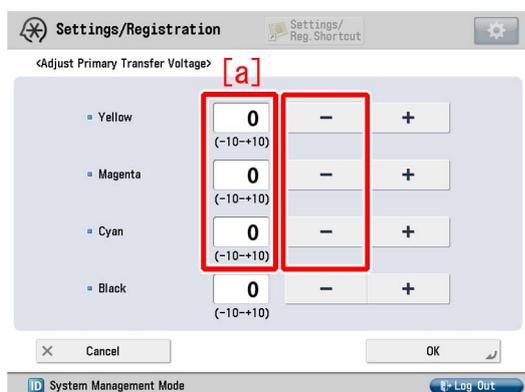
[Note] In case adjust primary transfer voltage will not be displayed on the control panel, change the setting value of Service Mode > Mode List > COPIER > Option > DSPLY-SW > IMGC-ADJ to "1" and perform a power-cycle of main power (off/on). The value is "0" by default.



6) If the adjust primary transfer voltage screen is displayed, the presetting is completed.



7) Select yellow, magenta and cyan in the adjust primary transfer voltage screen, press "-" button thrice and if the corrected value[a] is confirmed to be "-3", then press "OK".  
The setting range is from "-10" to "+10". ("0" by default) Change of the setting value changes the primary transfer voltage.



[Caution] Changing this setting may decrease the primary transfer voltage and bring poor image (poor transfer with high density original, etc.).

8) Output the image having shown the symptom, and check that the symptom does not occur.  
If the symptom improves, the device is available to use with this setting. While if the cause should be eliminated, go to the step 10).

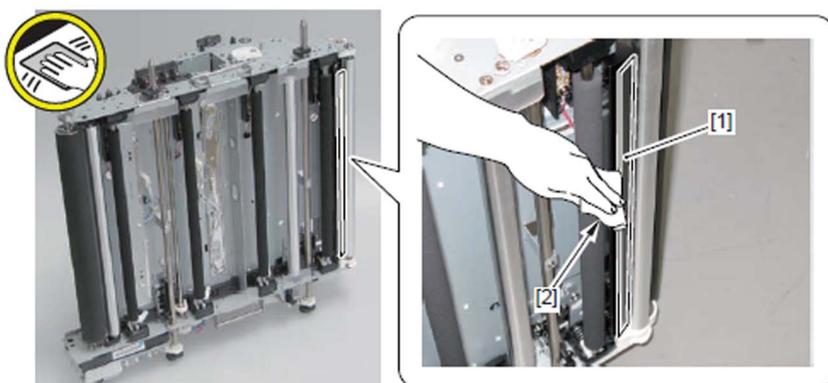
If the symptom does not improve, change the setting value in the step 7) to "-5".

9) Output the image having shown the symptom, and check that the symptom does not occur.  
If the symptom improves, the device is available to use with this setting. While if the cause should be eliminated, go to the step 10).

If the symptom does not improve, check other causes.

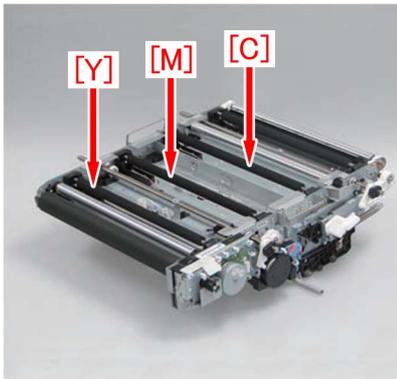
10) Revert the setting value in the step 7) back to what it was.

11) Following "Parts Replacement and Cleaning > Image Formation System > Cleaning the ITB Inner Scraper > Procedure" in service manual, clean up the soiling at the edge of the ITB inner scraper [1] with lint-free paper [2] moistened with alcohol.



12) Clean up the soiling on the primary transfer roller (Y/M/C) of the color with which the symptom occurs with a new sheet of lint-free paper.

[Reference] When to clean up, fold about 5 sheets of lint-free paper into four and use the firm part of the folded paper to wipe the soiling off gently while rotating the roller.



13) Reassemble the parts in reverse order from the step 11).

14) In Service Mode > Mode List > COPIER > Function > INSTALL > "INIT-ITB," and adjust the ITB neutral position.

15) Select Settings/Registration > Adjustment/Maintenance > Adjust Image Quality > Auto Correct Color Mismatch, and then press the "Start." button.

16) Select Settings/Registration > Adjustment/Maintenance > Adjust Image Quality > Auto Adjust Gradation, and then press the "Full Adjust" button.



17) Select a paper source of the paper type that needs to undergo the correction, and press "OK". According to the message appearing on the screen, output a test print and scan it, and perform Full Adjust.

[Reference] The following shows recommended paper for Japan, USA, and Europe.

- JPN: GF-C081/81.4g [Oji Paper]

- USA: Color copy Digital 28lb/105g [International Paper]

- EUR: Oce SAT023 Top Colour Paper FSC 100/100g [Oce]

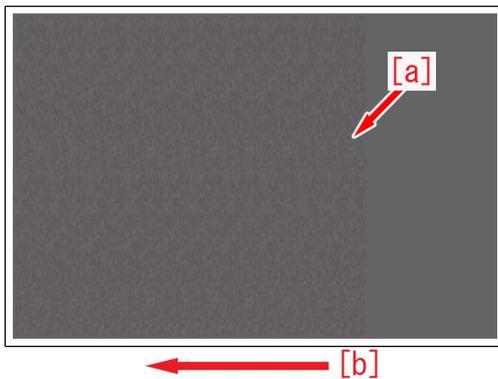
18) Output the image having shown the symptom, and check that the symptom does not occur.

## Coarse image from the leading edge to about 100mm from the trailing edge of paper

### [Symptom]

Coarse image [a] may occur from the leading edge to around 100mm from the trailing edge of paper with a Bk halftone image under high temperature and high humidity environment.

The arrow [b] indicates the feed direction.



### [Cause]

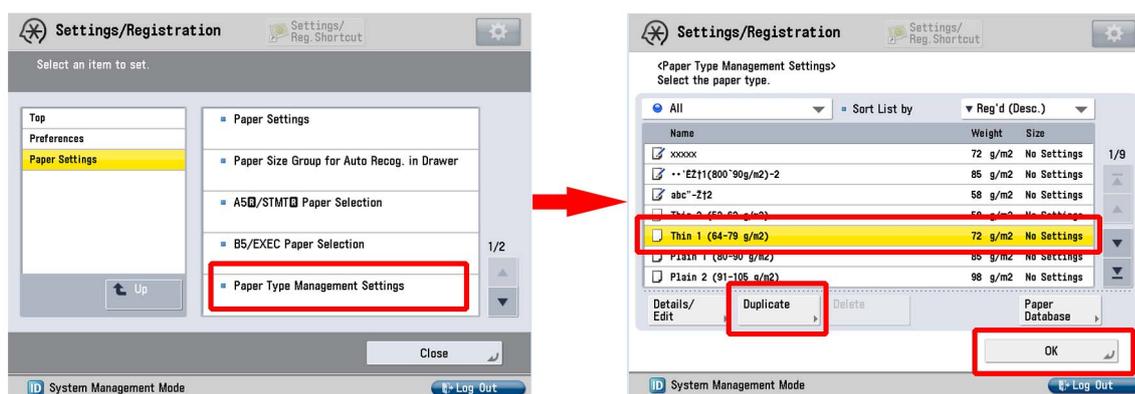
While the trailing edge of the paper passes through the registration roller, if the same paper is slipped slightly at the nip of the secondary transfer roller, the behavior of paper becomes unstable.

At this time, if the paper comes in contact with the ITB that is located in upstream of the secondary transfer roller, the toner image on ITB is deranged and the above mentioned symptom occurs.

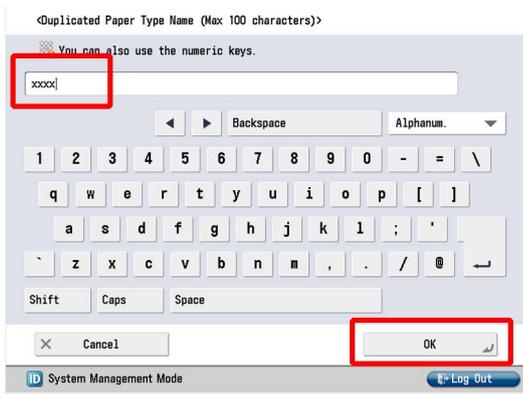
Under high temperature and high humidity environment, if the speed of the registration roller is higher than that of the secondary transfer roller and the paper is fed in a sort of pushing manner, the behavior of the paper becomes unstable and likely to have the symptom.

### [Service work]

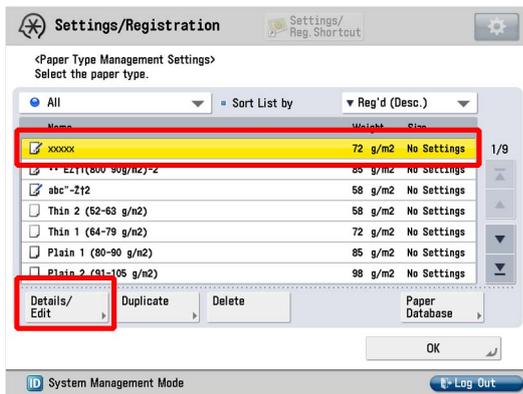
- 1) Have the customer log in from System Management Mode in user mode.
- 2) Go to Preferences > Paper Settings > Paper Type Management Settings, select an appropriate paper type from among the list, press "Duplicate" button and then "OK" button.



- 3) Enter any name as the duplicated paper type and press "OK" button.



4) Select the paper type duplicated in the step 3) and press "Details/Edit".

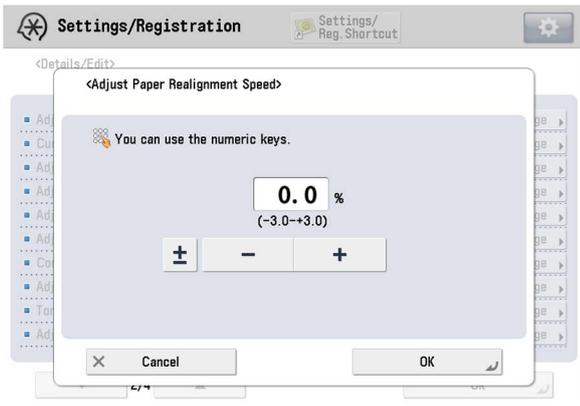


5) Select "Adj. Paper Realignment Speed" and press "Change".

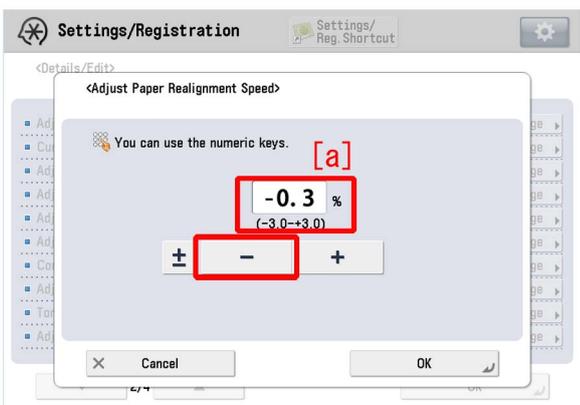
[Note] In case adjust Paper Realignment Speed will not be displayed on the control panel, change the setting value of Service Mode > Mode List > COPIER > Option > DSPLY-SW > IMGC-ADJ to "1" and perform a power-cycle of main power (off/on). The value is "0" by default.



6) If the adjust Paper Realignment Speed screen is displayed, the presetting is completed.



7) Select Adjust Paper Realignment Speed. Using the "-" button, change the correction value [a] to "-0.3" and press "OK". The range of setting is from "-3.0" to "+3.0" ("0" by default). Changing this value changes the Paper Realignment Speed.



[Caution] Changing this setting may reduce the Paper Realignment Speed, possibly causing the magnification in the vertical scanning direction (feed direction) to be slightly smaller.

8) Output the image having shown the symptom, and check that the symptom does not occur. If the symptom no longer occurs, the work is completed.

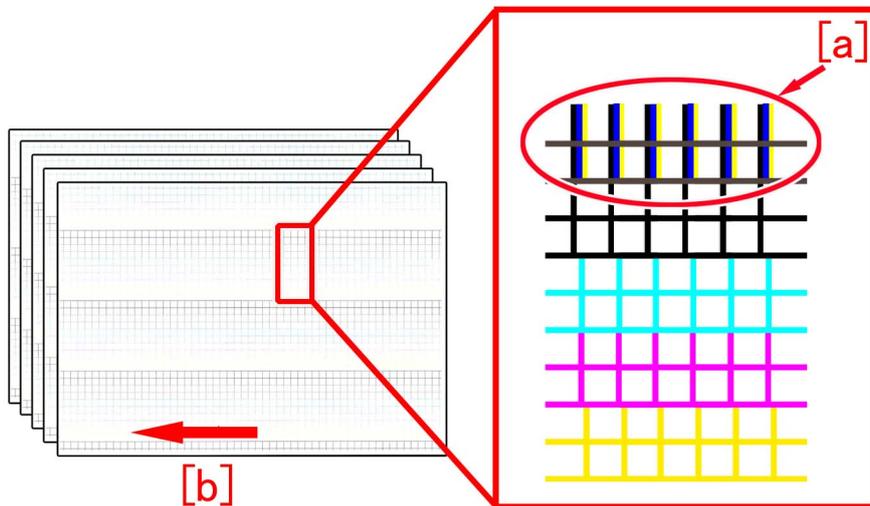
If the symptom does not improve, set the value to "-0.5" in the step 7).

## Color displacement in the vertical scanning direction (feed direction) due to temperature change inside machine

### [Symptom]

When the temperature inside a machine suddenly changes, color displacement [a] may occur in the vertical scanning direction (feed direction).

The arrow [b] indicates the feed direction.



### [Cause]

Depending on the temperature, components in the vicinity of the laser scanner slightly shrink due to heat.

When the temperature inside a machine suddenly changes, a larger difference occurs between the degree of actual shrinkage and the degree of shrinkage estimated based on the detected temperature. This causes the laser beam to be applied to a deviated position on the drum, resulting in the symptom.

### [Service work]

1) Set Service Mode (Lv2) > Mode List > COPIER > Option > FEED-SW > PINT-REG to "3".  
("0" by default)

By changing the setting value, the frequency of the image position (color displacement) correction is increased upon sudden temperature increase inside the machine.

[Caution] By changing this setting, the productivity is slightly reduced.

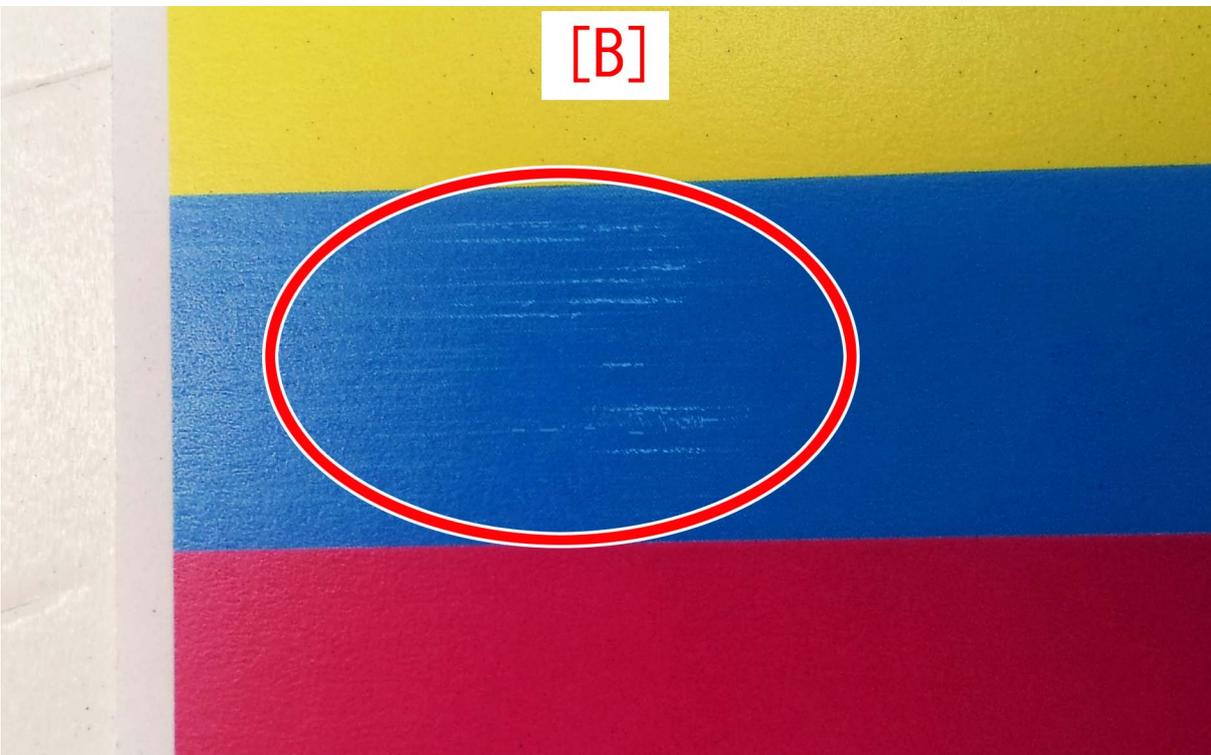
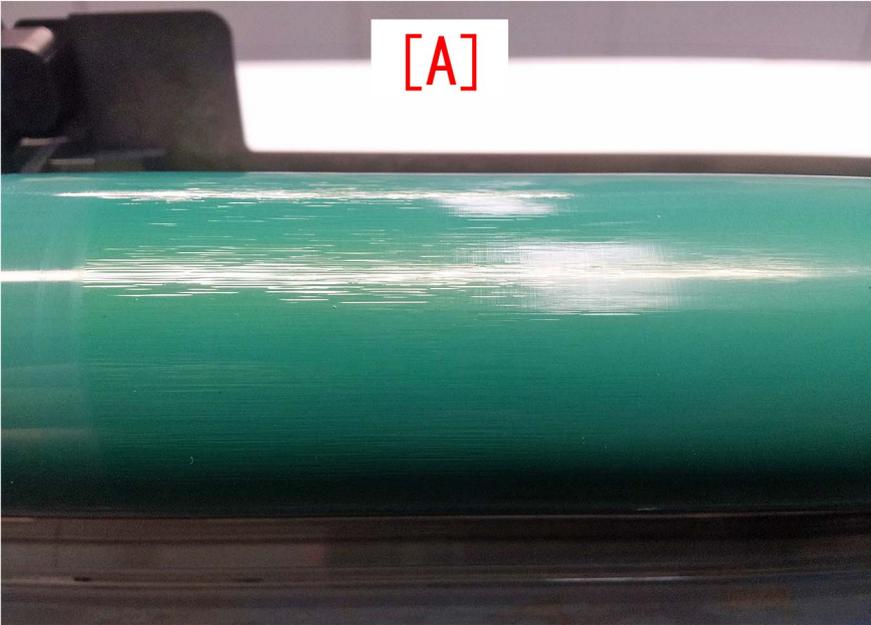
2) Select Settings/Registration > Adjustment/Maintenance > Adjust Image Quality > Auto Correct Color Mismatch, and then press the "Start." button.

3) Output the image having shown the symptom, and check that the symptom does not occur.

## The image with fine lines caused by scratches on the drum at intervals of drum circumference (96 mm)

### [Symptom]

Depending on the operating environment, scratches [A] may appear in the main scanning direction on the front/rear of a color drum. This may cause an image having fine lines [B] or an image having lines that appear at intervals of drum circumference (96mm).



### [Cause]

The drum surface is charged upon application of drum charging voltage  $V_{pp}$ . If this  $V_{pp}$  is high, the drum surface tends to be deteriorated. The cause of the symptom is that the cleaner blade rubs against such deteriorated drum surface, causing scratches in the main scanning direction.

### [Reference]

For the drum charging voltage Vpp, the setting values are provided so as to be available depending on the moisture content(temperature and humidity environment) and the processing speed (which changes according to media such as heavy/coated paper). For an environment where the moisture content is low and the processing speed is low (heavy/coated paper), higher drum charging voltage Vpp is set.

**[Service work]**

When the symptom occurs, perform the steps in the following procedure.

- 1) Check the surface of each color drum to see whether it has scratches in the main scanning direction. If no scratches are found in the main scanning direction, the cause should be different from the above cause. Check for other factors.
- 2) If scratches are found in the main scanning direction, replace the drum cartridge.
- 3) In Service Mode(LEVEL2) COPIER > Adjust > HV-PRI > DIS-TGY/M/C, DIS-TG2Y/M/C, DIS-TG3Y/M/C, change the value of the drum charging voltage Vpp for each processing speed. Change the value to the recommended one shown in the chart below.

Service Mode > Mode List > LEVEL2 > COPIER > Adjust > HV-PRI			
Processing Speed	Service Mode	Default	Recommended
Constant speed 348mm/sec	DIS-TGY	0	-2
	DIS-TGM	0	-2
	DIS-TGC	0	-2
2/3 speed 248mm/sec	DIS-TGY2	0	-4
	DIS-TGM2	0	-4
	DIS-TGC2	0	-4
1/2 speed 174mm/sec	DIS-TGY3	0	-4
	DIS-TGM3	0	-4
	DIS-TGC3	0	-4

4) Make a printout on paper with 13-inch width (so that an image can be viewed in the full width of the drum). Check that the printout has no faulty image.

[ Reference] Reducing the drum charging voltage Vpp may cause the following faulty images due to charging failure.

- Image with fine lines appearing in the main scanning direction (not caused by scratches on the drum)
- Image with dark small dots like sand
- Coarse image

5) If a faulty image appears due to charging failure, return to step 3). Change each setting value to one level higher, make a printout, and check the output image.

[Preventive measure]

As described in Cause, the symptom may occur in an operating environment where the moisture content is low. At service visit or during maintenance work, check the moisture content via Service Mode below. If the moisture content is 8.0g or less, change the value of the drum charging voltage Vpp for the processing speed by referring to the chart at step 3).

Service Mode(LEVEL1) COPIER > Display > ANALOG > ABS-HUM

## Error in reading image position adjustment caused by paper fault

### [Symptom]

When executing the image position adjustment by using the scanner, "Correctly place the test page on the platen glass" may be displayed at the time of reading the test page.

[Reference] Image position adjustment mode

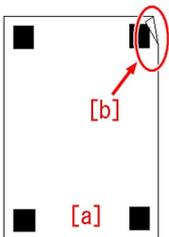
User Mode > Preferences > Paper Settings > Paper Type Management Settings > Image Position Adjustment > Select Method "Use Scanner"

### [Cause]

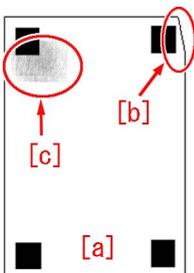
If the paper edge used for the test page is not at a right angle due to trimming failure or being folded or if transfer failure occurs on the test page image, it is regarded as faulty image at the time of reading the test page and the above-mentioned symptom occurs.

### [Service work]

- 1) Check the condition and image of the test page paper used for adjustment.
- 2) If the test page paper is not at a right angle,
  - 2-1) if the paper [a] edge is folded [b], correct the fold and perform reading again.



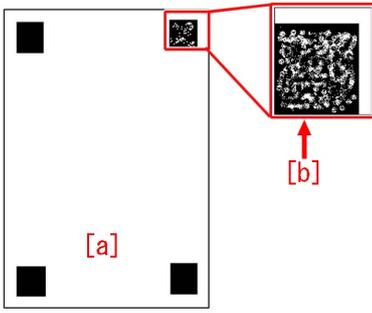
- 2-2) if the paper [a] edge is lost due to trimming failure or damage [b] or if the test page image gets dirty [c], cancel the image position adjustment, output test page using the new paper without trimming failure, and execute the image position adjustment again.



- 3) If there is transfer failure [b] on the test page [a] image, cancel the image position adjustment, execute auto adjust gradation and adjust the secondary transfer voltage, and then output the test page using the new paper to execute the image position adjustment again.

User Mode "Settings/Registration > Adjustment/Maintenance > Adjust Image Quality > Auto Adjust Gradation > Full Adjust"

User Mode "Settings/Registration > Preferences > Paper Settings > Paper Type Management Settings > Adjust Secondary Transfer Voltage"



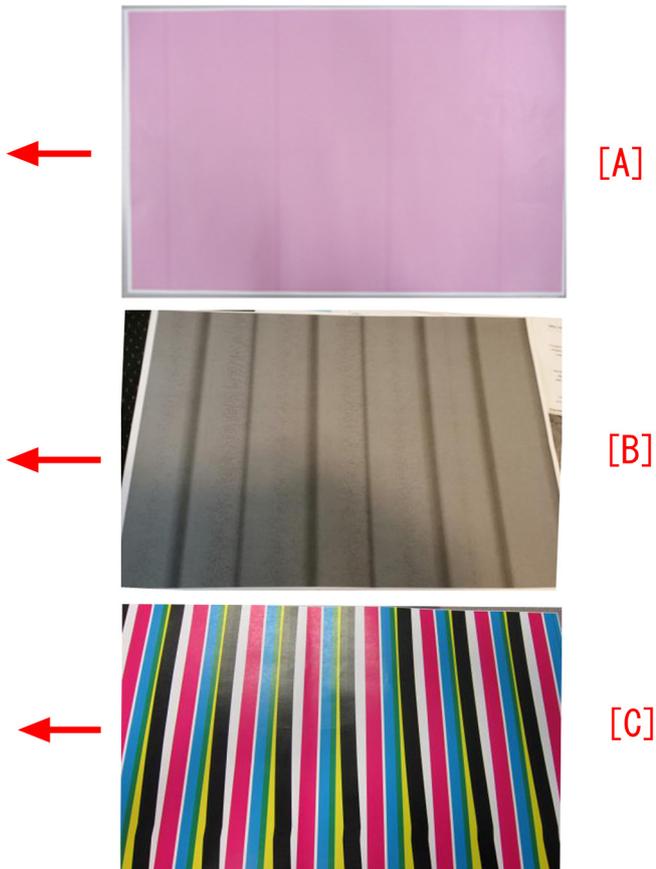
4) If the symptom does not improve, then check other factors.

# Uneven pitch at regular interval (120 mm /60 mm), color displacement or the occurrence of E012-050x due to deformation of encoder support plate

## [Symptom]

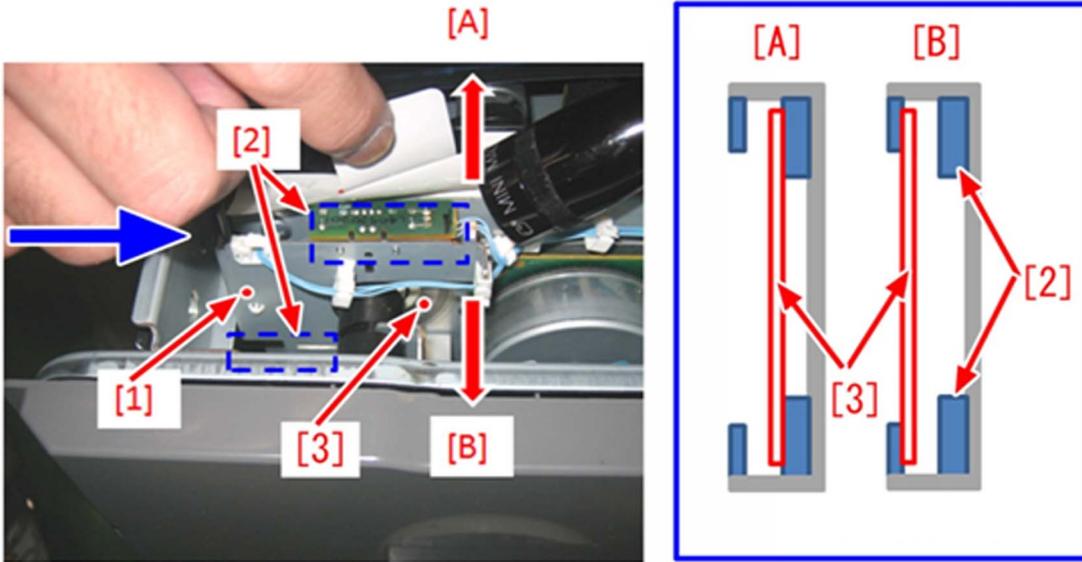
In the machines prior to the Countermeasure cut-in serial number in factory described below Image failure such as uneven pitch at around 120 mm intervals [A] or 60 mm intervals [B] in paper feed direction, or color displacement [C] may occur. Also one of E012-0500 / 0502 / 0503 may occur after the occurrence of the image failure.

- E012-0500 : ITB Drive Motor drive detection error
- E012-0502 : ITB speed detection error
- E012-0503 : ITB speed detection error



## [Cause]

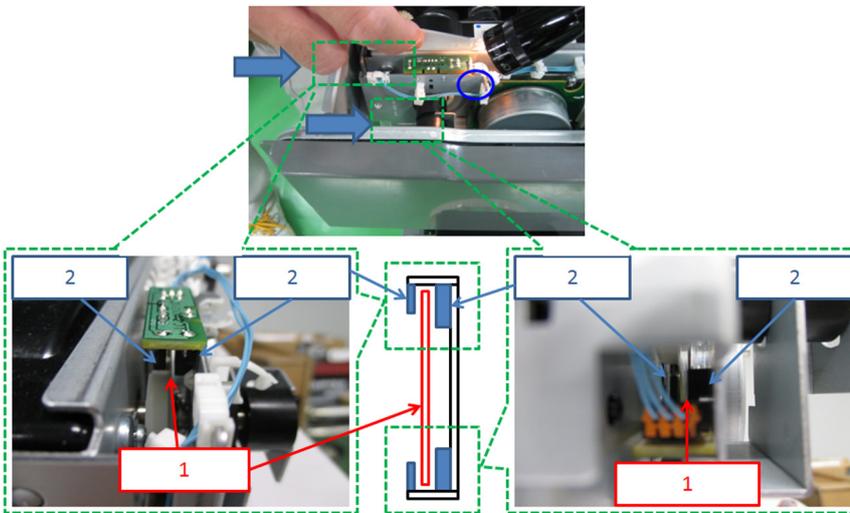
When encoder support plate [1] for ITB unit is deformed to the direction of arrows [A] or [B], the encoder sensors [2] attached the encoder support plate may come into contact with encoder [3]. The encoder shaves the surface of the encoder sensors due to this contact, and the accumulation of shaving chips in the slit of the encode sensors causes detective failure and then it results in the above symptom.



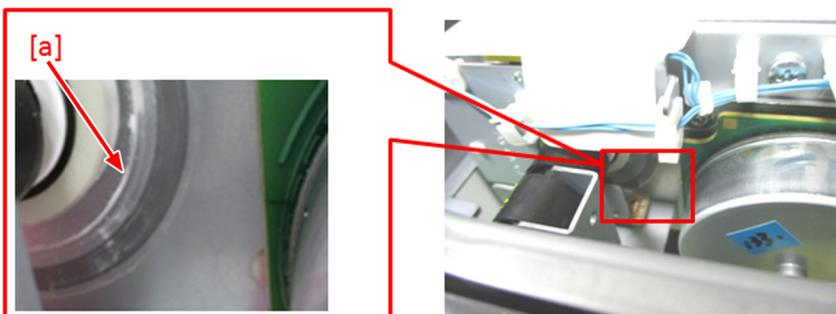
**[Service work]**

When the symptom occurs, correct a part or replace the intermediate transfer belt drive unit with new one in the following procedures.

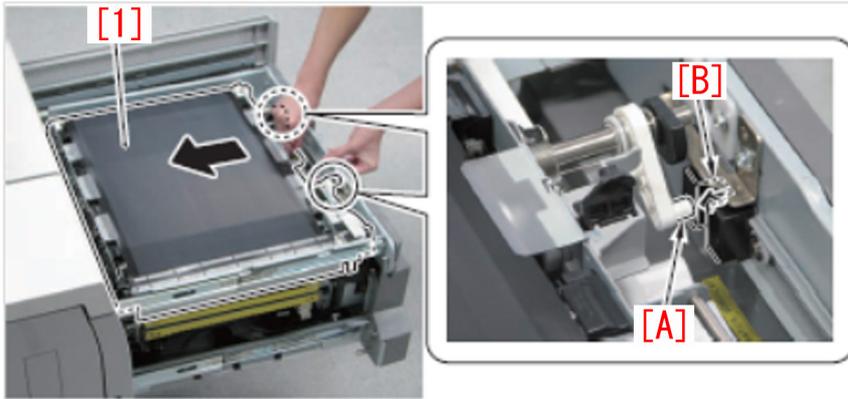
- 1) Pull out the ITB unit forward.
- 2) Check if the ITB encoder comes into contact with encoder sensors [2] or not, by looking into them from the direction of the arrow.
- 2-a) When the ITB encoder comes into contact with encoder sensors, go to Step 3).
- 2-b) When the ITB encoder does not come into contact with encoder sensors, go to Step 16).



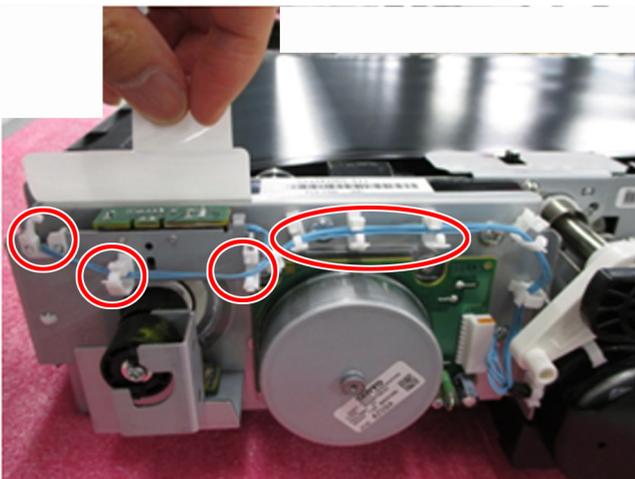
- 3) Check if the surface of ITB encoder has shaving chips of encode sensors. [a] is the portion where shaving chips sticks to.
- 3-a) If there are shaving chips on the surface of ITB encoder, go to Step 4)
- 3-b) If there are not shaving chips on the surface of ITB encoder, go to Step 10) to check another fact because it is different from this cause.



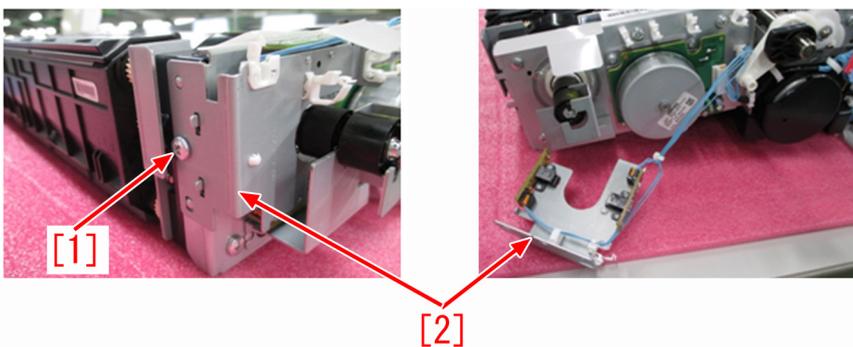
4) Check the points of note when removing the ITB unit in the service manual and then demount ITB unit from the main body. Move the ITB unit to the direction of the arrow, and remove the edge [A] of the ITB pressure arm from the hole [B] of the frame.



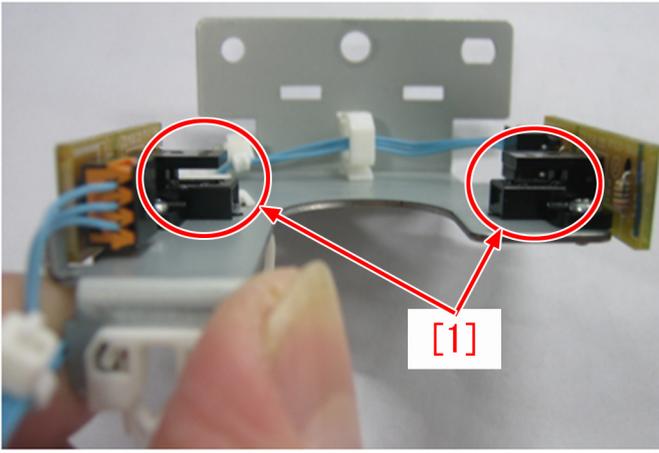
5) Remove wires from 6 wire saddles. Be sure to hold up the PCB protecting sheet during the work.



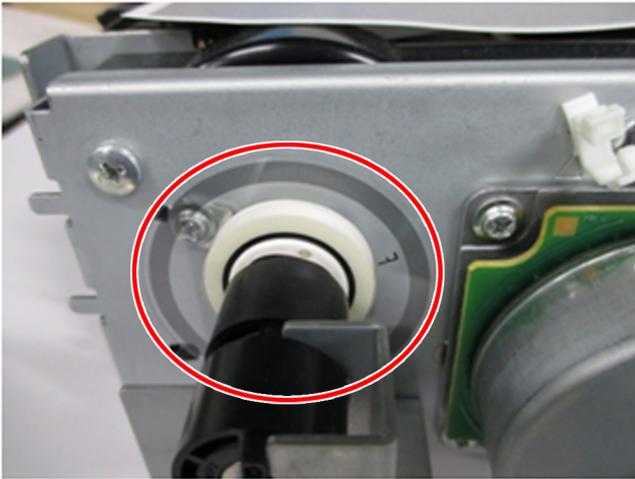
6) Remove 1 screw [1] to detach the encoder support plate [2].



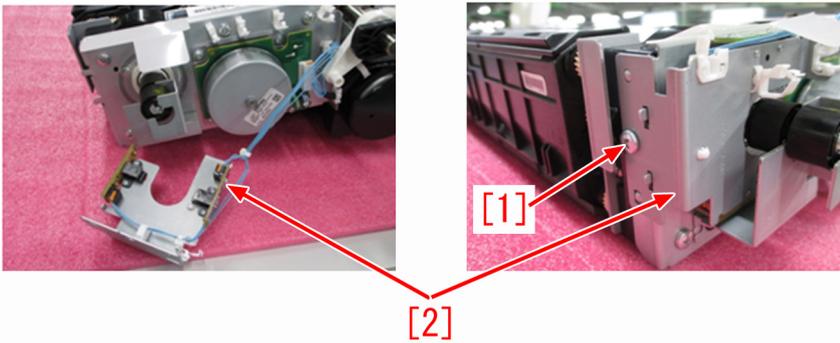
7) Clean the 2 encoder sensors [1] with blower brush.



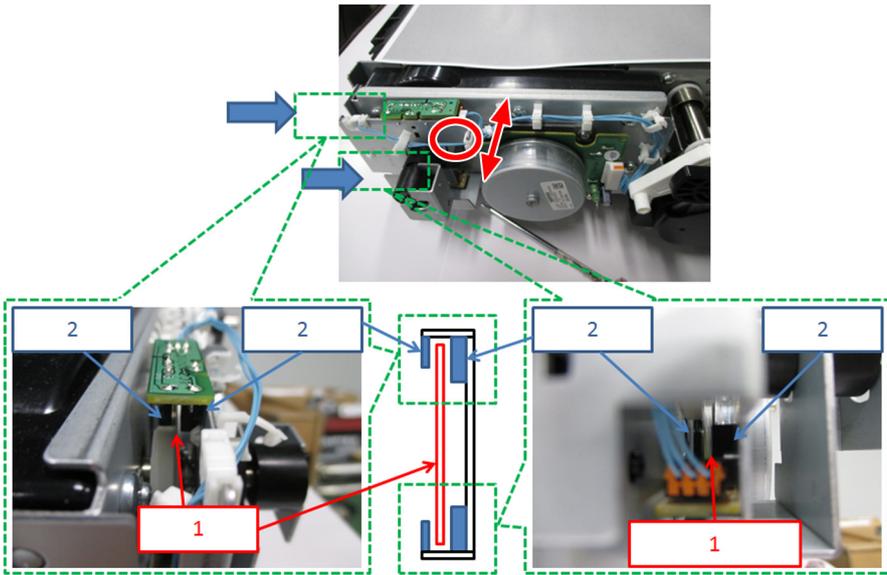
8) Clean the surface of the encoder encircled with red line with blower brush. If the encoder has scratches, replace it (FL2-8809-000).  
 [Caution] Do not use alcohol for the cleaning.



9) Attach the encoder support plate [2] to the ITB unit with 1 screw [1].



10) Push the portion, which is encircled with red line, of the encoder support plate so that the encoder [1] comes between encoder sensors [2].  
 [Caution] To prevent the encoder from contacting with encoder sensors, locate the encoder in the middle between the sensors.

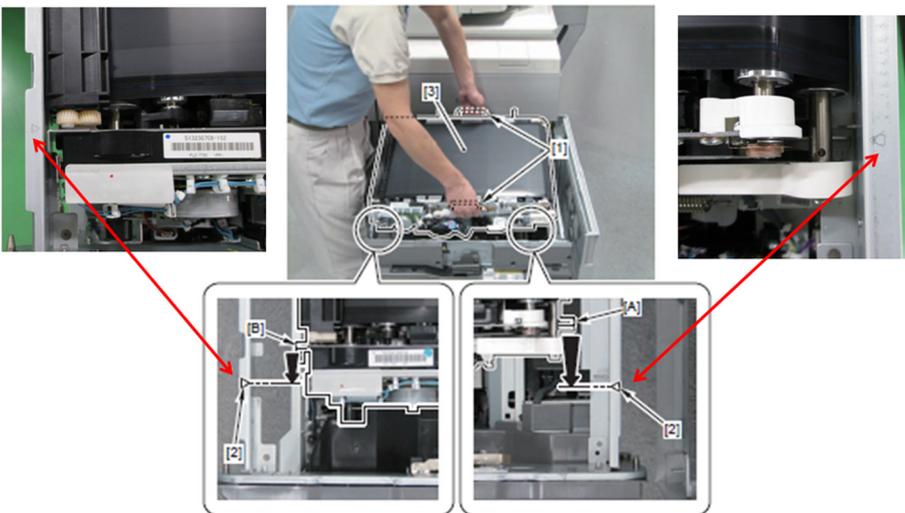


11) Mount the ITB Unit to the main body.

[Caution] Be careful not to hit the 2 protrusions [1] of the ITB unit against the front cover [2] and inner cover [3] when mounting / demounting the ITB unit.



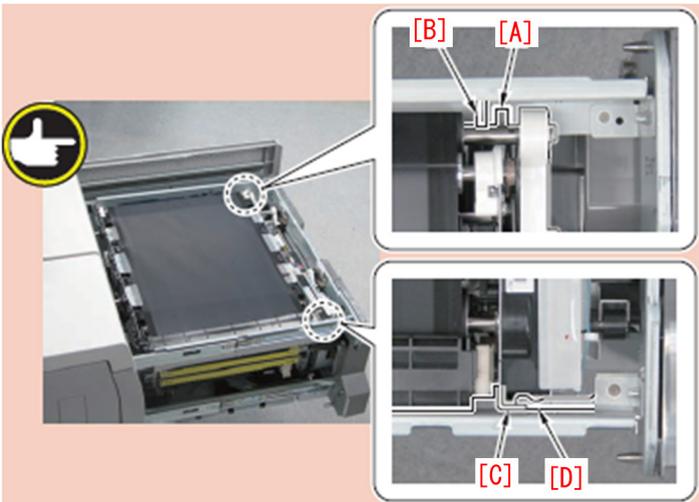
12) Hold 2 handles [1] and align the right edge [A] and the left edge [B] of the ITB unit with the 2 markings [2], and then place the ITB unit [3] horizontally.



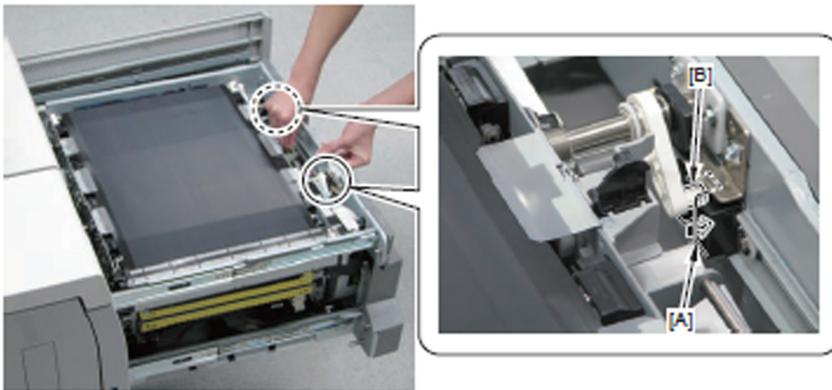
13) Check the following cautions.

[Cautions]

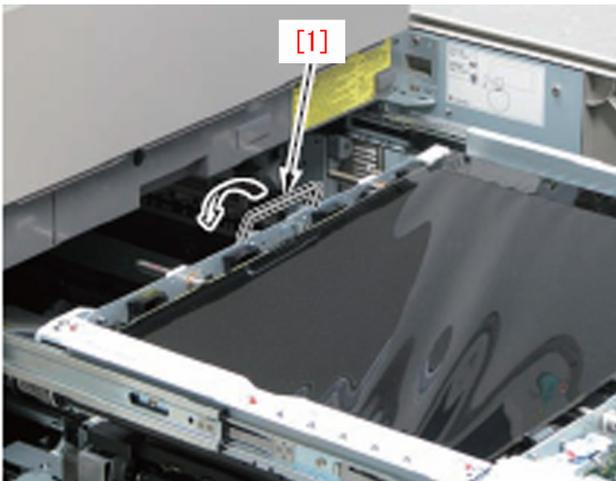
- After placing the ITB unit on the ITB frame, check that the right edge [A] of the ITB unit is located to the right side of the bent part [B] of the metal plate of the ITB frame.
- Check that the bent part [C] on the left edge of the ITB unit is on top of the bent part [D] of the metal plate of the ITB unit.



14) Fit the 2 edges [B] of the ITB pressure arm to the 2 grooves [A] of the ITB frame.



15) Store the handle [1] of the ITB unit.



16) Get the ITB unit back to the main body.

17) Make test copy to check the image. When the symptom occurs again, check the condition of the encode sensors in service mode. If the encode sensors have a defect, replace encoder unit (FM1-C654-000). When the replacement of the encoder unit (FM1-C654-000) does not work, replace the intermediate transfer belt drive unit with one (FM0-1459-010) equipped new type ITB drive support plate.

[Reference] All stocks of service parts have the new type ITB drive support plate.

[Service part] FM0-1459-010 I.T.BELT DRIVE ASSEMBLY

**[Countermeasure Cut-in Serial Number in Factory]**

<b>Model</b>	<b>Serial No.</b>
iPR C800SER UL 208V	QKJ01390
iPR C800SER EU/O 230V	QKM02164
iPR C800 CN 220V	QKR00542
iPR C700 CN 220V	QKT00547
iPR C60 UL 208V	QKL00651
iPR C600 CN 220V	QKU00531
iPR C600I EU 230V	QKP00577

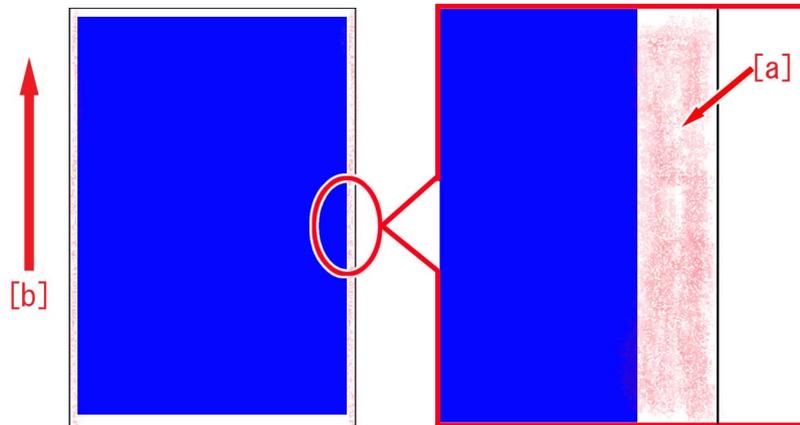
## Stain along the edge of the front/rear sides of 13x19 paper

### [Symptom]

Toner stain [a] may occur in the strip areas of 2.5mm width from the edge of the front /rear sides of 13x19 paper in the use under a low humidity environment.

It does not occur with 12x18 or SRA3 paper.

The arrow [b] indicates the direction of feeding.



### [Cause]

The ends of the drum cleaning blade continue to contact with the drum without toner, so that it gets abraded with progression of endurance time.

As toner passes through the abraded part, the charging roller gets soiled with toner and generates charging failure.

Excess toner attaches on the part with charging failure and this causes the above mentioned symptom.

### [Remedy]

When the symptom occurs at the front or rear side only, the symptom will improve by adjusting the side registration following the step A).

When the symptom occurs at both front and rear sides, the symptom will improve by adjusting the image quality following the step B).

According to the situation of occurrence or the situation of use by the customer, choose the appropriate remedial action between A) and B).

#### A) Adjust the side registration of the paper source of 13x19 paper

##### CAUTION:

If the side registration is moved excessively, paper passes outside of the developable area and generates an image with void at the edge.

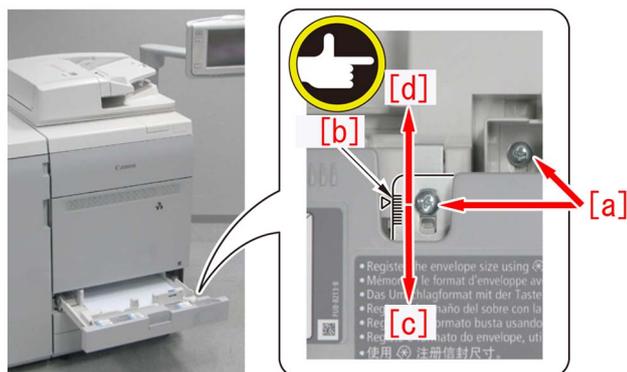
#### a) When a cassette inside the host machine is used

a-1) Go to Service Mode > Mode List > COPIER > Option > FEED-SW > and change CIS-OFF to "1". ("0" by default)

a-2) Loosen the 2 screws [a] of the relevant cassette and adjust the image margin at the right/left sides within 2.5 divisions (1 division: 1mm).

When the symptom occurs at the front side, move the scale [b] toward the front [c] to lessen the image margin at the front side.

When the symptom occurs at the rear side, move the scale [b] toward the rear [d] to lessen the image margin at the rear side.



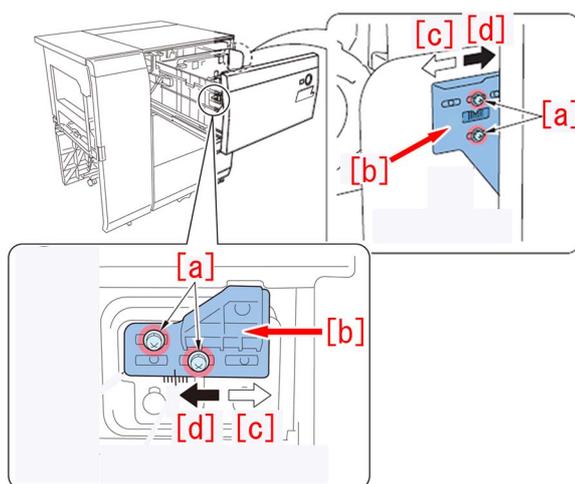
**CAUTION:**

Adjusting side registration changes the position of the cassette cover. Adjust the position of the cassette cover and the cassette pull-in as needed.

- a-3)Set 13x19 paper in the relevant cassette and output with the setting below to confirm that the symptom does not occur.
  - Service Mode > Mode List > COPIER > TEST > PG > TYPE > "5"
  - Service Mode > Mode List > COPIER > TEST > PG > Set M of "COLOR-x" to "1" and set Y, C and K to "0".
  - Service Mode > Mode List > COPIER > TEST > PG > In "PG-PICK", set the cassette 1 to "1", the cassette2 to "2" and the cassette 3 to "3".
- a-4)Service Mode > Mode List > COPIER > Option > FEED-SW > Revert CIS-OFF back to "0".

**b)When MULTI DRAWER PD-B1 is used**

- b-1)Service Mode > Mode List > COPIER > Option > FEED-SW > Set CIS-OFF to "1". ("0" by default)
- b-2)Loosen the 4 screws [a] of the relevant deck and adjust the image margin at the right/left sides within 2.5 divisions (1 division: 1mm).  
 When the symptom occurs at the front side, move the parts on both right/left sides [b] toward the front [c] to lessen the image margin at the front side.  
 When the symptom occurs at the rear side, move the parts on both right/left sides [b] toward the rear [d] to lessen the image margin at the rear side.



**CAUTION:**

Adjusting side registration changes the position of the deck cover. Adjust the position of the deck cover and the cassette pull-in as needed.

- b-3)Set 13x19 paper in the relevant deck and output with the setting below to confirm that the symptom does not occur.
  - Service Mode > Mode List > COPIER > TEST > PG > TYPE > "5"
  - Service Mode > Mode List > COPIER > TEST > PG > Set M of "COLOR-x" to "1" and set Y, C and K to "0".

- Service Mode > Mode List > COPIER > TEST > PG > In "PG-PICK", set the upper deck to "17", the middle deck to "18" and the lower deck to "19".

b-4) Service Mode > Mode List > COPIER > Option > FEED-SW > Revert CIS-OFF back to "0".

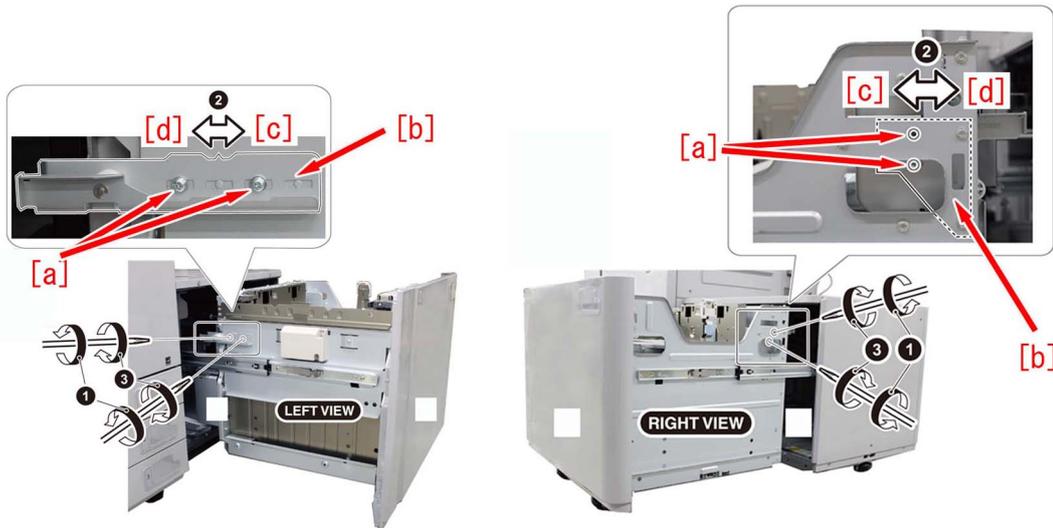
**c) When POD DECK LITE-B1 is used**

c-1) Service Mode > Mode List > COPIER > Option > FEED-SW > Set CIS-OFF to "1". ("0" by default)

c-2) Loosen the 4 screws [a] of the deck and adjust the image margin at the right/left sides within 2.5 divisions (1 division: 1mm).

When the symptom occurs at the front side, move the parts on both right/left sides [b] toward the front [c] to lessen the image margin at the front side.

When the symptom occurs at the rear side, move the parts on both right/left sides [b] toward the rear [d] to lessen the image margin at the rear side.



**CAUTION:**

Adjusting side registration changes the position of the deck cover. Adjust the position of the deck cover and the cassette pull-in as needed.

c-3) Set 13x19 paper in the relevant deck and output with the setting below to confirm that the symptom does not occur.

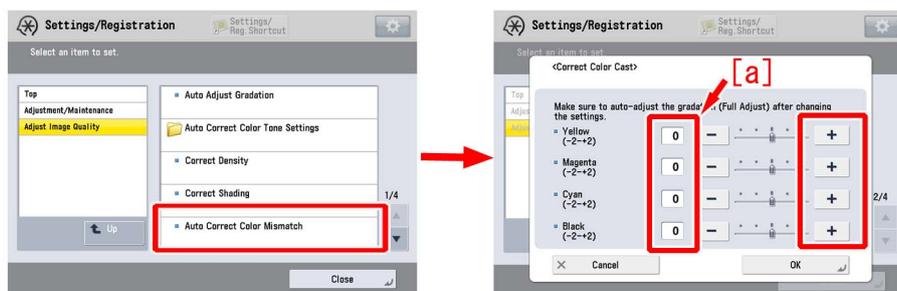
- Service Mode > Mode List > COPIER > TEST > PG > TYPE > "5"
- Service Mode > Mode List > COPIER > TEST > PG > Set M of "COLOR-x" to "1" and set Y, C and K to "0".
- Service Mode > Mode List > COPIER > TEST > PG > PG-PICK > "7"

c-4) Service Mode > Mode List > COPIER > Option > FEED-SW > Revert CIS-OFF back to "0".

**B) Change the settings of adjust image quality**

B-1) Have the customer log in to System Management Mode in user mode.

B-2) Select Settings/Registration > Adjustment/Maintenance > Adjust Image Quality > In "Auto Correct Color Mismatch" select the color to which the symptom occurs, push "+" button twice, confirm that the correction value [a] is set to "2" and push "OK".



Change the fogging removal potential (VBACK) by 10V with changing the parameter by "1".

B-3) Output the image with which the symptom occurred and confirm that the symptom no longer occurs. When the symptom has stopped to appear, then the work is completed.

In case the symptom does not improve, go to the step B-4).

B-4)Service Mode (LEVEL2) > Mode List > COPIER > Option > IMG-DEV > Change the parameter of affected color in "ADJVPP-x" to "+2". The setting range is between "-4" to "+2". ("0" by default).

Change the developing AC bias (VPP) by changing the parameter.

B-5) Output the image with which the symptom occurred and confirm that the symptom no longer occurs. When the symptom has stopped to appear, then the work is completed.

In case the symptom does not improve, revert the setting set in the step B-4) back and go to the step B-6).

B-6)Service Mode (LEVEL2) > Mode List > COPIER > Adjust > V-CONT > Change the parameter of affected color in "VBACK-x", "VBACK2-x", "VBACK3-x" to "+1". The setting range is between "-5" to "+5". ("0" by default).

Change the fogging removal potential (VBACK) by 10V with changing the parameter by "1".

**CAUTION:**

The change of this setting after the step B-2) was performed may allow the carrier of the toner attach on the high density part of the image, so that the same part of the output comes out with textured surface.

B-7) Output the image with which the symptom occurred and confirm that the symptom no longer occurs. When the symptom has stopped to appear, then the work is completed.

In case the symptom does not improve, revert back the settings set in the step B-2) and in B-6) and go to the step B-8).

B-8)When the symptom has occurred with black, replace the drum cleaning blade (Bk).

When the symptom has occurred with yellow/magenta/cyan, replace the drum unit.

**NOTE:**

When to replace the drum unit, perform Service Mode > SITUATION > Parts Replacement > "Drum Unit (Y,M,C) replacement".

B-9) Output the image with which the symptom occurred and confirm that the symptom no longer occurs.

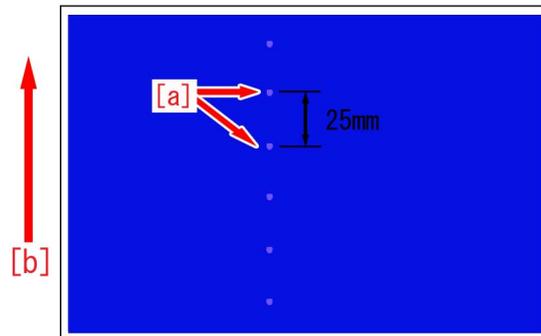
# Dents on an image at 25mm intervals due to soiled decurler rollers of decurler unit

## [Symptom]

Dents [a] on an image 25mm may appear at 25mm intervals.

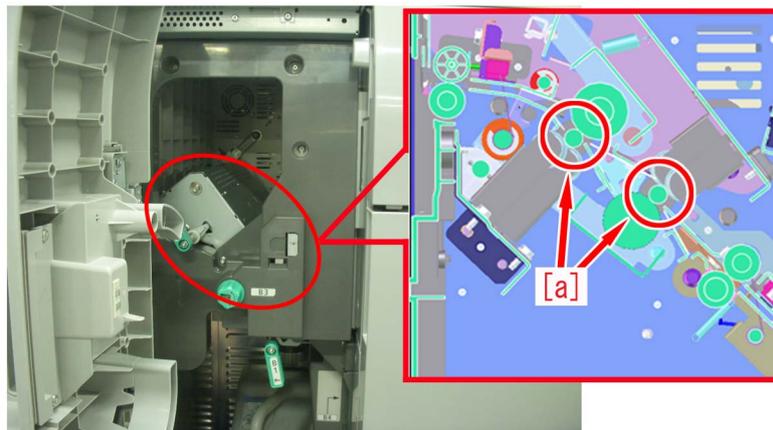
The symptom can be easily seen especially on high density images of heavy coated paper.

[b] shows the paper feed direction.



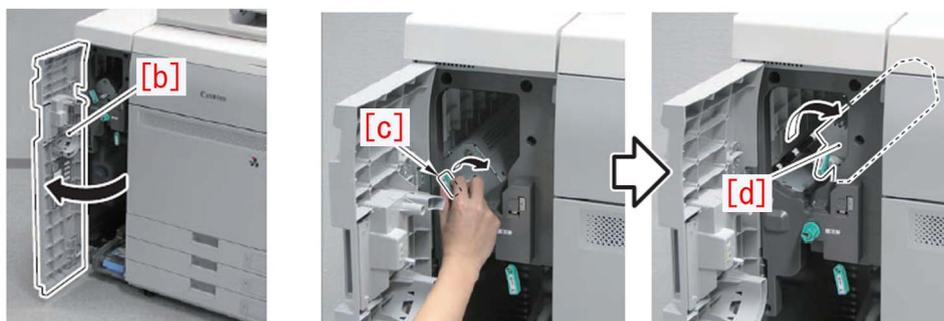
## [Cause]

The above symptom occurs when dust and foreign objects are attached to the decurler rollers [a] where the decurler adjustment rollers face.

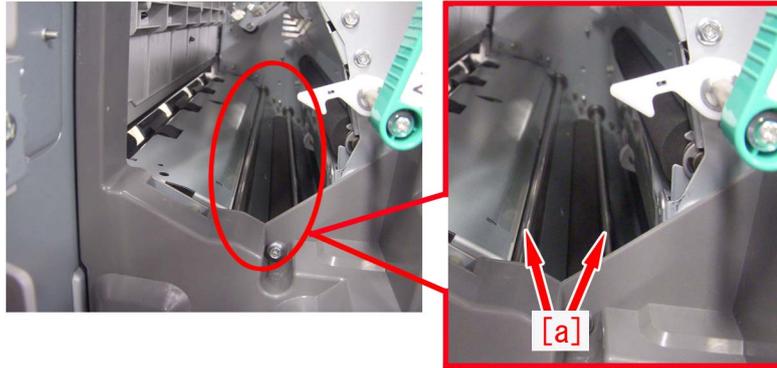


## [Remedy]

1. Open the left front [b] cover. Release the open/close lever [c] of the decurler unit to open the rotary frame unit [d].



2. Clean the 2 decurler rollers [a] with lint-free paper moistened with alcohol.



3. Output the image having shown the symptom, and check that the symptom does not occur.  
If the symptom does not improve, check other causes.

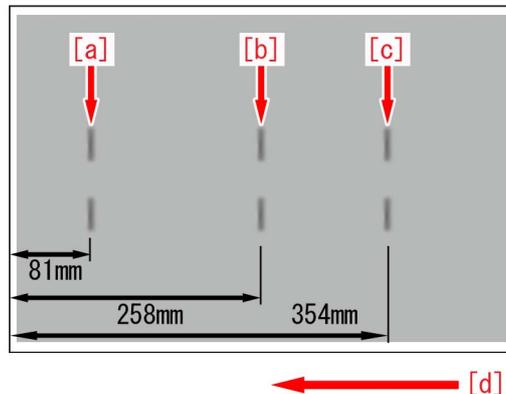
# Roller marks

## [Symptom]

If paper is picked up from the cassette 1 or 2 under a high humidity environment, roller marks may appear in the area at 81mm[a]/258mm[b]/354mm[c] from the leading edge of the first page of halftone image.

Roller marks in the area at 354mm[c] may appear only when paper is picked up from the cassette 2.

The arrow [d] indicates the feed direction.



## [Cause]

After print started, the first sheet of paper stands by at the registration assembly.

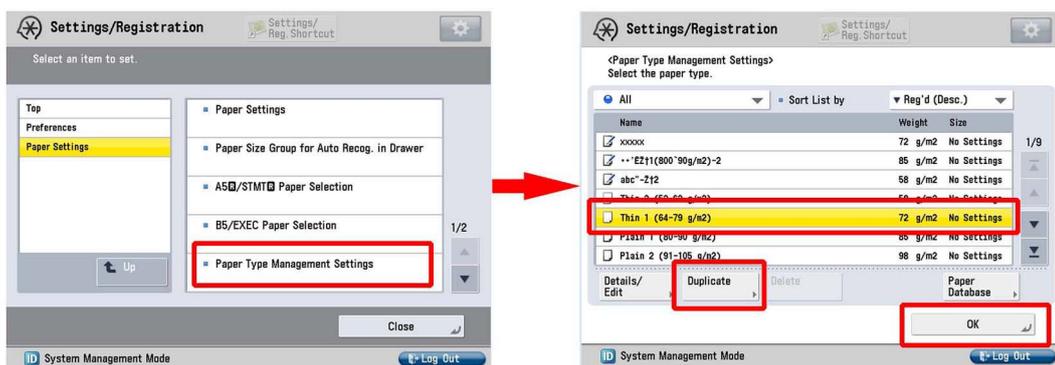
If the areas of the sheet touching the rollers are deformed while the idle activity by the sheet, toner will not be transferred evenly from the ITB and that leads to the above mentioned symptom.

The symptom is more likely to be generated under a high humidity environment as the force of electrostatic attraction between paper and toner is weakened.

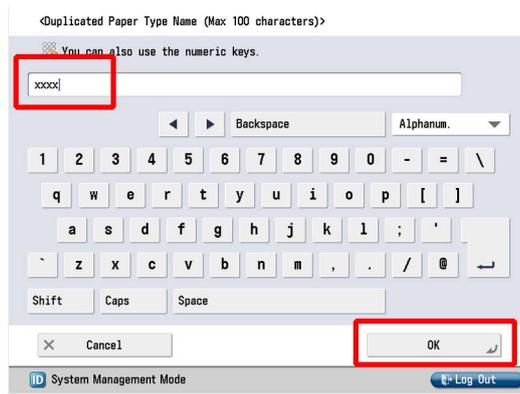
The area at 81mm from the leading edge of a sheet touches the pre-registration roller, the area at 258mm touches the vertical path roller 1 of the cassette 1 and the area at 354mm touches the vertical path roller 2 of the cassette 2.

## [Remedy]

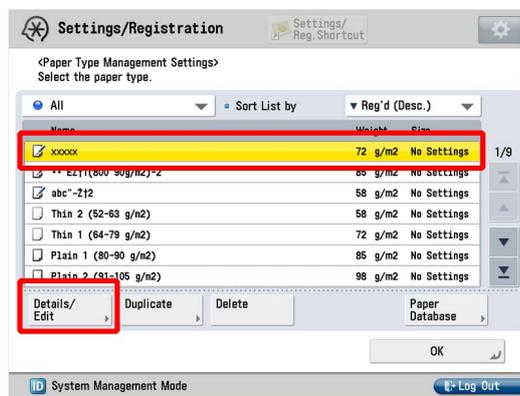
1. Have the customer log in from System Management Mode in user mode.
2. Go to Preferences > Paper Settings > Paper Type Management Settings, select an appropriate paper type from among the list, press "Duplicate" button and then "OK" button.



3. Enter any name as the duplicated paper type and press "OK" button.



4. Select the paper type duplicated in the step 3) and press "Details/Edit".



5. Select "Adj. Secondary Transfer Volt." and press "Change".

**NOTE:**

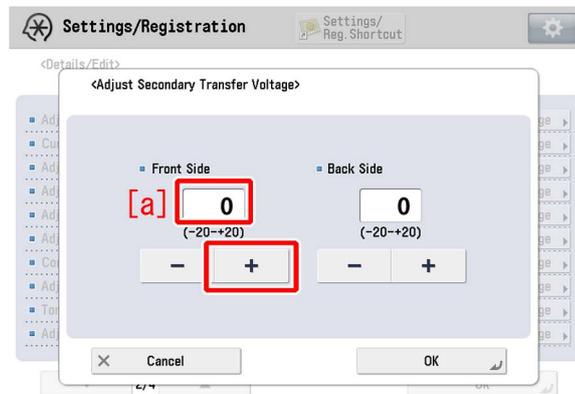
In case adjust secondary transfer voltage will not be displayed on the control panel, change the setting value of Service Mode > Mode List > COPIER > Option > DSPLY-SW > IMG-ADJ to "1" and perform a power-cycle of main power (off/on). The value is "0" by default.



6. If the adjust secondary transfer voltage screen is displayed, the presetting is completed.



7. Select Front Side in the adjust secondary transfer voltage screen, press "+" button five times and if the corrected value[a] is confirmed to be "+5", then press "OK".  
The range of setting is from "-20" to "+20" ("0" by default). Changing this value changes the secondary transfer voltage.



**CAUTION:**

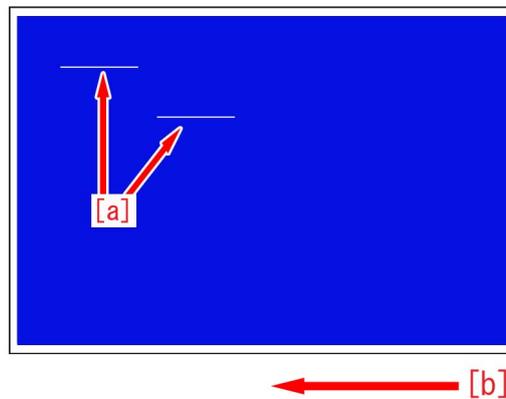
Changing this setting may increase the secondary transfer voltage and lead to poor image (coarse image/poor transfer with high density original, etc.).

8. Output the image having shown the symptom, and check that the symptom does not occur. If the symptom no longer occurs, the work is completed.  
If the symptom does not show an improvement, go back to the step 7) and change the value by one at a time up to "+7".

## Scratches on image due to soiled decurler unit guides

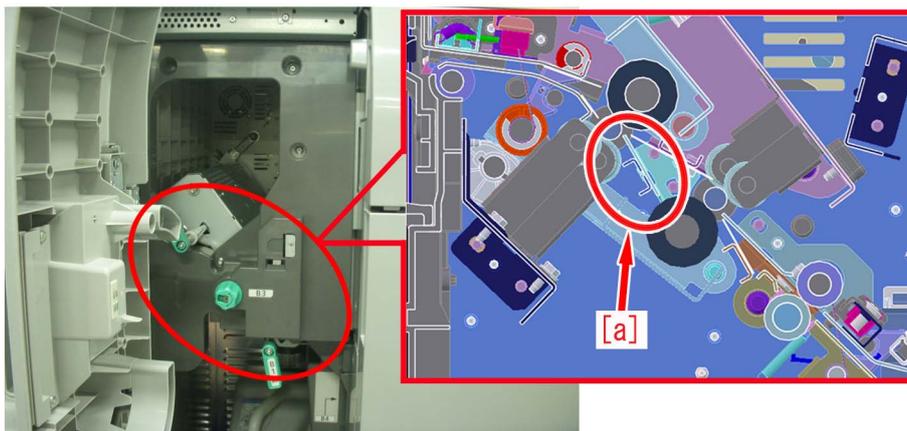
### [Symptom]

When 2-sided heavy coated paper with high-density image is fed, scratches [a] may appear on the first side. [b] shows the feed direction.



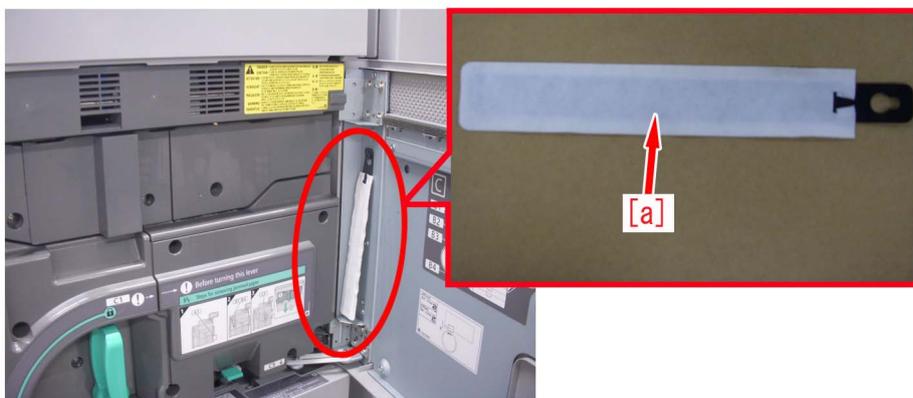
### [Cause]

The above symptom occurs when the first side of 2-sided heavy coated paper scrapes against foreign objects including paper dust accumulated on the guide [a] of the decurler unit.

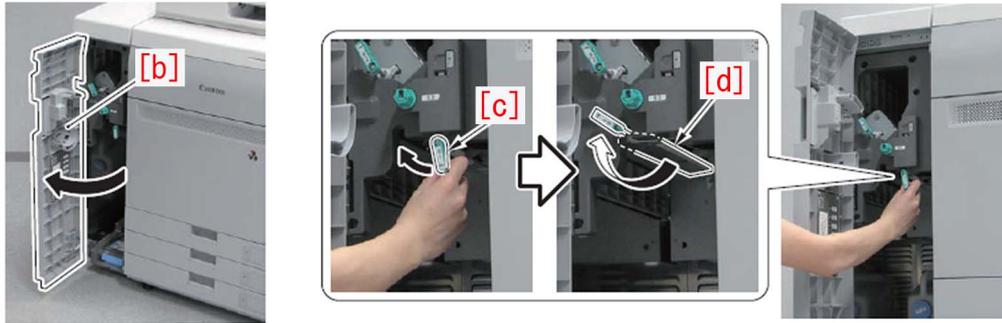


### [Remedy]

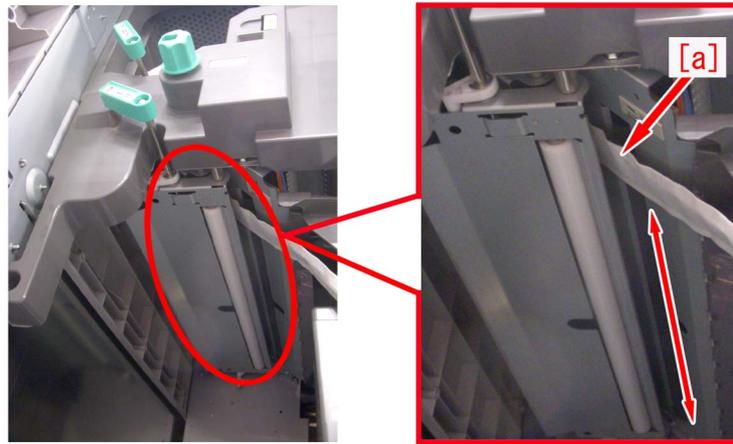
1. Open the front cover and remove the supplied cleaning member [a].



2. Open the front left cover [b]. Release the open/close lever [c] of the decurler unit and open the feed guide [d].



3. Insert the cleaning member [a] between the upper and lower guides of the decurler unit to move the member 3 to 5 times back and forth for cleaning.

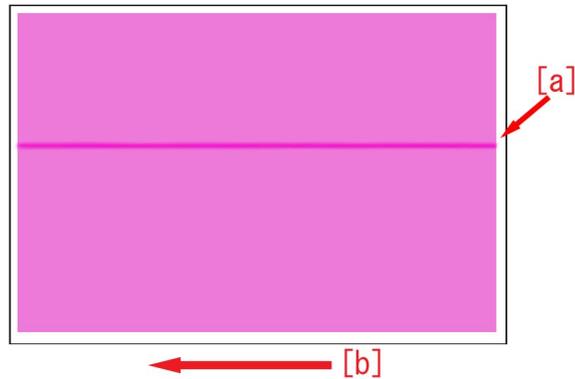


4. Output the image having shown the symptom, and check that the symptom does not occur.  
If the symptom does not improve, check other causes.

## Vertical line on image (In high humidity environment)

### [Symptom]

In high humidity environment, dark vertical line under 5mm in width [a] may appear on halftone image. [b] is the feeding direction.



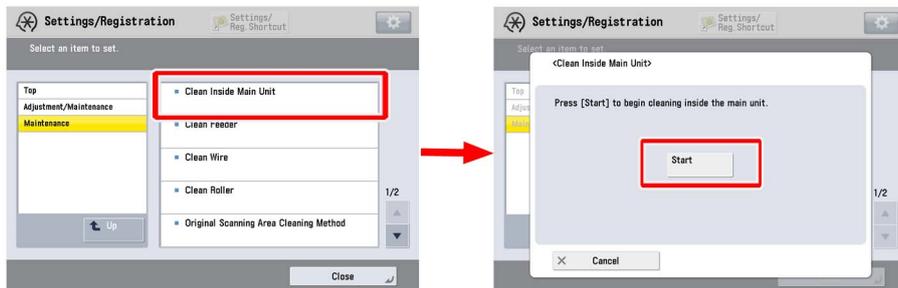
### [Cause]

Wax component contained in toner may attach to drum when pressed by drum cleaning blade.

When moisture gets on the area where wax is attached in high humidity environment, less amount of electricity is charged in such area. The above-mentioned symptom occurs due to the difference in the amount of electricity charged between the areas where wax is attached and where it is not attached.

### [Remedy]

1. Select Settings/Registration > Adjustment/Maintenance > Maintenance > Clean Inside Main Unit, and press "Start" button. The cleaning takes about 1.5 min.



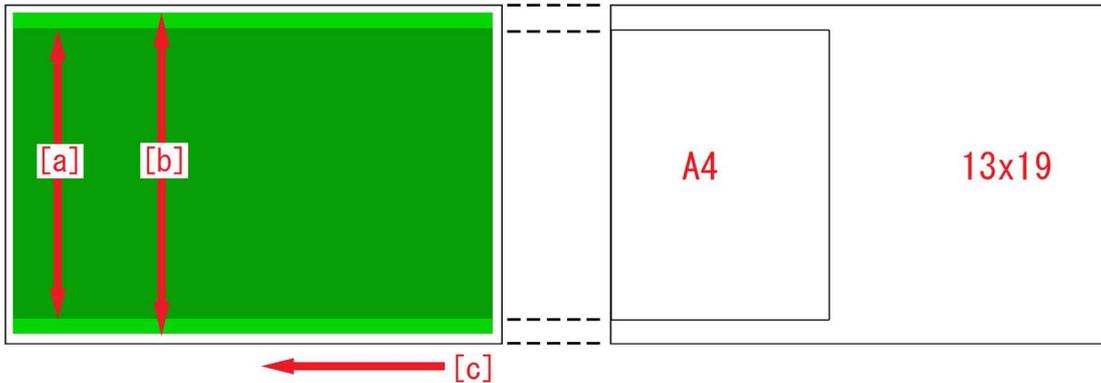
2. Output the image having shown the symptom, and check that the symptom does not occur. If the symptom no longer occurs, the work is completed. If the symptom is still present, repeat Step 1) twice.
3. If the symptom does not improve, check other causes.

# Uneven density due to the areas on ITB where paper passes and does not pass

## [Symptom]

After 200,000 sheets or more of a certain width[a] of paper is fed, if a broader width[b] of paper is fed with a high density image, the symptom where the color comes out lighter in the areas at the both outer sides of the width of the former paper[a] may occur. The arrow [c] indicates the feed direction.

The below figure shows an instance that A4 and 13 x 19 are fed.



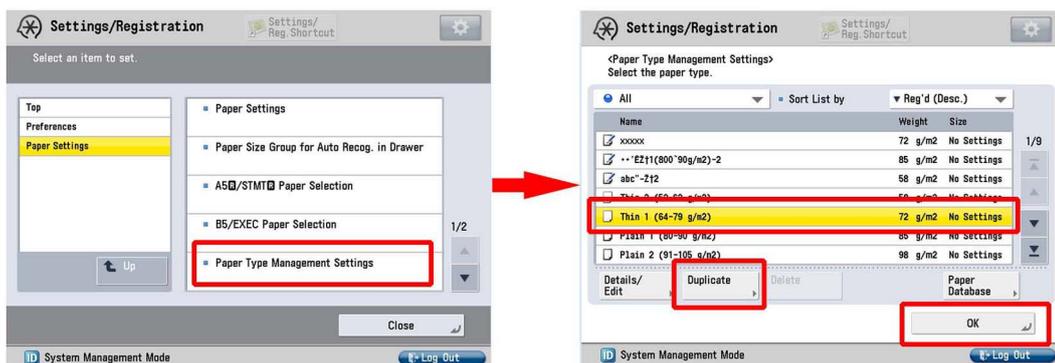
## [Cause]

The resistance in the area of ITB where paper passed consecutively becomes higher, so that toner transfers from the drum to ITB easier.

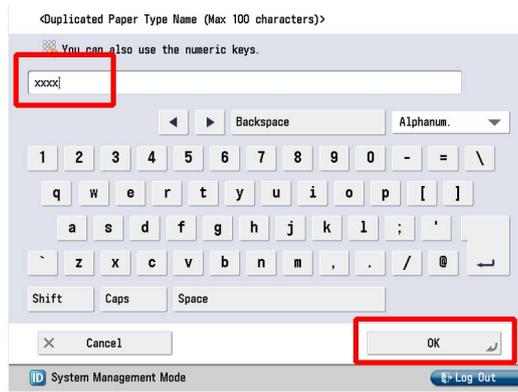
When a broader width of paper than that previously fed consecutively is fed, a difference is generated in ITB resistance between the areas on ITB where paper passed and had not passed. Thus the toner amount put on ITB differs between the said areas, and that leads to the above mentioned symptom.

## [Remedy]

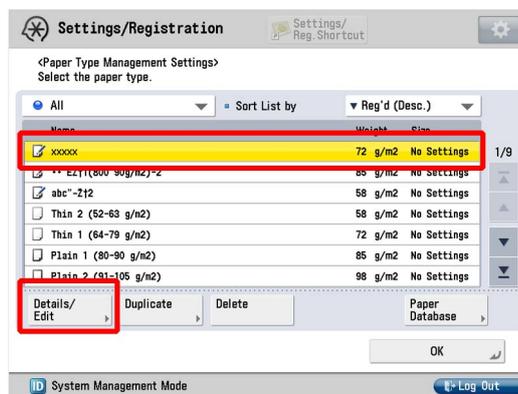
1. Have the customer log in from System Management Mode in user mode.
2. Go to Preferences > Paper Settings > Paper Type Management Settings, select an appropriate paper type from among the list, press "Duplicate" button and then "OK" button.



3. Enter any name as the duplicated paper type and press "OK" button.



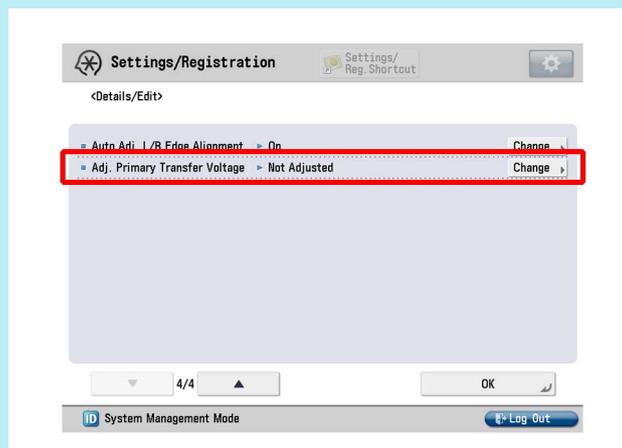
4. Select the paper type duplicated in the step 3) and press "Details/Edit".



5. Select "Adj. Primary Transfer Voltage" and press "Change".

**NOTE:**

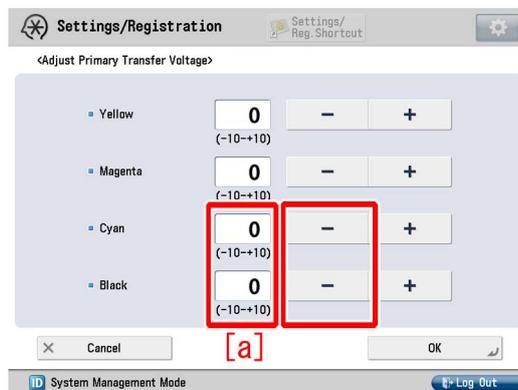
In case adjust primary transfer voltage will not be displayed on the control panel, change the setting value of Service Mode > Mode List > COPIER > Option > DSPLY-SW > IMG-ADJ to "1" and perform a power-cycle of main power (off/on). The value is "0" by default.



6. If the adjust primary transfer voltage screen is displayed, the presetting is completed.



7. Select Cyan and Black in the adjust primary transfer voltage screen, press "-" button thrice and if the corrected value[a] is confirmed to be "-3", then press "OK".  
The range of setting is from "-10" to "+10" ("0" by default). Changing this value changes the primary transfer voltage.



**CAUTION:**

Changing this setting may decrease the primary transfer voltage and bring poor image (poor transfer with Bk high density original, etc.).

8. Output the image having shown the symptom, and check that the symptom does not occur. If the symptom no longer occurs, the work is completed.  
If the symptom does not show an improvement, go back to the step 2) and change the value of Black by one at a time down to "-5".
9. If the symptom still persists, revert the changed value in the step 2) to what it was and replace ITB.

**NOTE:**

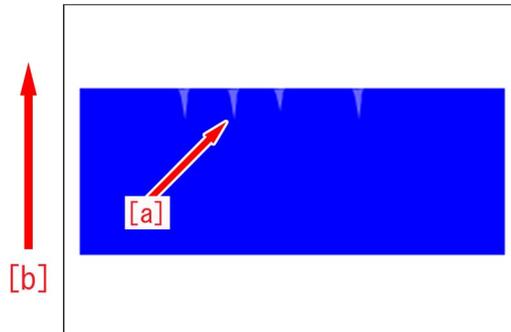
Perform the following operations after replacing ITB.

- Go to Service Mode > Mode List > COPIER > Function > INSTALL >, select INT-ITB and press "OK" button.
- From Settings/Registration > Adjustment/Maintenance > Adjust Image Quality >, select Auto Correct Color Mismatch and press "Start" button.
- From Settings/Registration > Adjustment/Maintenance > Adjust Image Quality >, select Auto Adjust Gradation and press "Full Adjust" button to execute full adjust following to the message emerges on the screen.

# Uneven gloss (Rain drop mark) in high density area

## [Symptom]

In the leading edge of high density image area, 3-5 mm width uneven gloss (Rain drop mark)[a] may appear in feeding direction with about 10mm in length.[b] is the feeding direction.

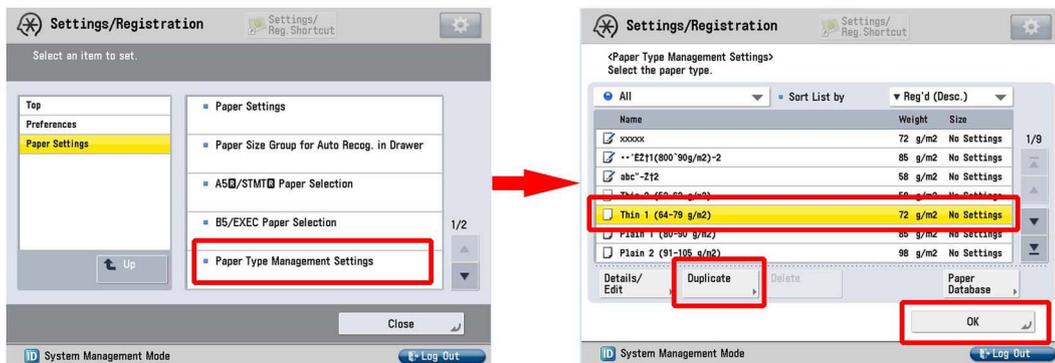


## [Cause]

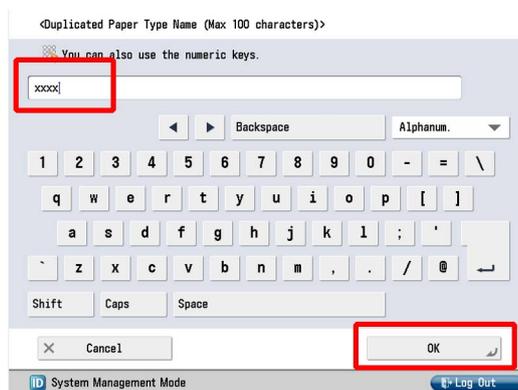
Water vapor from paper tends to stay more in the area with weak fixing nip pressure than in the area with high pressure. When the remained water vapor moves around on the paper, it causes uneven fixing leading to the above symptom. Coated paper tends to have poor air flow making water vapor in the area with weak fixing nip pressure not distribute and stay. This causes the symptom to easily occur.

## [Remedy]

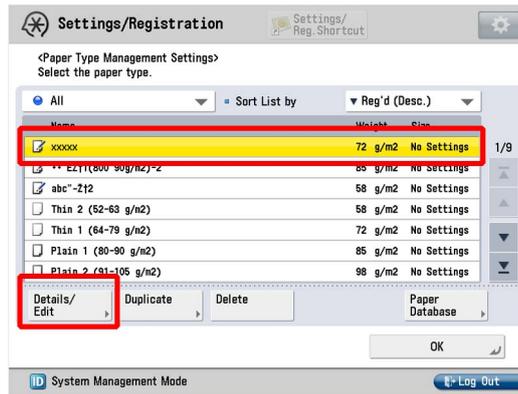
1. Have the customer log in to System Management Mode in user mode.
2. Go to Preferences > Paper Settings > Paper Type Management Settings, select an appropriate paper type from the list. Press "Duplicate" and then "OK".



3. Enter a name for the duplicated paper type and press "OK" button.



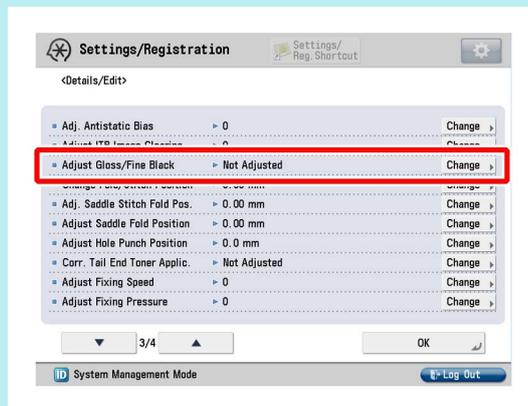
4. Select the paper type duplicated in the step 3) and press "Details/Edit".



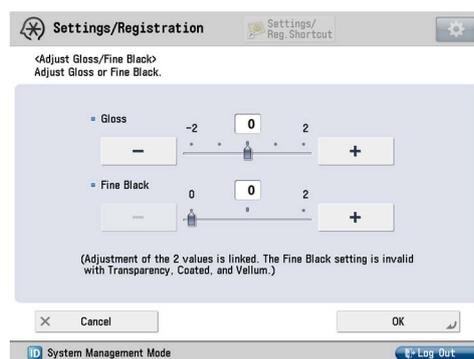
5. Select "Adjust Gloss/Fine Black" and press "Change".

**NOTE:**

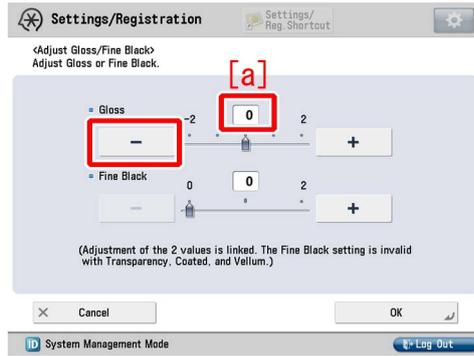
In case "Adjust Gloss/Fine Black" is not displayed on the control panel, change the setting value of Service Mode > Mode List > COPIER > Option > DSPLY-SW > IMGC-ADJ to "1" and perform a power-cycle of main power (off/on). The value is "0" by default.



6. If the "Adjust Gloss/Fine Black" screen is displayed as below, the presetting is completed.



7. Press "-" button for gloss. Make sure the correction value [a] is set to "-1" and press "OK". The setting range is from "-2" to "+2". (Default: 0) Changing the value causes fixing temperature to change accordingly.



**NOTE:**

Changing the value may cause glossiness of image may slightly decrease.

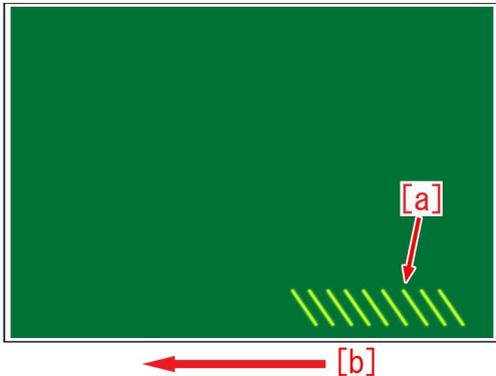
8. Output the image having shown the symptom, and check that the symptom does not occur. If the symptom no longer occurs, the work is completed. If the symptom does not improve, set the value to "-2" in the step 7).

## Skewed uneven density at 23mm intervals

### [Symptom]

When printing several sheets of the high-density solid image after consecutive printing of the low-density image, skewed uneven density at 23mm intervals [a] may occur.

[b] indicates the feed direction.



### [Cause]

Consecutive printing of the low-density image deteriorates the developer and worsens its fluidity.

Since the worsened fluidity of developer causes the unevenness in developer stirring on the developing sleeve, printing several sheets of the high-density solid image consecutively causes the above-mentioned symptom.

### [Service work]

1) Execute in user mode "Settings/Registration > Adjustment/Maintenance > Maintenance > Clean Inside Main Unit".

If the symptom does not improve, go to the step 2).

[Reference] Repeated implementation of "Clean Inside Main Unit" is of no effect.

2) Execute in Service Mode (level 2) > Mode List > COPIER > Function > MISC-P > "SPIT-EX".

Print the image that caused the symptom and confirm that no symptom occurs.

If repeating this 2 times does not improve the symptom, check other factors.

3) After the symptom has improved, execute in user mode "Settings/Registration > Adjustment/Maintenance > Adjust Image Quality > Auto Adjust Gradation > Full Adjust".

[Reference] When printing the similar image consecutively, the symptom can be possibly avoided by setting the following simultaneously.

However, changing the settings will increase the toner consumption when printing the low-density image.

- Service Mode (level 2) > Mode List > COPIER > Option > IMG-DEV > "DEVLVTHx" (select x=Y, M, C, K) is changed to "3".

The setting range is "1"- "5" (default: 1)

- Service Mode (level 2) > Mode List > COPIER > Option > IMG-DEV > "VTHLOF-x" (select x=Y, M, C, K) is changed to "-2".

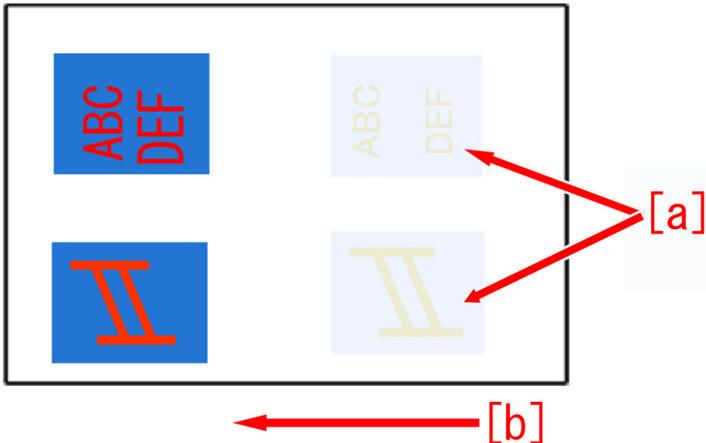
The setting range is "-2"- "2" (default: 0)

# Double Image on the second side due to the inadequate cleaning of the intermediate transfer belt

## [Symptom]

When outputting an image of high density on a heavy paper consecutively in double-sided mode in a low humidity environment, double image [a] may occur on the second side.

"[b] indicates the feed direction."



## [Cause]

When outputting on a heavy paper in double-sided mode consecutively in a low humidity, the secondary transfer current increases and more electric charge amount is applied on toner.

If the cleaning after the secondary transfer failed to adequately remove the toner with more electric charge from the intermediate transfer belt, the residual toner will attach onto the second side and result in the aforementioned symptom.

## [Service work]

- 1) Have the customer log in from System Management Mode in user mode.
- 2) Go to Settings/Registration > Paper Settings > Paper Type Management Settings. Select the type of paper to use and press [Details/Edit].

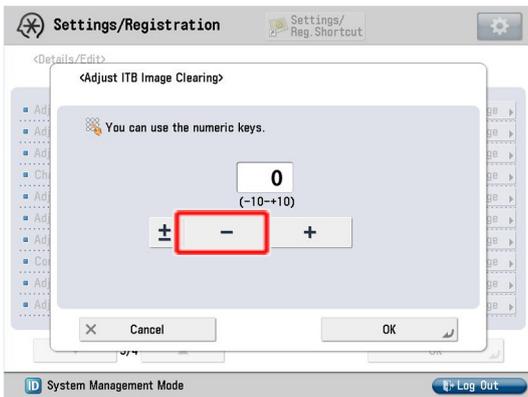
[Note] Only duplicated paper type can be edited. If the applicable paper type cannot be found, make a duplicate copy.

- 3) Select "Adjust ITB Image Cleaning" and press [Change].



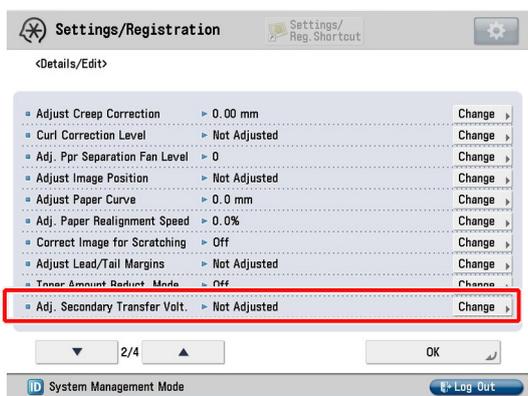
[Points to note] If the control panel does not display Adjust ITB Image Cleaning, change the parameter of Service mode > Mode List > COPIER > Option > DSPLY-SW > IMGC-ADJ to "1" and perform a power cycle of main-power (OFF/ON). The default value is "0".

- 4) Change the value of <Adjust ITB Image Cleaning> to "-10" and press "OK".  
The setting range is between "-10" and "+10". ("0" by default)



5) Print the image which had the issue and ensure that the symptom does not occur. If no improvement is seen, proceed to the step 6).

6) Restore the changed value of <Adjust ITB Image Clearing> to the original, select "Adjust Secondary Transfer Voltage" and press [Change].



7) In <Adjust Secondary Transfer Voltage> press [-] key for the Back Side ten times, check if the corrected value [a] has become "-10" and press "OK" after confirmation.

The setting range is between "-20" and "+20". ("0" by default) Changing parameter changes the secondary transfer voltage.



[Caution] Changing this setting reduces the secondary transfer voltage, therefore an image of high density may come out lighter or void may occur on the trailing edge.

8) Output the image having shown the symptom, and check that the symptom does not occur.

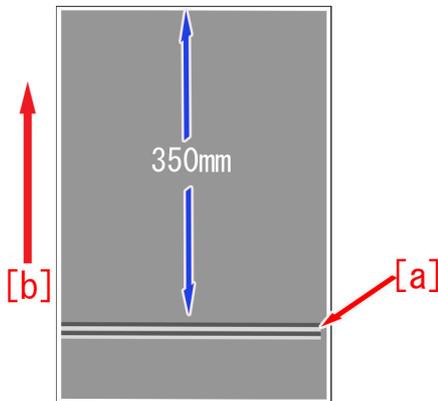
If the symptom does not improve, revert the parameter of "Adjust ITB Image Clearing" and "Adjust Secondary Transfer Voltage" to the previous value and check for other causes.

## Uneven image density at a regular intervals of 4.5 mm around 350 mm from the leading edge of the paper

### [Symptom]

When outputting consecutively in black mode on a paper of 150gsm or less, uneven image density [a] at a regular intervals of 4.5 mm may occur around 350 mm from the leading edge of the paper.

[b] indicates the feed direction.



### [Cause]

When the secondary transfer outer roller attaches on and detaches from the ITB, the speed of the ITB changes and the aforementioned symptom occurs.

### [Service work]

1) Change Service Mode (Level 2) > Mode List > COPIER > Option > IMG-TR > BK-4C-SW to "1".

The setting range is from "0" to "1". ("0" by default)

[Caution] Changing the parameter increases toner consumption.

2) If the symptom does not improve even after outputting the image having shown the symptom, revert the parameter in the step 1) to the previous value and check for other causes.

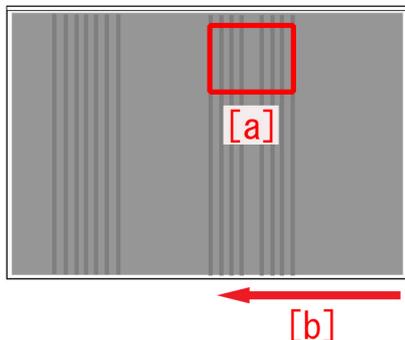
[Reference] Outputting in full color mode avoids the symptom.

## Skewed density at 4.3mm intervals

### [Symptom]

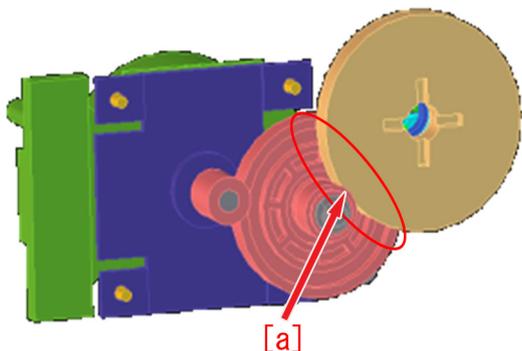
When using papers of 150gsm or less, outputting consecutively, uneven density [a] at a regular intervals of 4.3 mm may occur. This phenomenon is more noticeable in Black and White mode.

[b] indicates the feed direction.



### [Cause]

The meshing [a] between the ITB idler stepped gear in the ITB drive assembly and the ITB drive gear may fail, this brings a rotary irregularity and results in the above mentioned symptom.



### [Service work]

1) Change Service Mode (Level 2) > Mode List > COPIER > Option > IMG-TR > BK- 4C-SW to "1".

The setting range is from "0" to "1". ("0" by default)

[Attention] Changing the parameter increases toner consumption.

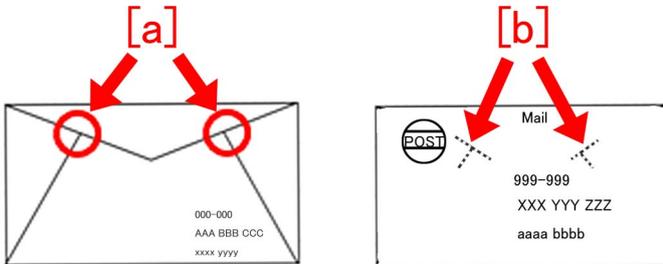
2) If the symptom does not improve, check other causes.

[Reference] Outputting in full color mode may avoid the symptom.

# Optimization of fixing pressure and fixing temperature when envelopes are fed

## [Symptom]

When envelopes pass the fixing assembly, the load is centralized on the overlapping points [a] on the reverse side of envelop. Therefore an image having partial white spots may be output due to the occurrence of worn-out fixing belt surface or shaved rubber of fixing roller surface. If the fixing pressure is greater, the overlapping points [a] may make impresses [b] on the front of envelop depending of the type of envelop.



## [Service work]

As the measure of the above-mentioned symptoms, MN-CONT is graded up to v30.52 and D-CON is graded up to v30.31 for the following 2 controls.

- A) Optimization and segmentation of fixing pressure and fixing temperature for envelopes.
- B) Increase of changing range for fixing pressure adjusted values of envelopes.

### **A) Optimization and segmentation of fixing pressure and fixing temperature for envelopes.**

The default value for fixing pressure is decreased and the default value for fixing temperature is increased. The paper weight is classified into 6 ranges and each range has its specified default values for fixing pressure and fixing temperature.

This Optimization and segmentation reduce the abrasions of fixing belt surface or fixing roller surface and then the image having partial white spots will rarely occur.

[Reference] The following table shows the previous fixing pressure and fixing temperature when passing envelopes.

Width of envelop/Paper weight	181 to 220
Less than 220mm	870 pls
	180°C
More than 221mm	1170 pls
	180°C

- The unit of paper weight is g/m2.
- [pls] in the table means the unit of fixing pressure. The numeric value means the number of pulse which drives the pressure motor from its home position. The bigger the numeric value is, the greater the pressure is.

The following table is for optimized and segmentalized new fixing pressure and fixing temperature.

Classification	1	2	3	4 (Default)	5	6
Width of envelop/ Paper weight	106 to 128	129 to 150	151 to 180	181 to 220	221 to 256	257 to 300
Less than 130mm	870 pls	600 pls	400 pls	400 pls	200 pls	200 pls
	180°C	190°C	190°C	190°C	195°C	195°C
131 to 180mm	870 pls	600 pls	600 pls	600 pls	400 pls	200 pls
	180°C	190°C	190°C	190°C	195°C	195°C
181 to 220mm	1170 pls	870 pls	600 pls	600pls	400 pls	200 pls
	180°C	190°C	190°C	190°C	195°C	195°C
More than 221mm	1170 pls	870 pls	600 pls	600 pls	400 pls	200 pls
	180°C	190°C	190°C	190°C	195°C	195°C

- Classification 4 indicates the default value in the new fixing pressure and fixing temperature table.
- The paper weight range which does not meet the specification, from 160 to 180 or from 221 to 300, can be set. However the picking, feeding and the image quality are not given guarantee.

**B) Increase of changing range for fixing pressure adjusted value of envelops.**

The changing range for the adjusted value table which is selected with User Mode [Adjust fixing pressure] is increased to make the impress of envelop difficult to appear.

As the default value is changed from [-1] to [-3], the state of the impress will be improved gradually. On the other hand, if the image has generous amount of toner deposit, it leads poor fixing capacity by changing the adjusted values.

Adjust Fixing Pressure	Recommended conditions of use	Degree of improvement for the impress
-1	Image with small amount of toner deposit. (Image with small amount of solid parts)	Slightly improved
-2	Image with small amount of toner deposit. (Image with small amount of solid parts)	Almost no impress
-3	Text image	No impress

[Reference]

The following sample indicates the case of adjusted values of fixing pressure for an envelope whose width is 130 mm or less and the weight is from 181 to 220 (g/m<sup>2</sup>).

[A] line in the table shows previous adjusted values and [B] line indicates new adjusted values.

The changing range of new adjusted values is increased compared with the changing range of previous adjusted values.

Adjust Fixing Pressure	[A]	[B]
1	940pls	500pls
0(Default)	870pls	400pls
-1	800pls	100pls
-2	730pls	-100pls
-3	660pls	-200pls

The following new table of fixing pressure and fixing temperature for envelopes also includes the above-mentioned 2 new controls.

- Classification 4 in the table indicates the default value.
- The unit of paper weight is g/m<sup>2</sup>.
- P rows in the table show the setting values of fixing pressure. The numeric value means the number of pulse which drives the pressure motor from its home position. The bigger the numeric value is, the greater the pressure is.
- Setting table of fixing pressure can be selected with User Mode [Adjust fixing pressure] (+1,0,-1,-2,-3). The default value is [0].
- The fixing temperature can be fine-tuned with User Mode [Adjust Gloss/Fine Black]. Adjustable range: -2,-1, 0, +1, +2, Changing range: 5 degrees C, High end: 200 degrees C. (When it is over 200 degrees C, it should be taken as 200 degrees C)

**- Width of envelop : Less than 130mm**

Classification		1	2	3	4	5	6
Paper weight		106 to 128	129 to 150	151 to 180	181 to 220	221 to 256	257 to 300
P	1	940	700	500	500	300	300
	0	870	600	400	400	200	200
	-1	800	300	100	100	-100	-100
	-2	730	100	-100	-100	-200	-200
	-3	660	-100	-200	-200	-300	-300
Fixing temperature		180°C	190°C	190°C	190°C	195°C	195°C

**- Width of envelop : 131 to 180mm**

Classification		1	2	3	4	5	6
Paper weight		106 to 128	129 to 150	151 to 180	181 to 220	221 to 256	257 to 300
P	1	940	700	700	700	500	300
	0	870	600	600	600	400	200
	-1	800	300	300	300	100	-100
	-2	730	100	100	100	-100	-200

P	-3	660	-100	-100	-100	-200	-300
Fixing temperature		180°C	190°C	190°C	190°C	195°C	195°C

**- Width of envelop : 181 to 220mm**

Classification		1	2	3	4	5	6
Paper weight		106 to 128	129 to 150	151 to 180	181 to 220	221 to 256	257 to 300
P	1	1240	940	700	700	500	300
	0	1170	870	600	600	400	200
	-1	1100	800	300	300	100	-100
	-2	1030	730	100	100	-100	-200
	-3	960	660	-100	-100	-200	-300
Fixing temperature		180°C	190°C	190°C	190°C	195°C	195°C

**- Width of envelop : More than 221mm**

Classification		1	2	3	4	5	6
Paper weight		106 to 128	129 to 150	151 to 180	181 to 220	221 to 256	257 to 300
P	1	1240	940	700	700	500	300
	0	1170	870	600	600	400	200
	-1	1100	800	300	300	100	-100
	-2	1030	730	100	100	-100	-200
	-3	960	660	-100	-100	-200	-300
Fixing temperature		180°C	190°C	190°C	190°C	195°C	195°C

**[Countermeasure cut-in serial numbers in factory]**

Model	Serial number
imagePRESS C800 Series 208V US/CA/LTN	UME02254
imagePRESS C800 Series 230V EUR/AU/SG/IN/HK/LTN/KR	UMF00648
imagePRESS C800 Series 230V CN/HK/TW	UMG00509
imagePRESS C700 Series 230V CN/HK/TW	UMH00533
imagePRESS C700 208V US	WHV02264
imagePRESS C600i 230V EU	UML00764
imagePRESS C600 220V CN	UMK00531
imagePRESS C60 208V UL	UMJ00702

## Uneven transfer: High density image is lightly printed.

### [Symptom]

When printing high density image after continuously printing low duty image in the low humidity environment, image density may come out light.

### [Cause]

In low humidity environments, transfer performance deteriorates comparing to other environments attributed to high triboelectricity of toner.

A large amount of output of low density images consumes only a small amount of toner, and so the toner deteriorates and results in poor transfer.

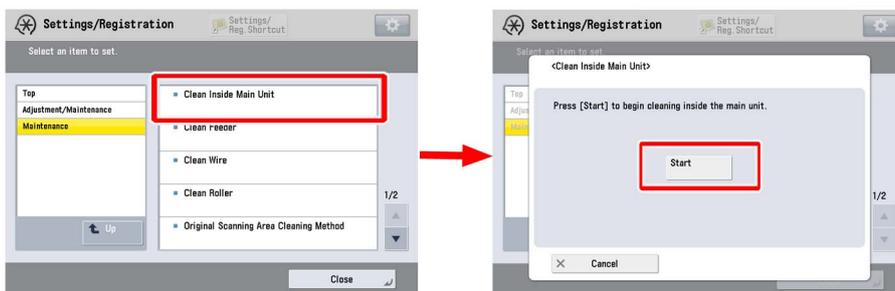
When the above mentioned two conditions are met at a time, the density of high density area comes out light and that brings the symptom.

### [Service work]

1) Execute in user mode "Settings/Registration > Adjustment/Maintenance > Maintenance > Clean Inside Main Unit".

In case the symptom does not improve, go to the step 2).

[Reference] Executing "Clean Inside Main Unit" repeatedly would not have any positive effect.



2) Execute in user mode "Settings/Registration > Adjustment/Maintenance > Adjust Image Quality > Auto Adjust Gradation > Full Adjust".



3) Configure the following settings together to change the threshold value for Toner ejection sequence.

- In Service Mode (Level 2) > Mode List > COPIER > Option > IMG-DEV > "DEVLVTHx," select a color having shown the symptom. Then change the setting value to "3."

The range of setting is from "1" to "5" ("1" by default).

- In Service Mode (Level 2) > Mode List > COPIER > Option > IMG-DEV > "VTHLOF-x," select a color having shown the symptom. Then change the setting value to "2."

The range of setting is from "-2" to "2" ("0" by default).

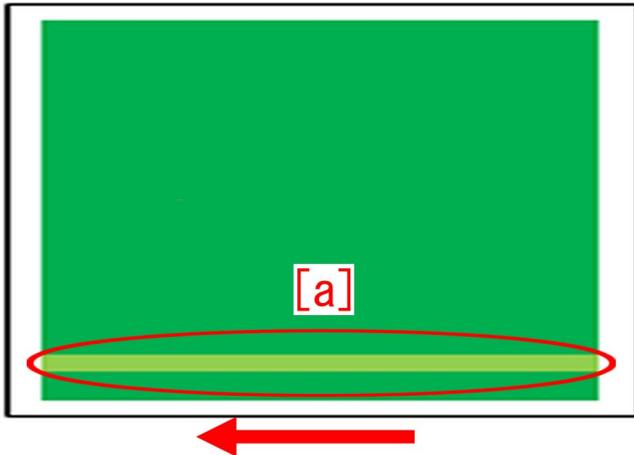
[Caution] When performing a large amount of print of low density image, the productivity declines and toner consumption increases.

If the symptom does not improve, check other factors.

## Non-glossy streaks due to the peeled off tape on the separation plate

### [Symptom]

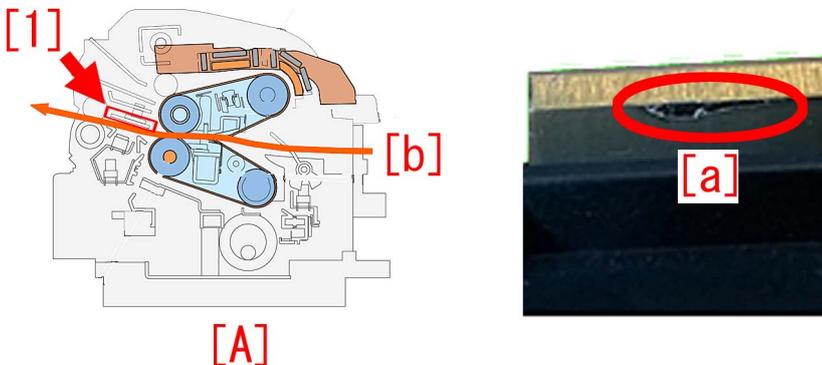
On the main body whose Countermeasure Cut-in Serial Numbers in Factory is earlier than the following number, non-glossy streaks [a] image may occur with high gloss media or heavy media (200g or more). The arrow indicates the paper feed direction.



### [Cause]

The separation plate [1] in the fixing assembly [A] comes in thick and thin types. The tape affixed to the thicker separation plate [1] comes off [a] from scuffing, then the fed paper comes in contact with the peeled off tape and leads to the above mentioned symptom.

The arrow [b] indicates the paper feeding path.

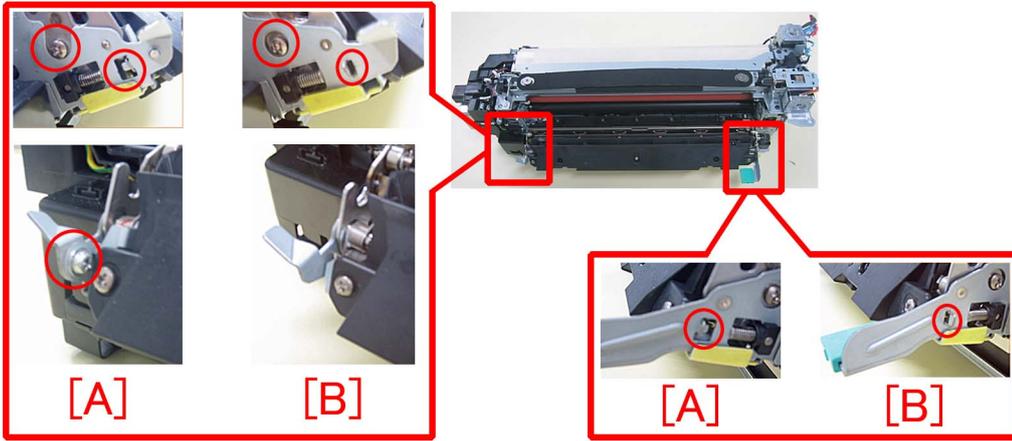


### [Service work]

As a countermeasure against the aforementioned symptom, replace the separation plate with the thinner type that reduces scuffing of the tape even when a high gloss or heavy media is passed through.

To make this feasible, newly assign the fixing separation unit with the thinner separation plate, inner paper delivery assembly and fixing base assembly as service parts respectively. The other type with thicker separation plate is also going to be newly assigned as well. As to the newly assigned new type inner paper delivery assembly and the fixing base assembly, their fixing separation units are removable. The fixing separation units of the old types are not removable.

If the shape of the inner paper delivery assembly is as shown in the photo [A], replacing the fixing separation unit only is possible. The photo [B] shows the shape of the old type inner paper delivery assembly.



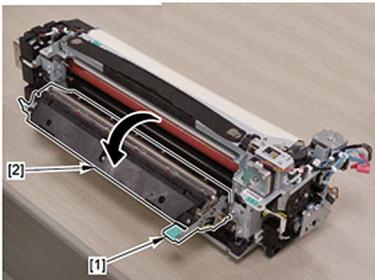
When the above mentioned symptom has occurred, follow the procedure below, however either of the thick type fixing separation unit and thin type fixing separation unit should be chosen according to the conditions.

Check to see if the inner paper delivery assembly is the new type or the previous type, if it is the new type follow the procedure A, and if it is the previous type, then follow B.

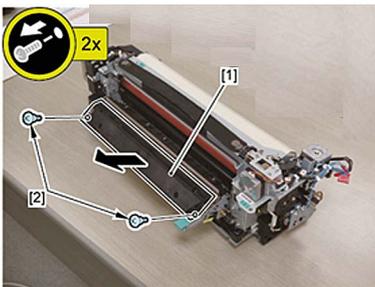
**A). Handling by replacing the fixing separation unit**

Prepare a fixing separation unit (thin type)(FM1-R470-000).

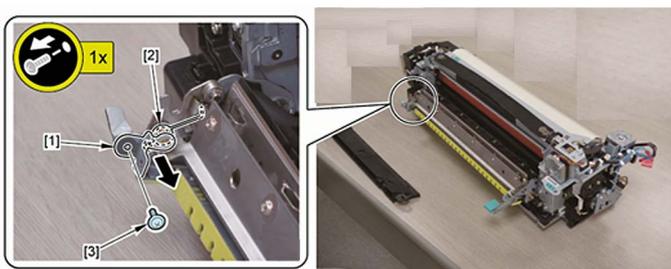
- 1) Refer to the service manual to take out the fixing assembly.
- 2) Hold the grip [1] and open the inner paper delivery assembly [2].



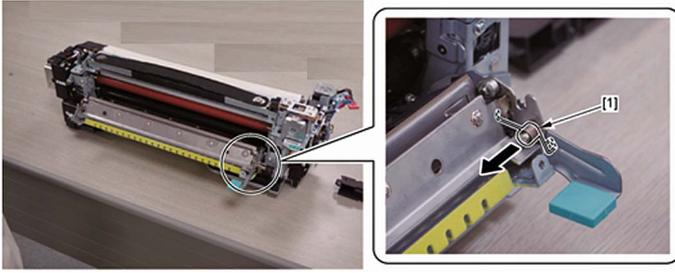
- 3) Remove the duct [1].
- Stepped screw [2] 2 pcs



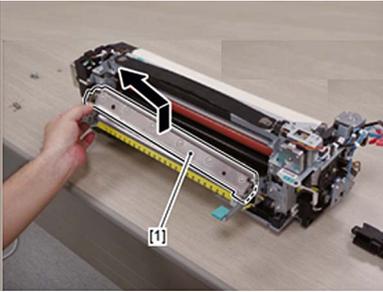
- 4) Remove the spring mount pin [1] and the torsion spring [2] on the rear side of the inner paper delivery assembly.
- Screw [3] 1 pcs



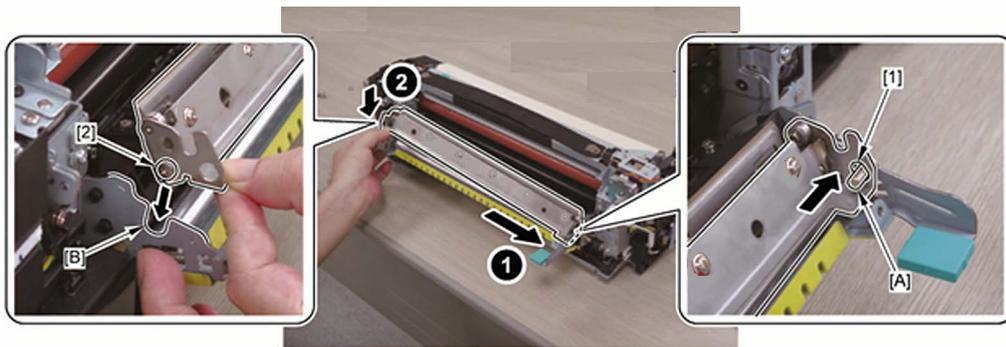
- 5) Remove the spring [1] on the front side of the inner paper delivery assembly.



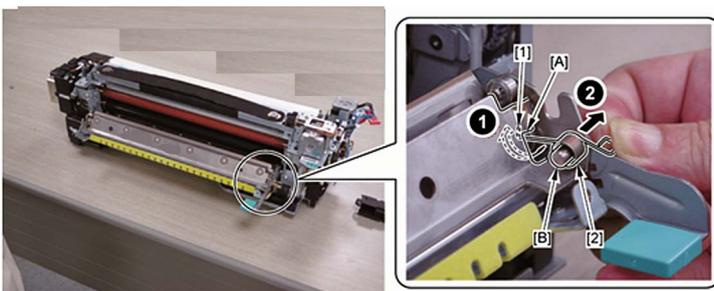
6) Remove the separation plate [1] while lifting the rear side.



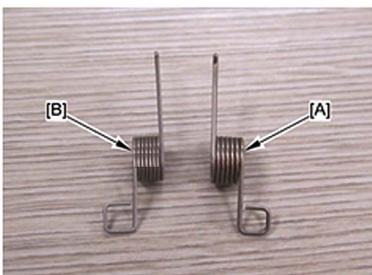
7) Put the mounting hole [1] on the front side of the new separation plate prepared in the positioning pin [A] and fit the screw [2] on the rear side of the separation plate in the cut out [B].



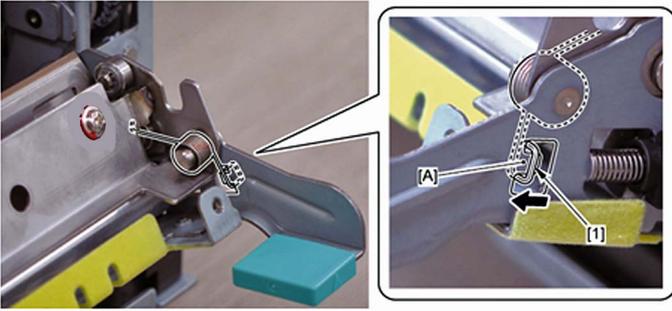
8) Put the straight end [1] of the torsion spring in the notch [A] on the separation plate and mount the spring [2] on the positioning pin [B].



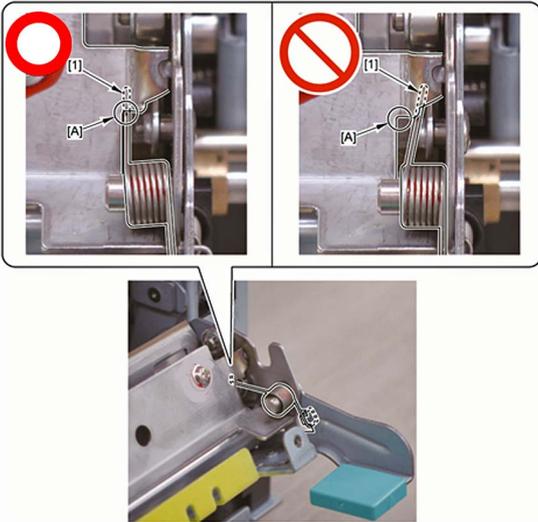
[Reference] The torsion springs for the front side [A] and rear side[B] have different shapes.



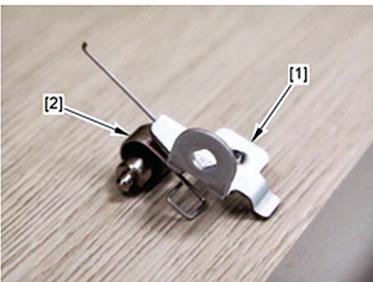
9) Put the bent end [1] of the torsion spring in the boss [A] on the metal plate.



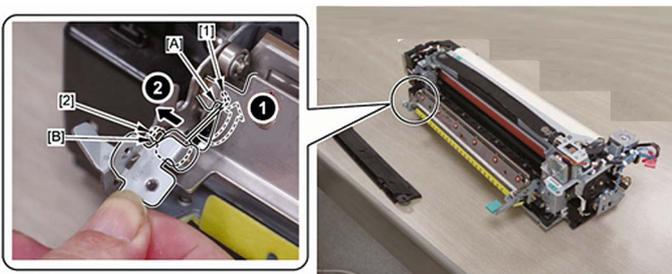
[Note] After mounting the torsion spring, confirm if the straight end of the spring [1] has not come off the notch [A] on the separation plate.



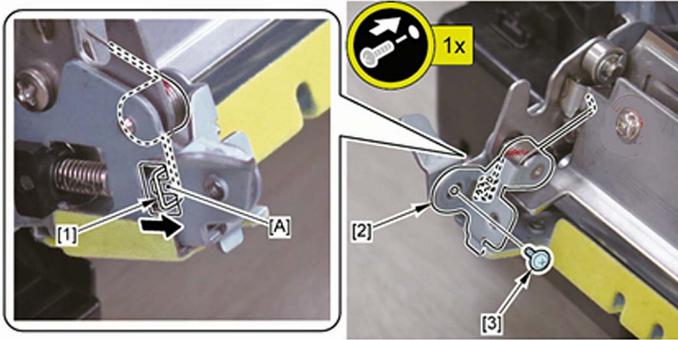
10) Assemble the spring mount pin [1] and the torsion spring [2].



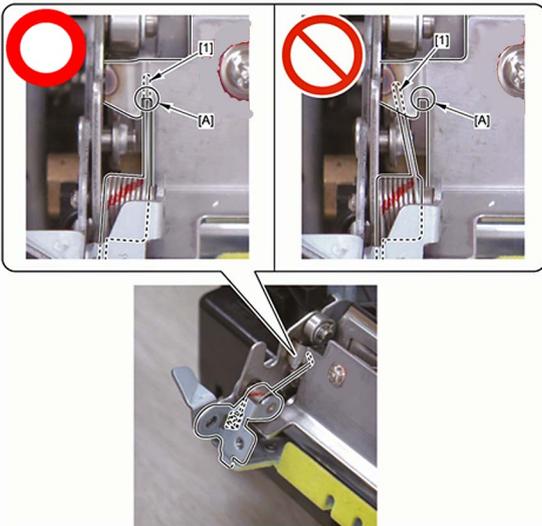
11) Hook the straight end of the torsion spring [1] on the notch [A] on the separation plate and insert the spring mount pin [2] into the hole [B] on the metal plate.



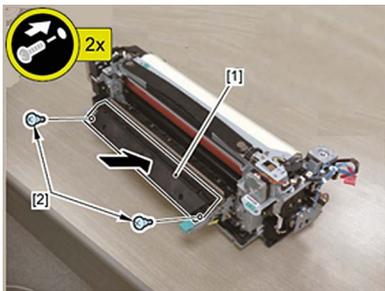
12) Hook the bent end [1] of the torsion spring on the boss [A] on the metal plate and mount the positioning pin [2].  
 - Screw [3] 1 pcs



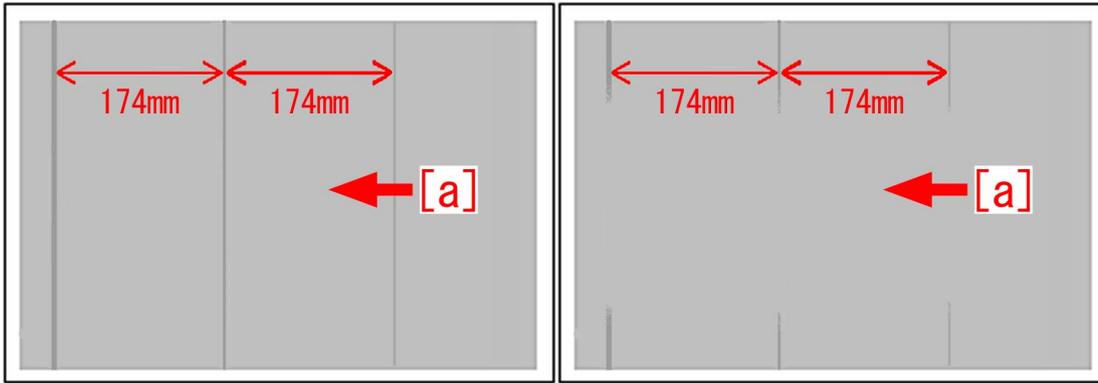
[Note] After mounting the torsion spring, confirm if the straight end of the spring [1] has not come off the notch [A] on the separation plate.



- 13) Mount the duct [1].  
- Stepped screw [2] 2 pcs



- 14) Close the inner paper delivery assembly and install the fixing assembly.  
15) Take some prints and check the image. If the image appears normal, the work is finished.  
16) A streaks with 174mm regular intervals may rarely occur. (The arrow [a] indicates the paper feed direction.)  
In that case, from User mode go to Settings/Registration > Preferences > Paper Settings > Paper Type Management Settings, select the paper type with which the streaks occurs, press the change button of "Adjust Fixing Speed" in [Details/Edit] to adjust the fixing speed towards the positive direction.

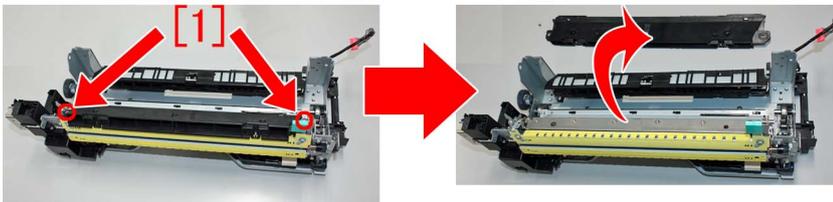


If the streaks appear on images even after adjusting the fixing speed, replace the fixing separation unit with the thick type (FM1-R469-000).

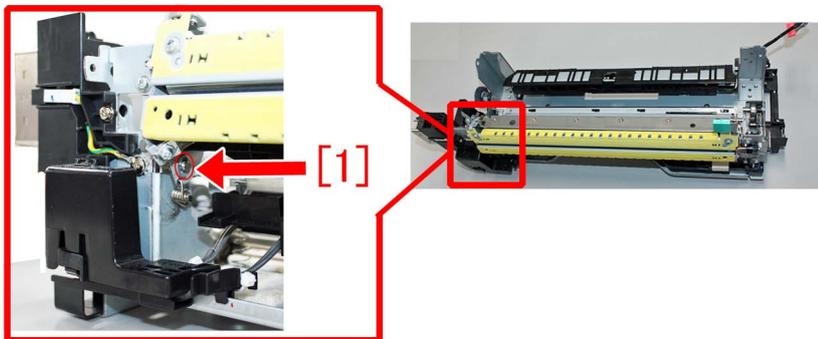
**B). Handling by replacing the inner paper delivery assembly**

Newly assign the spring set plate (FL1-3976-000) to be used to mount the spring on the rear side of the inner paper delivery assembly. Prepare the said spring set plate and the inner paper delivery assembly (thin type) (FM1-R600-000).

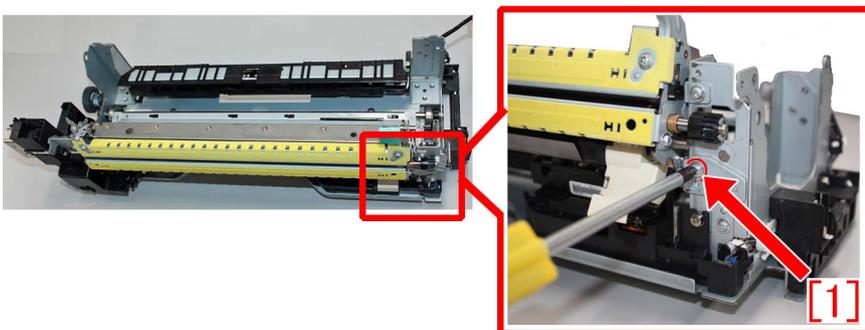
- 1) Refer to the service manual to take out the fixing assembly.
- 2) Remove the 2 screws [1] and the duct.



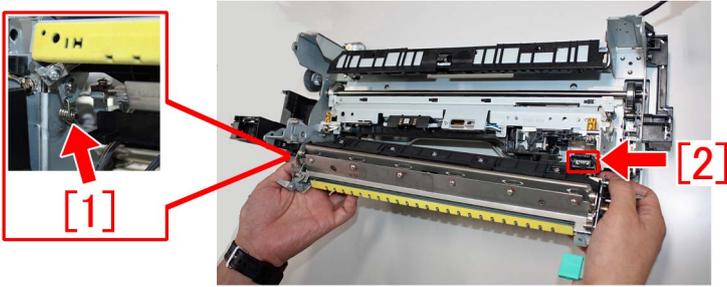
- 3) Remove the e-ring [1] that is securing the inner paper delivery assembly on the rear side of the fixing base assembly.



- 4) Remove the 1 screw [1] that is securing the inner paper delivery assembly on the front side of the fixing base assembly.



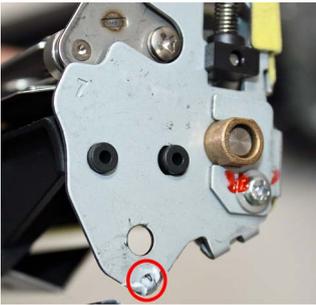
- 5) Draw out the inner paper delivery assembly from the front side. To do this, remove the springs [1] attached to the both sides of the inner paper delivery assembly from the bosses that is supporting point. Also disconnect the cable connector [2].



6) Reattach the springs attached to the both side of the removed inner paper delivery assembly to the new type inner paper delivery assembly.

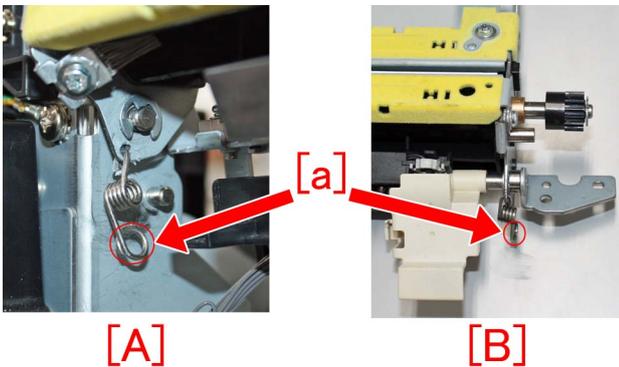
[Reference]

- Apply grease (SE1107) around the spring mount hole.



- The front/rear mounting positions and orientations of the springs are specified respectively. Attach the springs as their looped ends [a] come outside.

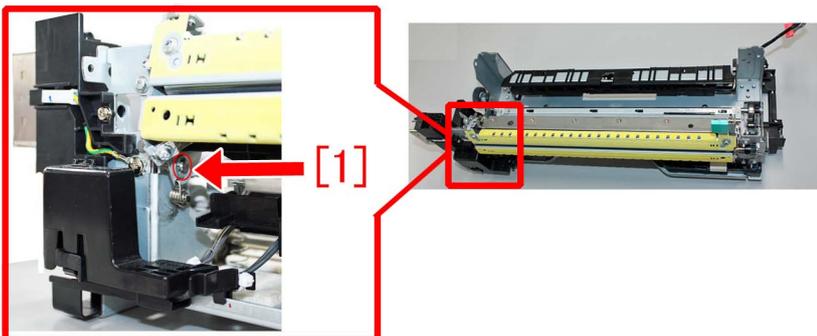
The photo [A] shows the spring attached to the rear side of the inner paper delivery assembly and [B], the spring attached to the front side of the inner paper delivery assembly.



7) Insert the new type inner paper delivery assembly from its rear side and install to the fixing base assembly. At this moment, the spring on the rear side is not yet put around the boss.

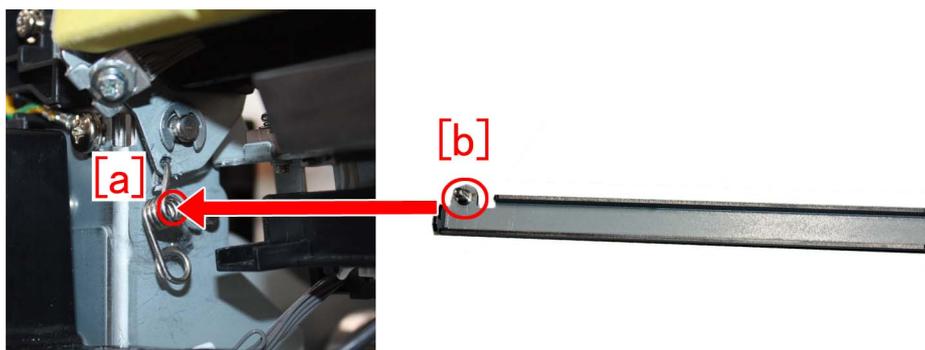
8) Putting the looped portion of the spring on the front side in the boss, secure the front side of the inner paper delivery assembly with the 1 screw [1] removed in the step 4).

9) Secure the rear side of the inner paper delivery assembly with the 1 e-ring (XD9-0135-000).

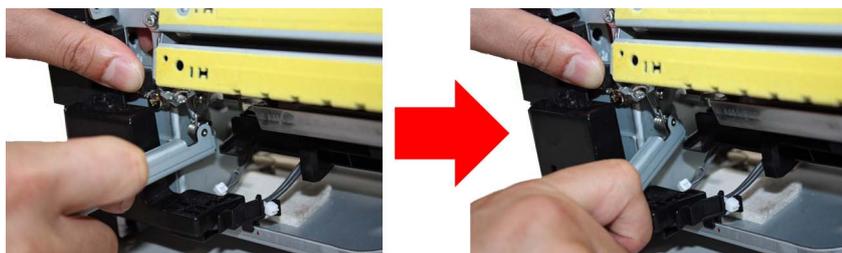


10) Reconnect the connector disconnected in the step 5).

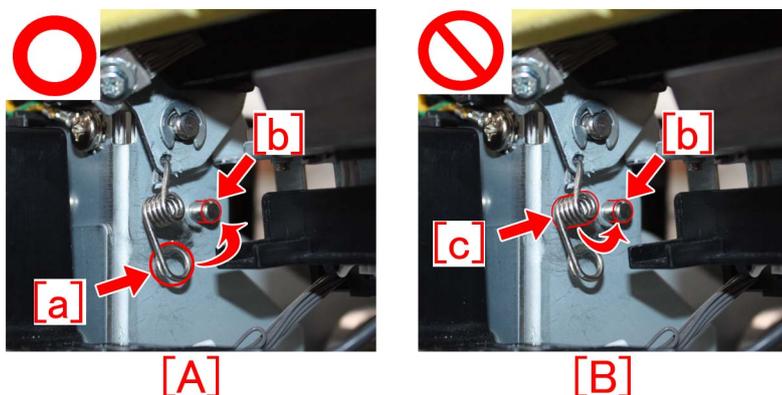
11) Fit the boss [b] at the tip of the spring set plate (FL1-3976-000) into the looped portion [a] at the center of the spring on the rear side of the inner paper delivery assembly.



12) Put the looped end of the spring on the rear side of the inner paper delivery assembly in the boss on the fixing base assembly.



[Note] To attach the spring, put the looped end [a] in the boss [b]. Do not put the looped portion at the center [c] in the boss [b]. The photo [A] indicates the proper way to attach the spring and [B], an erroneous way to attach the spring.



13) Reassemble the parts in reverse order from the step 2).

14) Take some prints and check the image. If the image appears normal, the work is finished.

15) Streaks at 174mm intervals occur infrequently. In that case, perform the work in the step 16) of the aforementioned procedure "A) Handling by replacing the fixing separation unit".

[Reference]

**Procedure to replace the fixing base assembly**

Refer to the service manual for replacing the fixing base assembly.

- FIXING BASE ASSEMBLY ( Thick type ) ( FM0-1373-010 )
- FIXING BASE ASSEMBLY ( Thin type ) ( FM1-P430-000 )

**[Service parts]**

No.		Part Number	Description	Q'ty	Fig.No.
1	Old	FM0-1373-000	FIXING BASE ASSEMBLY	1 -> 0	812
	New	FM1-P430-000	FIXING BASE ASSEMBLY (Thin type)	0 -> 1	
2	Old	FM0-1373-000	FIXING BASE ASSEMBLY	1 -> 0	812

No.		Part Number	Description	Q'ty	Fig.No.
2	New	FM0-1373-010	FIXING BASE ASSEMBLY (Thick type)	0 -> 1	812
3	Old				812
	New	FM1-R599-000	INNER PAPER DELIVERY ASSEMBLY (Thick type)	0 -> 1	
4	Old				812
	New	FM1-R600-000	INNER PAPER DELIVERY ASSEMBLY (Thin type)	0 -> 1	
5	Old				812
	New	FM1-R469-000	FIXING SEPARATION UNIT (Thick type)	0 -> 1	
6	Old				812
	New	FM1-R470-000	FIXING SEPARATION UNIT (Thin type)	0 -> 1	
7	Old				
	New	FL1-3976-000	PLATE, SPRING SET	0 -> 1	
8	Old	FY9-6036-000	LUBE, SE1107 GREASE	0 -> 1	
	New				

### [Countermeasure cut-in serial numbers in factory]

- Switch the separation plate in the fixing separation unit from the thick type to the thin type.

Model	Serial number
imagePRESS C800 Series UL 208V	UME02480
imagePRESS C60 UL 208V	UMJ00761
imagePRESS C700 US 208V	WHV02269
imagePRESS C800 Series EU 230V	Not applicable
imagePRESS C800 CN 220V	Not applicable
imagePRESS C700 CN 220V	Not applicable
imagePRESS C600 CN 220V	Not applicable
imagePRESS C600i EU 230V	Not applicable

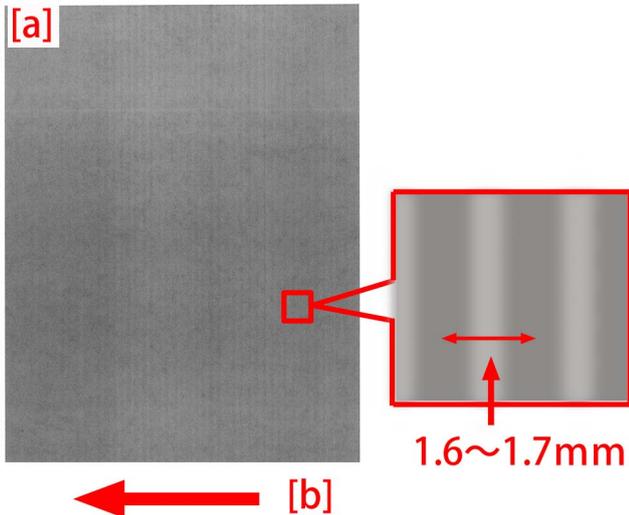
- Change the component formation so that the fixing separation unit can be removed.

Model	Serial number
imagePRESS C850 Series UL 208V	WJC00500
imagePRESS C850 Series EU/O 230V	WJD00500
imagePRESS C850 CN 220V	WJE00500
imagePRESS C650i US 208V	WJJ00500
imagePRESS C800 Series UL 208V	UME02277
imagePRESS C800 Series EU/O 230V	UMF00616
imagePRESS C800 CN 220V	UMG00509
imagePRESS C700 CN 220V	UMH00533
imagePRESS C60 UL 208V	UMJ00697
imagePRESS C600 CN 220V	UMK00531
imagePRESS C600i EU 230V	UML00644
imagePRESS C700 US 208V	WHV02269

# From 1.6mm to 1.7mm pitch uneven density occurring when coated sheets whose basis weight is 200gsm or more are continuously output

## [Symptom]

From 1.6mm to 1.7mm pitch uneven density [a] may appear in main scanning direction on the second sheet or later when coated sheets whose basis weight is 200gsm or more are continuously output. The symptom is prominently seen on a black halftone image. The arrow [b] indicates the direction of feeding.



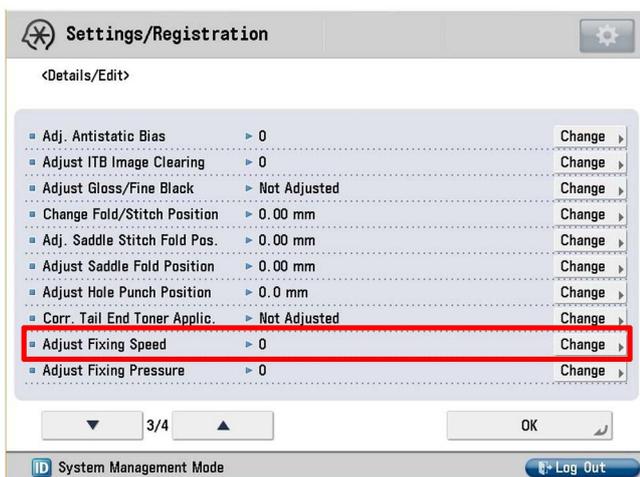
## [Cause]

Because the paper feeding speed of fixing assembly is faster than the speed of secondary transfer unit, the media will be pulled between the secondary transfer unit and the fixing assembly. Therefore, the vibration of fixing idler gear is transferred to the scanner and that results in the above symptom.

## [Service work]

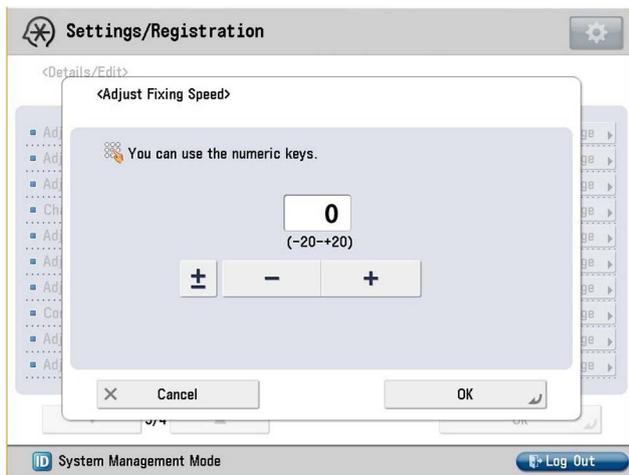
When the above symptom occurs, adjust the fixing speed to minus side for every sheet in the management setting for media type in user mode.

- 1) Have the customer log in from System Management Mode in user mode.
- 2) Go to Select Settings/Registration > Preferences > Paper Settings > Paper Type Management Settings, select an appropriate paper type from among the list, press "Duplicate" button and then "OK" button.
- 3) Enter any name as the duplicated paper type and press "OK" button.
- 4) Select the paper type copied in the step 3) and then press "Details/Edit" button.
- 5) Select "Adjust Fixing Speed" and then press "Change" button.



[Reference] In case Adjust Fixing Speed will not be displayed on the control panel, change the setting value of Service Mode > Mode List > COPIER > Option > DSPLY-SW > IMG-ADJ to "1". The value is "0" by default.

6) Change the setting value to minus side and press "OK" button.



The configurable range for the value is from "-20" to "+20". (Default: 0)

7) Select the paper type which is set from step 2) to step 6) and output the image which had the symptom to make sure that the symptom does not occur any more.

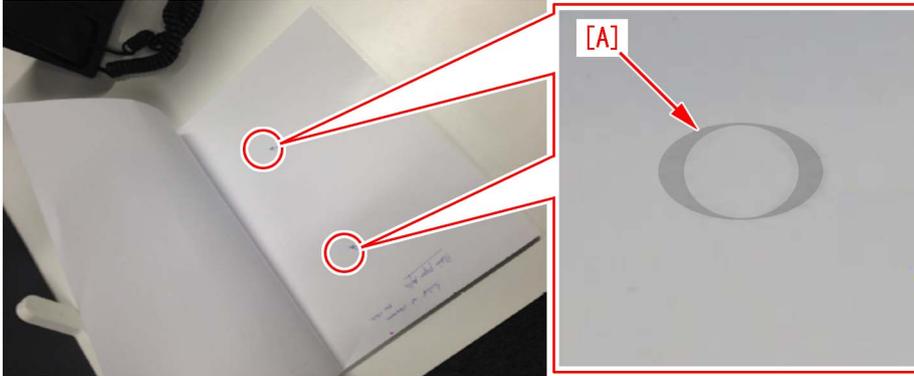
If the symptom does not improve, then check other factors.

## Marks on image caused by friction due to mini gripper edge (Perfect Binder- B1/D1/E1)

### [Symptom]

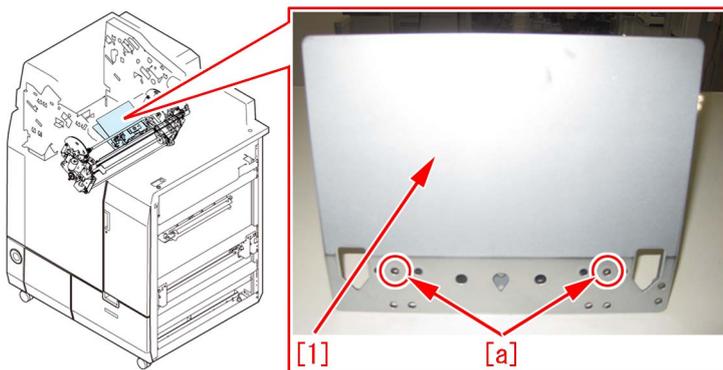
The marks caused by friction [A] may appear on the first and last pages of glued stacked of sheets during printing.

[Reference] This symptom remarkably occurs on glossy paper such as coated paper.



### [Cause]

The stack of sheets loaded on the height tray assembly is fed by sub gripper assembly and then transferred to the main gripper assembly. The marks caused by friction are put on the first and last pages of glued stacked of sheets due to the edges of round holes [a] of mini gripper [1] being located at the upper and lower sides of main gripper assembly when transferring.



### [Service work]

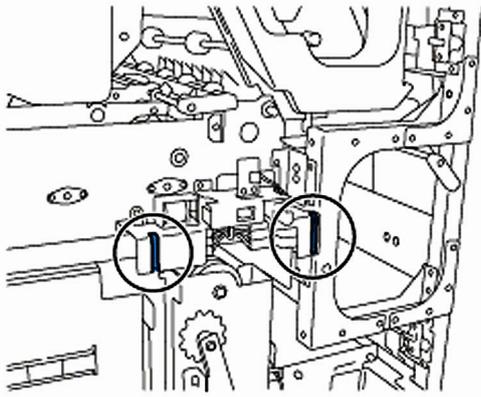
If the above-mentioned symptom occurs, prepare the sheet kit (4Y8-3138-000) to affix the sheet on the mini gripper being located on the upper and lower sides of main gripper assembly.

1) Turn off the main power of perfect binder and then unplug the power cord.

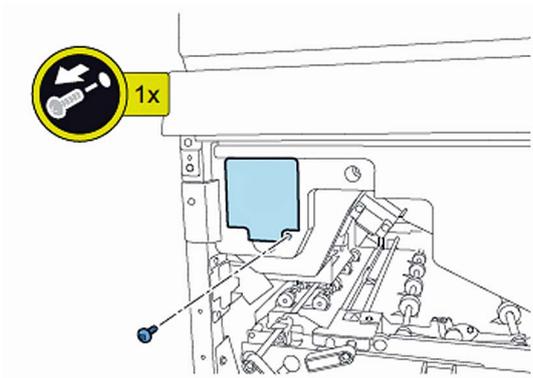
2) Remove the parts below referring Service Manual.

- Front Covers (Left/Right)
- Rear Cover
- Rear Upper Cover
- Inner Cover (Upper/Lower)

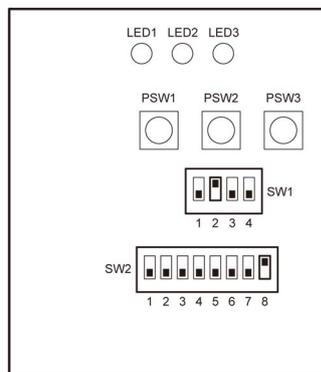
3) Turn on the right front cover switch and left front cover switch by inserting the service tool or the like.



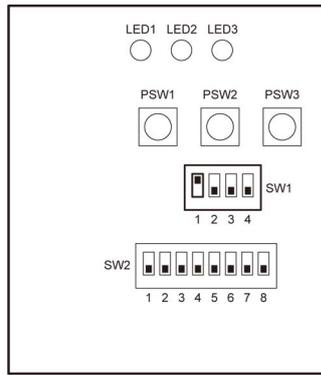
- 4) Remove the service PCB cover.  
 • 1 screw



- 5) Turn on SW1-2 and SW2-8 on the service PCB and set the machine in service mode.  
 [CAUTION] To keep the machine running in service mode, be sure to do so with the trimming assembly stowed inside.

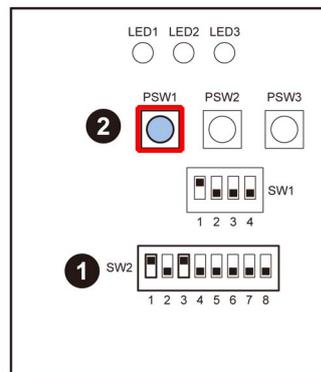


- 6) Plug the power cord in the wall outlet.  
 7) Turn on the power switch and then perform machine initialization operation.  
 8) Turn off the power switch.  
 9) Turn on SW1-1 on the service PCB and set the machine in service mode.



10) Turn on the power switch.

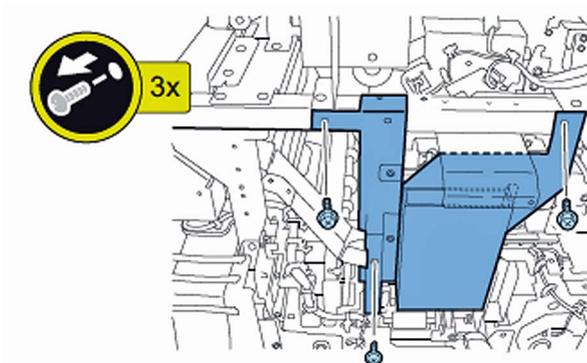
11) Turn on SW2-1 and -3 on the service PCB and then press the push switch PSW1 3 (three) times to stop the mini gripper at the vertical position.



12) Turn off the main switch and unplug the power cord from the wall outlet.

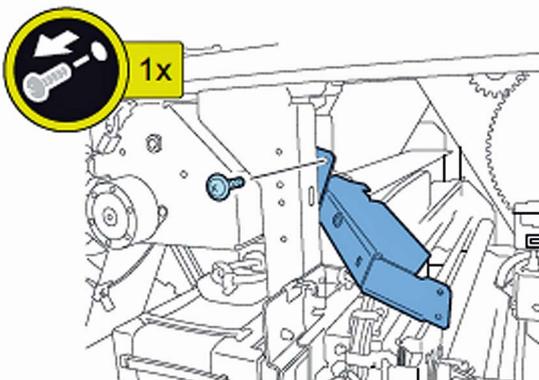
13) Remove the filter case unit.

- 3 screws

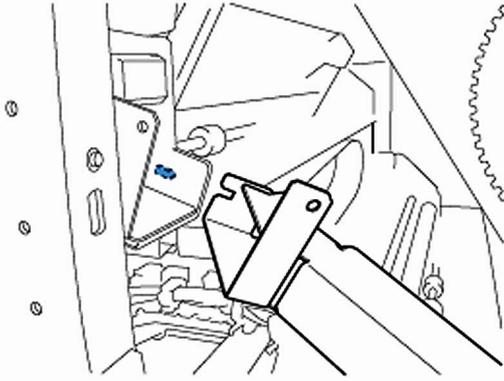


14) Remove the glue transport stay.

- 1 screw



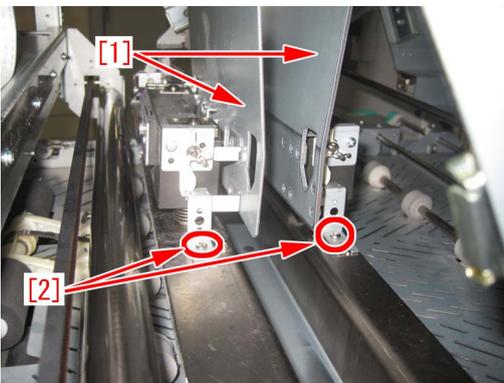
[CAUTION] When attaching the glue transport stay, hang the cut part of the stay to the projection of the glue supply entrance.



15) Stand behind the machine to face the back side and then remove screws [2] fixing the mini grippers [1].

- 2 screw

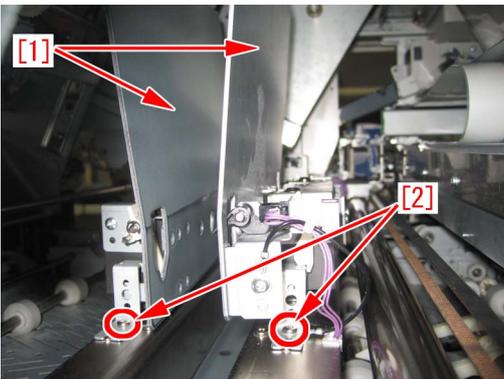
[Attention] Be careful not to drop the screws into the machine during the operation.



16) Stand in front of the machine to face the front side and then remove screws [2] fixing the mini gripper [1].

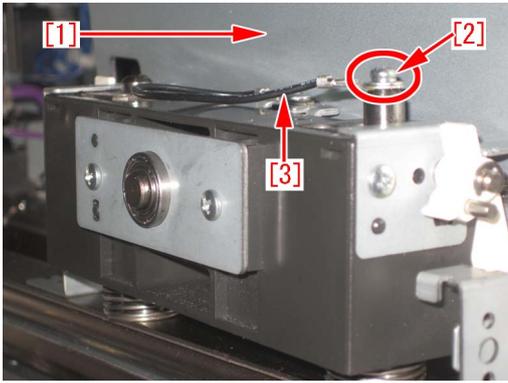
- 2 screw

[Attention] Be careful not to drop the screws into the machine during the operation.



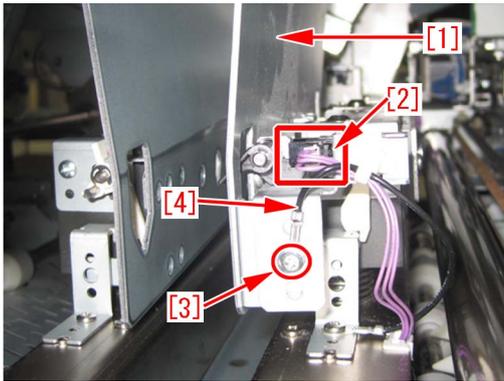
17) Remove the screw [2] being the left side of mini gripper [1] on your left and then disconnect the fixed ground wire [3].

- 1 screw

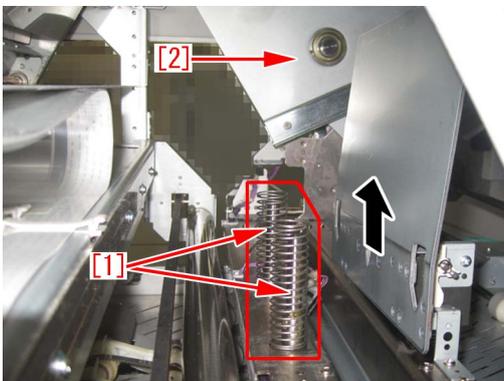


18) Remove the connector [2] being the right side of mini gripper [1] on your right and then remove the screw [3] to disconnect the ground wire [4].

- 1 screw

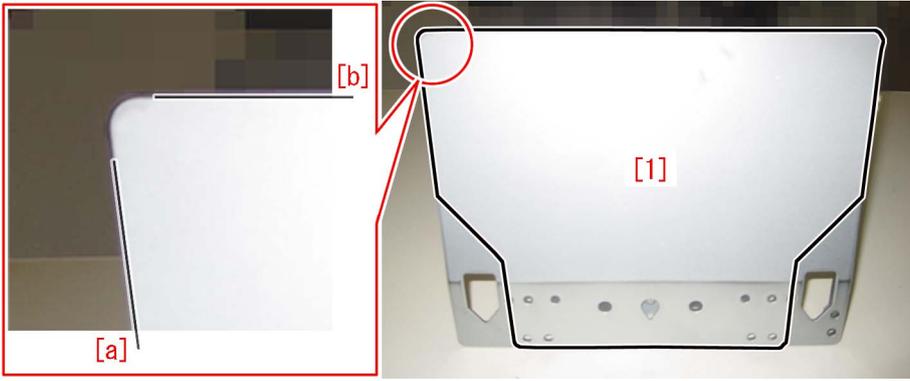


19) Lift up (in the direction of the black arrow) left and right mini grippers to remove the 2 (two) mini grippers from the pins [1]. The following photo shows the state that 1 (one) mini gripper [2] has been taken from the back side of machine.



20) Prepare the sheet kit (4Y8-3138-000) to affix the sheet on the mini gripper removed from the main gripper along the following reference lines.

- Affixing reference line [a]: Affix the left edge of sheet [1] at where it is within 1mm from the edge of mini gripper.
  - Affixing reference line [b]: Affix the upper edge of sheet [1] at where it is within 1mm from the upper edge of mini gripper.
- Affix the sheet not to protrude from the reference lines [a] and [b].



21) Reassemble the parts in the reverse order from Step 13).

[Attention] Make sure that the position of unit [1] being the side of mini gripper is correct and then put the mini gripper. Photo [A] shows upside-down position of the unit on the side of mini gripper. Photo [B] shows the correct position.



**[Service parts]**

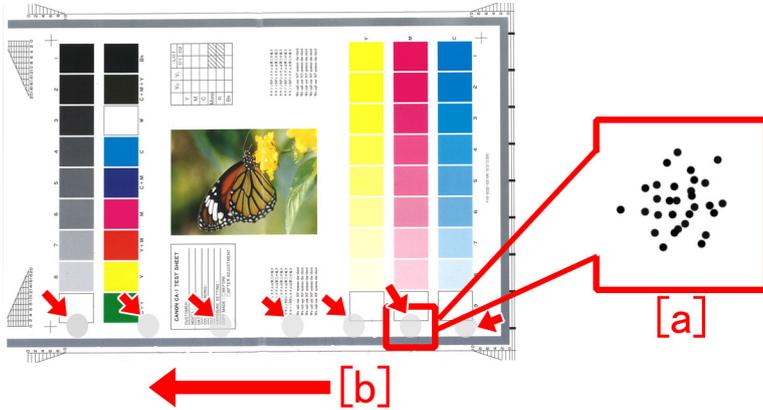
No.		Part Number	Description	Q'ty	Fig.No.
1	Old				P51
	New	4Y8-3138-000	SHEET KIT	0 -> 1	

# Soiled image (Black dots) due to toner unable to be collected by a scraper

## [Symptom]

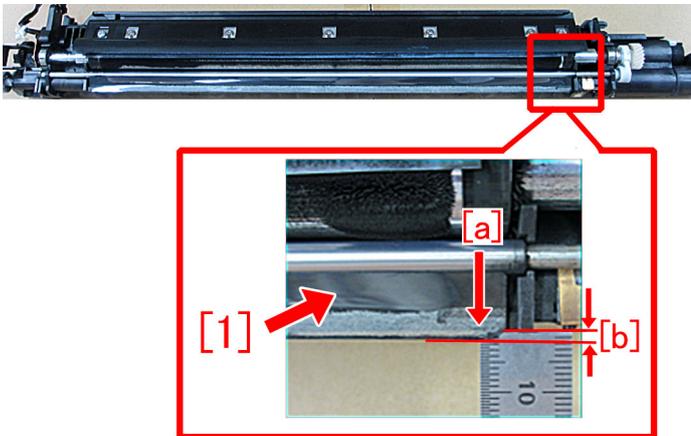
When printing with the machines manufactured before the following serial numbers, soiled image (black dots) [a] may occur at the edge of papers (front or rear side) in 37mm intervals.

The arrow [b] indicates the feed direction.



## [Cause]

The double-sided tape that secures the scraper [1] which collects waste toner has a shape where the edge of the glued portion is narrower than the center of the glued portion. Thus depending on the force to affix the scraper [1] or the displacement of the affixing position, in a high temperature/high humidity environment, the position of the edge may be displaced [b] depending on the force loaded in the direction of the arrow [a]. The above symptom occurs because toner cannot be collected in the area where the sheet is displaced.



## [Service work]

The developing assembly (black) is changed to the new type where the double-sided tape securing the sheet has stronger adhesive.

- iR-ADV C9000/C7000/C9000S Series : FM4-6615-020 DEVELOPING ASSEMBLY, BK
- iR-ADV C9200/C7200 Series : FM0-2709-010 DEVELOPING ASSEMBLY, BK
- imagePRESS C800/C850 Series : FM1-C717-020 DEVELOPING ASSEMBLY, BK

## [Service parts]

(iR-ADV C9000/C7000/C9000S Series)

No.		Part Number	Description	Q'ty.	Fig. No.
1	Old	FM4-6615-010	DEVELOPING ASSEMBLY, BK	1->0	102
	New	FM4-6615-020	DEVELOPING ASSEMBLY, BK	0->1	

(iR-ADV C9200/C7200 Series)

No.		Part Number	Description	Q'ty.	Fig. No.
1	Old	FM0-2709-000	DEVELOPING ASSEMBLY, BK	1->0	640
	New	FM0-2709-010	DEVELOPING ASSEMBLY, BK	0->1	

(imagePRESS C800/C850 Series)

No.		Part Number	Description	Q'ty.	Fig. No.
1	Old	FM0-2709-000	DEVELOPING ASSEMBLY, BK	1->0	640
	New	FM0-2709-010	DEVELOPING ASSEMBLY, BK	0->1	

#### [Countermeasure cut-in serial numbers in factory]

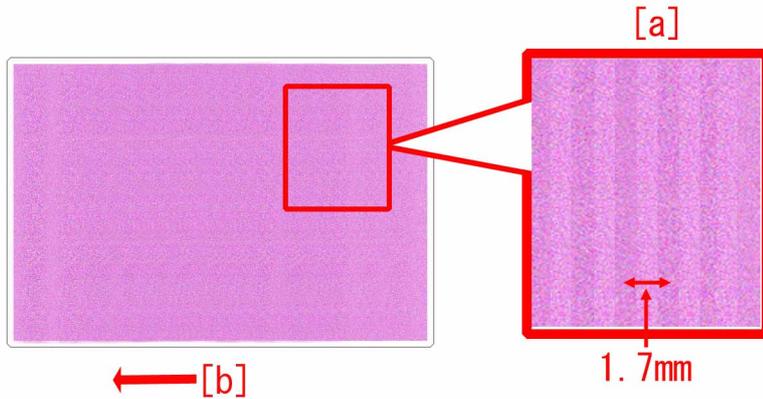
Model	Serial number
imagePRESS C800 Series UL 208V	UME02847
imagePRESS C800 Series EU 230V	UMF01169
imagePRESS C800 CN 220V	UMG00510
imagePRESS C700 US 208V	WHV02269
imagePRESS C700 CN 220V	UMH00539
imagePRESS C600i EU 230V	UML01338
imagePRESS C600 CN 220V	UMK00543
imagePRESS C60 UL 208V	UMJ00772

- iR-ADV C9000/C7000/C9000S/C9200/C7200 Series : No implemented due to production discontinuance.
- imagePRESS C850 Series : Factory measure have been implemented at production.

# Uneven density at 1.7mm pitch, when continuous printout is made on thick/coated papers

## [Symptom/Question]

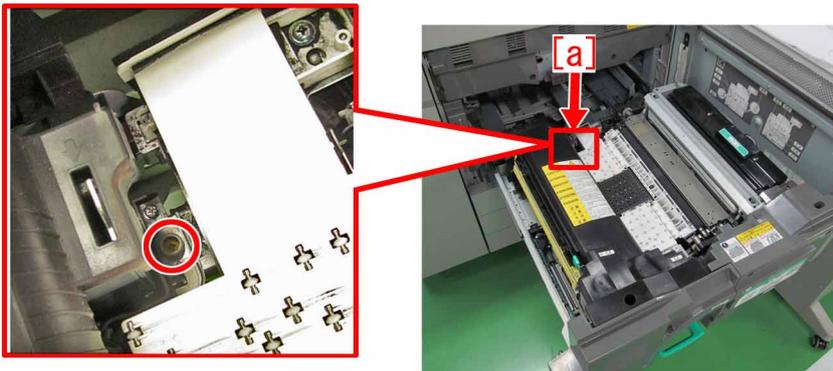
When continuous color printing is made in the paper settings listed below, uneven density at 1.7mm pitch [a] may occur, in the printout of the second sheet and later [b] is the feeding direction.



thick paper (221g/m <sup>2</sup> to 256g/m <sup>2</sup> )	label
1-sided coated paper (129g/m <sup>2</sup> to 180g/m <sup>2</sup> )	envelope
2-sided coated paper (106g/m <sup>2</sup> to 180g/m <sup>2</sup> )	
matte coated paper (129g/m <sup>2</sup> to 180g/m <sup>2</sup> )	
embossed paper (80g/m <sup>2</sup> to 180g/m <sup>2</sup> )	

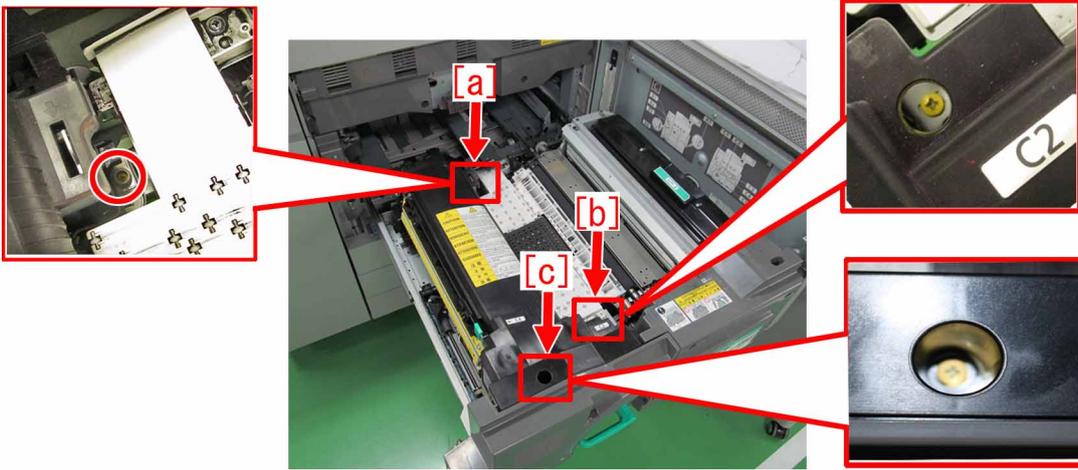
## [Cause]

When installing a fixing assembly to a fixing feed unit, 3 screws are to be used and the first screw has to be fixed on the positioning hole [a] before installing other screws. When screws are not installed in this order, a fixing assembly may be not installed in correct position. In such case, the gear mesh between a fixing drive idler gear and a fixing idler gear become insufficient. As a result, gear vibration increases to cause aforementioned symptom.



## [Remedy/Answer]

- 1) Refer to the service manual to open the front cover and draw out a fixing feed unit.
- 2) Loosen the 3 pcs of yellow screws [a] [b] [c], which are fixing a Fixing Assembly. Then install the screws again, in the order of [a] (screw this on first), [b] and [c], firmly



3) Return the fixing feed unit and front cover in their original positions.

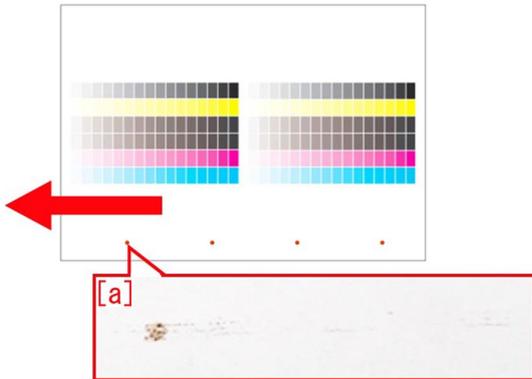
4) Output the image having shown the symptom, and check that the symptom does not occur  
If the symptom does not improve, check other causes

## Smear on image due to scattering shaved powder of bushing

### [Symptom/Question]

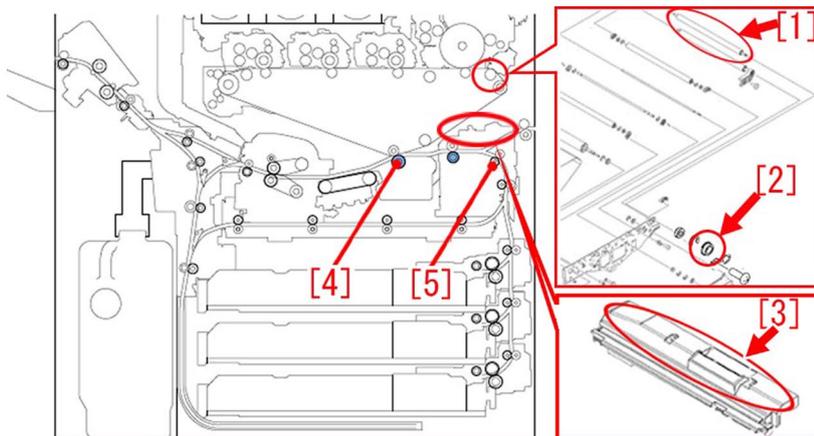
In the machines prior to the countermeasure cut-in serial number in factory described below, brown smear (76.3mm pitch or 62.8mm pitch smear of rice grain size) [a] may be occurred.

Shown in arrow is feeding direction.



### [Cause]

Bushing [2] attached on idler roller A [1] of I.TB. frame assembly may be shaved, and the shaved powder scatters and drop on the upper cover surface [3] of the registration assembly. When removing paper jam etc., this shaved powder may adhere on secondary transfer outer roller [4] or pre-registration roller [5] and be transferred on papers to cause the above symptom.

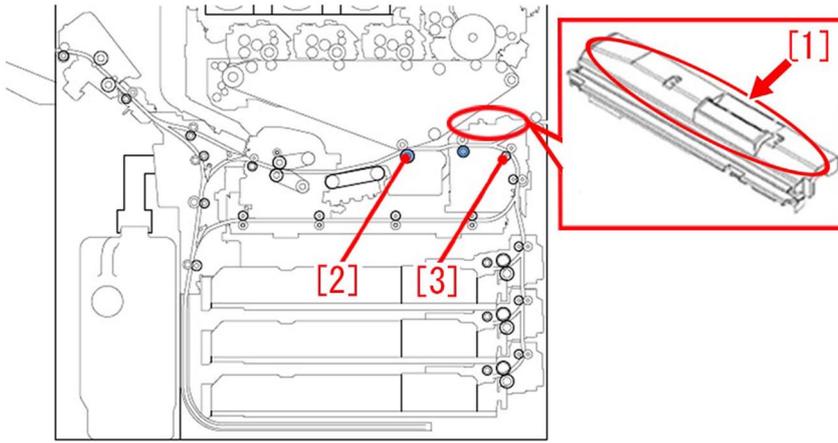


### [Remedy/Answer]

When the aforementioned symptom is occurred, prepare a new type of ball bearings (XG9-0780-000) x2pcs, E-rings (XD9-0137-010) x2pcs and super lube grease (FY9-6005), and follow the steps below to replace the parts.

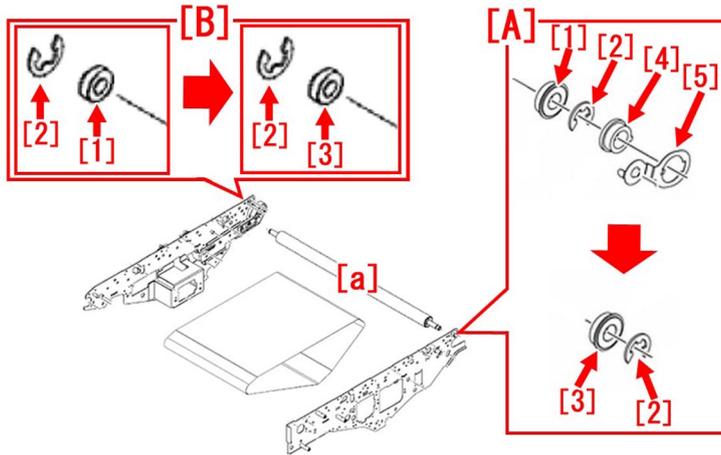
1) The shaved powder adhered on the surface of upper cover of registration assembly [1] and secondary transfer outer roller [2] shall be wiped off and cleaned by a lint-free paper. In addition, pre-registration roller [3] should be cleaned by lint-free paper moistened with alcohol. Pitch of each rollers are as follows.

- secondary transfer outer roller : 76.3mm
- pre-registration roller: 62.8mm



2) Refer to the service manual to remove internal transfer belt from the I.T.B. frame assembly.

3) Detach all parts on the idler roller A from its front side [A] and rear side [B]. Replace 2pcs of ball bearings (XG9-0793) [1] with a conductive new type ball bearing (XG9-0780)[3], and replace E rings (XD9-0137-010) [2] with new ones as well. When attaching ball bearings, apply a rice grain size of super lube grease (20mg) to the location of the roller shaft where the bearings are fit. [Caution] The bushing (XG9-0737)[4] and the roller grounding plate(FC9-4123)[5] on [A] side should not be attached anymore, since they are removed from the configuration. Accordingly, if a old type of ball bearing (XG9-0793) is used, transfer failure or malfunction may occur due to electric noise.



4) Install the internal transfer belt on the I.T.B. frame assembly and put it back into the main unit.

[Service parts]

No.		Part Number	Description	Q'ty	Fig. No.
1	Old	XG9-0737-000	BUSHING	1 -> 0	530
	New				
2	Old	FC9-4123-000	PLATE, ROLLER GROUNDING	1 -> 0	530
	New				
3	Old	XG9-0793-000	BEARING, BALL	2 -> 0	530
	New	XG9-0780-000	BEARING, BALL	0 -> 2	
4	Old	XD9-0137-010	RING, E	2 -> 2	530
	New				
5	Old	FY9-6005-000	SUPER LUBE GREASE	1 -> 1	
	New				

[Countermeasure cut-in serial numbers in factory]

Model	Serial No.
IPR C850SER US 208V	XMR04006
IPR C850SER EU/O 230V	XMS03498

Model	Serial No.
IPR C850SER CN 220V	XMT00700
IPR C65 US 208V	XMU00561
IPR C650 US 208V	YCE01619
iR-ADV C7580i III 208V	2KR00672
iR-ADV C7580i III EU230V	2KU00693
iR-ADV C7580i III 230V	2LF00526
iR-ADV C7580 III CN 220V	2KX00507
iR-ADV C7580i III KR220V	2LA00500
iR-ADV C7580i III TW 120V	2LD00500
iR-ADV C7570i III 120V	2KS01295
iR-ADV C7570i III EU230V	2KV00699
iR-ADV C7570i III 230V	2LG00556
iR-ADV C7570 III CN 220V	2KY00501
iR-ADV C7570i III KR220V	2LB00500
iR-ADV C7570i III TW 120V	2LE00500
iR-ADV C7565i III 120V	2KT01303
iR-ADV C7565i III EU230V	2KW00882
iR-ADV C7565i III 230V	2LH00527
iR-ADV C7565i III KR220V	2LC00502

IPR C800SER/700/60 Series: No implemented due to production discontinuance

iR-ADV C9075PRO/C9070PRO/C9065PRO/C9060PRO Series: No implemented due to production discontinuance

iR-ADV C9280 PRO/9270 PRO Series: No implemented due to production discontinuance

iR-ADV C7580/C7570/C7565 Series: No implemented due to production discontinuance

# Faulty Feeding

**Skew only on the second side of double-sided print due to the shaving on the bushing of the lower reverse roller or of the front delivery roller**

## [Symptom]

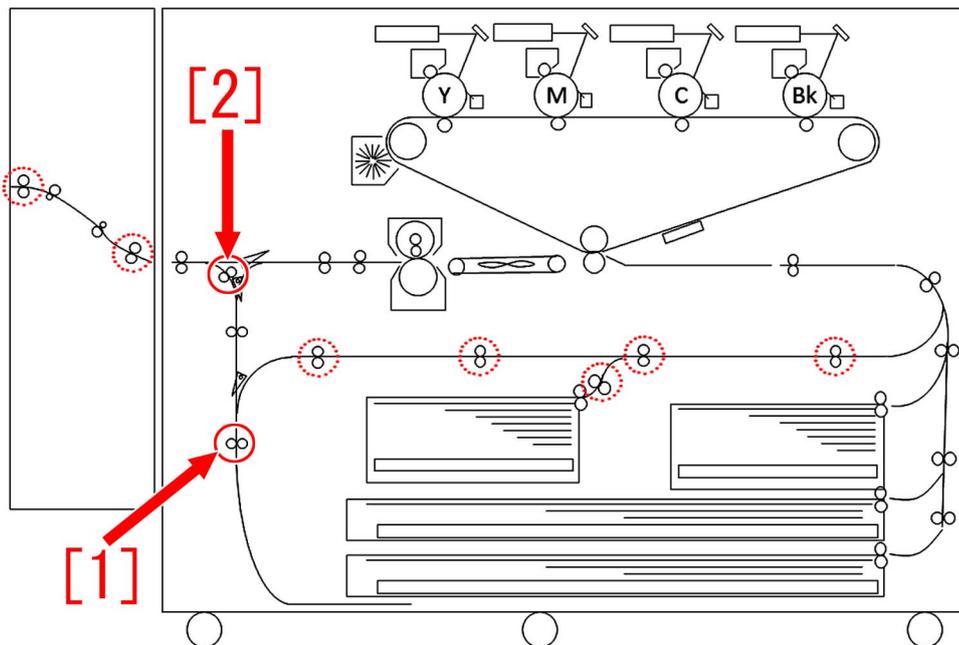
After some endurance time has elapsed on the machines with serial numbers that is earlier than the following countermeasure cut-in serial numbers in factory, skew may occur only on the second side of double-sided print.

## [Cause]

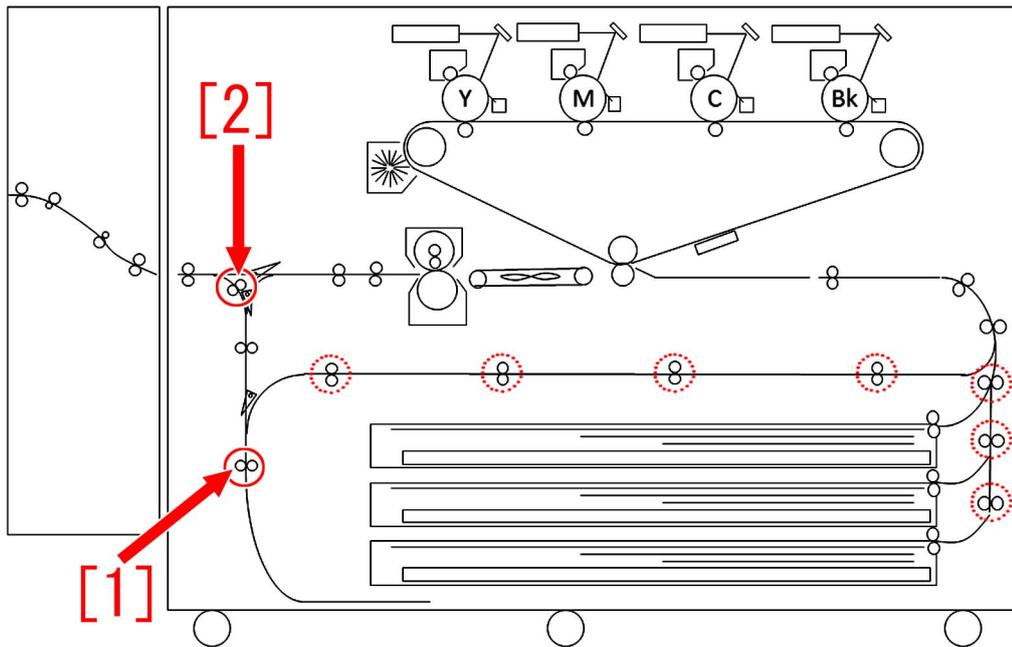
When the bushing of the lower reverse roller [1] or the bushing of the front delivery roller [2] rubs against the shaft and is severely shaved, the paper gets skewed when being reversed, resulting in the above symptom.

[Reference] This symptom occurs with the bushing of the lower reverse roller [1] and the bushing of the front delivery roller [2]. The same bushing is used in the rollers circled in the dotted line, but the issue due to shaved bushing does not occur.

## iR-ADV C7000/C7200/C9000/C9200 series



## iPR C800 series



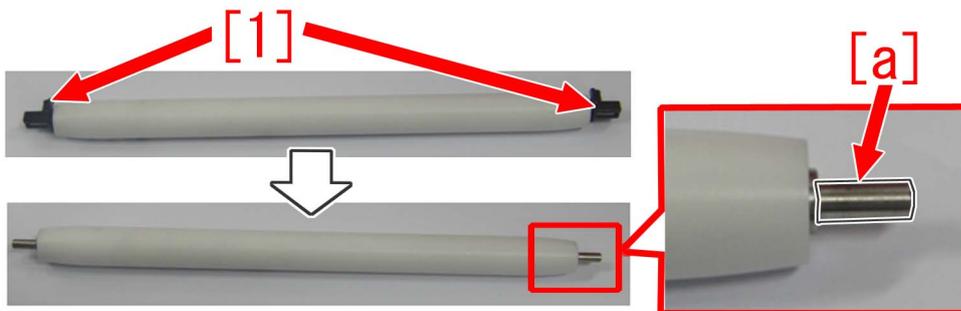
### [Service work]

When the symptom occurs, prepare the new type reverse driven roller set (FM1-P168-000) and grease (Hanarl). The reverse driven roller set is used when replacing the lower reverse roller [1] and the front delivery roller [2] shown in the figure under [Cause], and the grease (Hanarl) needs to be applied before being replaced.

On the bushing in the reverse driven roller set, the area rubbed against the shaft is made larger. This decreases the pressure and prevents the bushing from being shaved. In addition, applying the grease (Hanarl) decreases the rubbing resistance even more.

#### <Areas to apply grease to>

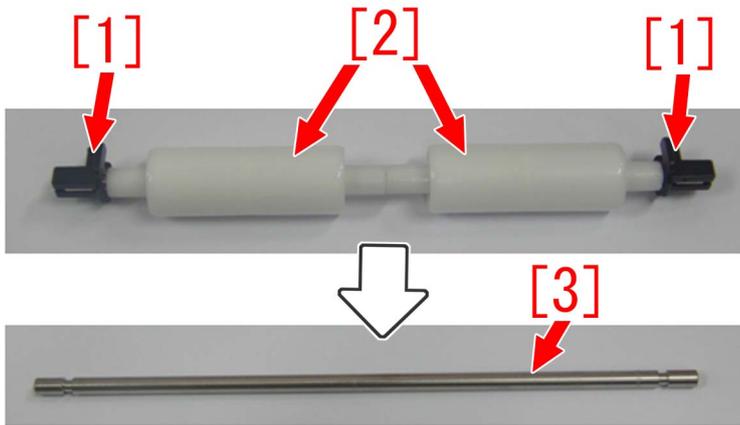
Remove the 2 pcs. of bushing [1] from the reverse driven roller set (FM1-P168-000) and apply the grease (Hanarl) to the 2 areas entirely where the shaft sticks out at the both ends [a].



[Reference] Due to the shape change of the bushing in the reverse driven roller set, there was also a change with the following part using the same bushing. For your reference, below is the information on the part and on the areas to apply the grease (Hanarl) to.

- Driven roller set (FM1-P167-000)

When applying the grease (Hanarl), remove the 2 pcs. of bushing [1] and the 2 pcs. of driven rollers [2], and apply the grease (Hanarl) to the entire area of the driven roller shaft [3].



**[Service parts]**

No.		Part Number	Description	Q'ty	Fig.No.
1	Old	FE4-1049-000	BUSHING	6 -> 4	118
	New	FM1-P168-000	REVERSE DRIVEN ROLLER SET	0 -> 2	
2	Old	FM0-3009-010	DRIVEN ROLLER ASSEMBLY	2 -> 0	118
	New	FM1-P168-000	REVERSE DRIVEN ROLLER SET	0 -> 2	
3	Old	FY9-6037-000	LUBE, UD-321 GREASE	1 -> 1	
	New				

**[Countermeasure cut-in serial number in factory]**

**<iR-ADV C9200/7200 Series>**

Model	Serial No.
iR-ADV C9280 AS 230V	UDF00555
iR-ADV C9270 AS 230V	UKU00504
iR-ADV C7270 AS 230V	UKX01023
iR-ADV C7260 AS 230V	ULP01089
iR-ADV C9280 EUR 230V	TZX00512
iR-ADV C7280i EUR 230V	UKP01131
iR-ADV C7270i EUR 230V	UKZ01518
iR-ADV C7260 EUR 230V	UMB02515
iR-ADV C9280 US 208V	TZW00849
iR-ADV C9270 US 208V	UKT00733
iR-ADV C7270 US 120V	ULD03030
iR-ADV C7260 US 120V	ULK04554
iR-ADV C9280 KR 220V	UEU00501
iR-ADV C7270 KR 220V	UKY00507
iR-ADV C7260 KR 220V	ULZ00560
iR-ADV C9280 CN 220V	UMC00525
iR-ADV C9270 CN 220V	UKV00511
iR-ADV C9280 TW 220V	UJW00001
iR-ADV C9270 TW 220V	UKW00001

**<iR-ADV C9200/7200 Series> Countermeasure cut-in serial numbers in factory of the decurler path assembly (FM0-0890)**

Model	Serial No.
iR-ADV C9280 AS 230V	UDF00555
iR-ADV C9270 AS 230V	UKU00504
iR-ADV C7270 AS 230V	UKX01023
iR-ADV C7260 AS 230V	ULP01089
iR-ADV C9280 EUR 230V	TZX00512

iR-ADV C7280i EUR 230V	UKP01131
iR-ADV C7270i EUR 230V	UKZ01518
iR-ADV C7260 EUR 230V	UMB02515
iR-ADV C9280 US 208V	TZW00853
iR-ADV C9270 US 208V	UKT00739
iR-ADV C7270 US 120V	ULD03030
iR-ADV C7260 US 120V	ULK04618
iR-ADV C9280 KR 220V	UEU00501
iR-ADV C7270 KR 220V	UKY00507
iR-ADV C7260 KR 220V	ULZ00560
iR-ADV C9280 CN 220V	UMC00525
iR-ADV C9270 CN 220V	UKV00511
iR-ADV C9280 TW 220V	UJW00001
iR-ADV C9270 TW 220V	UKW00001

**<iR-ADV C9000/7000 Series>**

\* Due to discontinuation, there is no countermeasure cut-in serial number in factory,

**<iPR C800/C700/C60 Series>**

\* Measure was taken from the initial device.

## Measures for staple alignment failure (Staple-Q1/Saddle-AF2/AJ2/AK2/AM2/AN2/Booklet-Q1/Finisher-AF1/AJ1/AK1/AM1/AN1)

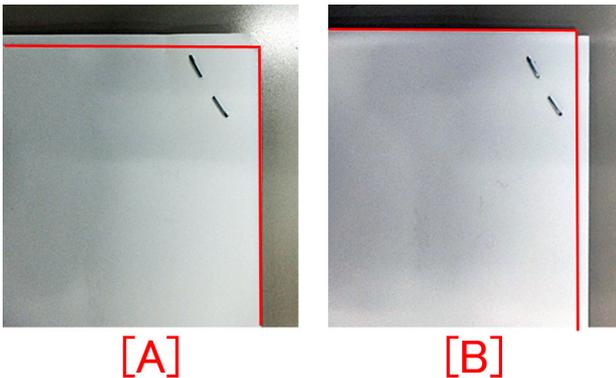
### [Symptom/Question]

When printing multiple stapled sets, the last sheet of each set may be misaligned by 2 mm or more and stapled with being misaligned.

There are reports from the field that alignment failure occurs in 6 to 9 sets when approx. 100 sets are stapled.

Misalignment of the last sheet occurs on the outer side of the set as shown in the photo [A] or on the inner side of the set as shown in the photo [B].

[Reference] The specification of staple misalignment is within 2 mm



### [Cause]

The following are the three factors, which may cause staple misalignment. In addition, only the last sheet may be stapled with being misaligned, since there is no paper to be delivered after the last sheet, thus no lead-in operation and alignment operation for next feeding paper be performed.

#### A). Insufficient gap between alignment plate and paper

When pulling the paper back to the process tray of finisher with paddle and feed belt, the paper does not feed smoothly to the trailing edge push-on plate of the process tray if the gap between the alignment plate and the paper is small. As a result, staple misalignment may occur.

#### B). Insufficient feeding force of paddle

#### C). Insufficient feeding force of feed belt

The paper may not be pulled back to the trailing edge push-on plate in some cases due to insufficient feeding force caused by the height of paddle and feed power. As a result, staple misalignment may occur.

Mechanism of only the last sheet of paper being misaligned and stapled:

In addition to the cause mentioned above, below is information on why only the last sheet is misaligned.

When the sheets in middle (up to the second sheet to last sheet of each staple job) are misaligned, it will be aligned by being included in pull-back and alignment process of the next paper. Since there is no page available after the last paper, if the second-to-last sheet has misalignment, it does not go through pull-back and alignment process of next paper. Therefore, staple misalignment may occur only the last sheet.

### [Remedy/Answer]

Follow the steps below and perform the service work in the field.

#### A). Adjusting Alignment Plate Position

The purpose of alignment plate position adjustment is to set the alignment plate in correct position because the paper does not feed smoothly to the trailing edge push-on plate if the gap between the alignment plate and the paper is small.

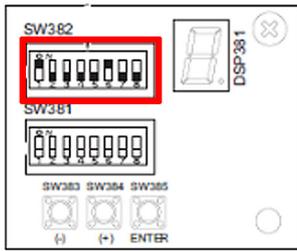
A-1) Turn ON the power of the host machine to be on standby.

A-2) Open the front cover and put the door switch tool into the door switch.

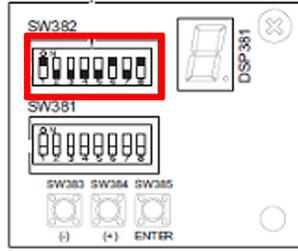
A-3) Remove the switch cover.

A-4) In the case of A-configuration size, set DIP SW382 on the switch PCB as shown in the figure [A], and in the case of L-configuration size, set it as shown in the figure [B].

[Reference] In the case of A-configuration size, switch on SW1 and SW6. In the case of L-configuration size, switch on SW1, SW6 and SW8.

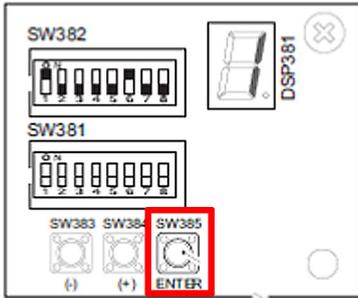


[A]

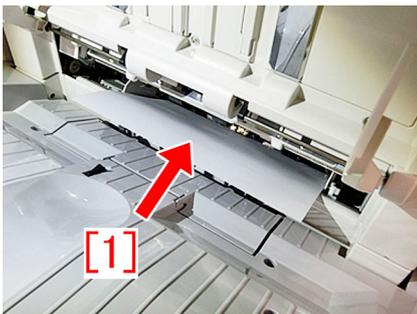


[B]

A-5) Pressing push switch SW385 determines shifting amount of the front alignment plate.



A-6) Place A4 paper [1] on the intermediate process tray. (Be sure to push in the paper to the rear side of the process tray)



A-7) Pressing switch SW383 [1] or SW384 [2] determines adjustment level.

Adjust the position of the front alignment plate so that the A4 paper placed on the intermediate process tray does not warp when pushing the paper.

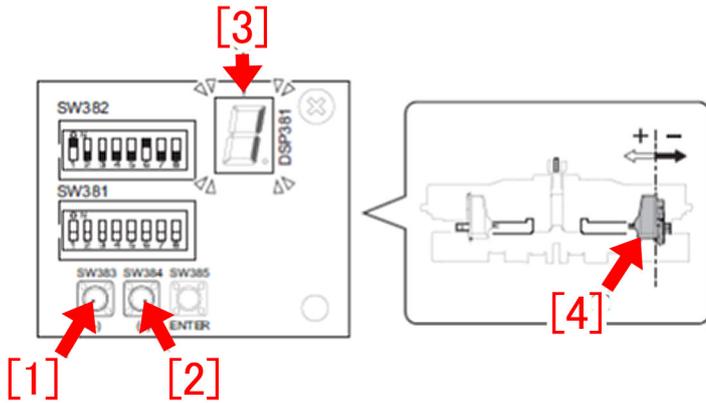
[Note]

- Perform adjustment by placing only 1 sheet of A4 paper.
- If pushing the paper too much with the front alignment plate, alignment will get worse.

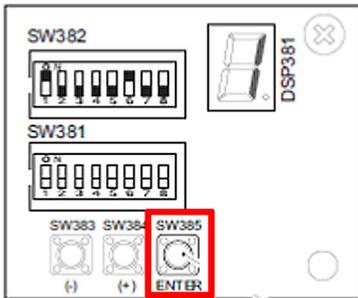
[When the initial setting value is "0".]

By pressing SW383 once, the LED [3] indicates "-1" and the front alignment plate [4] shifts to the front by approx. 0.2mm. In the same way, by pressing SW384 once, the LED [3] indicates "+1" and the front alignment plate [4] shifts to the rear by approx. 0.2mm.

- Adjustment range: +20 to -20 (shifting amount per unit: 0.2mm)



A-8) Pressing push switch SW385 determines shifting amount of the front alignment plate.



A-9) After the alignment plate position is adjusted to the position that is thought to be proper, be sure to check the result in the way shown in the attached video.

When the alignment plate is adjusted in proper position, the paper placed in the process tray would enter the process tray smoothly after being pulled towards the front once with a finger and let go.

When the alignment plate is adjusted in a position where the paper warps, the paper placed in the process tray would get stuck and not enter the process tray smoothly after being pulled towards the front once with a finger and let go.

A-10) After the alignment plate adjustment is complete, return all the bit switches in SW382 to OFF.

A-11) To check the state, print multiple stapled sets.

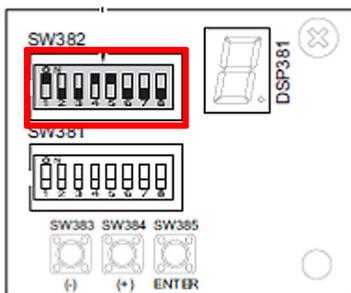
A-12) Check staple quality of the printed document. The specification of staple misalignment for finisher is within 2mm depending on installation environment of the machine and papers used. After having the alignment plate width adjusted, staple misalignment should improve to be within 2mm. If staple misalignment on all sets of the printed document is within 2mm, the work completes here.

If staple misalignment is more than 2mm, proceed to the step B). Adjusting Paddle Height.

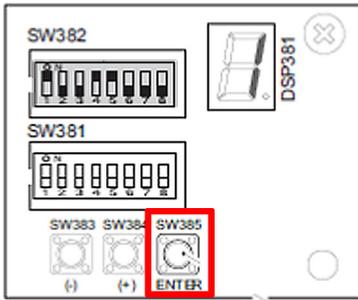
**B). Adjusting Paddle Height**

B-1) Set DIP SW382 on the switch PCB as shown in the figure below.

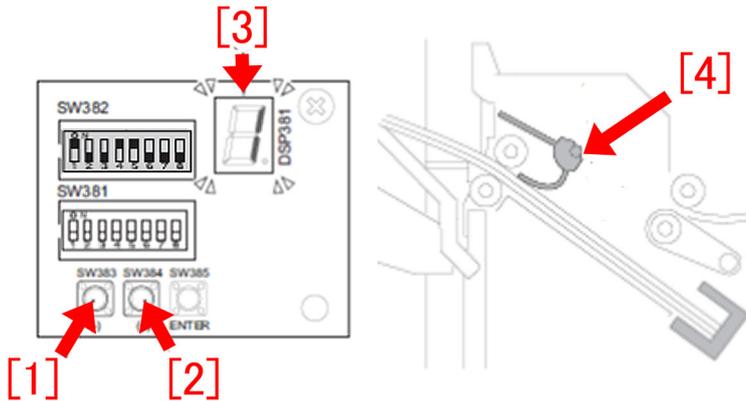
[Note] SW1, SW4 and SW5 are ON.



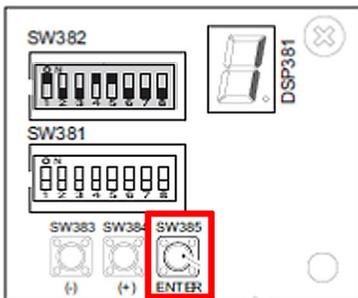
B-2) Press SW385 so that the height adjustment for the paddle is ready now.



B-3) Press SW383[1] or SW384[2] a few times to have the LED [3] to indicate "-1".  
 [Reference] The default value is "0" and the paddle [4] height becomes lower when setting to "-1".

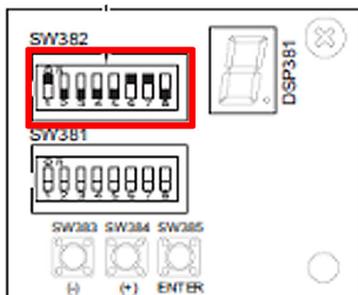


B-4) Press switch SW385 again to complete this adjustment. Next, proceed to C. Adjusting Position of Feed Belt.

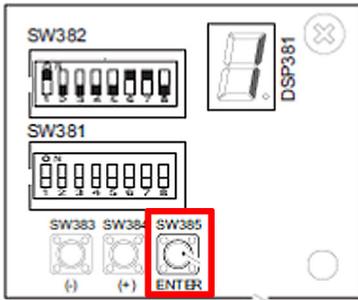


C. Adjusting Position of Feed Belt

C-1) Set DIP SW382 on the switch PCB as shown in the figure below.  
 [Note] SW1, SW6 and SW7 are ON.

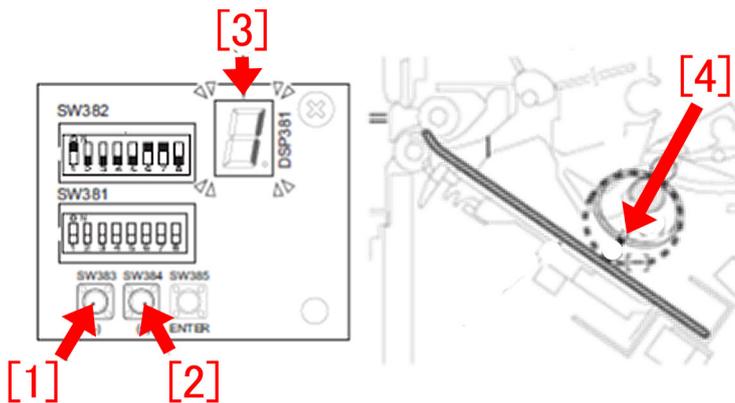


C-2) Press switch SW385 to start position adjustment of the feed belt.

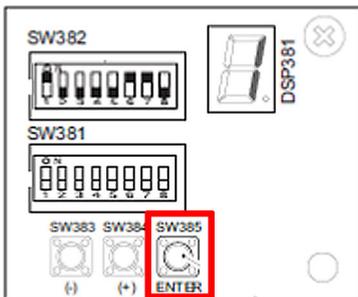


C-3) Press SW383[1] or SW384[2] a few times to have the LED [3] to indicate "-2".

[Reference] The default value is "0". When setting it "-2", the distance between the belt [4] and the paper becomes smaller and feeding force increases.



C-4) Press switch SW385 again to complete the feed belt adjustment.



C-5) Return all the bit switches in SW382 to OFF. Next, proceed to Checking the adjustment.

#### Checking the adjustment

1) To check the state, print multiple stapled sets.

2) Check staple quality of the printed document. The specification of staple misalignment for finisher is within 2mm depending on installation environment of the machine and papers used. After having the alignment plate and the paddle height adjusted to "-1" and the feed belt position to "-2", staple misalignment should improve to be within 2mm. If staple misalignment on all sets of the printed document is within 2mm, the work completes here.

3) If staple misalignment is more than 2mm, refer to the step B. Adjusting Paddle Height and the step C. Adjusting Position of Feed Belt and change the paddle height adjustment value to "-2" and the feed belt position adjustment value to "-4"

[Caution] In the step B. Adjusting Paddle Height and the step C. Adjusting Position of Feed Belt, be sure to first change the paddle height adjustment value to "-1" and the feed belt position adjustment value to "-2". If no improvement is seen, then change the paddle height adjustment value to "-2" and the feed belt position adjustment value to "-4". When changing the paddle height adjustment value to "-2" and the feed belt position adjustment value to "-4" from the beginning, the feeding force may become too strong causing the paper to hit the trailing edge push-on plate and bounces back. This may result in misalignment. It is difficult to distinct misalignment caused by the paper not reaching the trailing edge push-on plate from the one caused by the paper bouncing back because both types of misalignment looks the same in stapled sets. For this reason, the feeding force is set and adjusted in steps.

4) Print multiple stapled sets again.

5) Check staple quality of the printed document. The specification of staple misalignment for finisher is within 2mm depending on installation environment of the machine and papers used. After having the alignment plate and the paddle height adjusted to "-2" and the feed belt position to "-4", staple misalignment should improve to be within 2mm. If staple misalignment on all 100 sets of the printed document is within 2mm, the work completes here. If staple misalignment is more than 2mm, check for other factors.

# Malfunction

## Breakage of the fixing handle due to aged deterioration of the nylon part

### [Symptom]

The fixing handle of the fixing assembly may break.

[Reference] The image below shows the similar symptom occurred on the fixing assembly of an iR-ADV 6275 series.



### [Cause]

Aged deterioration of the nylon part of the handle belt induces cracks and this leads to breakage.

### [Service work]

Change the material of the handle belt from nylon to stainless steel plate covered with non-woven fabric.

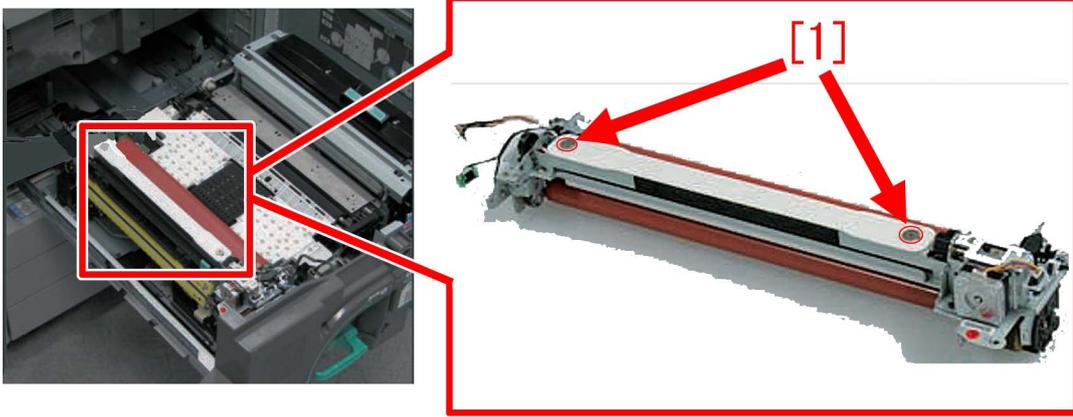
When the service person visits the site and found the old type white handle belt (FC8-3975-000) is used, replace it with the new type black handle belt (FL0-4514-000) [1] following the procedure below.



1) Pull out the fixing feeding unit and remove the upper fixing cover by referring to the service manual to make the fixing handle visible.

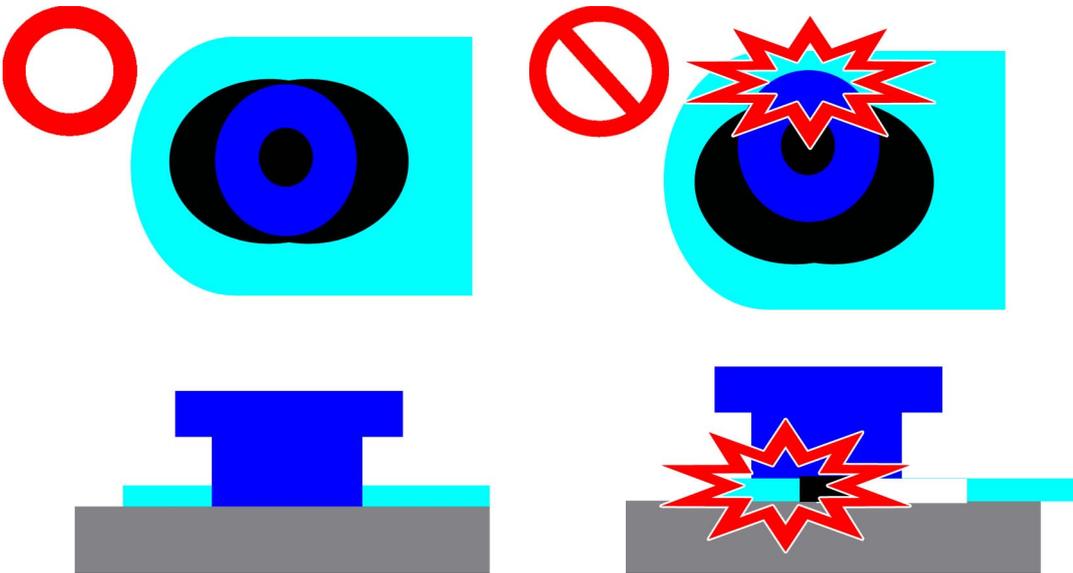
2) Remove the 2 stepped screws [1] to detach the fixing handle.

[Caution] Do not drop the stepped screws into the main body after the removal.



3) Attach the new type fixing handle (FL0-4514-000) and the upper fixing cover, then reinstall the fixing feeding unit to the main body.

[Caution] When to fix the fixing handle, be sure not to place the stepped screw over the bare metal part of the fixing handle.



**[Countermeasure cut-in serial numbers in factory]**

Model	Serial number
iPR C800 UL	QKJ00760
iPR C800 EUR	QKM01028
iPR C800 CN	QKR00516
iPR C700 CN	QKT00516
iPR C60 UL	QKL00502
iPR C600 CN	QKU00501
iPR C600i EUR	QKP00501

## The main body does not start due to blowout of the fuse by faulty connection.

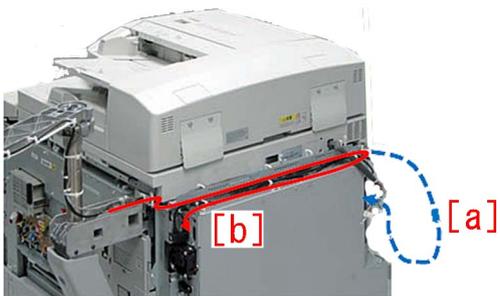
### [Symptom]

The main body may not start after installing the upright control panel assembly.

### [Cause]

A faulty connection of cable from the upright control panel assembly to the connector of main body causes blowout of the fuse on the relay PCB assembly. That results in the above-mentioned symptom.

Especially when it is a printer model, when viewed from the back, the connector located the right side which is for reader is unused. Therefore the cable connector potentially is connected with the unused connector mistakenly. (See the below figure. The dashed line [a] shows an example of wrong wiring.) The solid line [b] of the following figure shows a proper wiring. Connect the cable to the connector located left side, when viewed from the back.

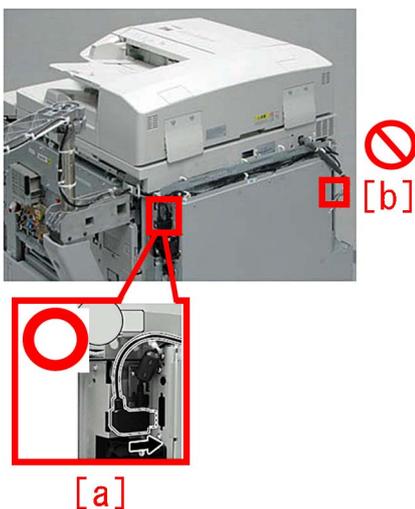


When the above symptom has occurred, work following the procedure below.

1) Turn off the main power SW, and then check if the cable from the upright control panel assembly is connected to the proper connector.

The proper connecting point is the connector located [a] of the following figure, and [b] shows the connector which is the wrong connecting point. If the cable is connected to the wrong connector, connect it again to the proper connector and then turn on the main power SW.

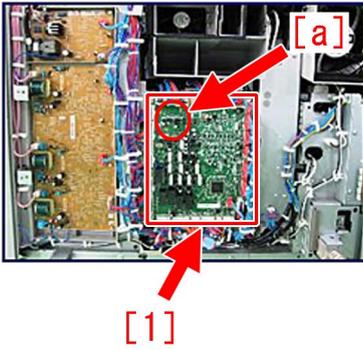
If the main body does not start, proceed to step 2).



2) Detach the rear lower cover referring the service manual.

3) Measure the resistance of fuse FU2 [2] on the relay PCB assembly (FM0-2927-000) [1] with a circuit tester. When the fuse blows off, replace the relay PCB assembly. Turn on the main power SW after the replacement.

If the main body does not start, proceed to step 4).



4) Replace the main controller PCB assembly 2 (FM0-4351-000) referring the service manual. Turn on the main power SW after the replacement.

If the main body does not start, proceed to step 5).

5) Replace the upright control panel assembly. Turn on the main power SW after the replacement.

If the main body does not start, there may be another factor which causes the symptom. Identify the cause referring Service Manual Boot System Error Diagnosis.

## UI screen of the control panel does not start due to wrong connection of the cable of the control panel

### [Symptom]

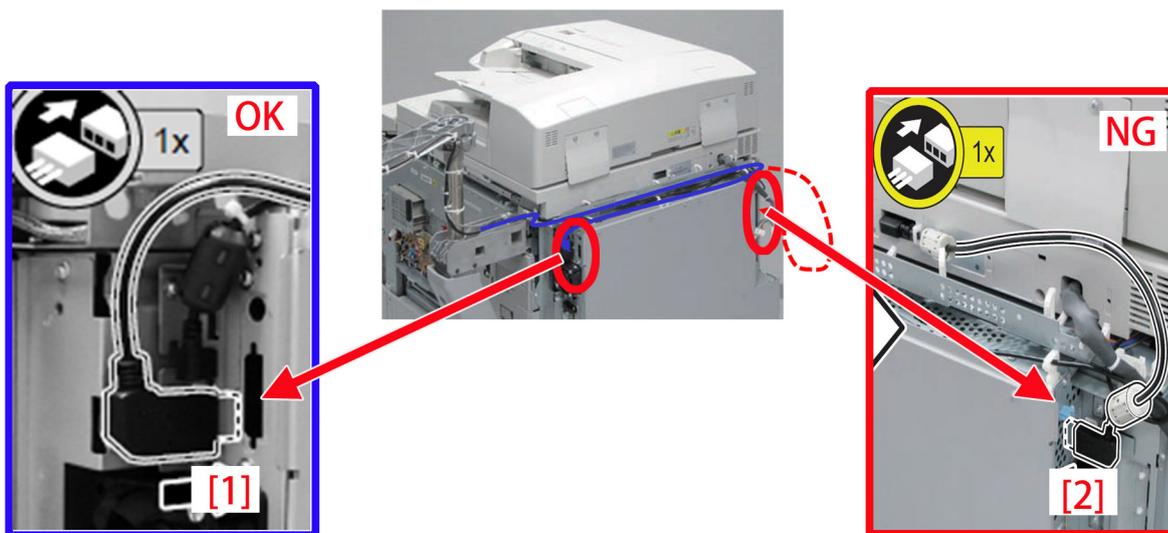
During installation of a printer model, the UI screen of the control panel may not start after turning the main power of the main body on.

### [Cause]

The cable of the control panel shall be connected to the connector [1] on the left side. If it is connected to the connector [2] on the right side by mistake, the fuse (FU2) of the relay PCB may be blown out.

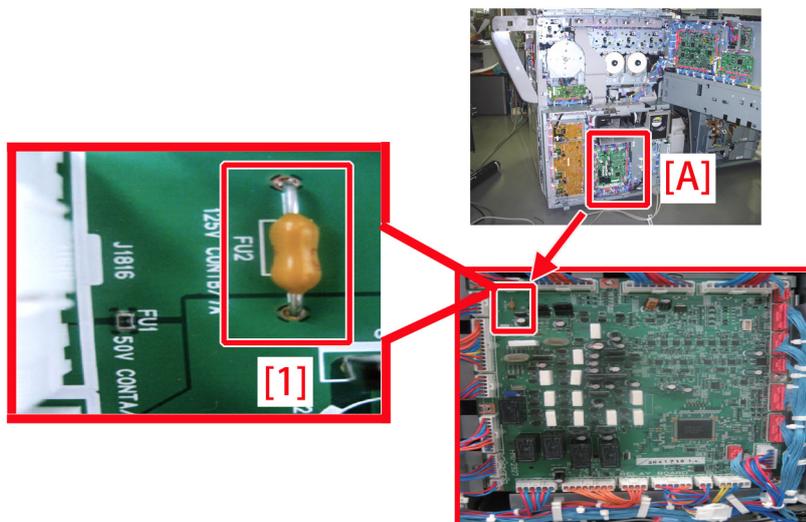
When the fuse of the relay PCB is blown out, the above mentioned symptom occurs.

[CAUTION] The connector [2] on the right side is to be connected with the reader communication cable. Keep in mind that this connector is left unconnected with a printer model.



### [Service work]

- 1) Turn the main power of the main body off and insert the cable of the control panel to the connector on the left side.
- 2) Start the main body and confirm that a phenomenon does not occur.  
If the symptom does not improve, go to the step 3).
- 3) Measure the fuse (FU2) [1] of the relay PCB [A] with a tester.



- 3-1) If no continuity is detected, replace the relay PCB (FM0-2927-000).
- 3-2) If continuity is detected, replace the main controller PCB 2 (FM0-4351-000).  
Start the main body and confirm that a phenomenon does not occur.

If the symptom does not improve, check other causes.

[Service part]

- FM0-2927 Relay PCB

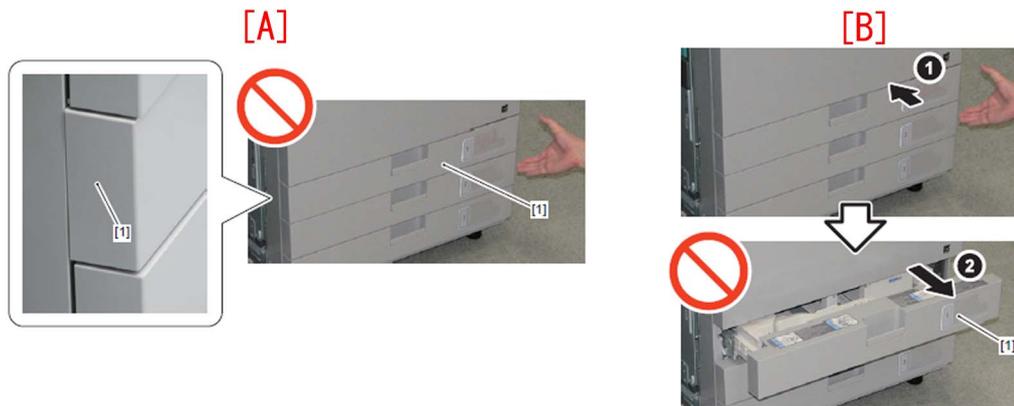
- FM0-4351 Main Controller PCB 2

# Cassette semi-closed/latch not locking due to inadequate cassette pull-in adjustment

## [Symptom]

When the cassette is closed, semi-closed state [A] or the latch not locking state [B] may occur.

- Semi-closed [A]: The cassette [1] has been excessively pulled in. The gap from other external covers is eliminated by further pushing the cassette in this situation, but adjustment is needed from a functional point of view.
- Latch not locking [B]: The cassette has not been pulled in enough. The cassette [1] is not latched and comes out. Adjustment is needed.



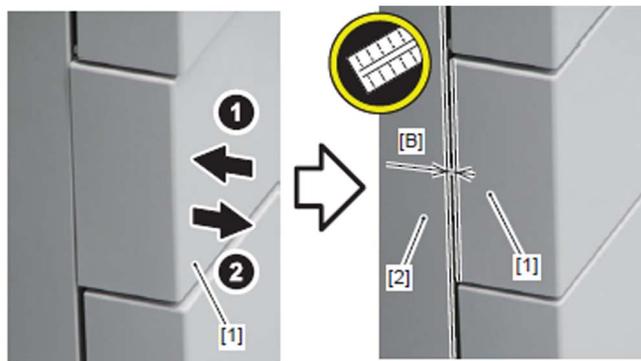
## [Cause]

Misalignment after cassette side registration adjustment between the cassette front cover and the position to which the pull-in guide should be adjusted causes the above symptom.

## [Remedy]

Preparatorily, measure the gap [B] between the cover on the rear side [2].

In case of semi-closed, push the cassette [1] further first and then measure the gap [B] between the cover on the rear side [2].

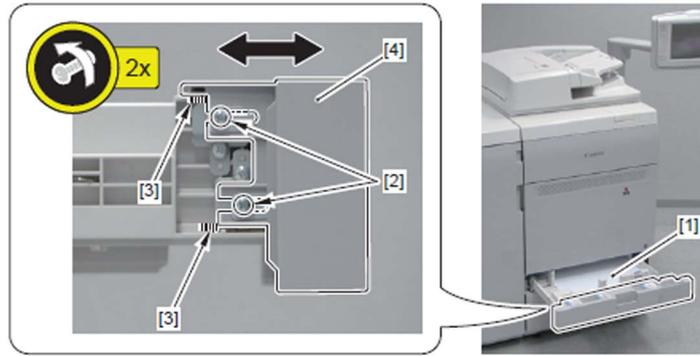


To semi-closed, perform the work A). If the symptom does not improve, perform the work B) subsequently.

To latch not locking, perform the work B).

### A) Adjusting the cassette front cover

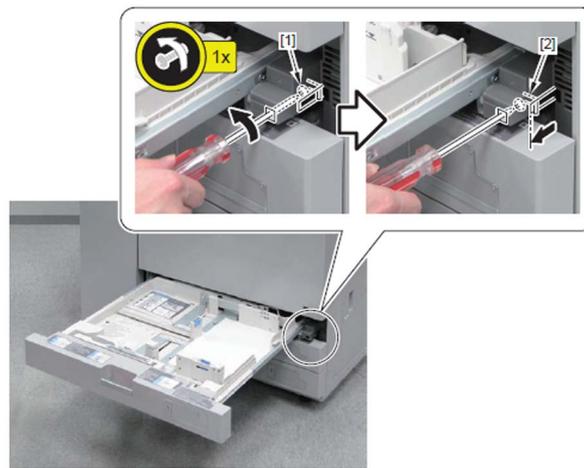
A-1) Pull out the cassette [1], loosen the 2 adjustment screws [2] on the left side, and adjust the cassette front cover [4] using the 2 scales [3] as reference until the gap [B] from the cover on the rear side that was measured preparatorily changes to a value between 3 and 4 mm.



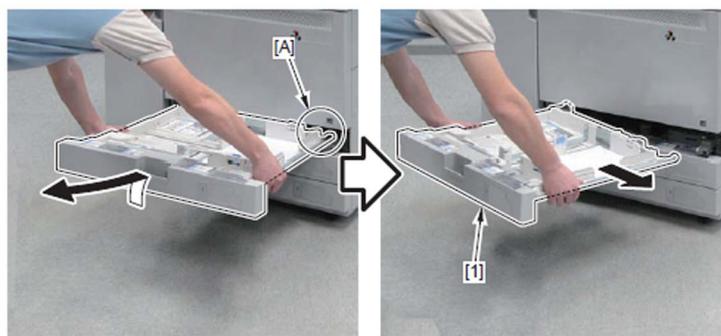
A-2) Check that the symptom does not occur. If the symptom no longer occurs, the work is completed. If the symptom does not improve, go to the work B).

**B) Adjusting the pull-in guide**

B-1) Pull the cassette and let the cassette come out until it touches to the stopper [2] as loosening the screw [1].



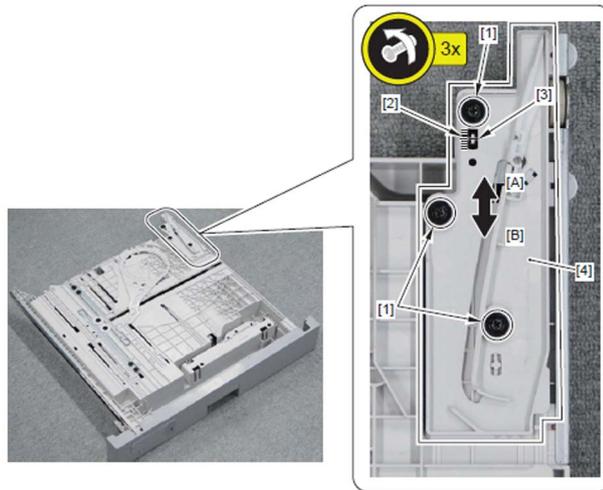
B-2) Pull out the right side of the cassette [A] with the front side lifted with hands, and detach the cassette [1] by moving it to the right.



B-3) Loosen the 3 adjustment screws [1] at the rear side of the cassette. Using the scale [2] and the boss line [3] as reference, move the position of the pull-in guide [4] for 1 division of the scale.

- In the case of a semi-closed cassette: Move the pull-in guide [4] for 1 division of the scale upward (toward the rear side [A] of the host machine) so that the amount the cassette is pulled in is reduced.

- In the case of latch not locking: Move the pull-in guide [4] for 1 division of the scale down ward (toward the front side [B] of the host machine) so that the amount the cassette is pulled in is increased.



B-4) Perform the work in the step B-2) and B-1) in reverse order to reinstall the cassette.

B-5) Check that the symptom does not occur.

In case the symptom does not improve, readjust the adjusting position in the step B-3) until the symptom no longer occurs.

B-6) Check if the gap between the cover at the rear side is within 2 to 4mm.

If the gap is other than the range of 2 to 4mm, perform the work in the work A) to adjust the cassette front cover.

## No display appears on LCD due to disconnection of connectors

### [Symptom]

On powering-up of the main power of the main body, only the main power indicator [1] and the subpower supply lamp [2] at the control panel may be lit and the main body may not start.

iPC800\_ID136-1

### [Cause]

The symptom occurs when any of the following connectors at the back side of the main body is disconnected.

- J1224[1] and J1221[2] of the DC controller PCB [A]
- J1 [3] of Riser PCB [B]
- J1805 [4] of Relay PCB [C]

#### **NOTE:**

Connectors connected by wire are as follows:

- J1221 of DC controller PCB and J1 of Riser PCB
- J1224 of DC controller PCB and J1805 of Relay PCB

iPC800\_ID136-2

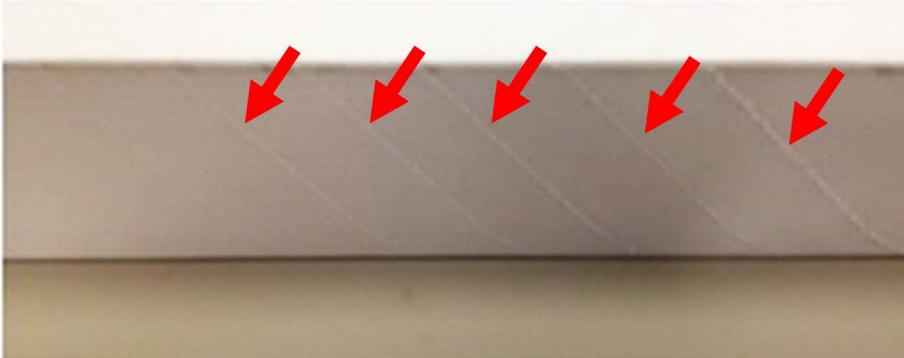
### [Remedy]

1. Check if the following connectors are not disconnected. If no connector is disconnected, check other factors (disconnection of cable, PCB, unit, etc.)
  - J1224 and J1221 of DC controller PCB
  - J1 of Riser PCB
  - J1805 of Relay PCB
2. Power-up the main power of the main body and check if the symptom does not occur. If the symptom does not improve, then check other factors.

## Lines occurring on the trimming side of the books due to the nicked trimming blade (Perfect Binder\_B1 / Perfect Binder\_D1)

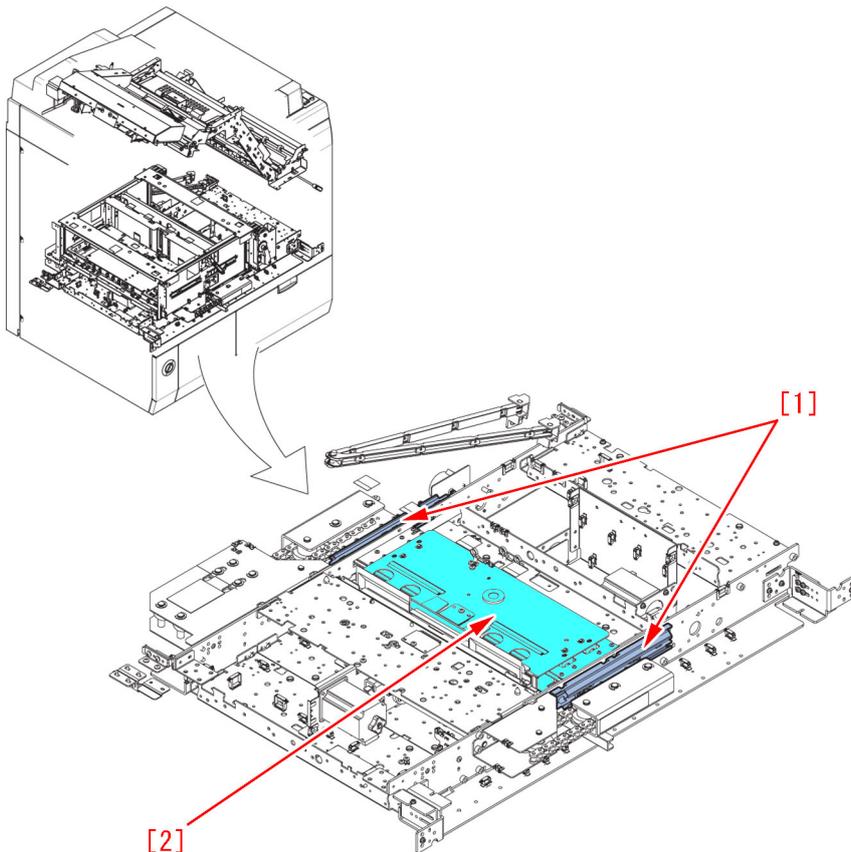
### [Symptom]

In the machines prior to the Countermeasure cut-in serial number in factory described below lines may occur on the trimming side of the books.

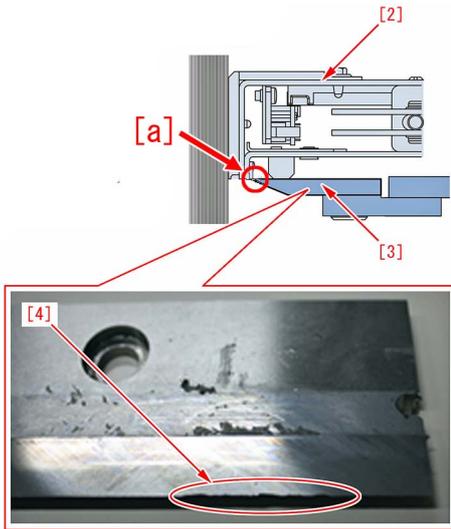


### [Cause]

In the machine after the heavy usage of the trimming, the pressing plate sliding part [1] of the trimming assembly is deformed or chipped off to cause the pressing plate [2] of the trimming assembly to be lowered than the normal position.



If the stack of sheets are trimmed in a state where the pressing plate [2] is lowered, the trimming blade [3] contacts with the pressing plate [2] [a], and the nicked trimming blade [4] occurs. As a result, the above-mentioned symptom occurs.



### [Service work]

If the above-mentioned symptom occurs, check the trimming blade.

If the trimming blade is found to be nicked, prepare the new cutter unit (4Y8-3057-000), the reinforcement kit (4Y8-3099-000) and the super lube grease (FY9-6005-000). And replace the trimming blade and attach the reinforcement kit by following the procedures.

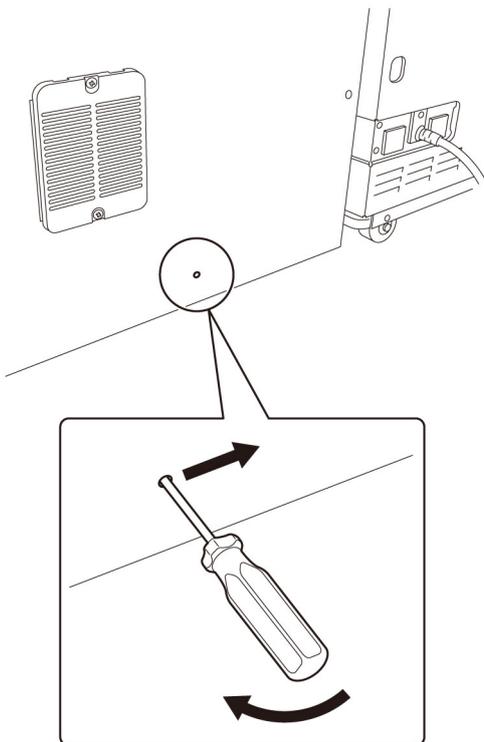
#### a) Replacing the trimming blade

Replace the trimming blade with the new one by following the Service Manual.

#### b) Installing the reinforcement kit

##### 1) Drawing Out the Trimming Assembly

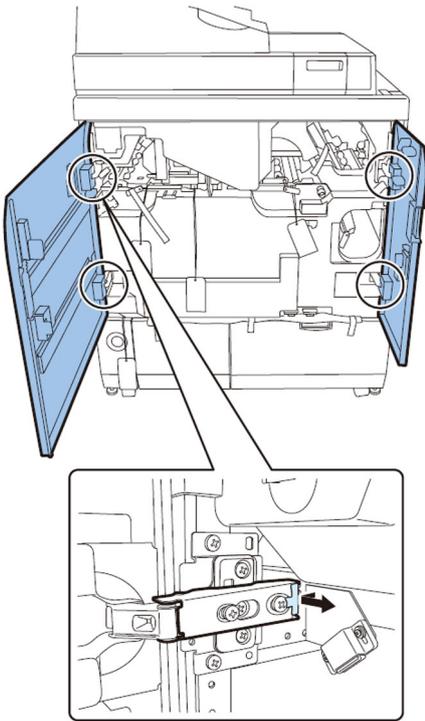
1-1) Insert the blade of a small-size screwdriver, and then turn it in the direction of the arrow to unlock the stacking assembly.



1-2) Move to the front of the machine, and then remove the front covers (left/right).

1-3) While holding the front cover (left) with one hand and pressing the black lever with the other hand, pull the hinge in the direction of the arrow to remove it. After removing the upper and lower hinges, remove the front cover (left) .

1-4) Remove the front cover (right) in the same manner as above.



1-5) Draw out the stacking tray assembly.

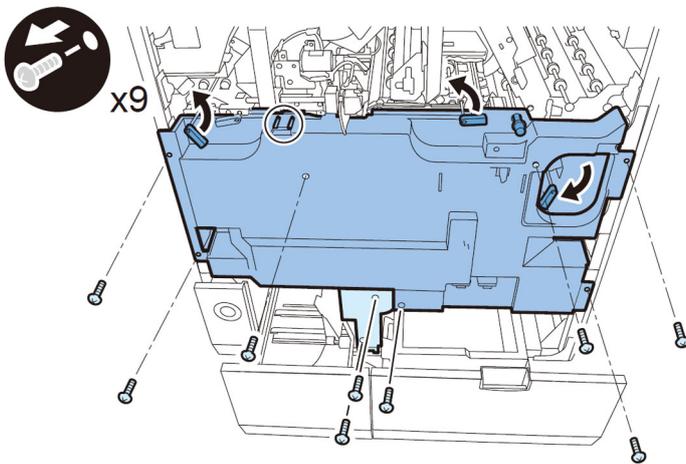
1-6) Draw out the waste paper basket.

1-7) Release the book stacking assembly lock, and then draw out the book stacking assembly.

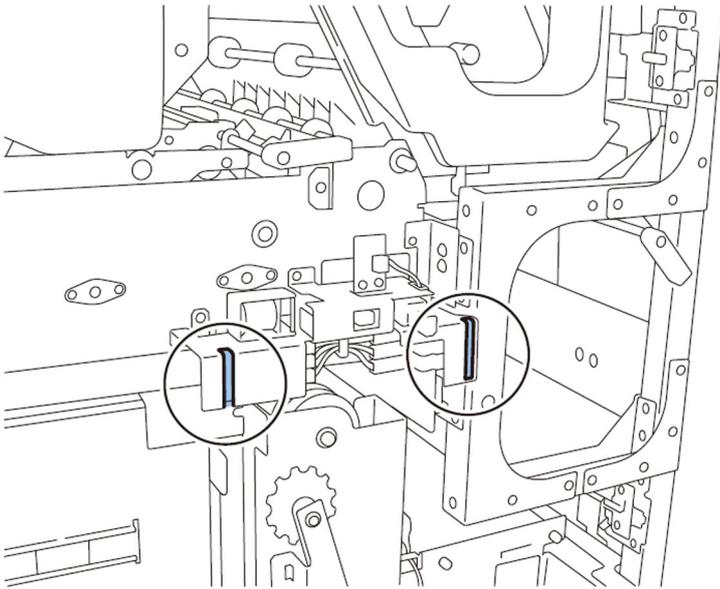
1-8) Remove the jam removal knob. With the three jam removal levers released, remove the inner cover (lower).

- 9 screws

[Note] The inner cover (lower) must be removed with it lifted to prevent the stopper from being caught on the surrounding parts.



1-9) Turn on the right front cover switch and left front cover switch by inserting the service tools.



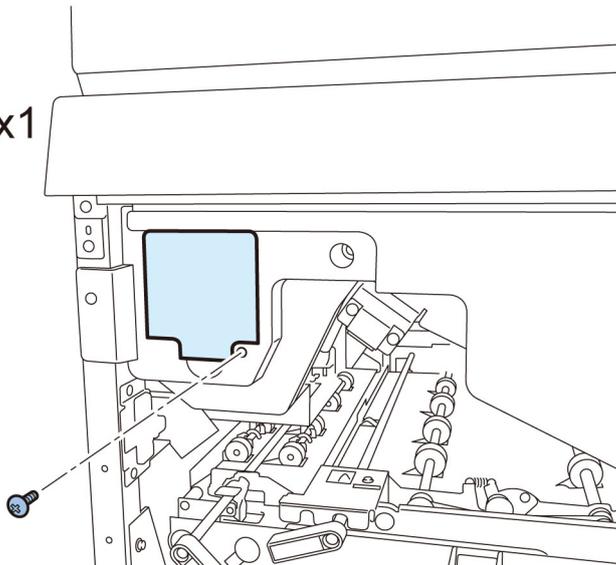
1-10) Plug the power cord in the wall outlet.

1-11) Remove the service PCB cover.

- 1 screw

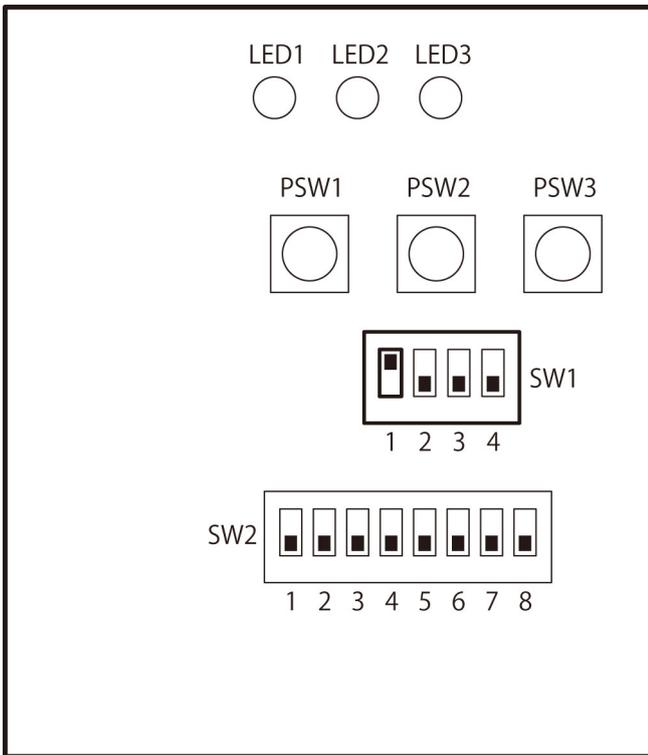


x1



1-12) Turn on the SW1-1 on the service PCB and set the machine in service mode.

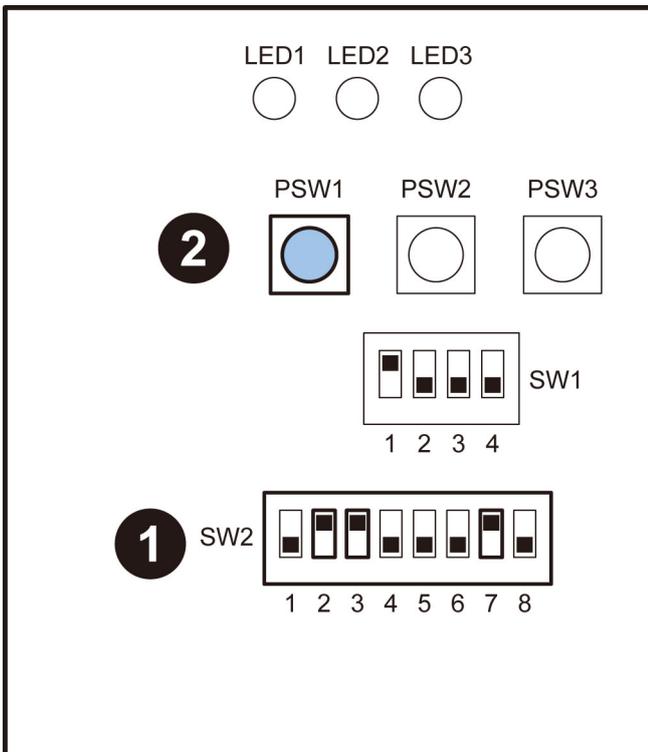
[Caution] To keep the machine running in service mode, be sure to do so with the trimming assembly stowed inside.



1-13) Turn on the power switch.

1-14) Turn on SW2-2, SW2-3, and SW2-7 on the service PCB and press the push switch PSW1.

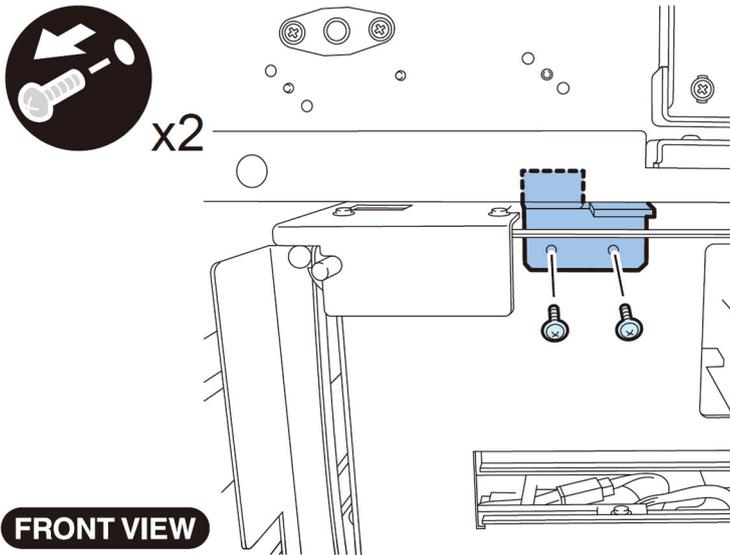
[Caution] Pressing the push switch PSW1 operates the trimming blade, pressing plate, and stack rotation assembly. Be careful not to have your hand and clothes caught in them.



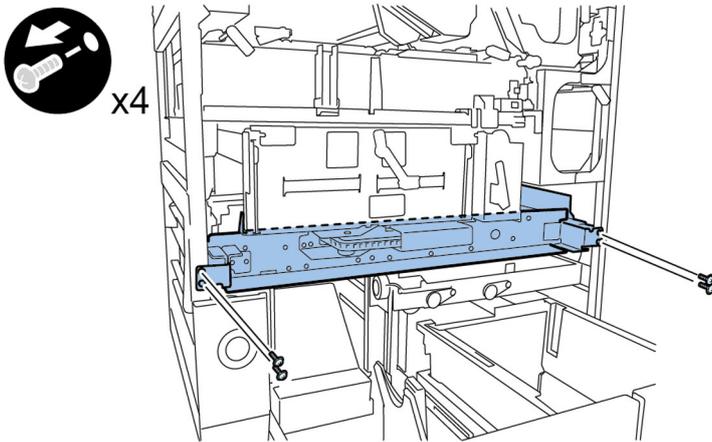
1-15) Check that the trimming blade, pressing plate, and stack rotation assembly operate and that the trimming blade moves to the safe position.

1-16) Remove the fixing bracket.

- 2 screws



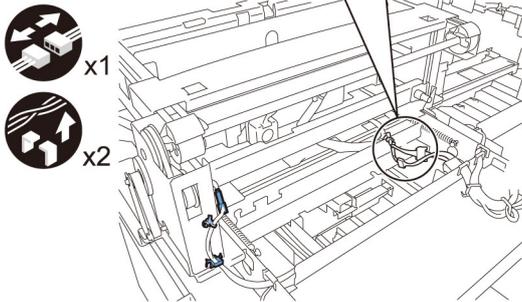
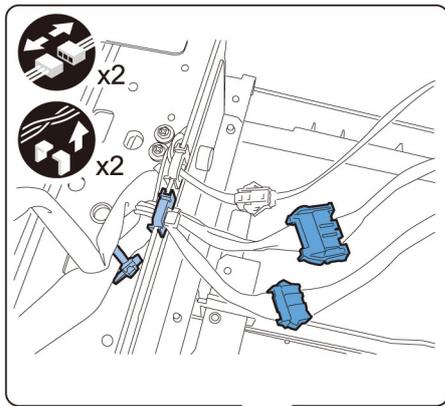
1-17) Draw out the trimming assembly.  
 - 4 screws



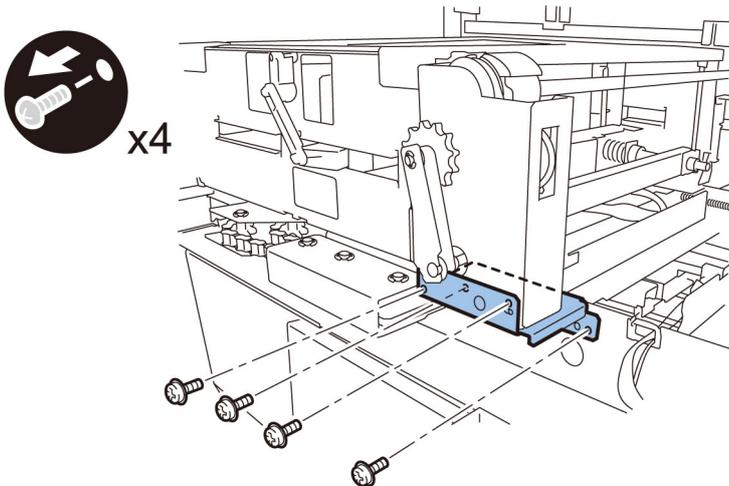
## 2) Removing the Stack Rotation Assembly

2-1) Move to the right side of the trimming assembly, remove the three connectors and two reuse bands, and then release the harness from the edge saddle and wire saddle.

- 3 connectors
- 2 reuse bands
- 1 edge saddle
- 1 wire saddle

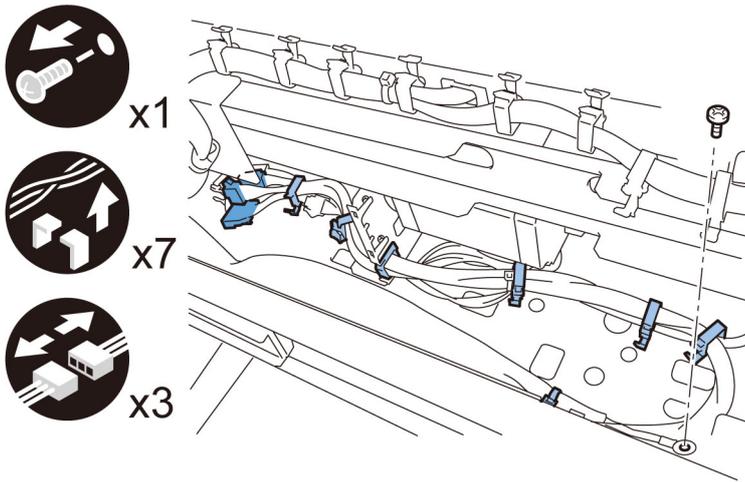


2-2) Remove the drive assembly support plate.  
 - 4 screws



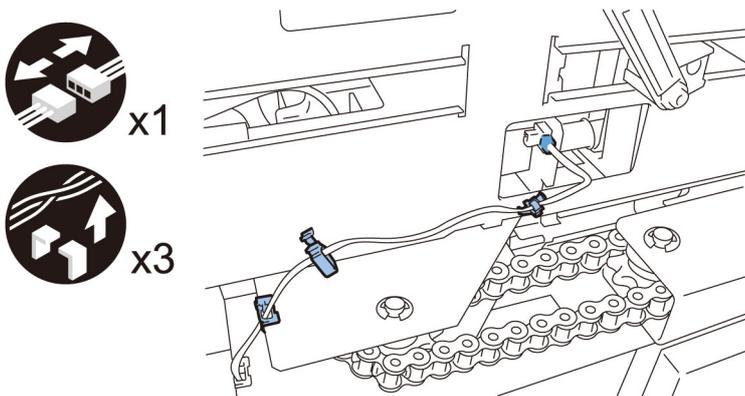
2-3) Move to the right side of the trimming assembly, remove the screw retaining the earth wire.  
 Remove the reuse band, release the harness from the wire saddle, and then disconnect the three connectors.

- 1 screw
- 1 reuse band
- 5 wire saddles
- 1 edge saddle
- 3 connectors



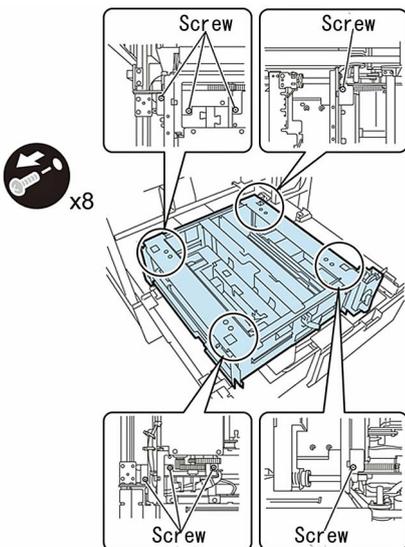
2-4) Move to the front side of the trimming assembly, remove the sensor connector and reuse band, and then release the two wire saddle and one edge saddle.

- 1 connector
- 1 reuse band
- 1 wire saddle
- 1 edge saddle



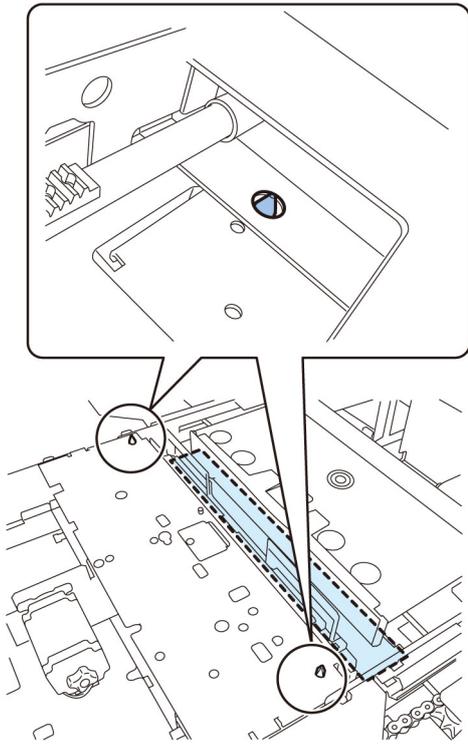
2-5) Remove the stack rotation assembly by holding it left and right stays.

- 8 screws



[Caution]

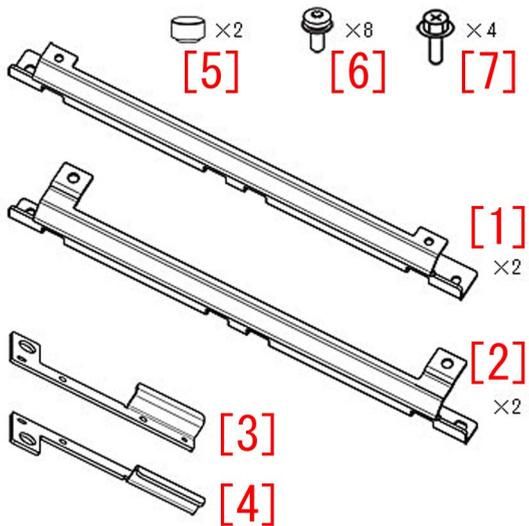
- After removing the stack rotation assembly, there remains a trimming blade. Never touch it to prevent injury.
- When reinstalling the stack rotation assembly, align its bottom hole with the positioning pin.



### 3) Attaching the reinforcement kit

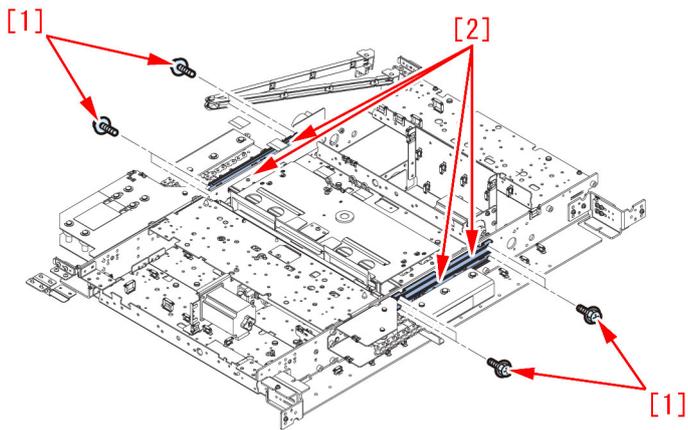
3-1) Check the contents of the kit.

- UPPER PRESS RAIL [1] 2 pcs
- LOWER PRESS RAIL [2] 2 pcs
- FRONT PRESS SUPPORT GUIDE [3] 1 pcs
- REAR PRESS SUPPORT GUIDE [4] 1 pcs
- SPACER [5] 2 pcs
- M3×8 Screw [6] 8 pcs
- M4×8 Screw [7] 4 pcs

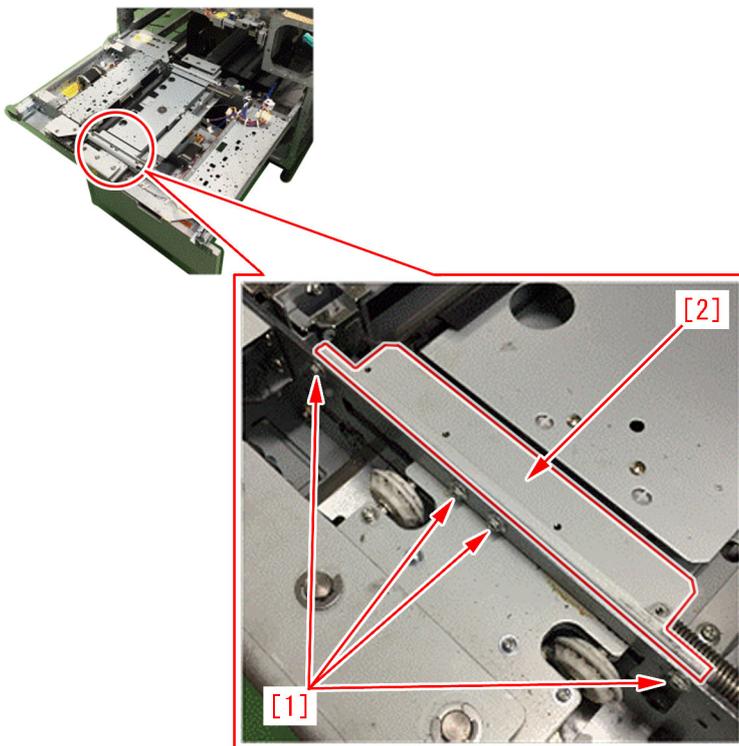


3-2) Remove the 8 screws [1], and remove the rail [2] on the front side (upper/lower) and on the rear side (upper/lower).

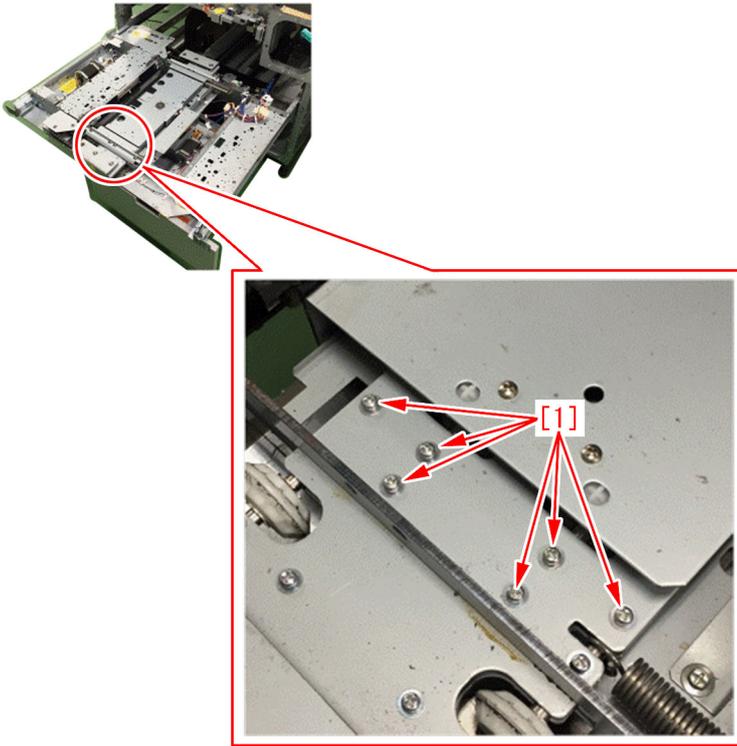
- Rail x4
- Screw x8



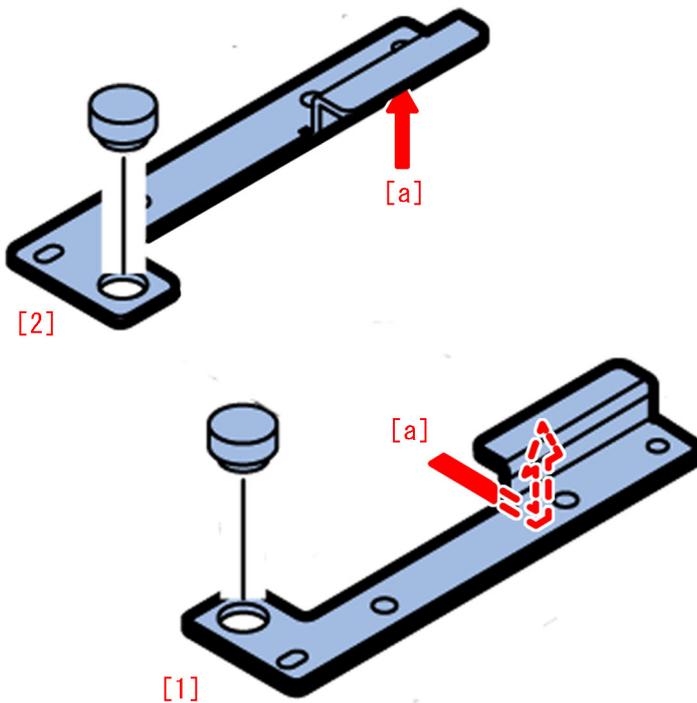
3-3) Remove the 4 screws [1] on the front side of the trimming assembly and remove the press rail [2].  
-Screw x4



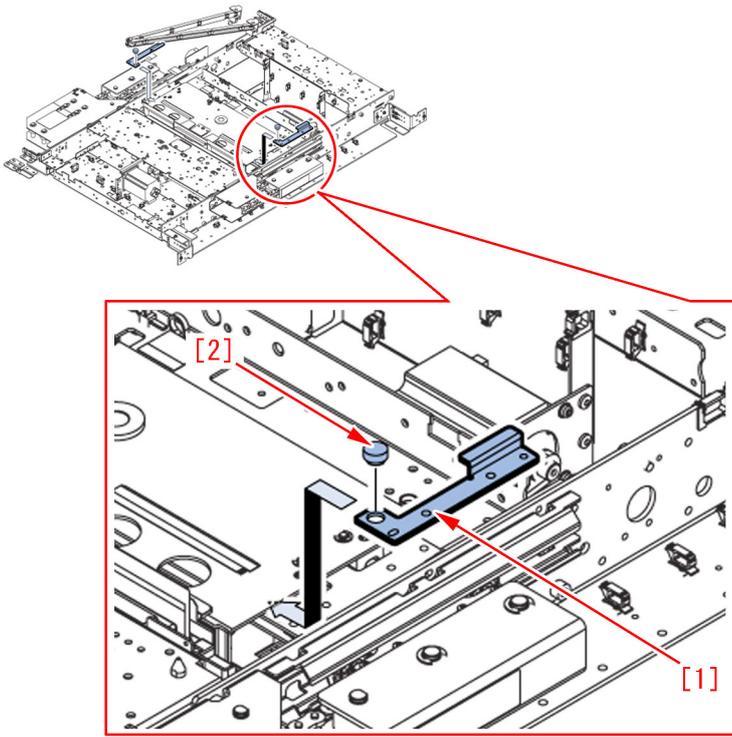
3-4) Remove the 6 screws [1].  
-Screw x6



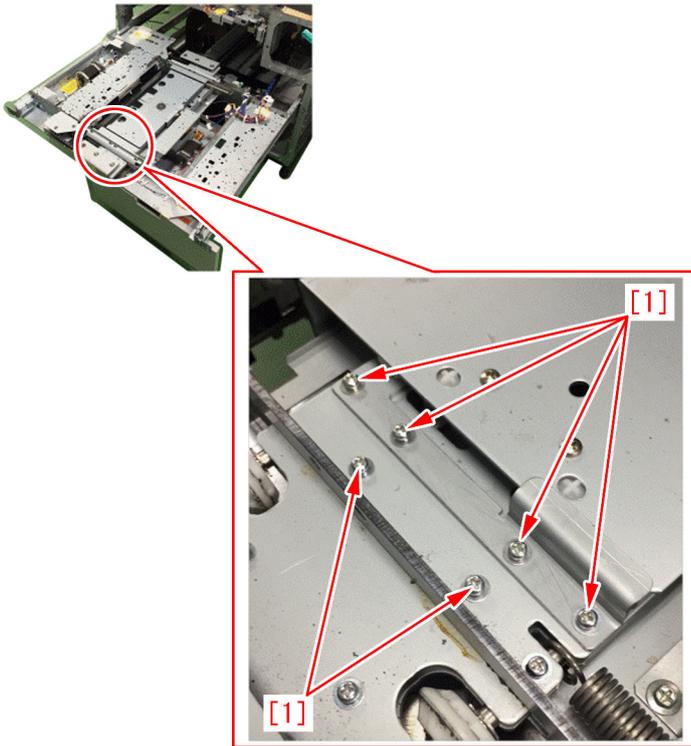
3-5) Apply the grease as much as a grain of rice (20mg) to the section [a] of the front press support guide [1] / the rear press support guide [2] respectively.



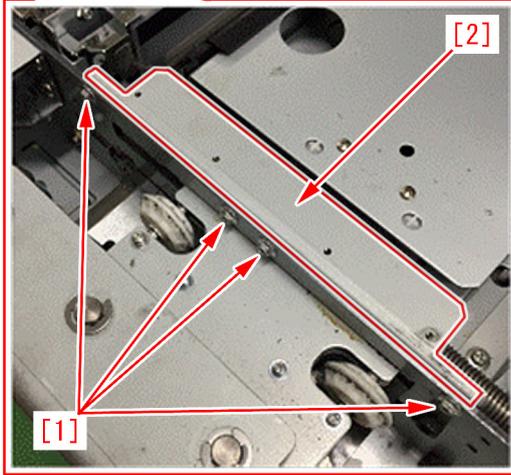
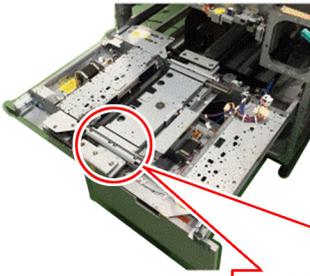
3-6) Press the spacer [2] forcefully into the front press support guide [1] to insert between the frame.



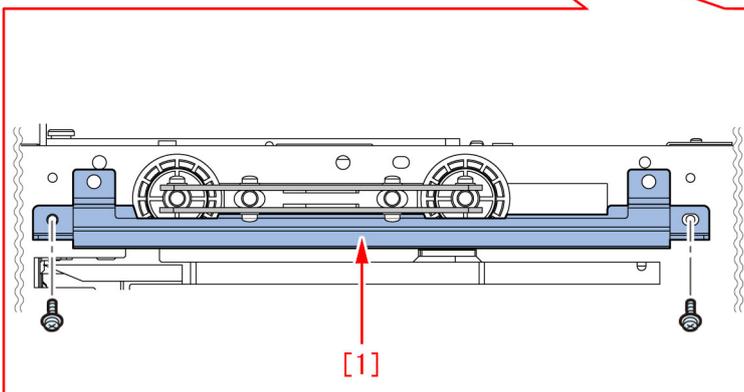
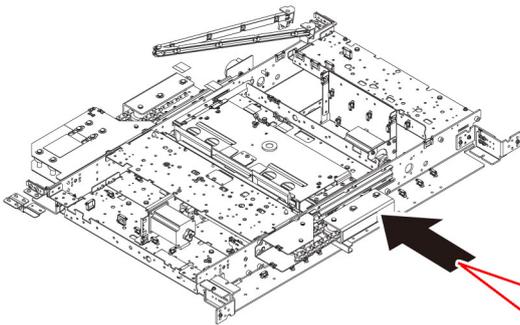
3-7) Attach the 6 screws that were removed in the step 3-4).



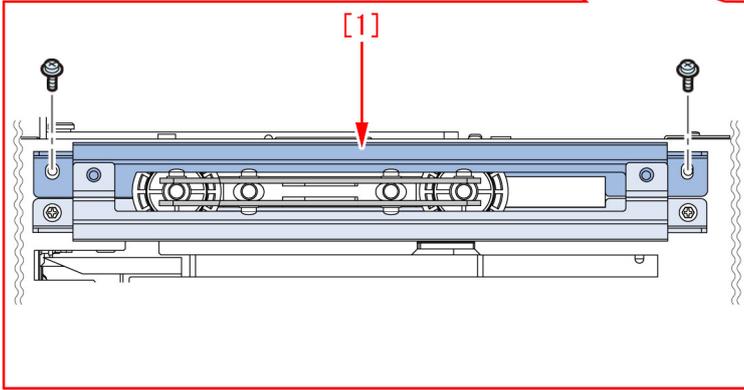
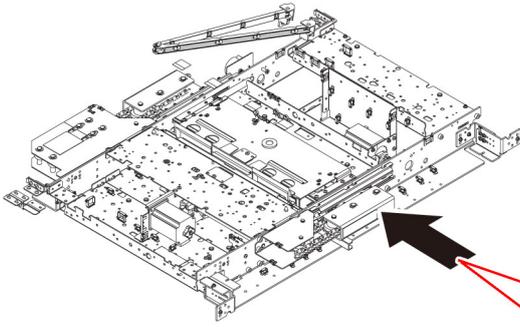
3-8) Attach the press rail [2], that was removed in the step 3-3), with the 4 screws [1].



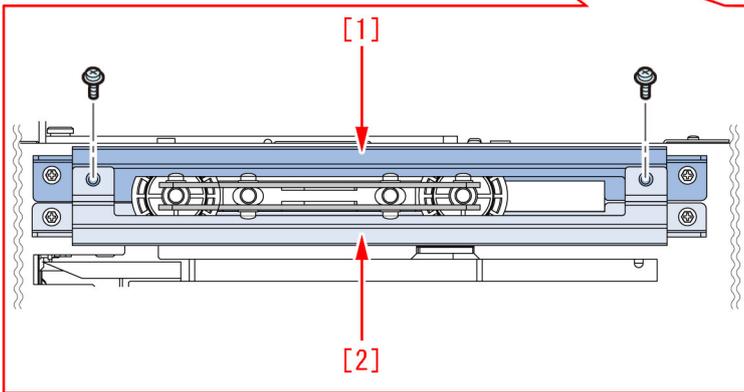
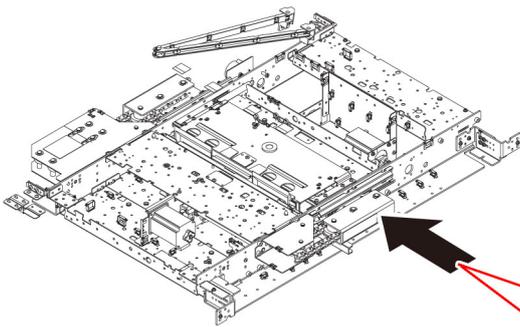
3-9) Fix the lower press rail [1] in the kit with the 2 screws. The figure below shows the front side of the trimming assembly in the direction from an arrow.



3-10) Fix the upper press rail [1] in the kit with the 2 screws.  
[Note] Press the upper press rail softly from above and tighten the screw.



3-11) Fix the upper press rail [1] /the lower press rail [2] with the 2 screws included in the kit.



3-12) Perform the rear side in the same manner by following the steps from 3-3) to 3-11).

[Service parts]

No.		Part Number	Description
1	Old	4Y8-3057-000	CUTTER UNIT
	New		
2	Old	-	-
	New	4Y8-3099-000	REINFORCEMENT KIT
3	Old	FY9-6005-000	SUPER LUBE GREASE

No.		Part Number	Description
3	New		

**[Countermeasure cut-in serial numbers in factory]**

Model	Serial number
Perfect Binder_B1 US	CVZ00183
Perfect Binder_B1 EU/O	GZK00067
Perfect Binder_D1 US	QWS00034
Perfect Binder_D1 EU/O	QWT00047

## Measure against malfunction of touch panel in control panel assembly and numbers key top

### [Symptom]

In the machines prior to the Countermeasure cut-in serial number in factory described below the touch panel in the control panel assembly and the numbers key top may have slow response or may not respond properly against input although the sleep key top works properly.

### [Cause]

A failure of the clock in the CPU chip of CPU PCB assembly is the cause. There are reports stating that the issue occurred about 6 months to 2 years after start of use.

[Reference] The sleep key top is not affected by the failure in the CPU chip and continues to work properly because the sleep key top does not require CPU PCB assembly to work.

### [Service work]

When the above symptom occurs, replace the CPU PCB assembly with the new type according to the table below.

[Note] When the issue occurs, check that only the sleep key top works properly. If it does not work either, check for other causes.

Model	CPU PCB assembly part number	Date on box of part
iR-ADV C7200 Series(HORIZONTAL CONTROL PANEL)	FM4-9880-000	Units are the new type if dated on or after Dec 11, 2014.
	FM1-R833-000	All units are the new type.
iPR C800/C700/C600 Series UPRIGHT CONTROL PANEL-D1	FM0-4330-000	Units are the new type if dated on or after Dec 27, 2014.
iR-ADV C9200 Series (UPRIGHT CONTROL PANEL) UPRIGHT CONTROL PANEL-B1	FM0-1793-000	Units are the new type if dated on or after Dec 27, 2014.

### [Countermeasure cut-in serial numbers in factory]

#### iR-ADV C7200 Series (HORIZONTAL CONTROL PANEL)

Model	Serial No.
iR-ADV C7270 AS 230V	UKX00551
iR-ADV C7260 AS 230V	ULP00553
iR-ADV C7280i EUR 230V	UKP00548
iR-ADV C7270i EUR 230V	UKZ00599
iR-ADV C7260i EUR 230V	UMB00736
iR-ADV C7270 US 120V	ULD00885
iR-ADV C7260 US 120V	ULK01069
iR-ADV C7270 KR 220V	UKY00502
iR-ADV C7260 KR 220V	ULZ00517
iR-ADV C7270 120V GOVERNMENT	LVY00573
iR-ADV C7260 120V GOVERNMENT	LWB00646

#### iR-ADV C9200 Series (UPRIGHT CONTROL PANEL)

Model	Serial No.
iR-ADV C9280 AS 230V	UDF00511
iR-ADV C9270 AS 230V	UKU00501
iR-ADV C9280 EUR 230V	TZX00512
iR-ADV C9280 US 208V	TZW00570
iR-ADV C9270 US 208V	UKT00554
iR-ADV C9280 KR 220V	UEU00501
iR-ADV C9280 CN 220V	UMC00501
iR-ADV C9270 CN 220V	UKV00501
iR-ADV C9280 TW 220V	UJW00001
iR-ADV C9270 TW 220V	UKW00001

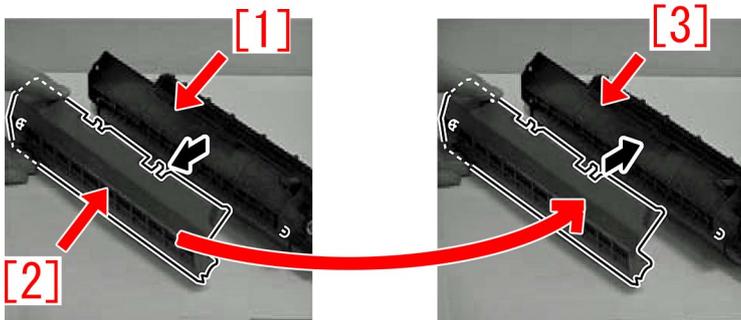
**Upright Control Panel**

<b>Model</b>	<b>Serial No.</b>
Upright Control Panel-D1 UL	QXB02478
Upright Control Panel-D1 EUR	QXC01911
Upright Control Panel-D1 CN	QXD00581
Upright Control Panel-B1	LWS02111

## Point to note when replacing the transfer cleaning unit

### [Symptom]

When to replace the transfer cleaning unit, it is required to detach the heat absorbing cover [2] from the old unit [1] and attach the said cover to the new unit [3].

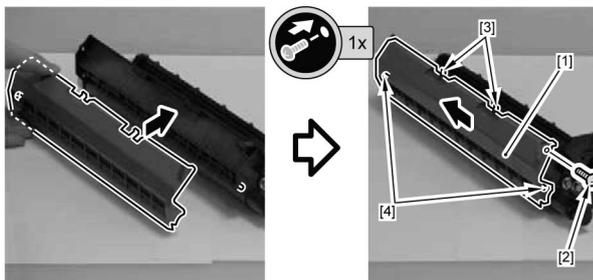


However in service operation a mistake of forgetting to attach the heat absorbing cover occurs from time to time. If the device is used without attaching the heat absorbing cover, waste toner inside the transfer cleaning unit will cake from the heat, and this brings failure in toner circulation. Replacing the transfer cleaning unit may be required as a result.

### [Service work]

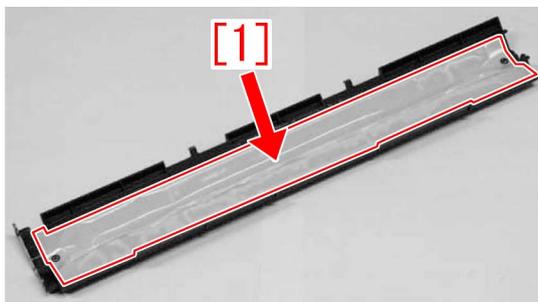
In replacing the transfer cleaning unit referring to the service manual, attach the heat absorbing cover removed from the old unit [1] to the new transfer cleaning unit.

- Screw [2] x1
- Hook [3] x2
- Boss [4] x2



### [Note]

- Do not damage the heat absorbing material [1] attached inside the heat absorbing cover. In case the heat absorbing material [1] is damaged, do not use the same heat absorbing cover.
- Do not leave the detached heat absorbing cover under a high temperature environment of 50 degrees C or more. The shape of the heat absorbing cover may be deformed and become unable to be reused.



If needed, prepare the heat cover (FM1-M165-000) that is newly assigned as service part, detach the heat absorbing cover from the heat cover (FM1-M165-000) and attach it to the transfer cleaning unit.

**[Service parts]**

No.		Part Number	Description	Q'ty	Fig.No.
1	Old				
	New	FM1-M165-000	HEAT COVER	0 -> 1	

## Safety cover coming off of Tray 1 due to the safety cover being pressed hard to the rear side or downward (Saddle/Staple/Booklet/Finisher)

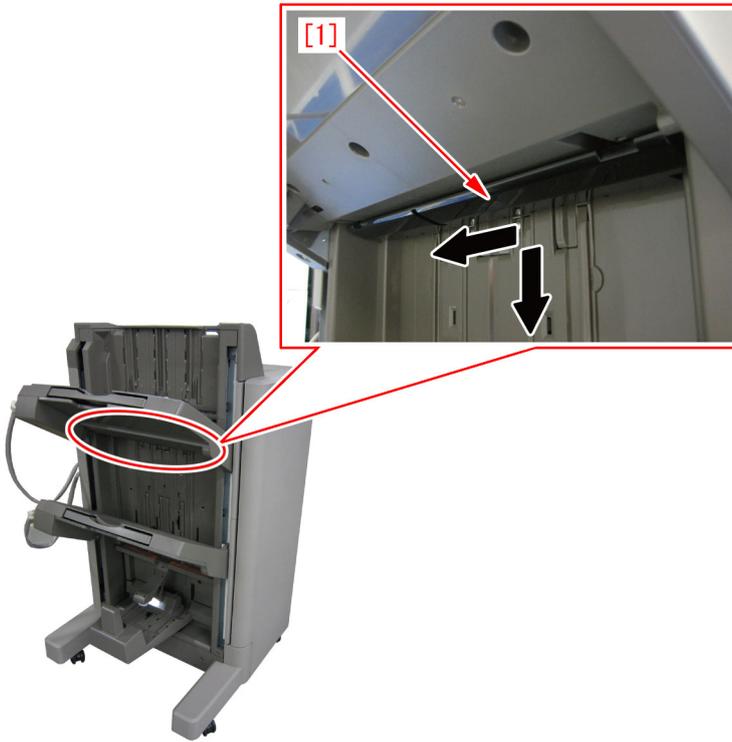
### [Symptom]

On the main bodies earlier than the following countermeasure cut-in serial numbers in factory, the safety cover [1] may come off of Tray 1.



### [Cause]

When the safety cover [1] is pressed hard to the direction of the arrow (rear side or downward), the above symptom occurs.



**[Service work]**

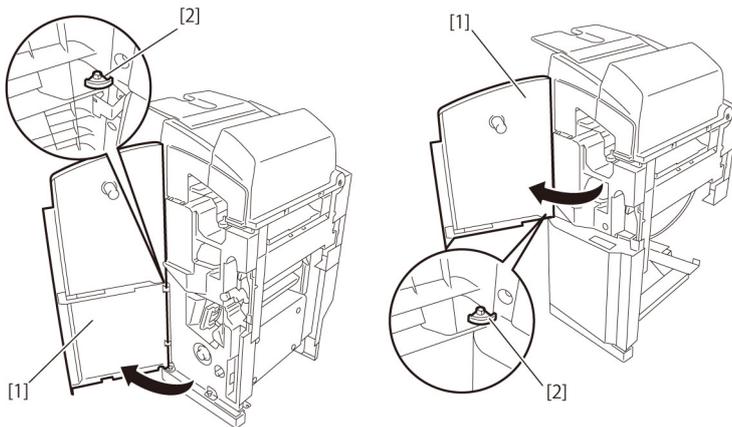
When the safety cover comes off, re-attach it following the steps below. Depending on the product, the attaching way shall be selected from the following 2 procedures.

- 1) For Finisher -AA1, Saddle finisher-AA2, Staple/Booklet finisher -B1/L1/T1
- 2) For Staple/Booklet finisher-C1/J1/U1

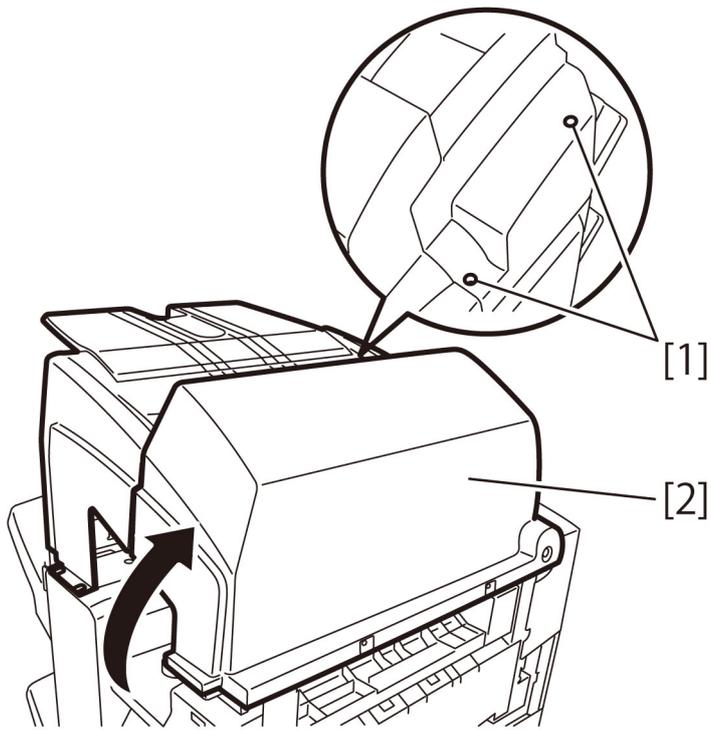
1) For Finisher-AA1, Saddle finisher-AA2, Staple/Booklet finisher-B1/L1/T1

1-1) Open the front door [1] and remove the clip [2].

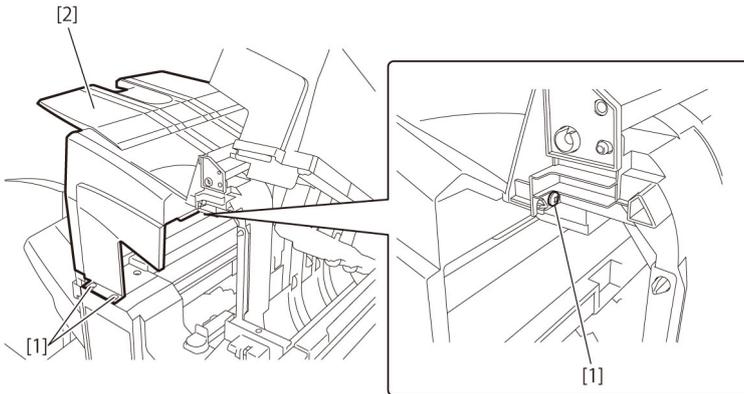
1-2) Lift the front door [1] to remove. (Left figure is Booklet Finisher, Right figure is Staple Finisher.)



1-3) Remove two screws [1] and open the escape door [2].

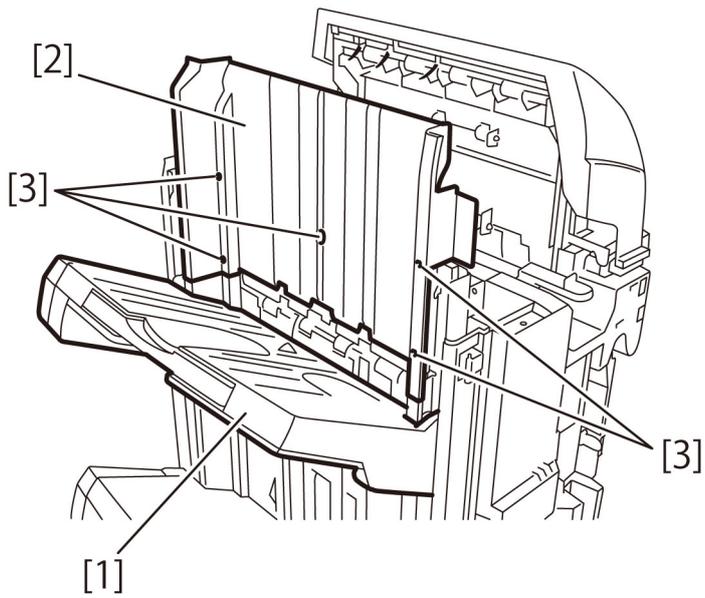


1-4) Remove three screws [1] and remove the escape tray cover [2].

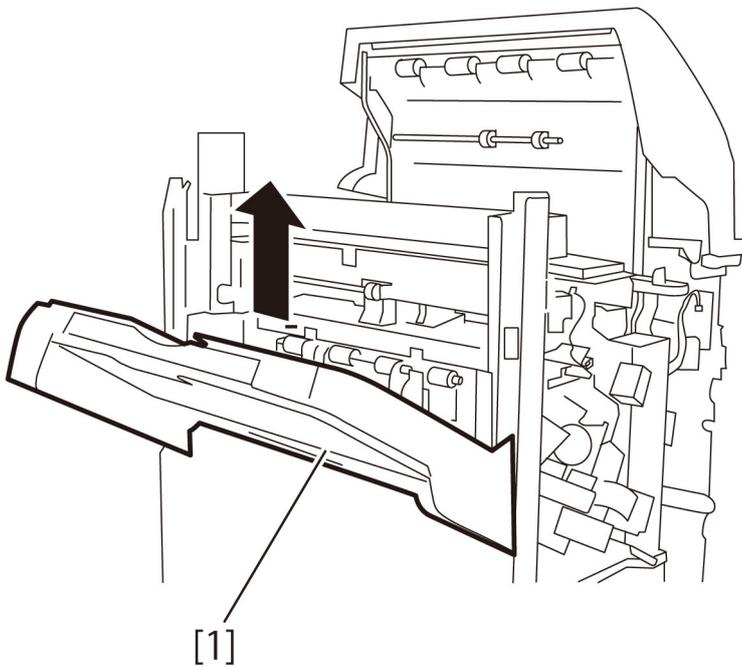


1-5) Tray 1 [1] below the grate-shaped upper guide [2] (For how the tray is moved, see the steps under "Removing the Tray 1.").

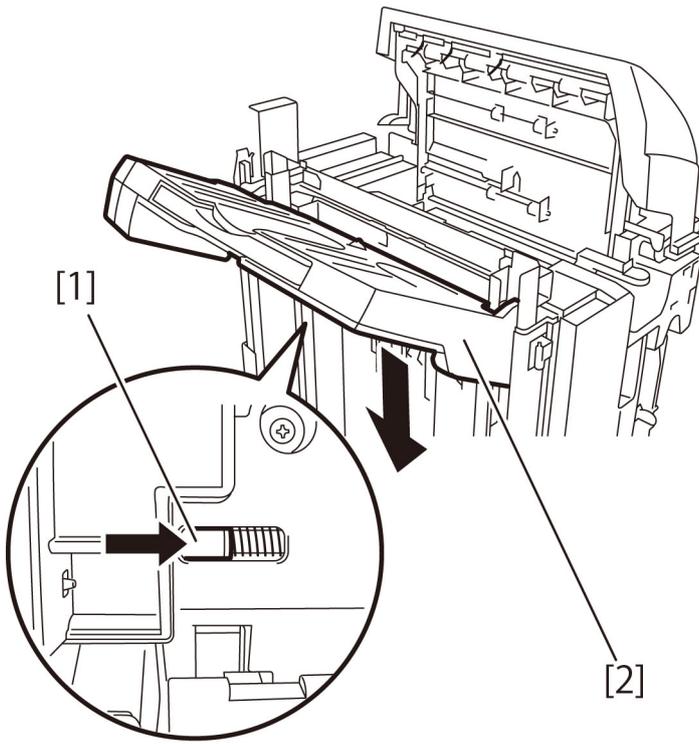
1-6) Remove five screws [3] and remove the grate-shaped upper guide [2].



1-7) Lift the Tray 1 [1] up to the top.



[Caution] When moving the tray down to attach it, you need to push the tray liftmotor gear [1] to the front (using a screwdriver or the like) to release the clutch. However, when the clutch is released, the tray [2] drops by its ownweight. Be sure to hold the tray with your hand when releasing the clutch.



1-8) Remove 4 screws [1] on the Tray 1.



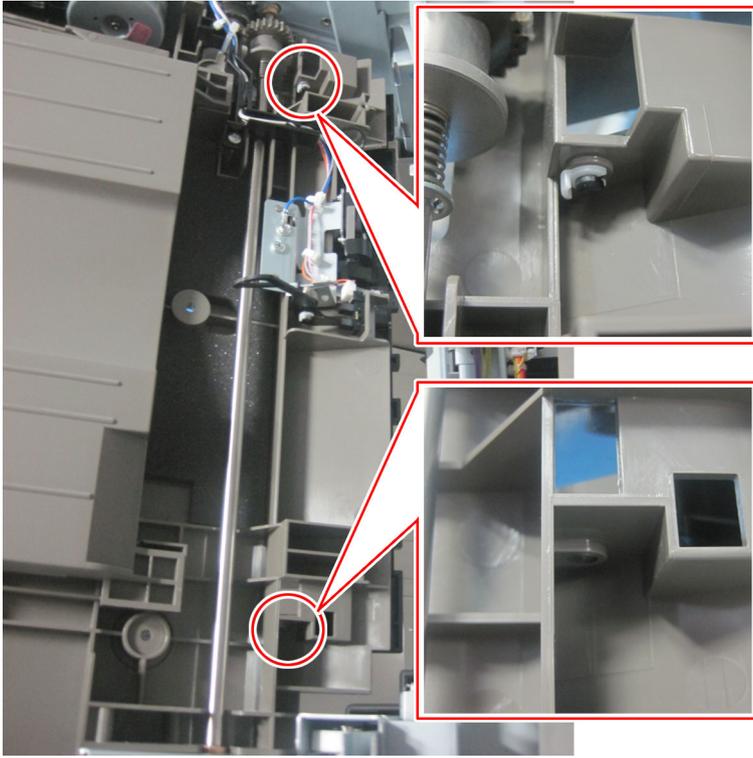
1-9) Remove 5 screws [1] on the undersurface of the Tray 1.



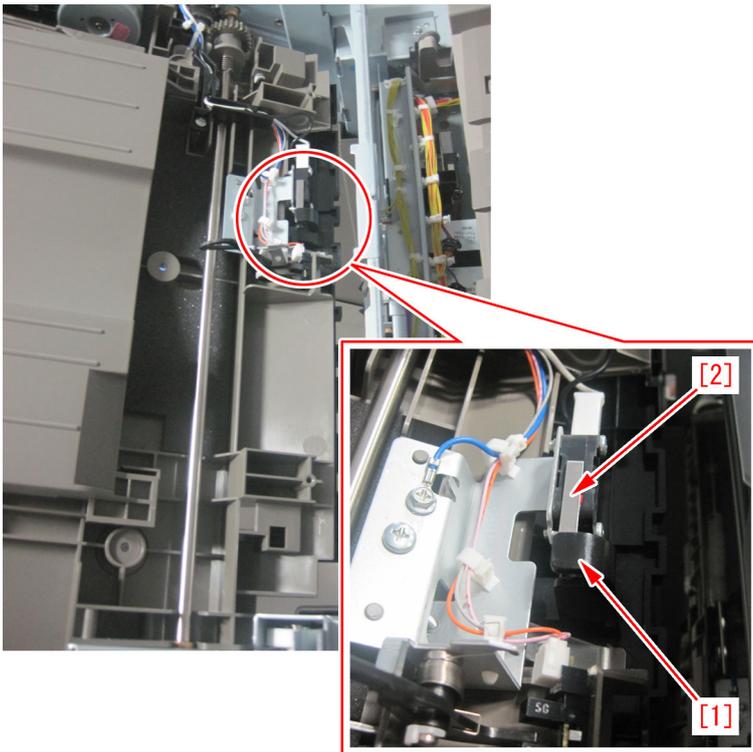
1-10) Detach the Tray cover (upper) [1].



1-11) Check the safety cover to return the come off parts to the original position.



[Caution] Make sure to check that the safety cover[1] is located over the lever of Tray1 closing detect switch[2]. If it is located different position, the Tray 1 closing detect switch[2] does not work correctly.

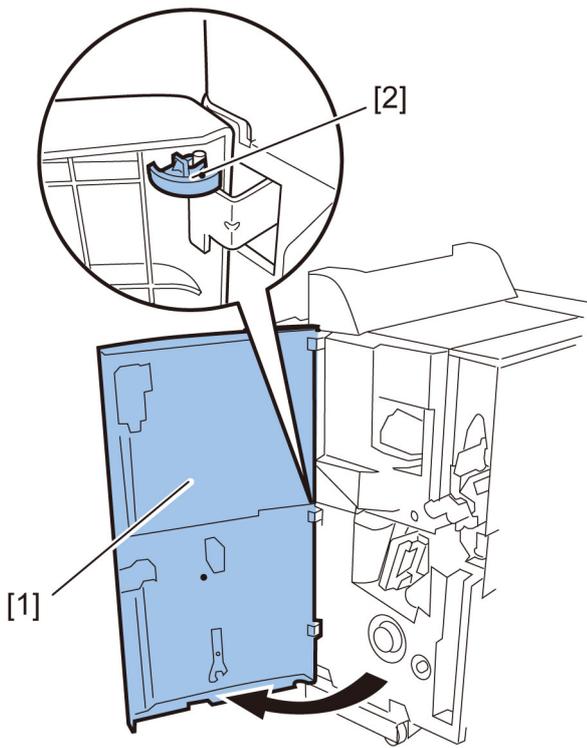


1-12) Reassemble the removed parts in reverse order from step 1-10).

2) For Staple/Booklet finisher-C1/J1/M1/U1

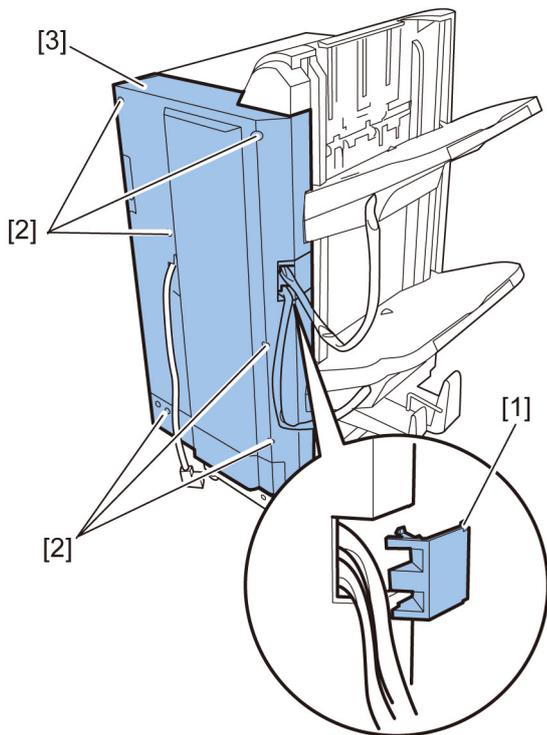
2-1) Open the front cover [1] and remove the clip [2].

2-2) Lift the front cover [1] to remove.

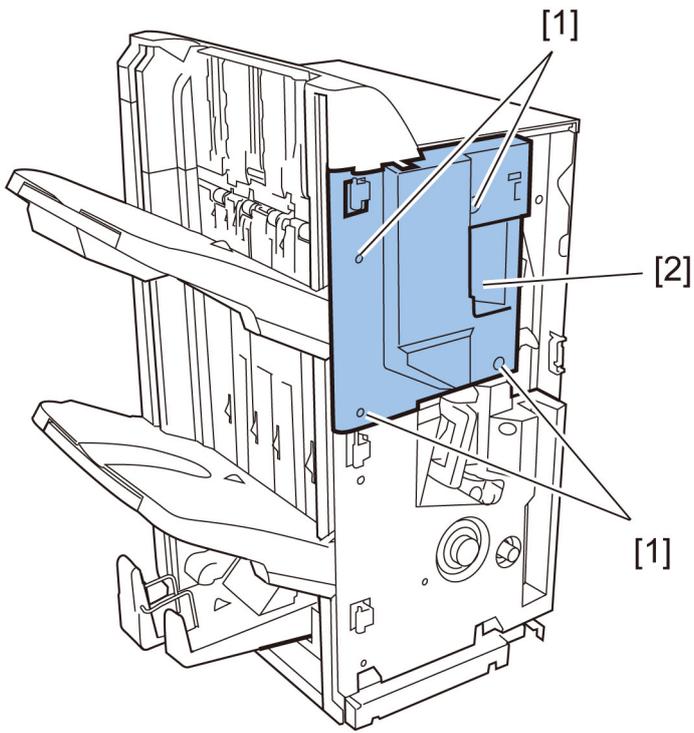


2-3) Shift the tray cable cover [1] toward the tray side to remove.

2-4) In the case of the Booklet Finisher, remove six screws [2] and remove the rear cover [3]. In the case of the Staple Finisher, remove five screws [2] and remove the rear cover [3].

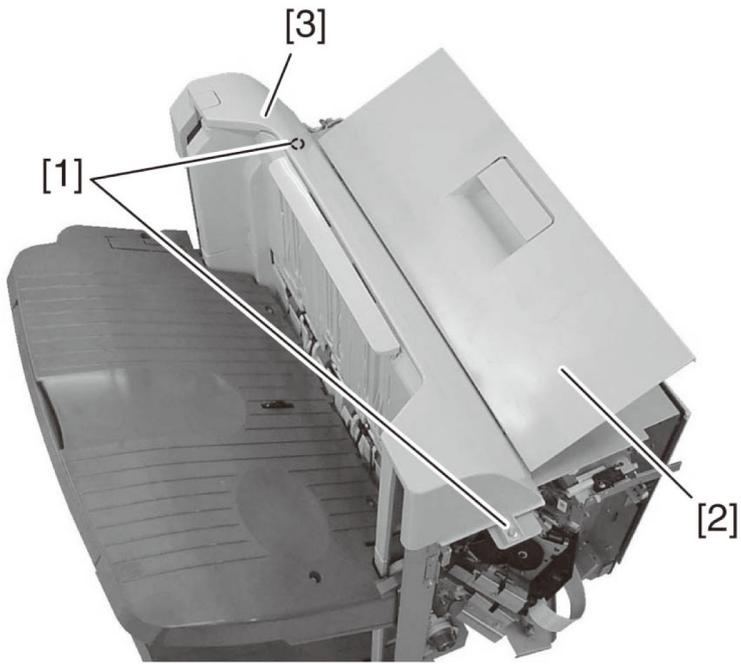


2-5) Remove four screws [1] and then remove the front inside upper cover [2]. (This step is unnecessary for the staple finisher.)



2-6) Remove two screws [1].

2-7) With the upper cover [2] open, remove the left upper cover [3] by tilting to the right.

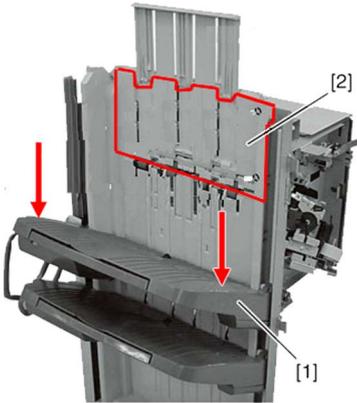


[Caution] When replacing, hook the two claws [1] of the left upper cover to the steel plate.

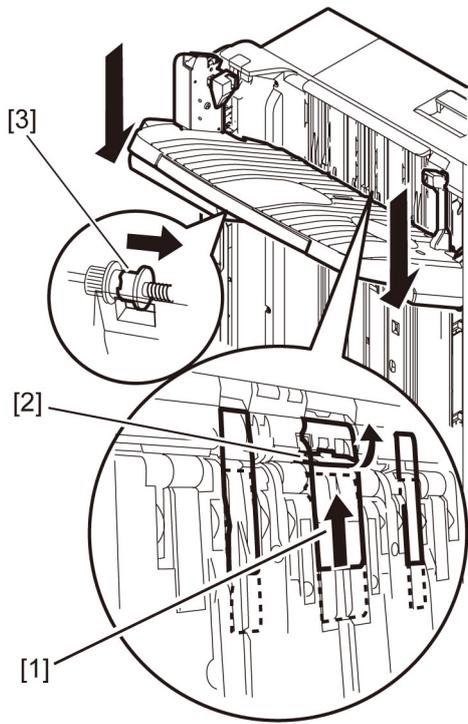
[1]



2-8) Lower the Tray 1 [1] below the grate-shaped upper guide [2].

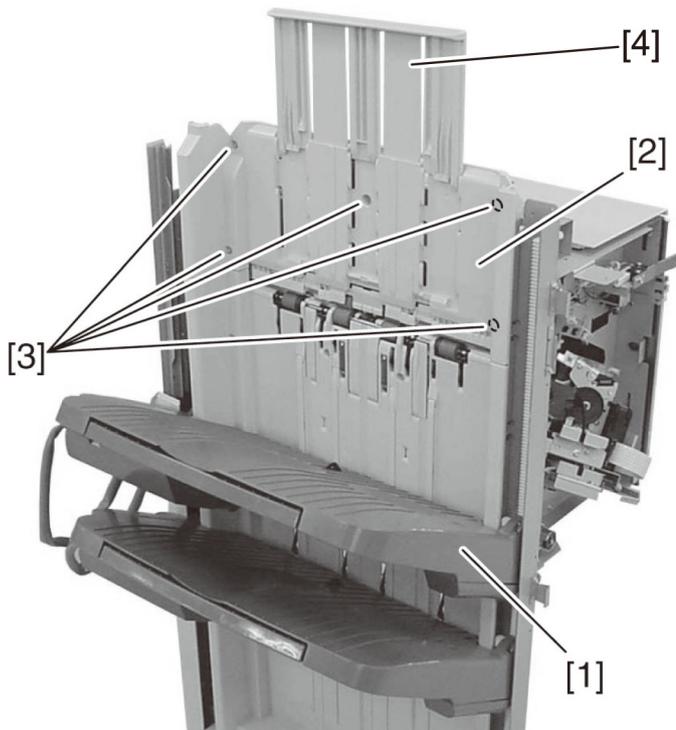


[Caution] When you attach or remove the tray, please be sure to raise the shutter [1], release the latch [3] on the rear surface of the tray while the stack delivery gate [2] of the delivery opening is lifted (covered), and then move down the tray. If you move down the tray without lifting the shutter of the delivery opening, the stack delivery gate comes off from the Finisher. If the stack delivery gate comes off, remount it while paying attention so as not to lose the spring for the shaft of the stack delivery gate. The tray falls by its own weight when the latch is released, so be sure to hold the tray with hands.



2-9) Remove five screws [3] and remove the grate-shaped upper guide [2].

[Note] When removing 5 screws [3], lift the slide wall guide [4] to detach it. 1 hidden screw is located on the back of slide wall guide.



2-10) Lift the Tray 1 [1] up to the top.

2-11) Remove 4 screws [1] on the Tray 1.



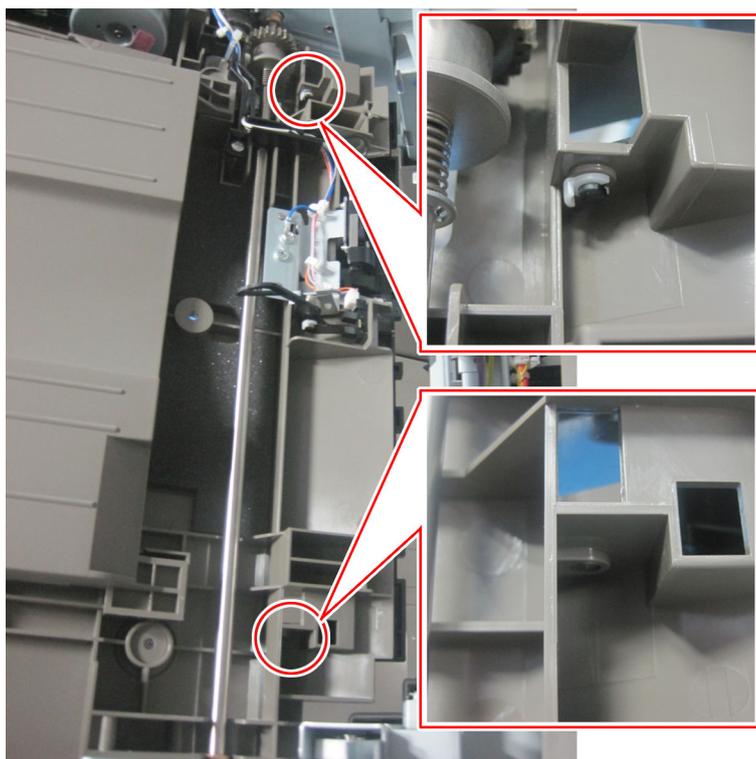
2-12) Remove 5 screws [1] on the underside of the Tray 1.



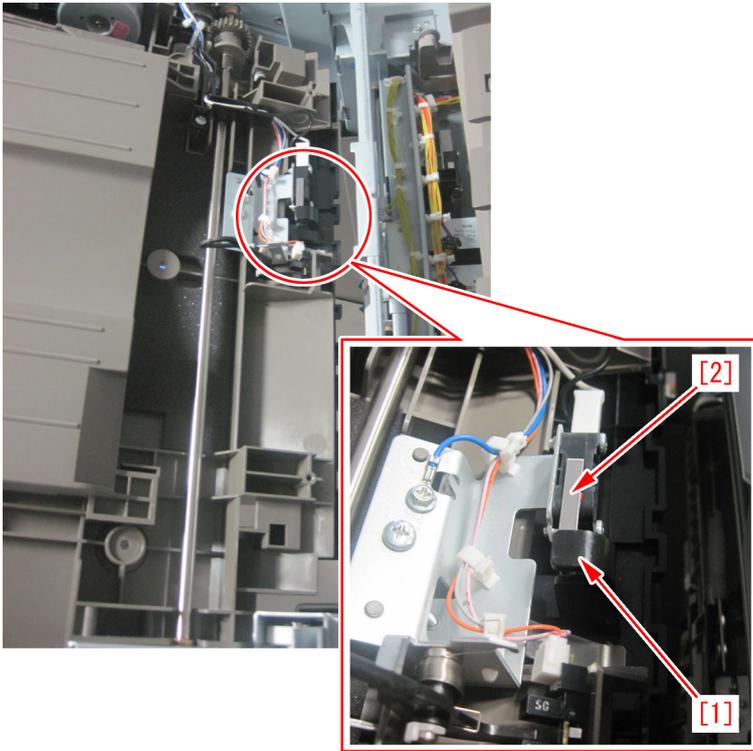
2-13) Detach the Tray cover (upper) [1].



2-14) Check the safety cover to return the come off parts to the original position.

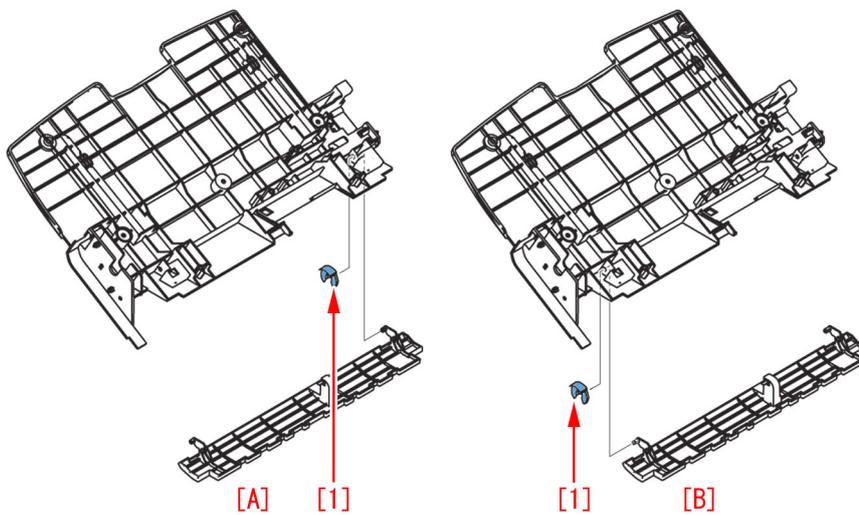


[Caution] Make sure to check that the rib [1] of safety cover is located over the lever of Tray 1 closing detect switch[2]. If it is located different position, the Tray 1 closing detect switch does not work correctly.



2-15) Reassemble the removed parts from the step of 2-13).

[Caution] When the safety cover is replaced with new type one, the attachment position of the clip [1] shifts to the front side. Please note that. Fig.[A] shows old type and Fig.[B] shows new type.



**[Service parts]**

No.		Part Number	Description	Q'ty	Fig.No.
1	Old	FC5-5443-020	COVER, SAFETY	1->0	L16
	New	FC5-5443-030	COVER, SAFETY	0->1	

**[Countermeasure cut-in serial numbers in factory]**

Model	Serial number	Model	Serial number
Finisher - AA1	JUC01873	Saddle Finisher - AA2	JUD04221
Staple Finisher - B1	No implemented due to production discontinuance	Booklet Finisher - B1	No implemented due to production discontinuance
Staple Finisher - C1	FHN77538	Booklet Finisher - C1	No implemented due to production discontinuance

Staple Finisher - J1	KWD71293	Booklet Finisher - J1	KWF43556
Staple Finisher - L1	LWK14216	Booklet Finisher - L1	LWQ08791
Staple Finisher - M1	LYU01723	Booklet Finisher - M1	LYV01732
Staple Finisher - T1	QWP00729	Booklet Finisher - T1	QWQ00856
Staple Finisher - U1	QUX00244	Booklet Finisher - U1	QUY00254

# Noise/Odor

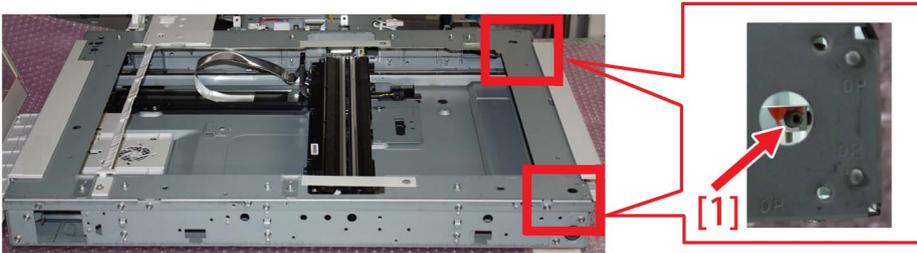
## Abnormal noise due to fixing screw loose when scanner unit in reader assembly moves

### [Symptom]

Cyclic abnormal noise may occur when the scanner unit in reader assembly moves after some endurance time has elapsed.

### [Cause]

This symptom is due to the loosening of the screw [1] (x 4) for fixing the drive pulleys. 2 screws are attached per a pulley.

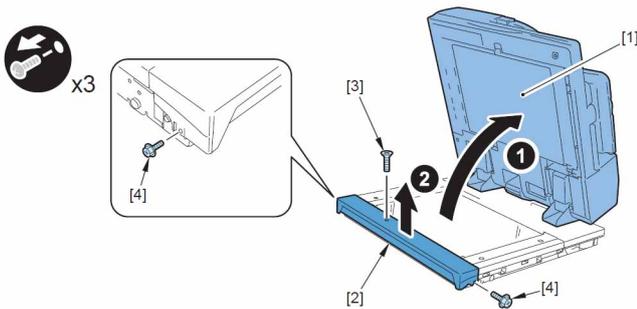


### [Service work]

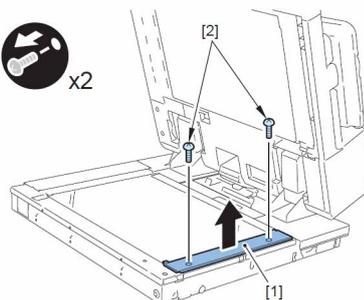
When the above mentioned symptom has occurred, further tighten the screw set for fixing the drive pulleys (4 x screw). As the looseness of the screw that emits an abnormal noise is minor, it is treated with retightening.

Follow the operation procedure as below:

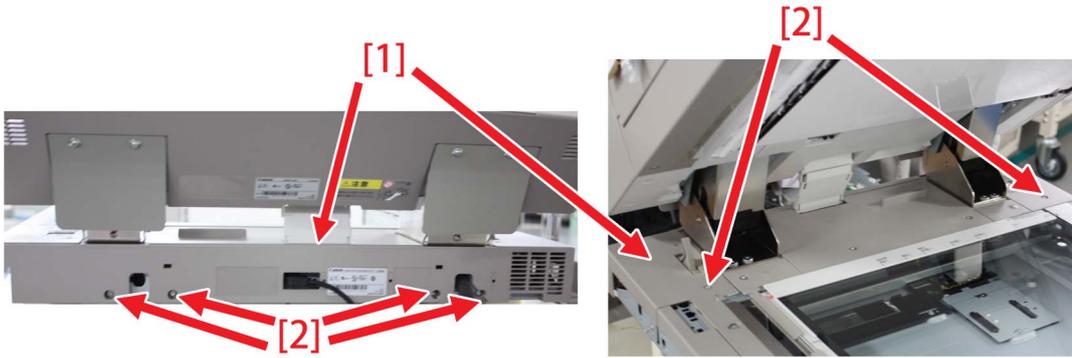
- 1) Open the DADF [1], and remove the Reader Front Cover [2].
  - 1 Screw (Flat Head) [3]
  - 2 Screws (RS) [4]



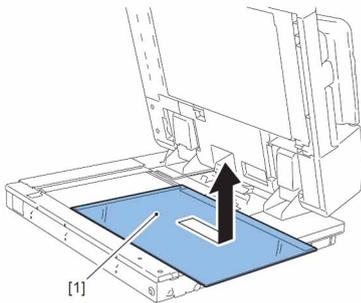
- 2) Remove the Right Upper Panel [1].
  - 2 Screws [2]



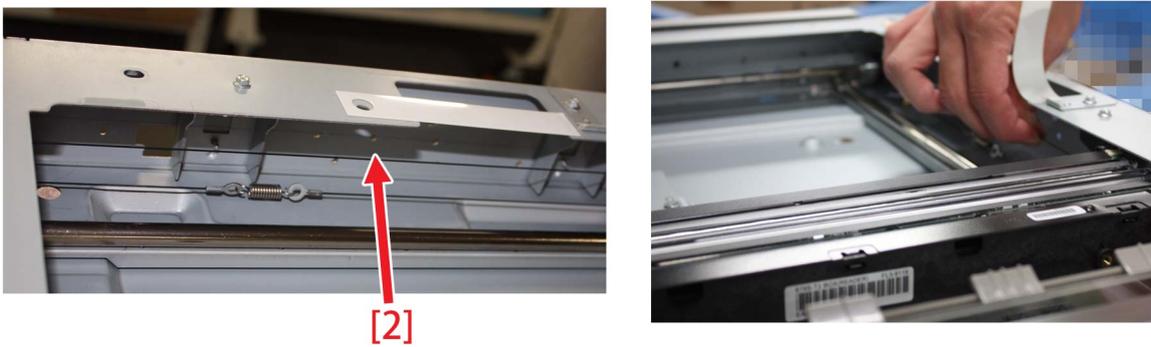
3) Remove the 6 screws [2] and remove the reader rear cover [1].



4) Remove the Copyboard Glass [1].



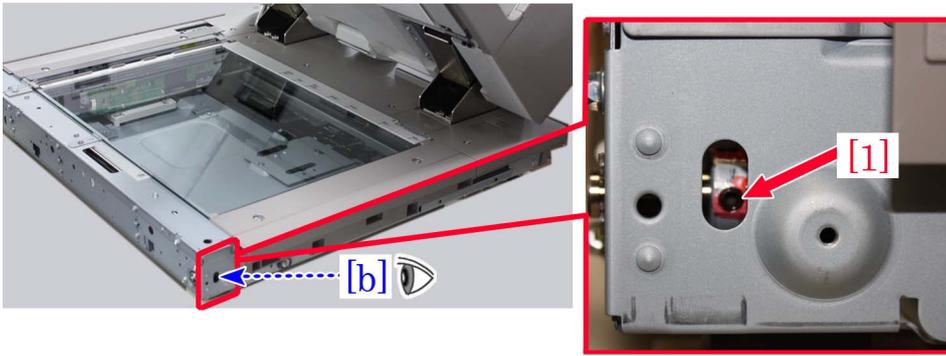
5) Move the wire [2] so that the screws [1] of the drive pulley can be seen.



Appearance of a screw [1] of the drive pulley on the front from the above [a]



Appearance of a screw [1] of the drive pulley on the front from the right side [b]



6) Tighten further the 4 screws of the drive pulley with a 2mm hexagonal wrench.  
Retighten the 2 screws of the drive pulley on the front from the above and from the right side.

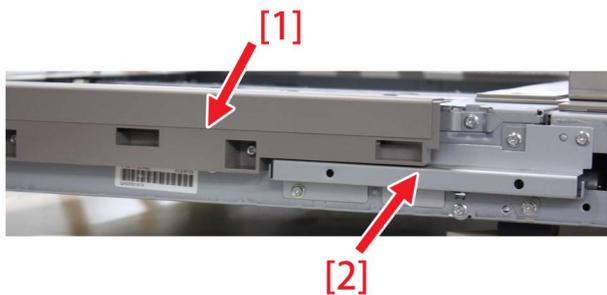


Retighten the 2 screws of the drive pulley on the rear from the above.



[Reference]

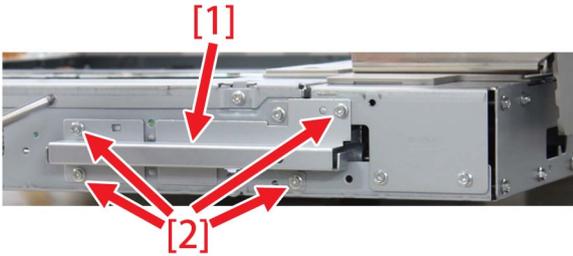
If it is felt awkward to work for the rear side, remove the reader right cover [1] and the metal plate A [2], and then retighten the screws from the side.



Remove the 3 screws [2] and remove the reader right cover [1].



Remove the 4 screws [2] and remove the metal plate A [1].



Retighten the screws from the side.



7) Reassemble the parts removed in the above steps in reverse order of the steps.

# Abnormal noises/cleaning failure from transfer cleaner due to abrasion/disengagement of the transfer cleaning screw gear

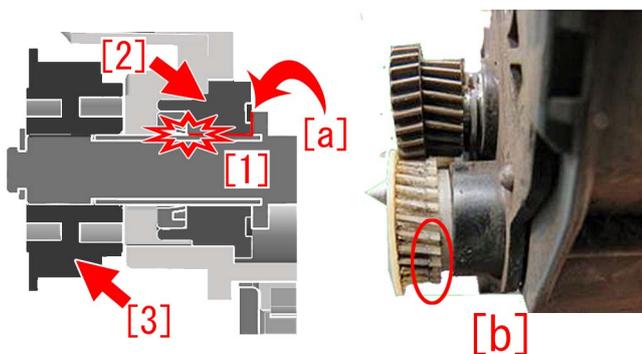
## [Symptom]

In the machines prior to the Countermeasure cut-in serial number in factory described below Abnormal noises may occur from the transfer cleaner assembly and ITB cleaning failure may occur.



## [Cause]

If inappropriate service work is conducted when removing the I.T.B. frame assembly and standing it with the gear of the transfer cleaner assembly facing the floor, toner leaks into the bushing of the transfer cleaning screw [a]. In this case, rubbing between the screw shaft [1] and bushing [2] makes the toner adhere to cause the increase in rotational load. Therefore, abrasion of the transfer cleaning screw gear [3] and the gear disengagement [b] occur to cause the above-mentioned symptom.



## [Service work]

When the above-mentioned symptom occurs, check the transfer cleaning screw gear of the transfer cleaner assembly, and if the abrasion is found, replace with the new-type transfer cleaner assembly (FM1-C653-010).

## [Service parts]

No.		Part Number	Description
1	Old	FM1-C653-000	TRANSFER CLEANER ASSEMBLY
	New	FM1-C653-010	TRANSFER CLEANER ASSEMBLY

## [Countermeasure cut-in serial numbers in factory]

Model	Serial number
iPR C800 series UL	QKJ01918
iPR C60 UL	QKL00728
iPR C800 series UL	UME01412
iPR C60 UL	UMJ00634
iPR C800 series UL	WHV01630
iPR C800 series EU	QKM03949
iPR C600i EU	QKP01634
iPR C800 series EU	UMF00502
iPR C600i EU	UML00502
iPR C800 CN	QKR00543
iPR C700 CN	QKT00559
iPR C600 CN	QKU00533
iPR C800 CN	UMG00508

iPR C700 CN	UMH00521
iPR C600 CN	UMK00531

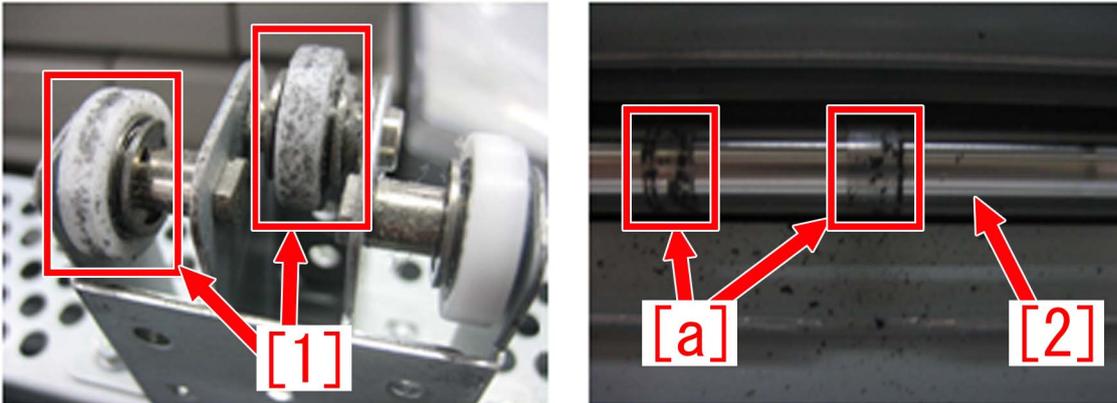
## Abnormal sound from the buffer path assembly due to the worn back-up roller

### [Symptom]

In the machines prior to the Countermeasure cut-in serial number in factory described below on a machine after some endurance time has elapsed, the decurler path assembly may emit an abnormal noise.

### [Cause]

In upstream and downstream of the decurler path assembly, if the back-up roller [1] is abraded or shaved after some endurance time has elapsed, vibration may be generated between the back-up roller and the contacting [a] shaft [2]. The frame assembly resonates with this vibration and results in an abnormal noise.



### [Service work]

When the symptom has occurred, prepare and replace with the new type lower back-up crossmember unit and the rotation frame assembly.

Most cases of this symptom is attributed to the shaved roller of the lower back-up crossmember unit, however in regard to iPR C800 Series the cause of this symptom also could be the shaved roller of the rotation frame assembly in the upstream, therefore perform the step a) and b) to determine if the abnormal noise is from the upstream or downstream.

As the part numbers for the new type lower back-up crossmember unit and the rotation frame vary among models, refer to the part numbers under "Service parts".

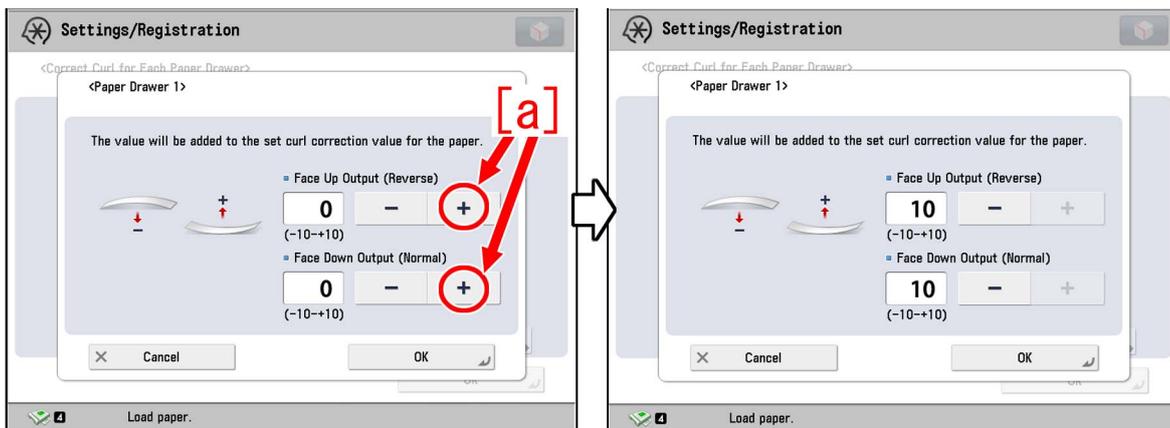
The new type lower back-up crossmember unit and rotation frame have a resistance to abrasion from the change of its shape to make the contacting surface larger. The following picture [A] shows the former type of the lower back-up crossmember unit for iPR C800 series and [B], the new type. The picture [C] shows the former type of the rotation frame assembly and [D], the new type.



**a) Check if the abnormal noise is from the lower back-up crossmember unit in the downstream.**

a-1) From the control panel go to Settings/Registration > Adjustment/Maintenance > Adjust Action > Correct Curl for Each Paper Drawer > select any cassette and press "Set".

a-2) Set up the curl correction value to its maximum, +10. Press [a] to change each value for Face Up Output and Face Down Output, and finally press OK key.

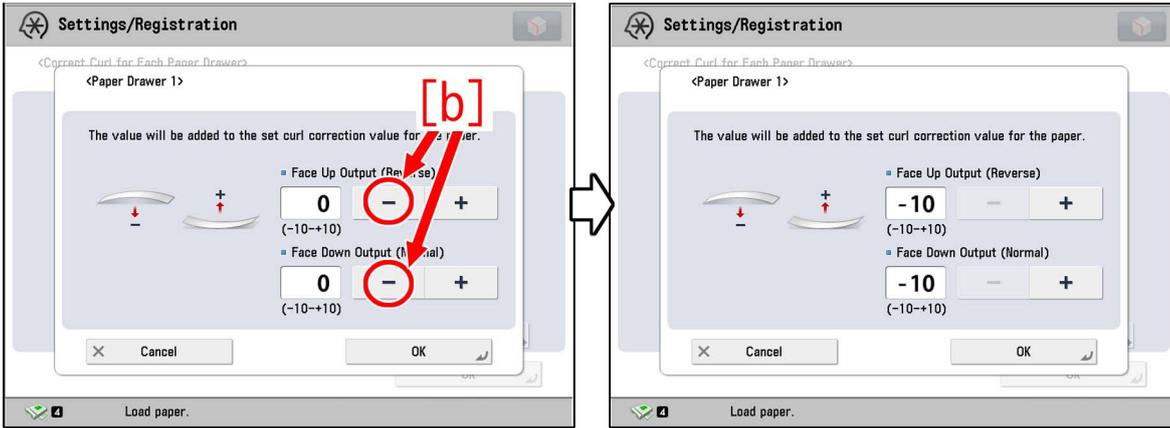


a-3) Run a test print from the specified cassette and if an abnormal noise is generated, then the cause is with the downstream, hence replace the lower back-up crossmember unit. If an abnormal noise is not generated, then proceed the step b).

**b) Check if the abnormal noise is from the rotation frame assembly in the upstream.**

b-1) From the control panel go to Settings/Registration > Adjustment/Maintenance > Adjust Action > Correct Curl for Each Paper Drawer > select any cassette and press "Set".

b-2) Set up the curl correction value to its minimum, -10. Press [b] to change each value for Face Up Output and Face Down Output, and finally press OK key.

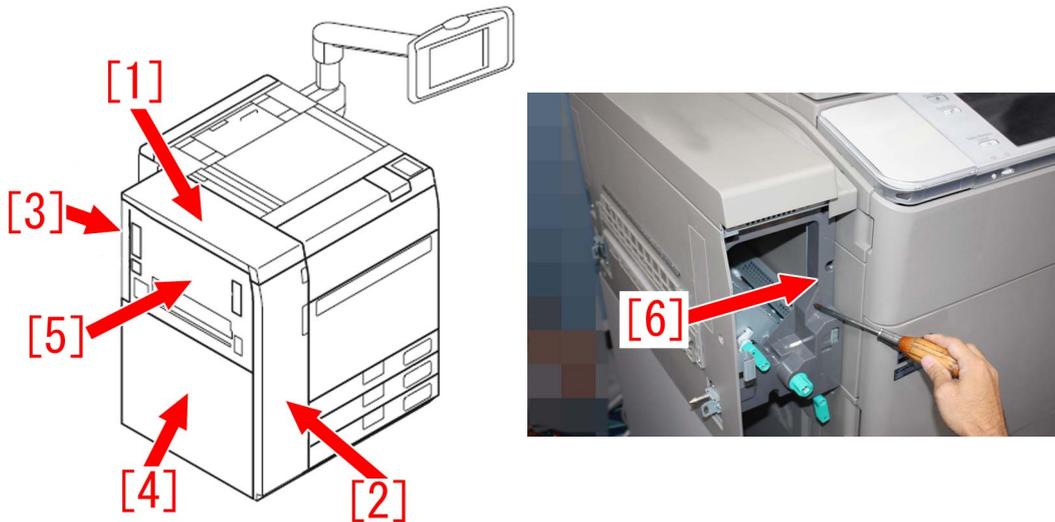


b-3) Run a test print from the specified cassette and if an abnormal noise is generated, then the cause is with the upstream, hence replace the rotation frame assembly.

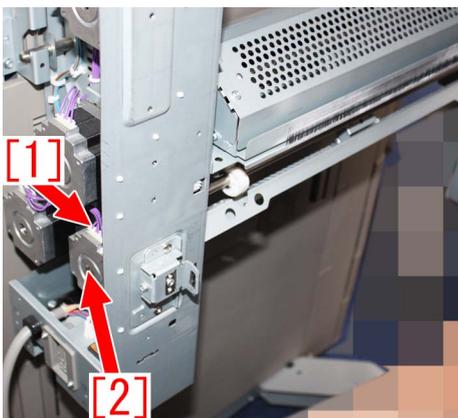
If no abnormal noise is generated even after performing the step a) and b), check other causes as it is different from the aforementioned cause.

**<Procedure to replace the lower back-up crossmember unit>**

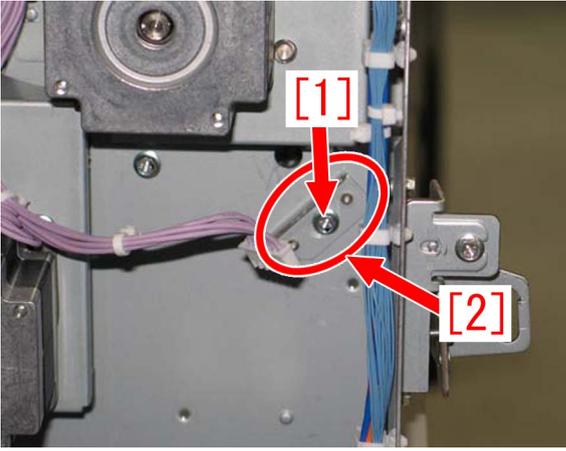
1) Remove the decurler upper cover [1], front left cover [2], decurler rear cover [3], left cover [4], decurler left upper cover [5] and decurler inner cover [6].



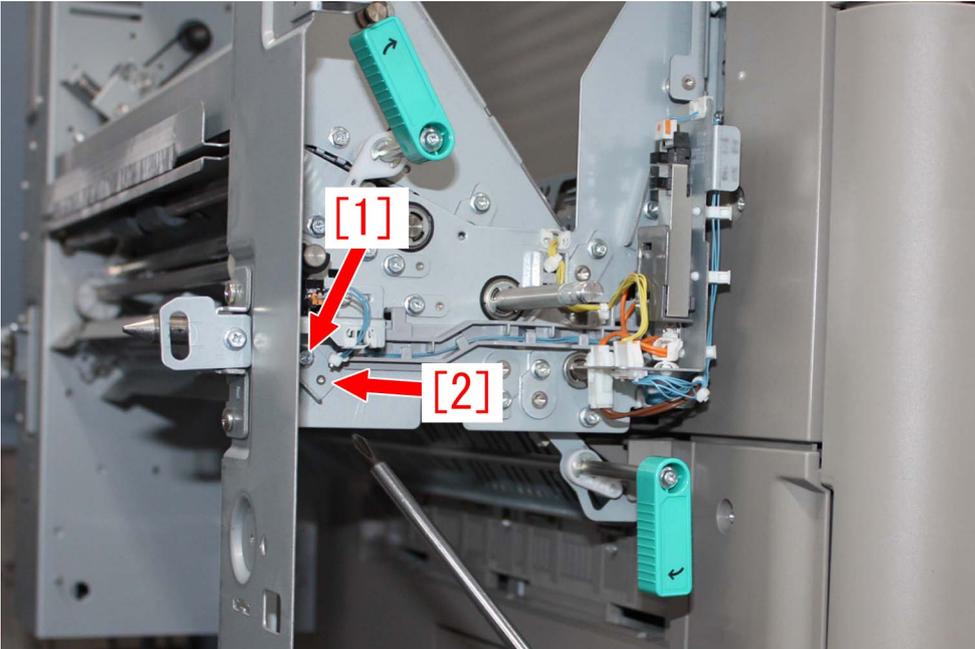
2) Disconnect the connector [1] and remove the decurler advancement adjusting motor 1 [2].



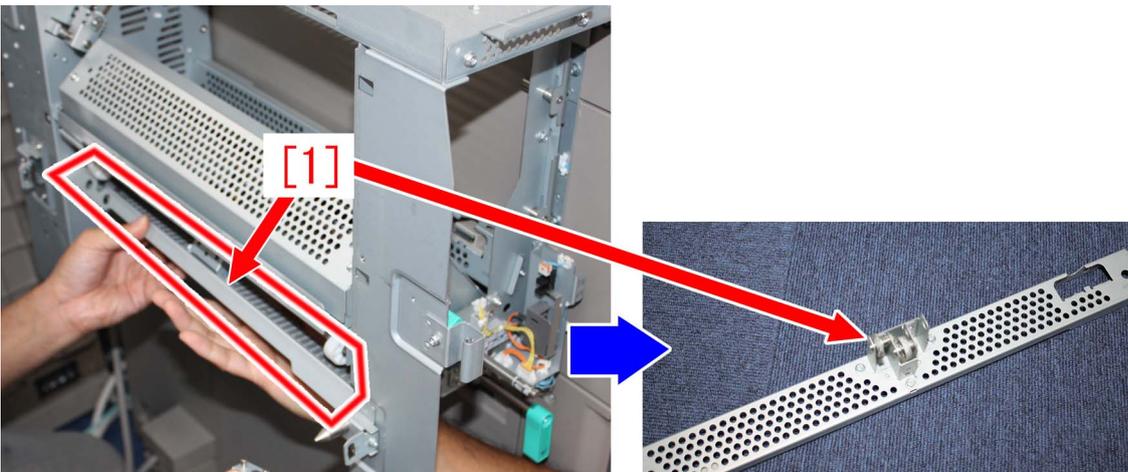
3) Remove the screw [1] and the metal plate [2].



4) Move to in front of the machine and remove the screw [1] and the metal plate [2].



5) Remove the lower back-up crossmember unit [1].



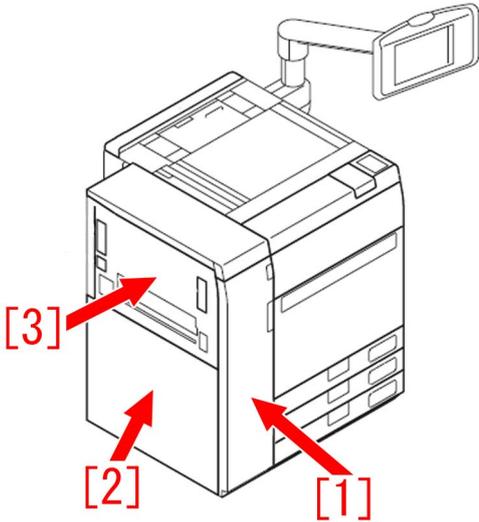
6) Replace it with the new type lower back-up crossmember unit [2]



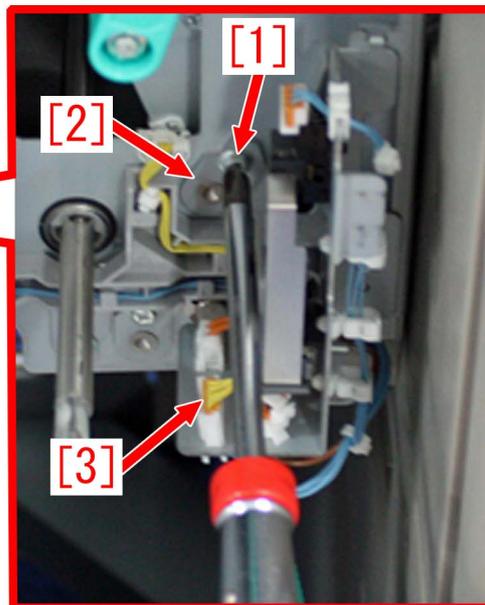
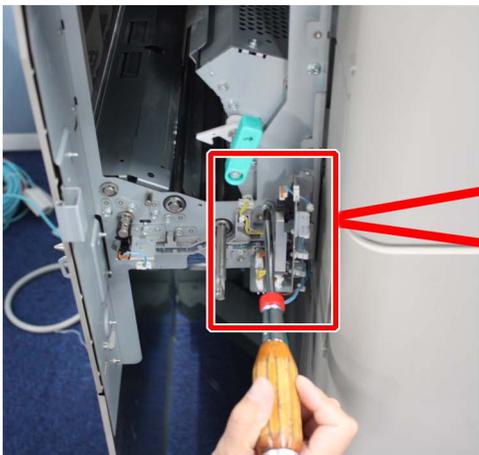
7) Reassemble the parts in reverse order from the step 5).

**<Procedure to replace the rotation frame assembly>**

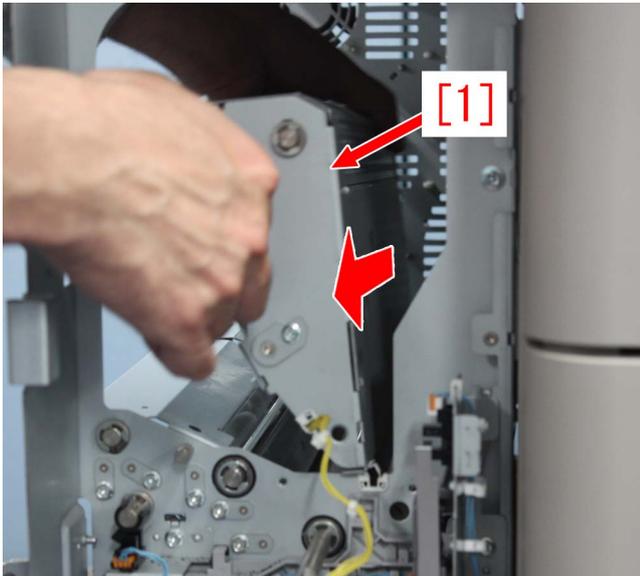
1) Remove the front left cover [1], left cover [2], decurler left upper cover [3] and decurler inner cover [4].



2) Remove the screw [1], metal plate [2] and connector [3].



3) Lift the rotation frame assembly [1] and slide it towards the front side (in the direction of the arrow) to pull it out.



[Service parts]  
iPR C800 Series

No.		Part Number	Description
1	Old	FM1-D440-000	Lower back-up crossmember unit
	New	FM1-D440-010	Lower back-up crossmember unit
2	Old		
	New	FM0-1556-000	Rotation frame assembly

iR-ADV C7200/C9200 Series

No.		Part Number	Description
1	Old	FM4-4346-000	Lower back-up crossmember unit
	New	FM4-4346-010	Lower back-up crossmember unit
2	Old		
	New	FM0-3971-000	Rotation frame assembly

iR-ADV C7000/C9000 Series

No.		Part Number	Description
1	Old	FM4-4346-000	Lower back-up crossmember unit
	New	FM4-4346-010	Lower back-up crossmember unit
2	Old		
	New	FM3-9860-000	Rotation frame assembly

**[Countermeasure cut-in serial numbers in factory]**

**iPR C800 Series**

Model	Serial No.
iPR C800 Series UL 208V	UME01805
iPR C800 Series EU 230V	UMF00506
iPR C800 CN 220V	UMG00508
iPR C700 CN 220V	UMH00522
iPR C60 UL 208V	UMJ00638
iPR C600 CN 220V	UMK00531
iPR C600I EU 230V	UML00502
iPR C800 Series UL 208V	WHV01981

**iR-ADV C9200/C7200 Series**

<b>Model</b>	<b>Serial No.</b>
iR-ADV C9280 AS 230V	UDF00554
iR-ADV C9270 AS 230V	UKU00504
iR-ADV C7270 AS 230V	UKX00984
iR-ADV C7260 AS 230V	ULP00990
iR-ADV C9280 EUR 230V	TZX00512
iR-ADV C7280i EUR 230V	UKP01101
iR-ADV C7270i EUR 230V	UKZ01405
iR-ADV C7260i EUR 230V	UMB02381
iR-ADV C9280 US 208V	TZW00844
iR-ADV C9270 US 208V	UKT00711
iR-ADV C7270 US 120V	ULD02891
iR-ADV C7260 US 120V	ULK04181
iR-ADV C9280 KR 220V	UEU00501
iR-ADV C7270 KR 220V	UKY00507
iR-ADV C7260 KR 220V	ULZ00554
iR-ADV C9280 CN 220V	UMC00521
iR-ADV C9270 CN 220V	UKV00511
iR-ADV C9280 TW 220V	UJW00001
iR-ADV C9270 TW 220V	UKW00001
iR-ADV C9280 208V GOVERNMENT	LVE00527
iR-ADV C9270 208V GOVERNMENT	LVN00520
iR-ADV C7270 120V GOVERNMENT	LVY00573
iR-ADV C7260 120V GOVERNMENT	LWB00646
BUFFER PASS UNIT-J1	LWR34510

**iR-ADV C9000/C7000 Series**

\*No implemented due to production discontinuance.

# Jam (Main Unit)

## Jam code 0114 due to the coming off of the reverse guide rib from the reverse delivery door assembly

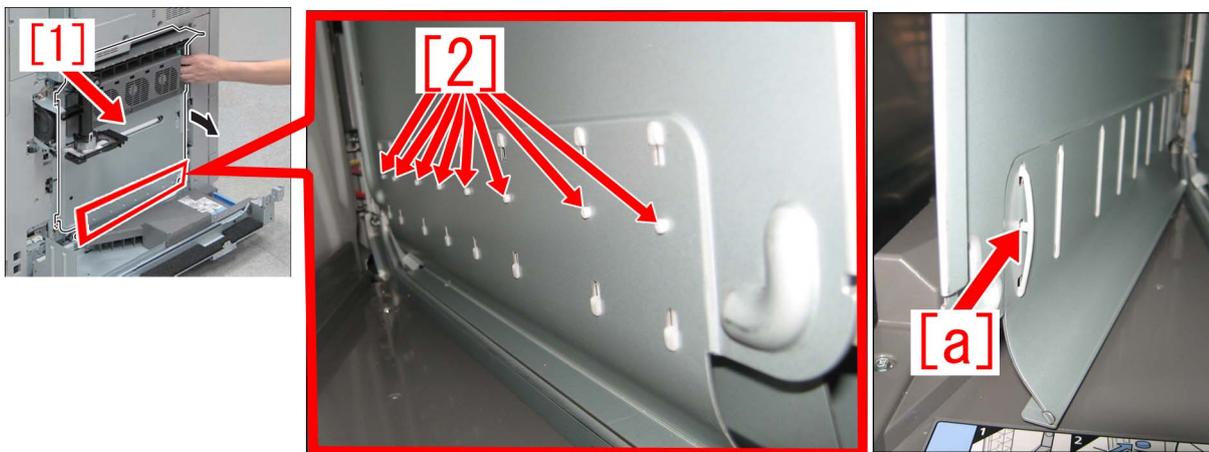
### [Symptom]

0114 jam may occur.

- 0114 : Reverse vertical path lower sensor delay.

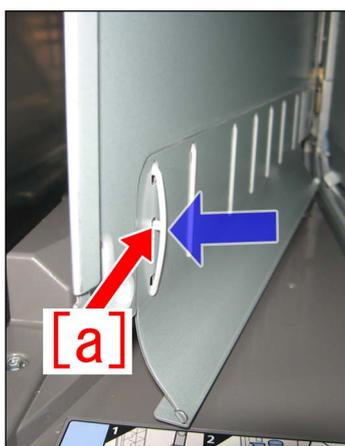
### [Cause]

The reverse guide rib would not come off from the reverse delivery door assembly [1] in normal paper feed operations. However if a hand or the like comes in contact with the boss [2] of a reverse guide rib, the reverse guide rib may be half-coupled. If paper is fed with the reverse guide rib half-coupled [a], the reverse guide rib comes off and drops in the paper path area, and resulted in the above symptom.

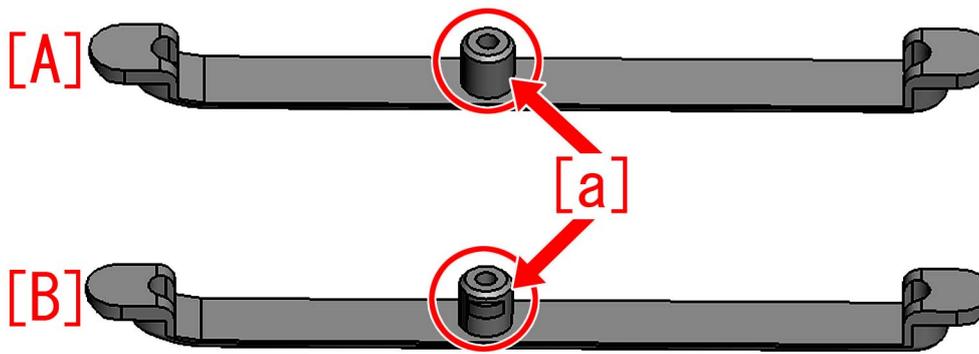


### [Service work]

When the symptom has occurred, confirm if the reverse guide rib is not half-coupled [a] or coming off, and if it occurs, then push it toward the direction of the arrow to correct the state. If the reverse guide rib still has an inclination to be half-coupled or 0114 jam recurs even after the correction, replace with the new type reverse guide rib (FC0-9866-010).



[Reference]The illustration below[A] shows the old type reverse guide rib, and [B] shows the new type. The shape of [a] has been changed.



**[Countermeasure Cut-in Serial Number in Factory]**

Model	Serial No.
iPR C800SER UL	QKJ01229
iPR C800SER UL	UME00502
iPR C800SER EU	QKM01898
iPR C800SER EU	UMF00501
iPR C800CN	QKR00539
iPR C800CN	UMG00501
iPR C700CN	QKT00540
iPR C700CN	UMH00501
iPR C60 UL	QKL00623
iPR C60 UL	UMJ00501
iPR C600 CN	QKU00531
iPR C600 CN	UMK00501
iPR C600I EU	QKP00519
iPR C600I EU	UML00501

## 020F jam code due to the shaved bushing of the inner delivery upper roller.

### [Symptom]

In the machines prior to the Countermeasure cut-in serial number in factory described below 020F jam may occur on a machine after some endurance time has elapsed.

- 020F jam: Fixing wrap sensor (PS74) stationary jam

### [Cause]

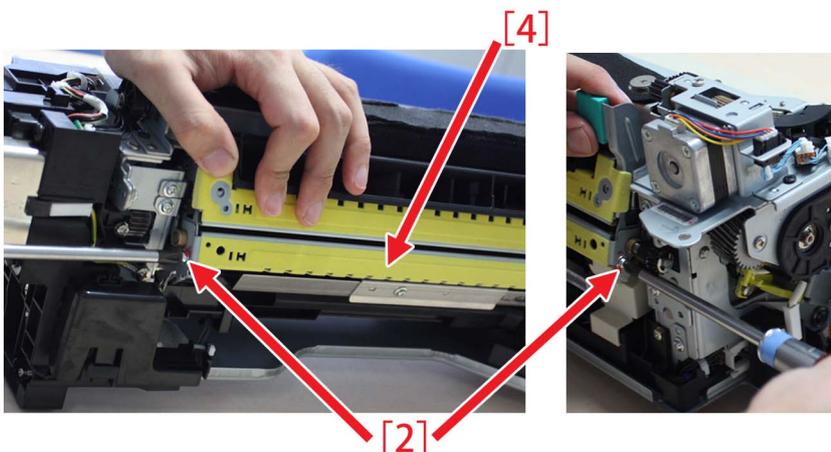
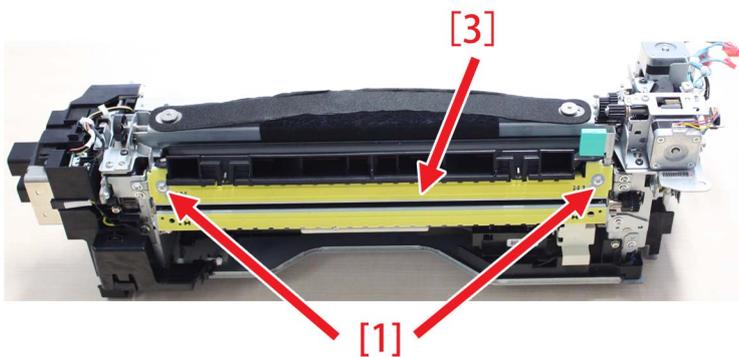
After some endurance time has elapsed, the bushing [2] of the inner delivery upper roller [1] is chipped and the chips accumulate between the bushing and the shaft, which deteriorates the sliding performance of the inner delivery upper roller and comes out as rotation failure. As a result, paper is fed insufficiently and ends in a jam.



### [Service work]

When the symptom has occurred, prepare the new type inner delivery upper roller FC8-2080-010 and a new bushing FC5-2598-000 and replace with them at a time following the procedure below.

1) Remove the 2 screws [1], another 2 screws [2], then the paper delivery upper cover [3] and the paper delivery lower cover [4].



[Caution] To mount the part, fit the bosses [5] properly.

2) Hold the grip and open the inner delivery unit.

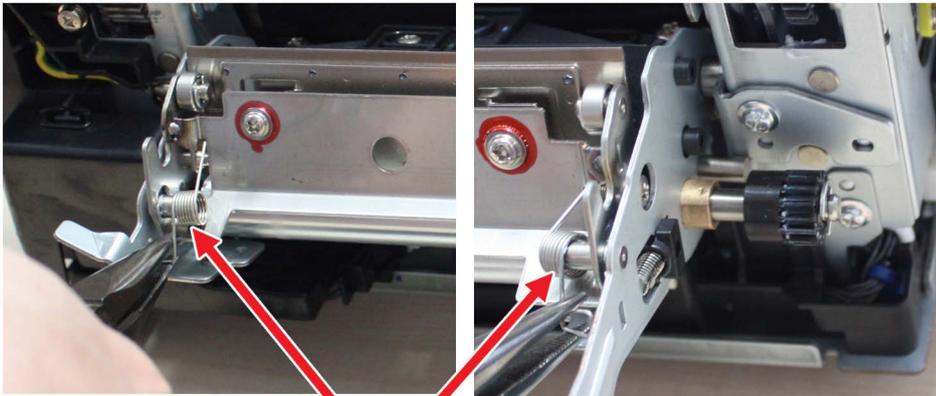
[Caution] To open the inner delivery unit, hold with both hands and open slowly.



3) Remove the 2 torsion springs [1] and the 1 metal sheet [2].

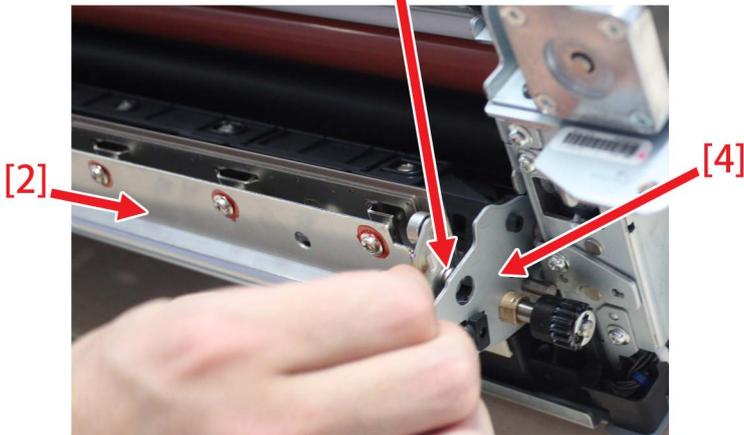
[Caution]

- Remove the metal sheet [4] by displacing it so that the screw [3] will not come in contact with the metal sheet [4].



[1]

[3]



[2]

[4]

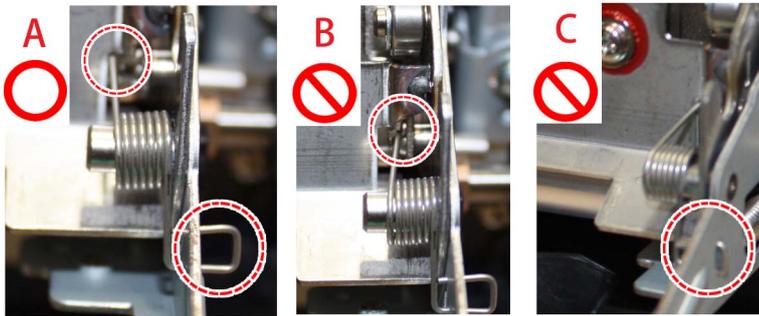
- Pay attention not to touch the portion [5].



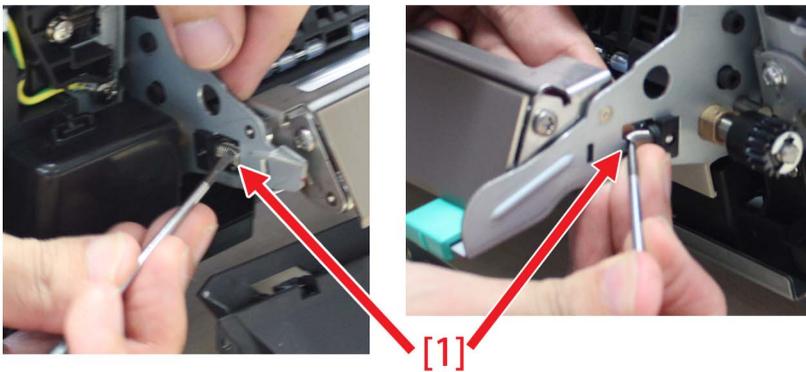
[5]

- Do not misplace the springs as it is to be reused.
- To attach the parts, attach them properly paying attention to the orientation of the springs for the front and rear sides.

A shows a state where the spring is attached appropriately, meanwhile B shows a state where the spring is attached wrongly, and C shows a state where the bending portion of the spring is inserted but only insufficiently.



4 ) Remove the 2 compression springs [1], rotate the bushing [2], then remove the inner delivery upper roller [3] and replace them with the new type inner delivery upper roller and a new bushing.



[Caution]

- There is no need to apply grease after replacing with the new type.
- Do not misplace the springs as it is to be reused.

5) Reassemble the parts in reverse order from the step 3).

[Service part]

- FC8-2080 inner delivery upper roller
- FC5-2598 bushing

**[Countermeasure cut-in serial numbers in factory]**

Model	Serial number
iPR C800SER EU/O 230V	QKM03142

iPR C800CN 220V	QKR00543
iPR C700CN 220V	QKT00559
iPR C60 UL 208V	QKL00728
iPR C600 CN 220V	QKU00533
iPR C600I EU 230V	QKP01291
iPR C800SER UL 208V	UME01284
iPR C800SER EU/O 230V	UMF00502
iPR C800 CN 220V	UMG00508
iPR C700 CN 220V	UMH00516
iPR C60 UL 208V	UMJ00610
iPR C600 CN 220V	UMK00531
iPR C600I EU 230V	UML00502
iPR C800SER UL 208V	WHV00600

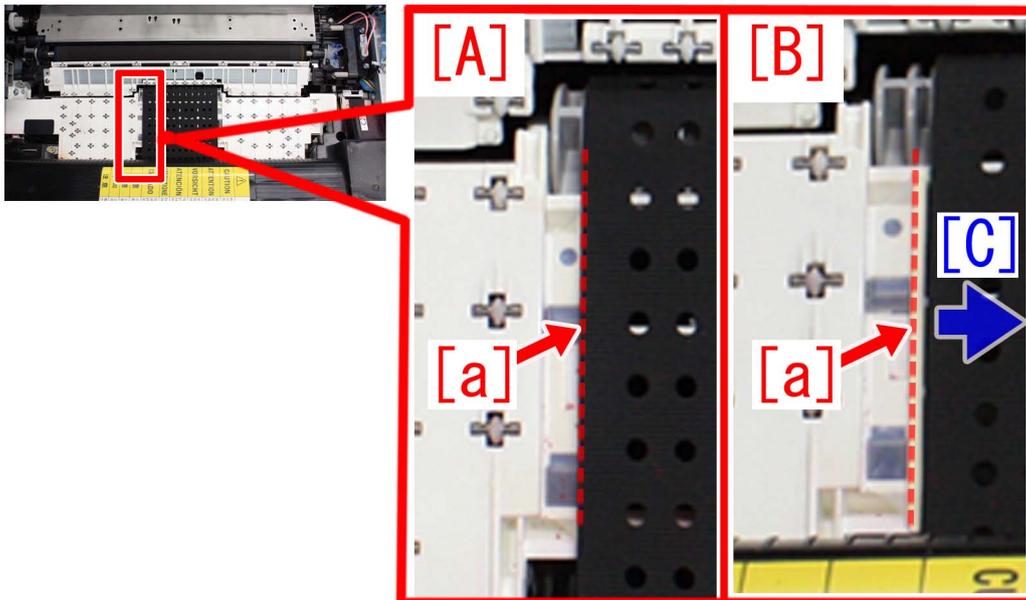
## 0110 Jam Code due to displacement of the belt in the pre-fixing paper feed assembly

### [Symptom]

On a machine with a serial number earlier than those indicated below, the belt in the pre-fixing paper feed assembly may be displaced toward the front side of the machine (in the direction of arrow [C]). Photo [A] shows the belt in the correct position, and photo [B] shows the belt displaced toward the front side of the machine. Indicated by the dotted line [a] is the guide rib of the pre-fixing paper feed assembly. The displaced state shown in [B] occurs if the belt moves beyond this dotted line.

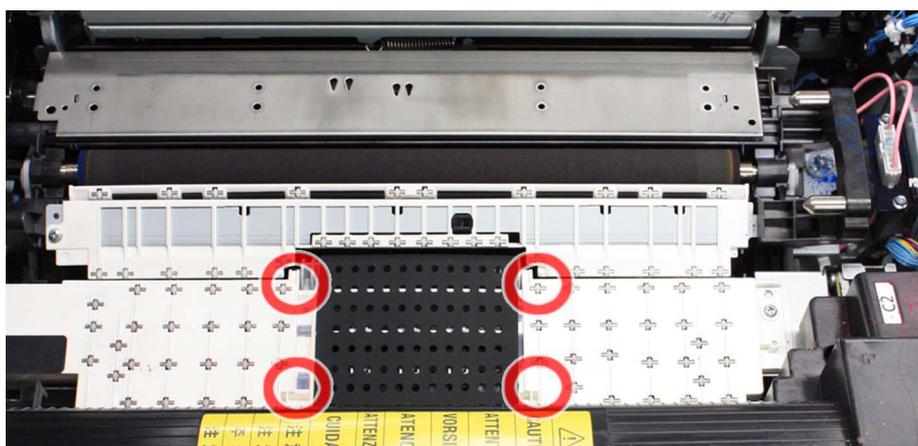
Further, this belt displacement may cause 0110 jam when small-size paper (such as a postcard) is used.

0110 jam: Fixing Inner Delivery Sensor Delay Jam



### [Cause]

The cause is misalignment of the four portions (indicated by red circles) of the pre-fixing feed shaft support in the pre-fixing paper feed assembly. Due to this misalignment, the belt is gradually displaced and the suction force of the belt is reduced. As the suction force is reduced, it becomes difficult to transfer small-size paper (such as a postcard) particularly, by keeping it pulled to the belt. This may result in the jam.

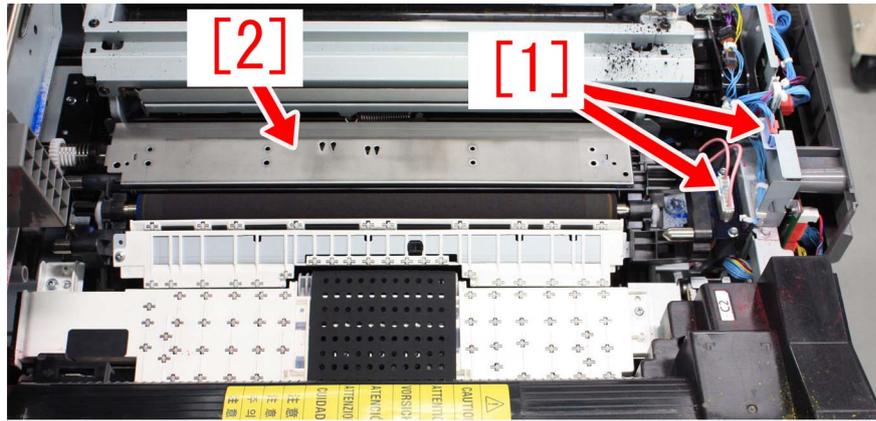


### [Remedy]

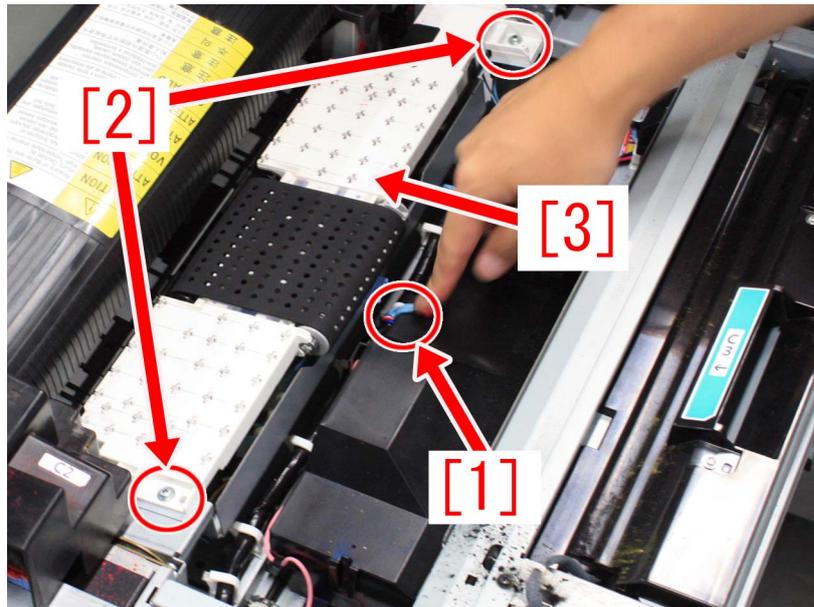
When the symptom occurs, prepare the countermeasure washer (XD1-1104-135), and add it by following the procedure below. By installing the washer (XD1-1104-135) to one portion [a] of the four portions of the pre-fixing feed shaft support, the misalignment of the belt is improved.



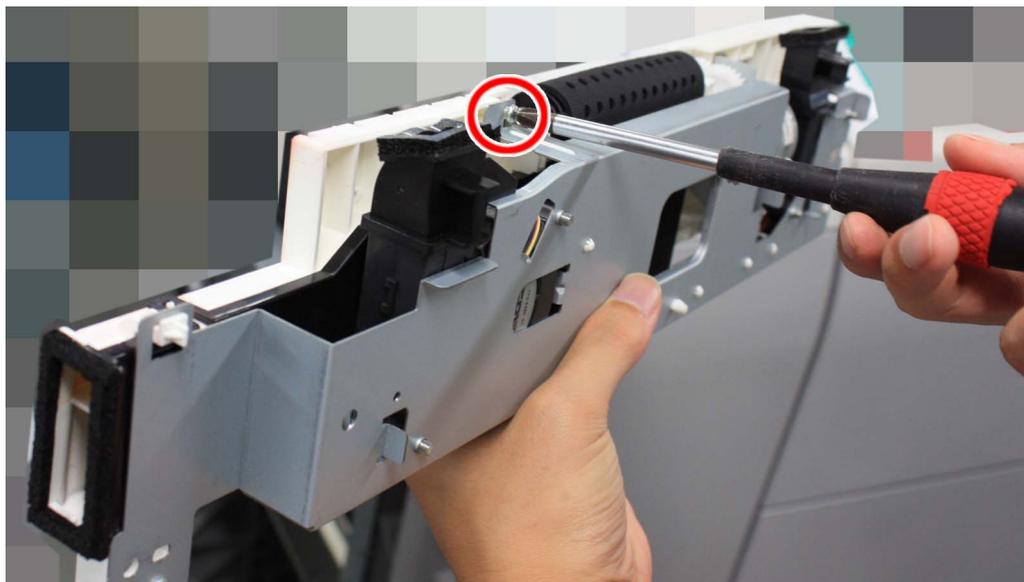
3. Remove 2 connectors [1] and remove the secondary transfer assembly [2].



4. Remove the connector [1] and 2 screws [2]. Then, remove the pre-fixing paper feed assembly [3].



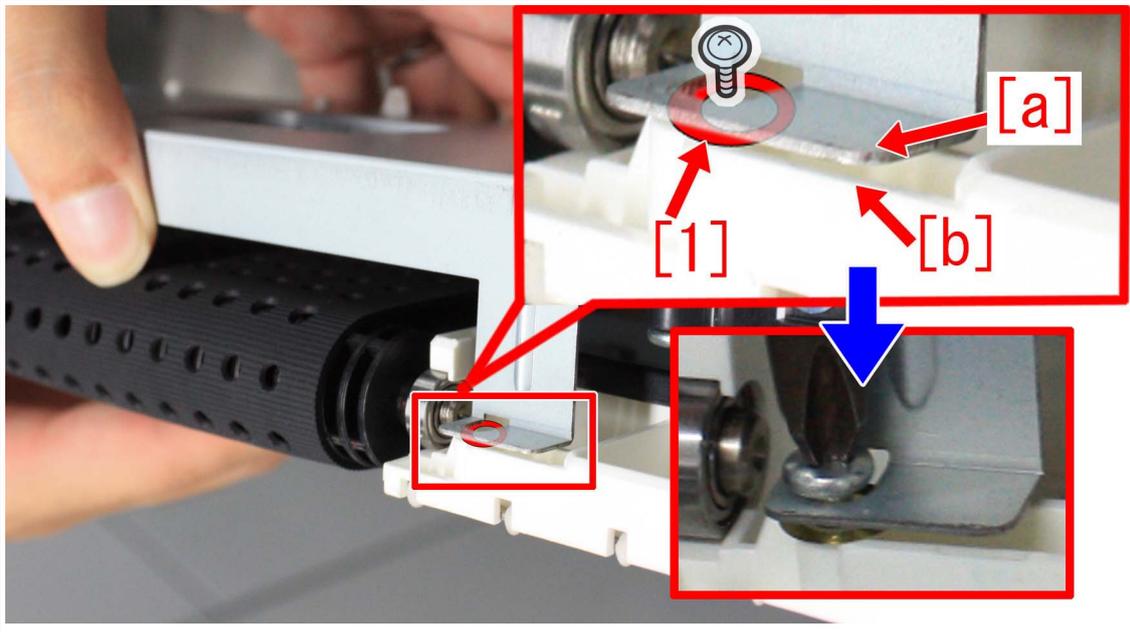
5. Turn over the pre-fixing paper feed assembly, and remove the screw.



6. Insert the washer [1] into the space between the metal plate [a] of the pre-fixing feed frame and the pre-fixing guide [b]. Place the washer to the hole of the screw removed at step 5, and tighten the screw.

**CAUTION:**

When installing the washer, be careful not to cause the washer to get inside the pre-fixing paper feed assembly.



7. Install the parts by reversing the procedure from step 4.

**[Countermeasure cut-in serial numbers in factory]**

Model	Serial Number
imagePRESS C800/C700	QKM00632

## Measures when the display of jam 011B/0118/010F/021B/0218/020F/0A1B/0A18/0A0F cannot be canceled (POD Deck Lite-B1/C1/Paper Deck Unit-E1/F1)

### [Symptom]

The display of jam may not be canceled even after removing the paper from jammed pickup unit. This may occur with the machines produced before the serial numbers mentioned in the list below.

POD DECK LITE-B1

- 011B : Deck pull-out sensor delay jam
- 021B : Deck pull-out sensor stationary jam
- 0A1B : Deck pull-out sensor power-on jam

POD DECK LITE-C1/ PAPER DECK UNIT-E1

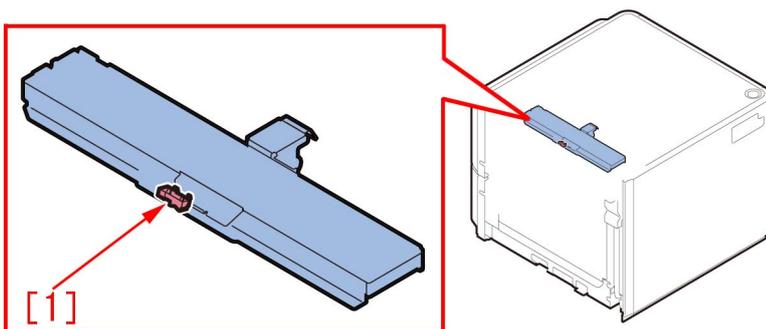
- 0118 : Deck pull-out sensor delay jam
- 0218 : Deck pull-out sensor stationary jam
- 0A18 : Deck pull-out sensor power-on jam

PAPER DECK UNIT-F1

- 010F : Deck pull-out sensor delay jam
- 020F : Deck pull-out sensor stationary jam
- 0A0F : Deck pull-out sensor power-on jam

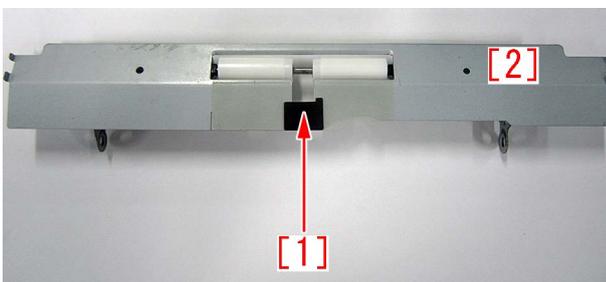
### [Cause]

The deck pull-out sensor [1] of the pickup unit may incorrectly detect the reflected light of the adjacent deck pull-out roller feeder guide as paper, resulting in the above-mentioned symptom.



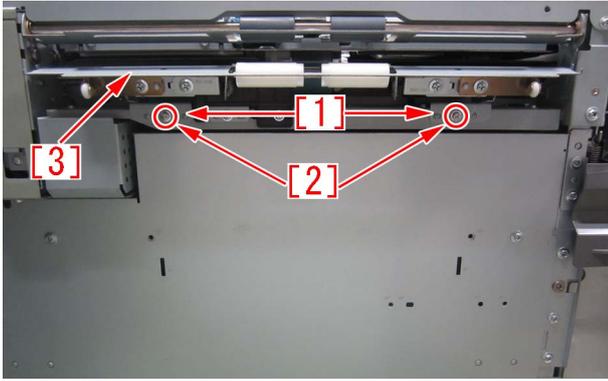
### [Service work]

When the aforementioned symptom has occurred, prepare and replace with the lower feed guide [2] (FL0-2918-000) to which the black sheet [1] is affixed following the procedure below.



The step starts where the deck is removed from the main unit.

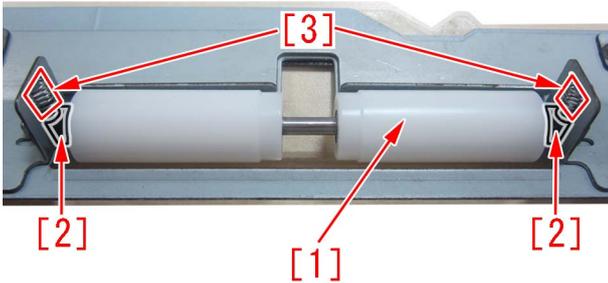
- 1) Referring to Service Manual, remove the upper left cover.
- 2) Remove the 2 screws [2] that secure the bracket [1] of the pickup unit from the left side of the deck, and then remove the deck pull-out roller feed guide [3]. When doing this, be careful not to drop any parts.



3) Remove the 4 screws [1], and then remove the 2 roller support plates [2] and the 2 brackets [3] from the deck pull-out roller feed guide.



4) Remove the roller [1], 2 bushings [2] and 2 compression springs [3] from the deck pull-out roller feed guide.



5) Replace the feed guide with the lower feed guide (FL0-2918-000).

6) Attach the parts by reversing the steps from 4).

**[Service parts]**

No.		Part Number	Description	Q'ty	Fig.No.
1	Old				F40
	New	FL0-2918-000	FEED, LOWER	0 -> 1	

**[Countermeasure cut-in serial numbers in factory]**

Model	Serial number
POD DECK LITE_B1 UL	UWD01058
POD DECK LITE_B1 EU/O	UWE02351
POD DECK LITE_B1 CN	UWF00049
POD DECK LITE_C1 US	SZK01717
POD DECK LITE_C1 EU/O	SZL01804
POD DECK LITE_C1 CN	SZM00508
PAPER DECK UNIT_E1 A4	SZB02606
PAPER DECK UNIT_E1 LTR	SZC04039
PAPER DECK UNIT_F1 LTR	WER03181

Model	Serial number
PAPER DECK UNIT_-F1 A4	WES05369

# Jam (Delivery options)

## 1004 Jam Code or folded corner on printed out paper due to positional displacement of support (Staple/Saddle/Booklet/Finisher)

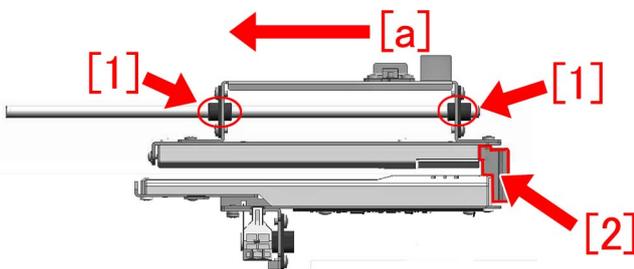
### [Symptom]

1004 jam or folded corner of printed out paper may occur on machines with serial number earlier than the following countermeasure cut-in serial numbers in factory.

- 1004 : Shift Unit Trailing Edge Sensor Delay Jam

### [Cause]

When the sliding load from the sliding part [1] inside the side registration sensor assembly is great, the side registration sensor assembly drive motor steps out and the position of the support [2] is displaced towards the front side of the product [a]. In the said condition, the paper contacts the support [2], would be skewed in delivery and may result in the aforementioned symptom.

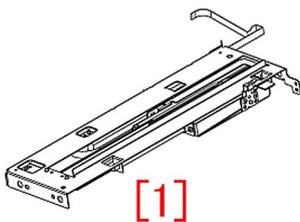


### [Service work]

When the above mentioned symptom frequents, prepare and replace with the new type side registration sensor assembly for each product referring to the service manual.

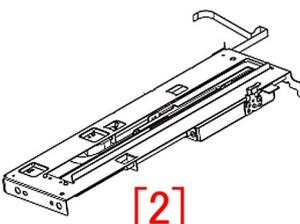
#### **A) Finisher AK1, Saddle Finisher AK2, Staple Finisher Q1/W1, Booklet Finisher Q1/W1**

- SIDE REGIST, SENSOR PCB ASS'Y [1] (FM3-5188-040)



#### **B) Finisher AN1/AF1/AJ1, Saddle Finisher AN2/AF2/AJ2**

- SIDE REGIST, SENSOR PCB ASS'Y [2] (FM4-7157-020)



### [Service parts]

A) Finisher AK1, Saddle Finisher AK2, Staple Finisher Q1/W1, Booklet Finisher Q1/W1

No.		Part Number	Description	Q'ty	Fig.No.
1	Old	FM3-5188-030	SIDE REGIST, SENSOR PCB ASS'Y	1->0	L36

No.		Part Number	Description	Q'ty	Fig.No.
1	New	FM3-5188-040	SIDE REGIST, SENSOR PCB ASS'Y	0->1	L36

B) Finisher AN1/AF1/AJ1, Saddle Finisher AN2/AF2/AJ2

No.		Part Number	Description	Q'ty	Fig.No.
1	Old	FM4-7157-010	SIDE REGIST, SENSOR PCB ASS'Y	1->0	L36
	New	FM4-7157-020	SIDE REGIST, SENSOR PCB ASS'Y	0->1	

**[Countermeasure cut-in serial numbers in factory]**

Model	Serial number
Finisher-AJ1 UL	HLT50005
Finisher-AJ1 EUR	HLU50000
Finisher-AJ1 CN	HLV50000
Saddle Finisher-AJ2 UL	HLX50000
Saddle Finisher-AJ2 EUR	HLY50000
Saddle Finisher-AJ2 CN	HLZ50000
Finisher-AK1 UL	NWB50000
Finisher-AK1 EUR	NWC50039
Finisher-AK1 CN	NWD50005
Saddle Finisher-AK2 UL	NWF50014
Saddle Finisher-AK2 EUR	NWG50005
Saddle Finisher-AK2 CN	NWH50000
Staple Finisher-Q1 UL	QXR50000
Staple Finisher-Q1 EUR	PMP50000
Booklet Finisher-Q1 UL	PMV50000
Booklet Finisher-Q1 EUR	PMW50000
Finisher-AM1 UL	QWG50019
Finisher-AM1 EU/O	QWH50000
Finisher-AM1 CN	QWJ50000
Saddle Finisher-AM2 UL	QWL50005
Saddle Finisher-AM2 EU/O	QWM50007
Saddle Finisher-AM2 CN	QWN50000
Staple Finisher-W1 UL	SWT50002
Staple Finisher-W1 EU/O	SWU50008
Staple Finisher-W1 CN	WJN50000
Booklet Finisher-W1 UL	SWW50051
Booklet Finisher-W1 EU/O	SWX50032
Booklet Finisher-W1 CN	WJP50000
Finisher-AN1 UL	WBP50000
Finisher-AN1 EU/O	WBQ50000
Finisher-AN1 CN	WBR50000
Saddle Finisher-AN2 UL	WBT50059
Saddle Finisher-AN2 EU/O	WBU50002
Saddle Finisher-AN2 CN	WBV50000

# 1008 Jam Code due to nip failure of post card feeding rollers (Finisher)

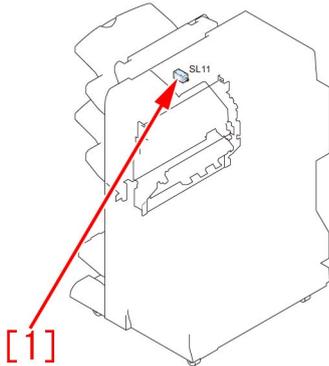
## [Symptom]

In the machine earlier than the following countermeasure cut-in serial numbers in factory, when feeding a postcard or a paper with a length less than 182mm in feeding direction, were ejected, 1008 jam may occur in rare occasion.

-1008 Jam: Buffer path 2 sensor (UN14) Delay Jam

## [Cause]

When pull in current value of the solenoid was insufficient and the installed position of estrangement solenoid unit (SL11) [1] was inappropriate, nip pressure of the postcard feeding rollers may be insufficient. This may lead to the above mentioned phenomenon.



## [Remedy/Answer]

When the aforementioned symptom has occurred, conduct the following 2 steps.

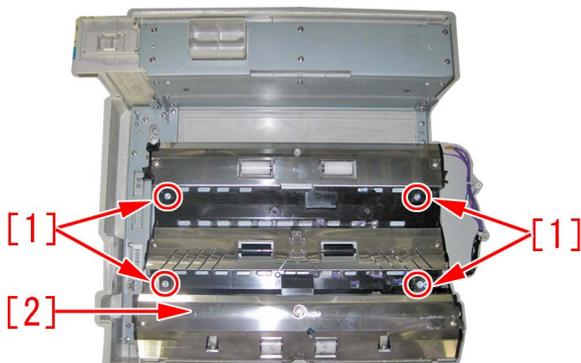
a) Upgrade the firmware of SORTER, according to the list below.

Model	Firmware Version	Service Information(Software) Ref No
Staple Finisher-Q1/Booklet Finisher-Q1	SORTER Ver.11.01	F02396
Staple Finisher-W1/Booklet Finisher-W1	SORTER Ver.12.01	F02183/ F02185
Finisher-AK1/Saddle Finisher-AK2	SORTER Ver.11.01	F02189
Finisher-AM1/Saddle Finisher-AM2	SORTER Ver.10.01	F02187
Finisher-AN1/Saddle Finisher-AN2	SORTER Ver.06.01	F02191

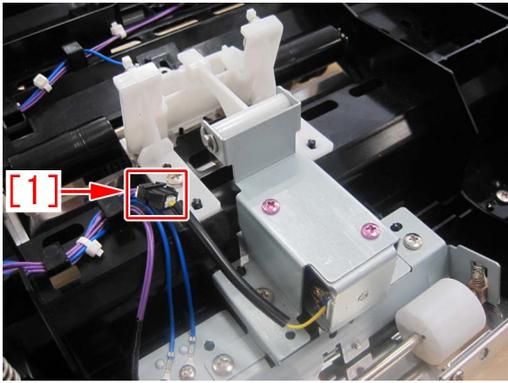
b) Prepare and replace with a new type of estrangement solenoid unit (FM1-A170-010), following the procedure below. Note that the following procedure starts from where the finisher was removed from main body of a copying machine.

b-1) Detach the upper feeder assembly, referring to the service manual.

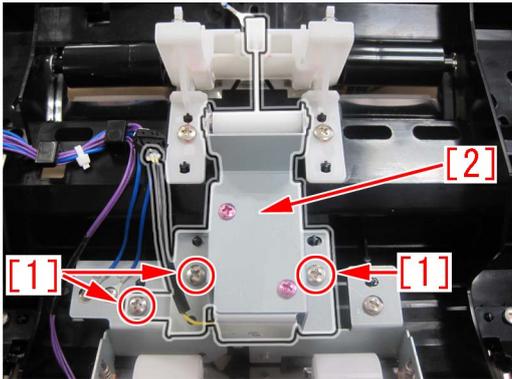
b-2) Turn over the upper feeder assembly, remove stepped screws [1] x4pcs and remove a buffer guide [2].



b-3) Disconnect a connector [1] x1pc of the estrangement solenoid unit.



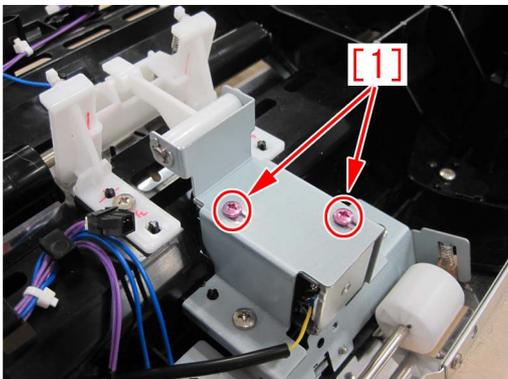
b-4) Remove screws [1] x3pcs, remove the estrangement solenoid unit [2].



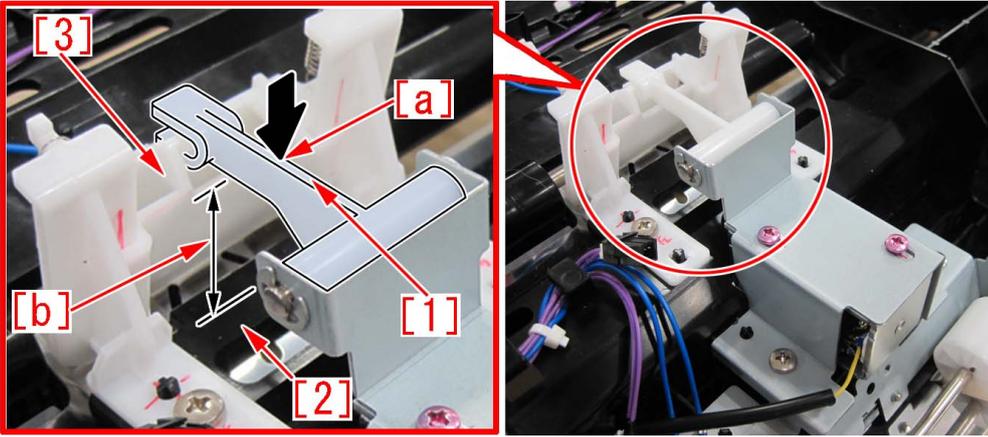
b-5) Replace with a new estrangement solenoid unit (FM1-A170-010) [1].



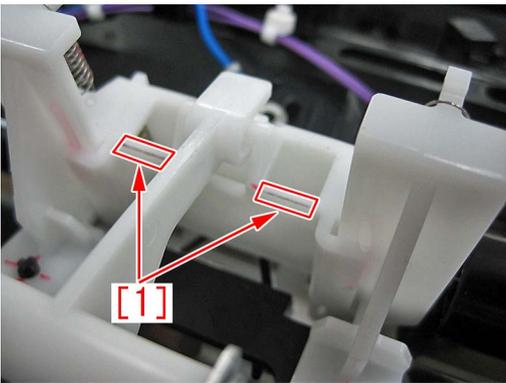
b-6) Loosen the screws [1] x2pcs, which are fixing the estrangement solenoid unit.



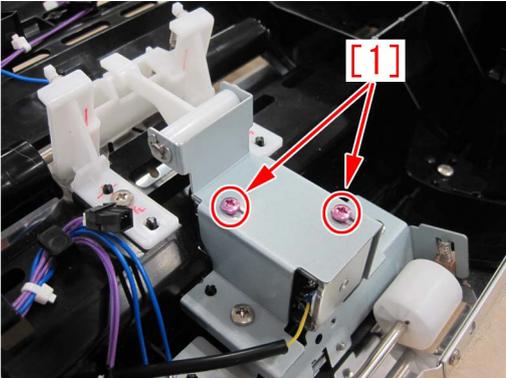
b-7) Push in the middle part [1] of the arm of estrangement solenoid unit, by a finger in a direction indicated by arrow. Measure the height [b] between the bottom of buffer guide [2] to the corner of an idler roller holder by a scale. Adjust the position of the solenoid, so that the height be in a range between 18.5 to 19.5mm.



[Reference] Marking the corner [1] of the idler roller holder by a permanent marker, may make the adjustment easier.



b-8) Fix the solenoid by screws [1] x2pcs.



b-9) Reassemble the parts in reverse order from the step b-3).

**[Service parts]**

No.		Part Number	Description	Q'ty	Fig.No.
1	Old	FM1-A170-000	ESTRANGEMENT SOLENOID UNIT	1 -> 0	L38
	New	FM1-A170-010	ESTRANGEMENT SOLENOID UNIT	0 -> 1	
2	Old	FM1-A168-000	UPPER FEEDER ASSEMBLY	1 -> 0	L38
	New	FM1-A168-010	UPPER FEEDER ASSEMBLY	0 -> 1	
3	Old	FM1-C358-000	UPPER FEEDER ASSEMBLY	1 -> 0	L38
	New	FM1-C358-010	UPPER FEEDER ASSEMBLY	0 -> 1	
4	Old	FM1-K156-000	UPPER FEEDER ASSEMBLY	1 -> 0	L38
	New	FM1-K156-010	UPPER FEEDER ASSEMBLY	0 -> 1	
5	Old	FM1-K515-000	UPPER FEEDER ASSEMBLY	1 -> 0	L38
	New	FM1-K515-010	UPPER FEEDER ASSEMBLY	0 -> 1	

**[Countermeasure cut-in serial number in factory1]**

Model	Serial No.
STAPLE FIN-Q1 UL	No implemented due to production discontinuance
STAPLE FIN-Q1 EU/O	No implemented due to production discontinuance
BOOKLET FIN-Q1 UL	No implemented due to production discontinuance
BOOKLET FIN-Q1 EU/O	No implemented due to production discontinuance
STAPLE FIN-W1 UL	SWT50501
STAPLE FIN-W1 EU/OT	SWU50384
STAPLE FIN-W1 CN	WJN50031
BOOKLET FIN-W1 UL	SWW51114
BOOKLET FIN-W1 EU/OT	SWX51014
BOOKLET FIN-W1 CN	WJP50002
FINISHER-AK1 CN	NWD50030
FINISHER-AK1 EU/O	NWC50314
FINISHER-AK1 UL	NWB50000
SADDLE FIN-AK2 CN	NWH50014
SADDLE FIN-AK2 EU/O	NWG50129
SADDLE FIN-AK2 UL	NWF50099
FINISHER-AM1 UL	QWG50023
FINISHER-AM1 EU/O	No implemented due to production discontinuance
SADDLE FIN-AM2 UL	QWL50005
SADDLE FIN-AM2 EU/O	QWM50050
SADDLE FIN-AM2 CN	QWN50014
FINISHER-AN1 US	WBP50000
FINISHER-AN1 EU/OT	WBQ50088
FINISHER-AN1 CN	WBR50014
SADDLE FIN-AN2 US	WBT50297
SADDLE FIN-AN2 EU/OT	WBU50154
SADDLE FIN-AN2 CN	WBV50004

**[Countermeasure cut-in serial number in factory2]**

Model	Serial No.
STAPLE FIN-Q1 UL	QXR50000
STAPLE FIN-Q1 EU/O	PMP50000
BOOKLET FIN-Q1 UL	PMV50000
BOOKLET FIN-Q1 EU/O	PMW50000
STAPLE FIN-W1 UL	SWT50707
STAPLE FIN-W1 EU/OT	SWU50550
STAPLE FIN-W1 CN	WJN50053
BOOKLET FIN-W1 UL	SWW51651
BOOKLET FIN-W1 EU/OT	SWX51329
BOOKLET FIN-W1 CN	WJP50021
FINISHER-AK1 CN	NWD50030
FINISHER-AK1 EU/O	NWC50323
FINISHER-AK1 UL	NWB50000
SADDLE FIN-AK2 CN	NWH50014
SADDLE FIN-AK2 EU/O	NWG50133
SADDLE FIN-AK2 UL	NWF50129
FINISHER-AM1 UL	QWG50023
FINISHER-AM1 EU/O	QWH50000
SADDLE FIN-AM2 UL	QWL50005
SADDLE FIN-AM2 EU/O	QWM50058
SADDLE FIN-AM2 CN	QWN50014
FINISHER-AN1 US	WBP50000

<b>Model</b>	<b>Serial No.</b>
FINISHER-AN1 EU/OT	WBQ50108
FINISHER-AN1 CN	WBR50025
SADDLE FIN-AN2 US	WBT50432
SADDLE FIN-AN2 EU/OT	WBU50201
SADDLE FIN-AN2 CN	WBV50006

## 1014/1086/10B5/10E9/17B5/17E9 Jam codes due to softened spacer (Paper Folding Unit/Document Insertion / Folding Unit)

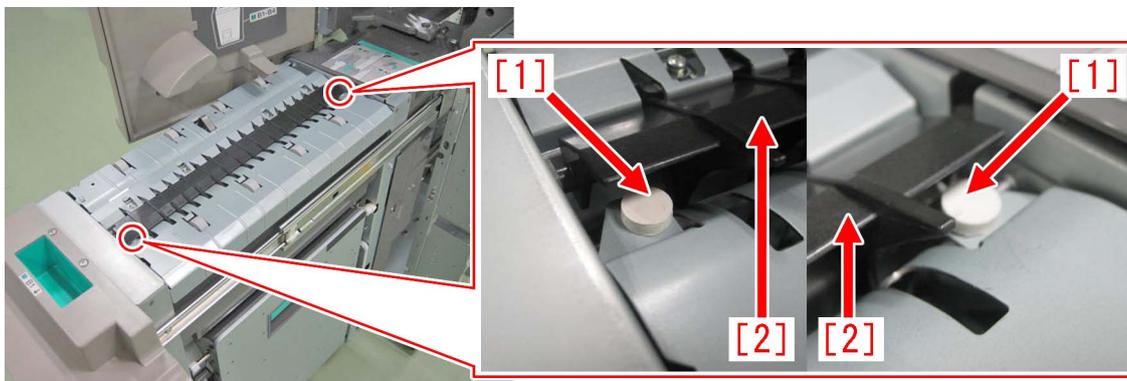
### [Symptom/Question]

In the machine earlier than the following countermeasure cut-in serial numbers in factory, when making copies using the paper folding unit, 1014/1086/10B5/10E9/17B5/17E9 Jams may occur.

- 1014: Slowdown timing sensor (S24) Delay Jam
- 1086: Inlet sensor (S20), Slowdown timing sensor (S30) Delay Jam
- 10B5: Slowdown timing sensor (S24) Delay Jam
- 17B5: Slowdown timing sensor (S24) Delay Jam
- 10E9: Slowdown timing sensor (S30) Delay Jam
- 17E9: Slowdown timing sensor (S30) Delay Jam

### [Cause]

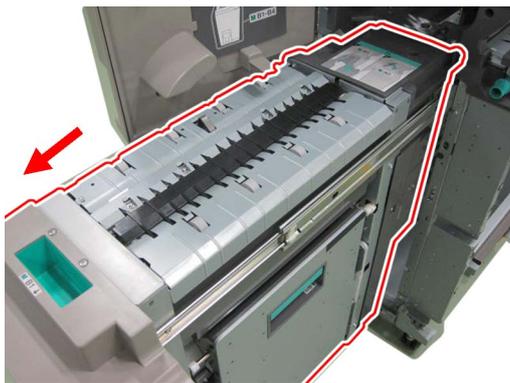
As the spacer [1] gets softened and its surface gets sticky, the folding/straight flapper [2] sticks to it, causing the above symptom to occur.



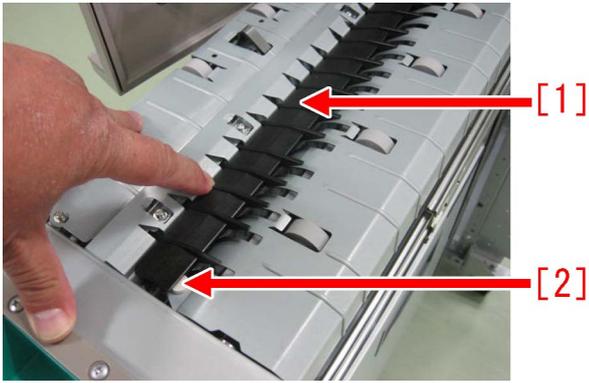
### [Remedy/Answer]

Follow the steps below and check if the spacer [1] is stuck to the folding/straight flapper [2]. If it is stuck, prepare the 2 new type spacers (FL1-6535-000) and replace with them.

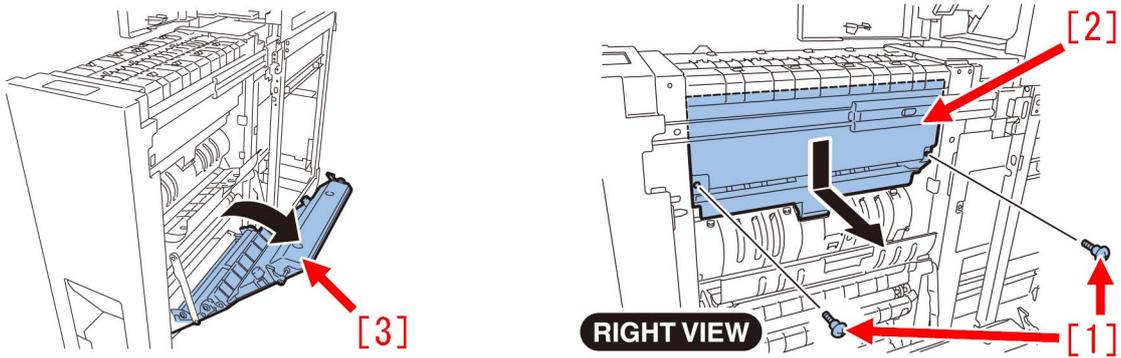
- 1) Refer to Service Manual and pull out the folding unit in the direction of the arrow.



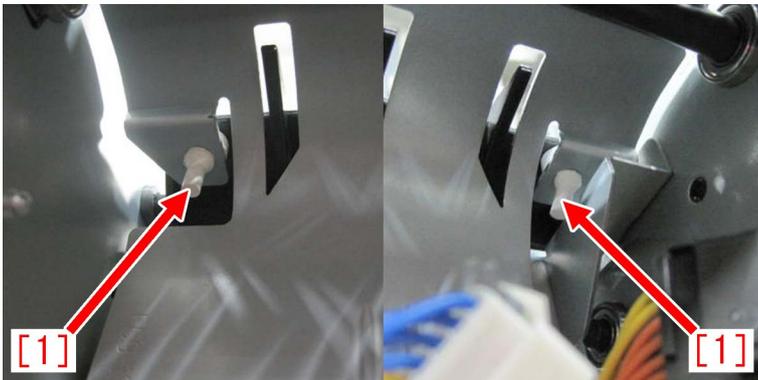
- 2) Press the folding/straight flapper [1] lightly with a finger and check if it is stuck to the spacer [2]. If the folding/straight flapper and the spacer are stuck together, proceed to the step 3). If not, look for another cause.



3) Fully open the right feeder guide unit [3], remove the 2 screws [1] and then remove the right inner cover [2].



4) Look inside the unit from where the right inner cover was removed from and press the 2 spacers [1] from the bottom side using needlenose pliers, etc. and remove them.



[Note] When removing the spacers, be sure not to break it as when the spacer breaks and falls inside the machine, jam and error may occur.

The photo below shows the normal spacer [A] and the broken spacer [B].

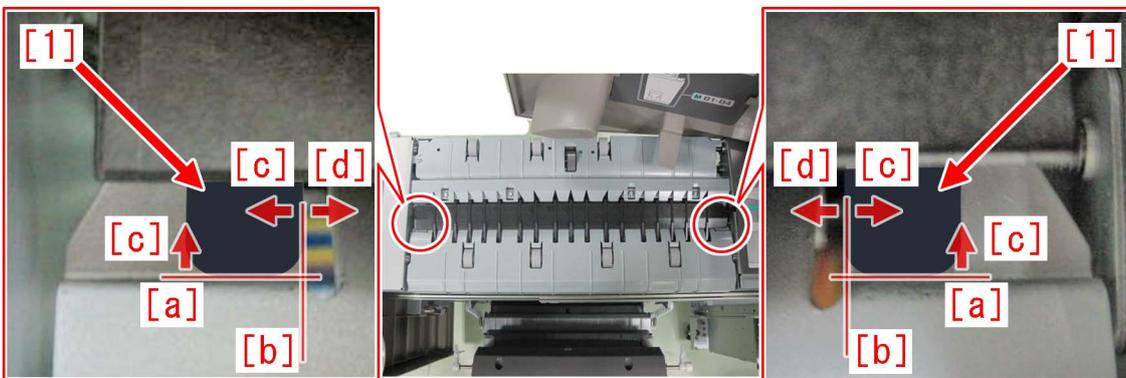


5) Attach the new type spacers [B] to the areas in front and rear sides of the folding unit as marked with circles [1] in the photo below. [A] is the old type spacer.



6) Attach the spacers in the arrow side [c] of the reference lines [a] and [b]. A deviation up to +2mm in the arrow side [c] can be tolerated.

[Note] Be sure that the spacer does not go into the arrow side [d] beyond the reference line [b].



7) Attach the right inner cover in the reverse order of the step 3) and close the cover.

[Service parts]

No.		Part Number	Description	Q'ty	Fig. No.
1	Old	FC7-7584-000	SPACER	2 -> 0	Fig L37/N14/N37/O15
	New	FL1-6535-000	SPACER	0 -> 2	Fig L37/N14/N37/O15

**[Countermeasure cut-in serial numbers in factory]**

Model	Serial No.
Paper Folding Unit-E1	To be informed as soon as identified.
Paper Folding Unit-F1	DEP11065~
Paper Folding Unit-G1	FMU51186~
Paper Folding Unit-H1	No implemented due to production discontinuance
Paper Folding Unit-J1	SYL01726~
Document Insertion/ Folding Unit-F1 OT	No implemented due to production discontinuance
Document Insertion / Folding Unit-G1 US	No implemented due to production discontinuance
Document Insertion / Folding Unit-G1 EU	No implemented due to production discontinuance
Document Insertion / Folding Uni-H1 US	No implemented due to production discontinuance
Document Insertion / Folding UniT-H1 EU	No implemented due to production discontinuance
Document Insertion / Folding Uni-H1 CN	No implemented due to production discontinuance
Document Insertion / Folding Unit-J1 US	SZT00569~
Document Insertion / Folding Unit-J1 EU/O	SZU00551~.
Document Insertion / Folding Unit-J1 CN	SZV00503~
Document Insertion / Folding Unit-K1 US	WGJ00717~

Model	Serial No.
Document Insertion / Folding Unit-K1 EU/O	WGK00631~
Document Insertion / Folding Unit-K1 CN	WGL01726~

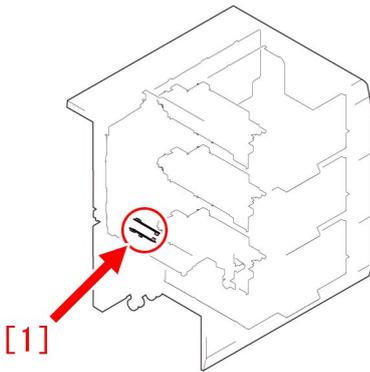
## 2828 jam code due to misdetection of the double feed sensor assembly(Paper Deck Double Feeding Detection Kit -A1)

### [Symptom/Question]

2828 jam may occur when feeding paper from the Multi-drawer Paper Deck with the paper deck double feeding detection Kit-A1.  
-2828: double feed jam (S009, S010)

### [Cause]

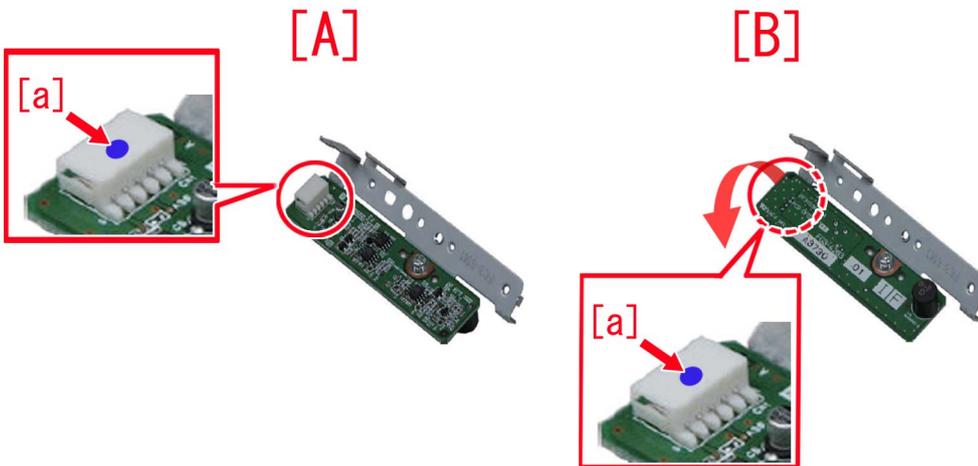
If one feeding sheet is wrongly detected as two sheets or over, due to inconsistent sensor adjustment value of the double feed sensor assembly (FM4-3471-000) [1], the above-mentioned symptom occurs.



### [Remedy/Answer]

If the above-mentioned symptom occurs, prepare the new-type double feed sensor assembly (FM4-3471-010) with the adjustment value changed, and perform replacement by referring to "Installing the Paper Deck Double Feeding Detection Kit" in Installation Procedure of Service Manual.

[Reference] There are blue marks [a] for identification on the connectors of the reception PCB [A] and the transmission PCB [B] of the new-type double feed sensor assembly with the adjustment value changed. The connector of the transmission PCB [B] is on its back side.



[Service parts]

No.		Part Number	Description	Q'ty	Fig. No.
1	Old	FM4-3471-000	DOUBLE FEED SENSOR ASS'Y	1->0	T01
	New	FM4-3471-010	DOUBLE FEED SENSOR ASS'Y	0->1	T01

## 110F jam code due to meshing failure on timing belt of operation feed motor (M26) (Staple/Saddle/Booklet/Finisher)

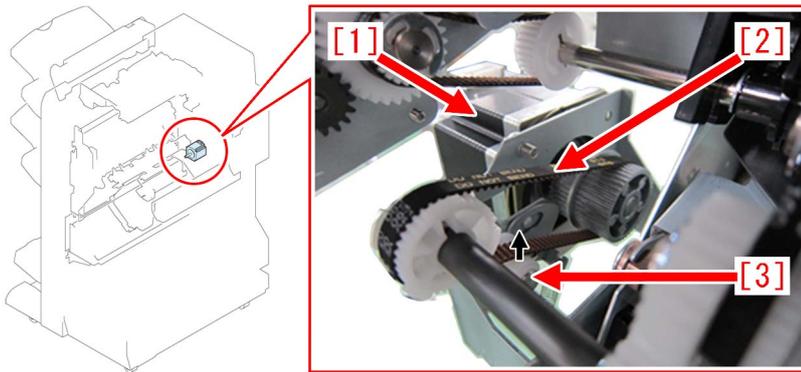
### [Symptom/Question]

In the machine earlier than the following countermeasure cut-in serial numbers in factory, when printing using the finisher, 110F jam may occur.

- 110F: Lower Delivery Sensor (PS6) Stationary Jam

### [Cause]

The timing belt [2] in the operation feed motor (M26) [1] is designed to keep its tension and prevent from being loose by having the tensioner [3] pressed in the direction of the arrow. This tensioning method is "unfixed type". However, the pressing power of the tensioner [3] in the unfixed type is insufficient in some cases and when the operation feed motor (M26) [1] drives rapidly a meshing failure occurs on the timing belt because of power, resulting in the above symptom.

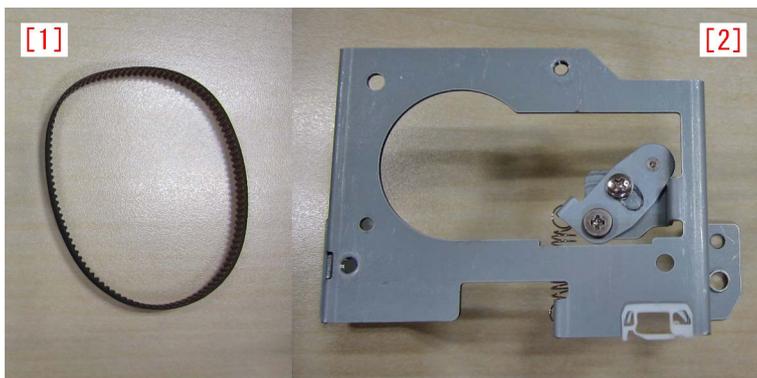


### [Remedy/Answer]

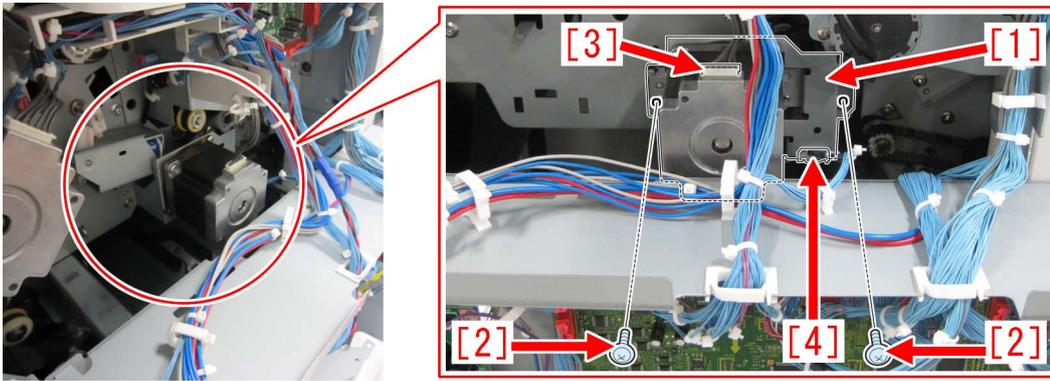
When the above symptom occurs, prepare and replace the paper delivery drive set (L) (4Y8-3156-000).

The paper delivery drive set (L) (4Y8-3156-000) contains the following 2 items.

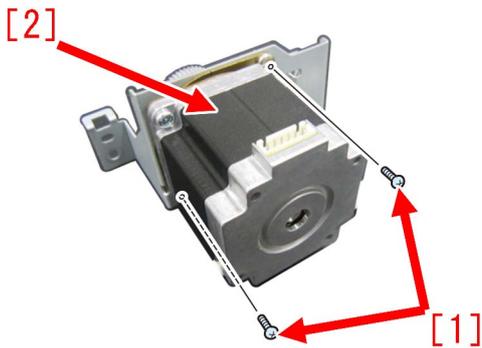
- Timing belt [1]
- Paper delivery drive assembly (L) [2]



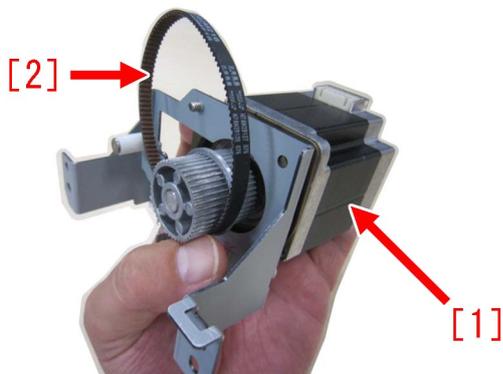
- 1) Refer to "Removing the Rear Cover" of Service Manual and remove the rear cover.
- 2) Remove the 2 screws [2], the connector [3] and the edge saddle [4], and then remove the paper delivery drive assembly (L) [1] including the motor.



3) Remove the 2 screws [1] and then remove the motor [2]. Then, attach the motor to the paper delivery drive assembly (L) which is included in the set. To attach the motor, use the 2 screws that were previously removed [1].



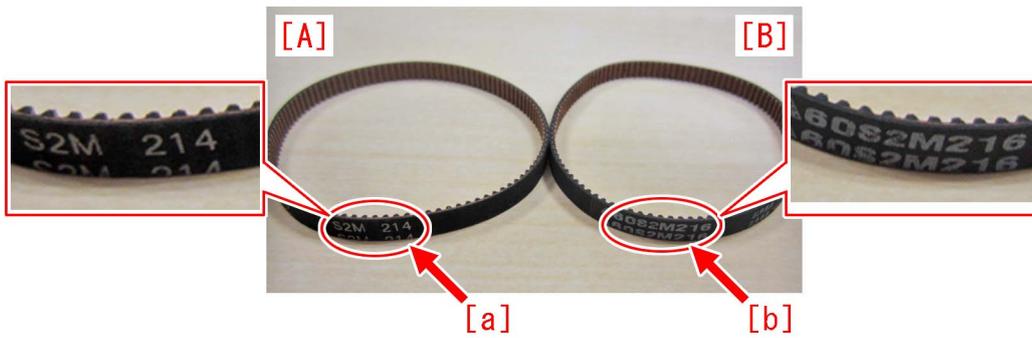
4) After attaching the timing belt [2] that is included in the set to the paper delivery drive assembly (L) [1] with the motor attached, attach the whole thing to the machine using the 2 screws removed in the step 2).



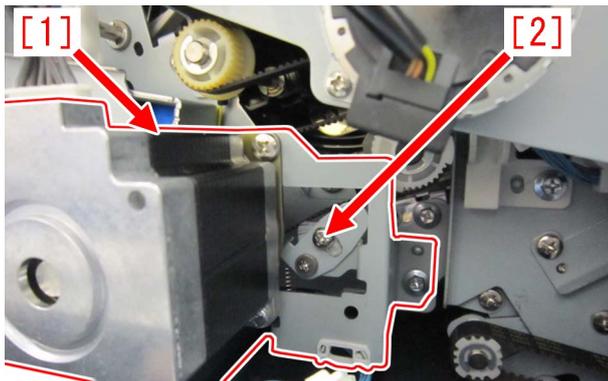
[Note] When replacing to the paper delivery drive assembly (L), be sure to also replace the timing belt [B] at the same time that is included in the set. 110F jam occurs when using the old type timing belt [A] as the number of teeth of the new type is different from the old type originally attached to the engine.

In the photo below, [A] is the old type and [B] is the new type.

The old type [A] has "S2M 214" [a] printed on it. The new type [B] has "60S2M216" [b] printed on it.



5) Loosen the screw [2] on the tensioner plate of the paper delivery drive assembly (L) [1]. (By loosening the screw, tension is applied to the timing belt.)



6) Tighten the screw which was loosened in the step 5) and attach the rear cover.  
[ Service parts]

No		Part Number	Description	Q'ty	Fig. No.
1	Old	XF2-3610-760	BELT, TIMING	1->0	L30
	New	4Y8-3156-000	PAPER DELIVERY DRIVE SET (L)	0->1	
2	Old	FM3-5848-000	* PAPER DELIVERY DRIVE ASS'Y (L)	1->0	L30
	New	4Y8-3156-000	PAPER DELIVERY DRIVE SET (L)	0->1	
3	Old	FS2-9394-020	* SCREW, STEPPED, M3X1.4	1->0	L30
	New				
4	Old	FK2-1704-000	* MOTOR, STEPPING, DC	3->4	L30
	New				

\* PAPER DELIVERY DRIVE ASS'Y (L) (FM3-5848-000) is discontinued. The DC stepping motor "FK2-1704-000" used in this assembly is set up as a single part and the M3X1.4 stepped screw (FS2-9394-020) is discontinued.

### [Countermeasure cut-in serial numbers in factory]

Model	Serial No.
FINISHER-AJ1 EU/OT	No implemented due to production discontinuance
FINISHER-AJ1 CN	No implemented due to production discontinuance
FINISHER-AK1 UL	No implemented due to production discontinuance
FINISHER-AK1 EU/O	NWC50349
FINISHER-AK1 CN	NWD50030
FINISHER-AM1 UL	No implemented due to production discontinuance
FINISHER-AM1 EU/O	No implemented due to production discontinuance
FINISHER-AM1 CN	No implemented due to production discontinuance
FINISHER-AN1 US	WBP50086
FINISHER-AN1 EU/O	WBQ50210
FINISHER-AN1 CN	WBR50060
SADDLE FINISHER-AF2 UL	No implemented due to production discontinuance

Model	Serial No.
SADDLE FINISHER-AF2 EU/O	No implemented due to production discontinuance
SADDLE FINISHER-AF2 CN	No implemented due to production discontinuance
SADDLE FINISHER-AJ2 UL	No implemented due to production discontinuance
SADDLE FINISHER-AJ2 EU/O	No implemented due to production discontinuance
SADDLE FINISHER-AJ2 CN	No implemented due to production discontinuance
SADDLE FINISHER-AK2 UL	NWF50146
SADDLE FINISHER-AK2 EU/O	NWG50144
SADDLE FINISHER-AK2 CN	NWH50014
SADDLE FINISHER-AM2 UL	No implemented due to production discontinuance
SADDLE FINISHER-AM2 EU/O	No implemented due to production discontinuance
SADDLE FINISHER-AM2 CN	No implemented due to production discontinuance
SADDLE FINISHER-AN2 US	WBT50743
SADDLE FINISHER-AN2 EU/O	WBU50381
SADDLE FINISHER-AN2 CN	WBV50006
STAPLE FINISHER-F1 UL	No implemented due to production discontinuance
STAPLE FINISHER-F1 EU/O	No implemented due to production discontinuance
STAPLE FINISHER-Q1 UL	No implemented due to production discontinuance
STAPLE FINISHER-Q1 EU/O	No implemented due to production discontinuance
STAPLE FINISHER-W1 UL	SWT51728
STAPLE FINISHER-W1 EU/O	SWU51291
STAPLE FINISHER-W1 CN	WJN50164
BOOKLET FINISHER-F1 UL	No implemented due to production discontinuance
BOOKLET FINISHER-F1 EU/O	No implemented due to production discontinuance
BOOKLET FINISHER-Q1 UL	No implemented due to production discontinuance
BOOKLET FINISHER-Q1 EU/O	No implemented due to production discontinuance
BOOKLET FINISHER-W1 UL	SWW53340
BOOKLET FINISHER-W1 EU/O	SWX52248
BOOKLET FINISHER-W1 CN	WJP50068

# Error Code

## E025-0x51/E020-0xA8 occurring, due to disconnection of connector, with System Software version earlier than Ver. 20.02(DSUB1 Ver.20.02)

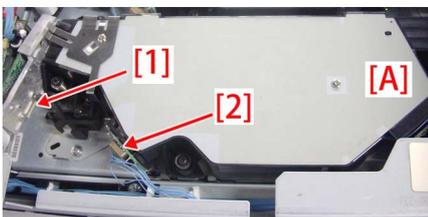
### [Symptom]

During full color printing, E025-0x51 or E020-0xA8 may occur on about 15th sheet.

- E025-0x51: Toner density sensor (Y/M/C) output upper limit error (x=Y: 1, M: 2, C: 3)
- E020-0xA8: Toner density sensor (Y/M/C) output upper/lower limit error (x=Y: 1, M: 2, C: 3)

### [Cause]

The symptom occurs on a machine with System Software Version earlier than xxxx when either the connector on J3 [1] of the laser driver PCB or the connector on J1 [2] of the APC PCB is disconnected in the laser scanner unit [A].



### [Service work]

1) Check the connector on J3 of the laser driver PCB and the connector on J1 of the APC PCB in the laser scanner unit of a color that corresponds to the occurring error code. Check whether these connectors are disconnected. If the connectors are not disconnected, check other factors (disconnection of cable and PCB etc.)

2) Turn ON the main power SW of the machine, and check whether no error occurs.

If no error occurs, go to step 4).

If E029-x021 (Patch sensor density upper/lower limit error) occurs, go to step 3).

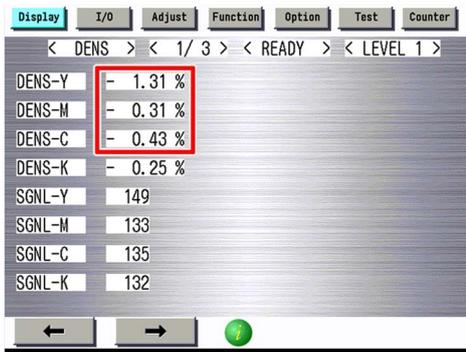
If E025-0x51 or E020-0xA8 occurs, check other factors.

3) In Service Mode > Mode List > COPIER > INSTALL > AINR-OFF, set "1" and press "OK" (Default: 0).

[Caution] With this setting, the warm-up rotation is not performed. If the machine is used continuously without setting this back to the original setting, a faulty image may occur.



4) Go to Service Mode > Mode List > COPIER > DISPLAY > DENS, and check that the value in "DENS-Y/M/C" is in the range from "-8" to "8".



5) If the value in "DENS-Y/M/C" is outside the range from "-8" to "8", perform duplex printing with A4 or LTR to output 25 blank sheets.

6) If the value in "DENS-Y/M/C" is still outside the range from "-8" to "8", perform step 5) again.

After the value falls in the range from "-8" to "8", go to step 7) if "AINR-OFF" has been changed, or go to step 8) if "AINR-OFF" has not been changed.

7) In Service Mode> Mode List > COPIER > INSTALL > AINR-OFF, set the value back to "0". Then turn OFF/ON the main power SW of the machine.

[Caution] Without setting it back, and if the machine is used continuously, a faulty image may occur. Be sure to set the value back to "0".

8) Select Settings/Registration > Adjustment/Maintenance > Adjust Image Quality > Auto Adjust Gradation, and then press the "Full Adjust" button.



9) Select a paper source of the paper type that needs to undergo the correction, and press "OK". According to the message appearing on the screen, output a test print and scan it, and perform Full Adjust.

[Reference] The following shows recommended paper for Japan, USA, and Europe.

- JPN: GF-C081/81.4g [Oji Paper]

- USA: Color copy Digital 28lb/105g [International Paper]

- EUR: Océ SAT023 Top Colour Paper FSC 100/100g [Océ]

10) Output the image having shown the symptom, and check that no error occurs.

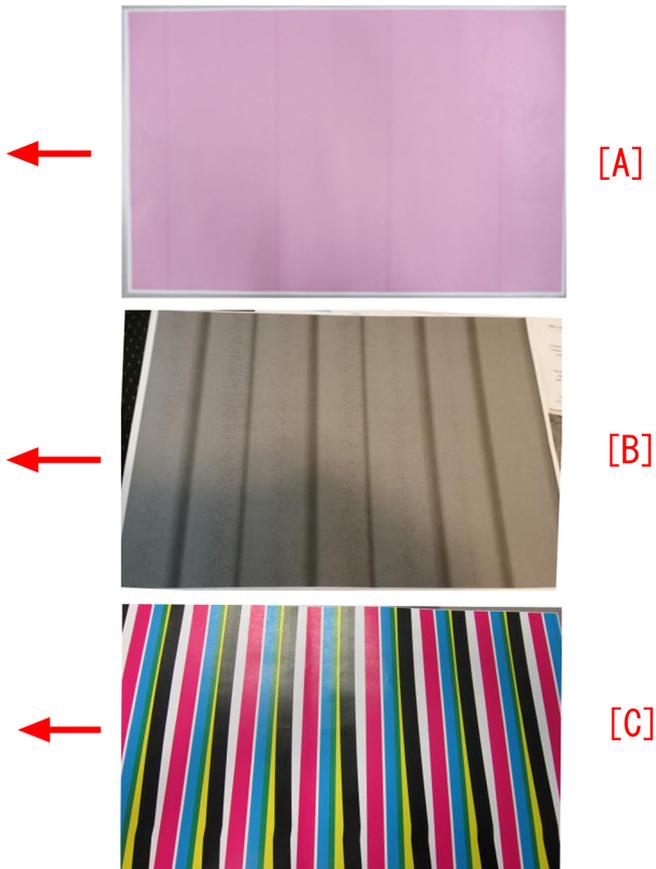
If the symptom does not improve, check other factors.

## Uneven pitch at regular interval (120 mm /60 mm), color displacement or the occurrence of E012-050x due to deformation of encoder support plate

### [Symptom]

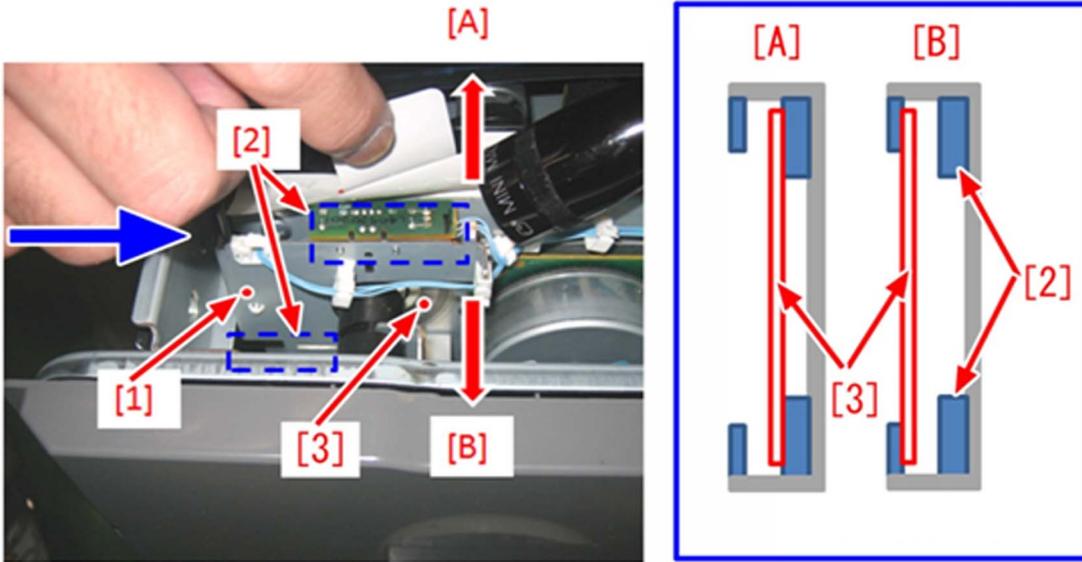
In the machines prior to the Countermeasure cut-in serial number in factory described below Image failure such as uneven pitch at around 120 mm intervals [A] or 60 mm intervals [B] in paper feed direction, or color displacement [C] may occur. Also one of E012-0500 / 0502 / 0503 may occur after the occurrence of the image failure.

- E012-0500 : ITB Drive Motor drive detection error
- E012-0502 : ITB speed detection error
- E012-0503 : ITB speed detection error



### [Cause]

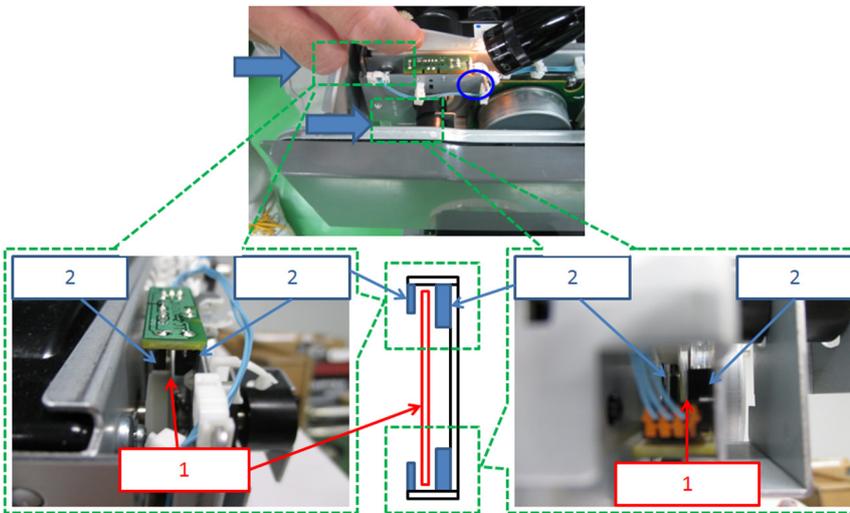
When encoder support plate [1] for ITB unit is deformed to the direction of arrows [A] or [B], the encoder sensors [2] attached the encoder support plate may come into contact with encoder [3]. The encoder shaves the surface of the encoder sensors due to this contact, and the accumulation of shaving chips in the slit of the encode sensors causes detective failure and then it results in the above symptom.



**[Service work]**

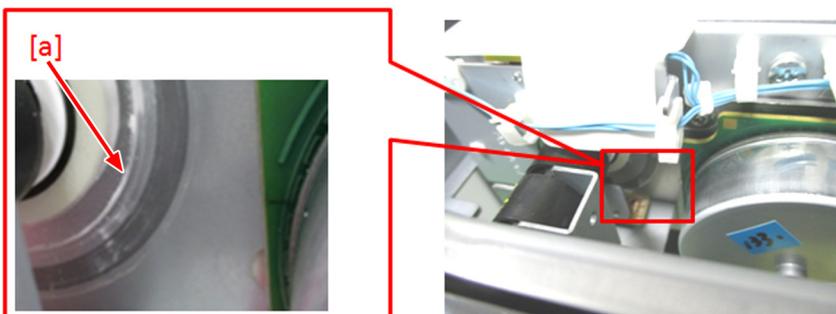
When the symptom occurs, correct a part or replace the intermediate transfer belt drive unit with new one in the following procedures.

- 1) Pull out the ITB unit forward.
- 2) Check if the ITB encoder comes into contact with encoder sensors [2] or not, by looking into them from the direction of the arrow.
- 2-a) When the ITB encoder comes into contact with encoder sensors, go to Step 3).
- 2-b) When the ITB encoder does not come into contact with encoder sensors, go to Step 16).

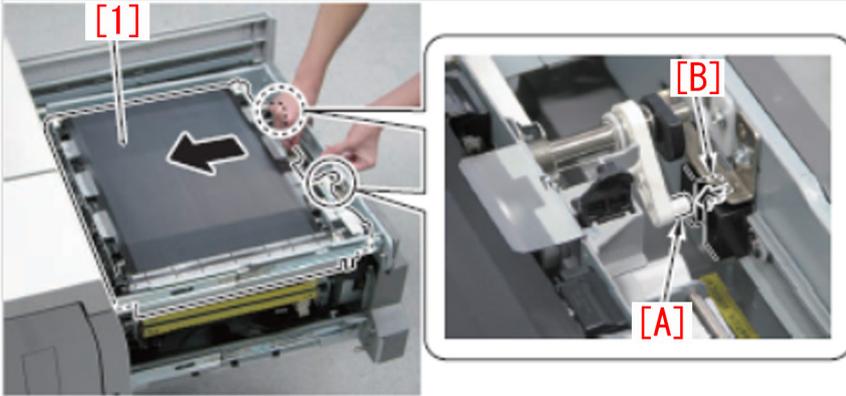


3) Check if the surface of ITB encoder has shaving chips of encode sensors. [a] is the portion where shaving chips sticks to.

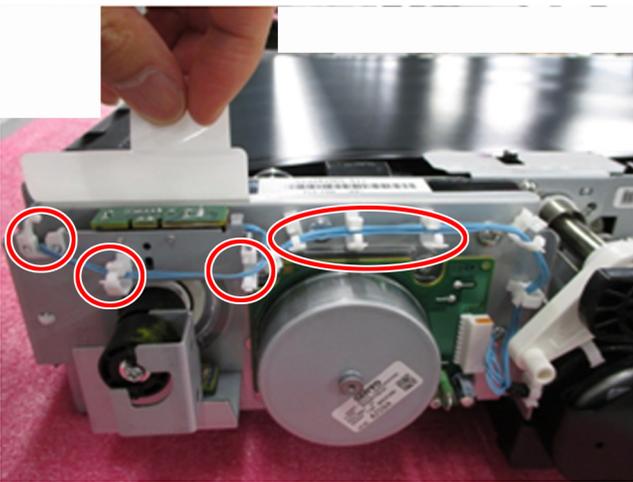
- 3-a) If there are shaving chips on the surface of ITB encoder, go to Step 4)
- 3-b) If there are not shaving chips on the surface of ITB encoder, go to Step 10) to check another fact because it is different from this cause.



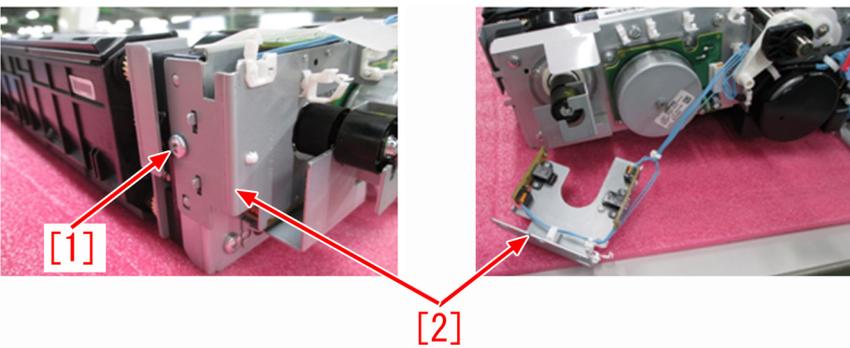
4) Check the points of note when removing the ITB unit in the service manual and then demount ITB unit from the main body. Move the ITB unit to the direction of the arrow, and remove the edge [A] of the ITB pressure arm from the hole [B] of the frame.



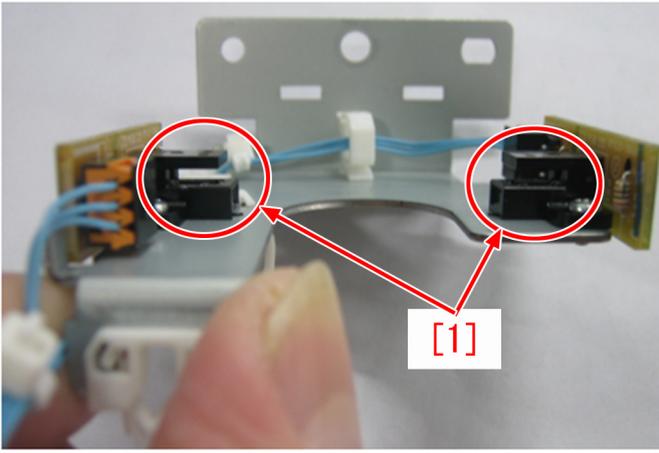
5) Remove wires from 6 wire saddles. Be sure to hold up the PCB protecting sheet during the work.



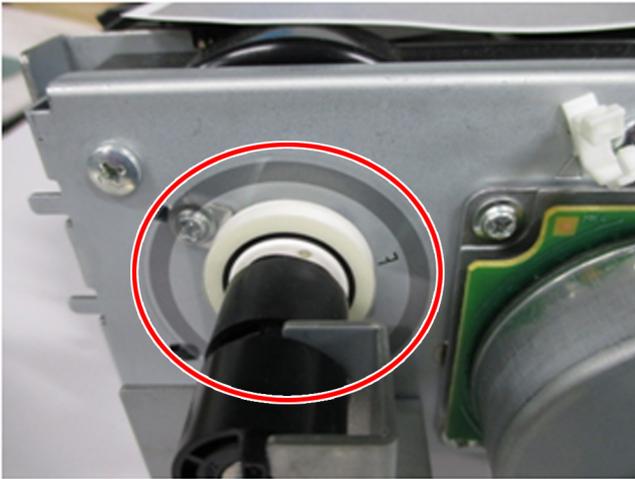
6) Remove 1 screw [1] to detach the encoder support plate [2].



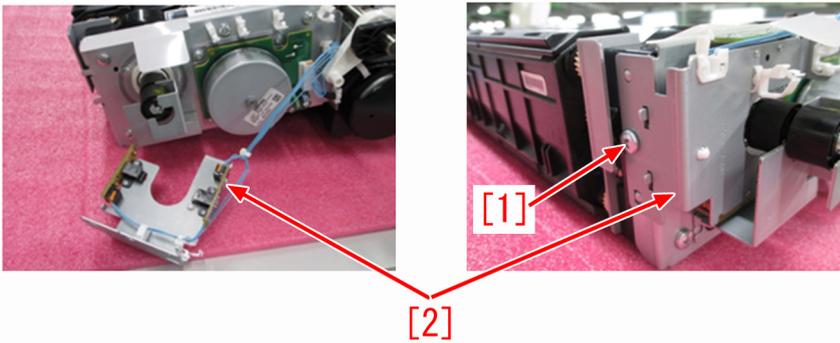
7) Clean the 2 encoder sensors [1] with blower brush.



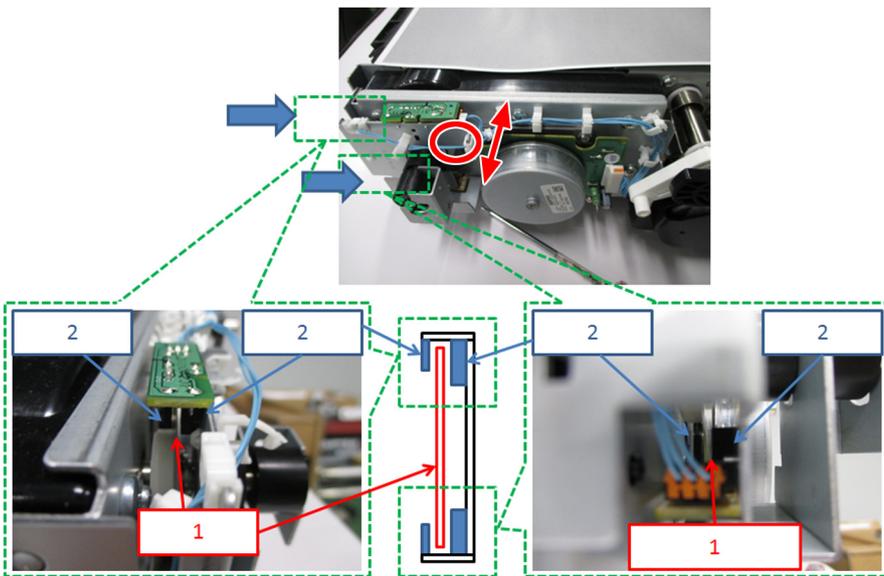
8) Clean the surface of the encoder encircled with red line with blower brush. If the encoder has scratches, replace it (FL2-8809-000).  
 [Caution] Do not use alcohol for the cleaning.



9) Attach the encoder support plate [2] to the ITB unit with 1 screw [1].

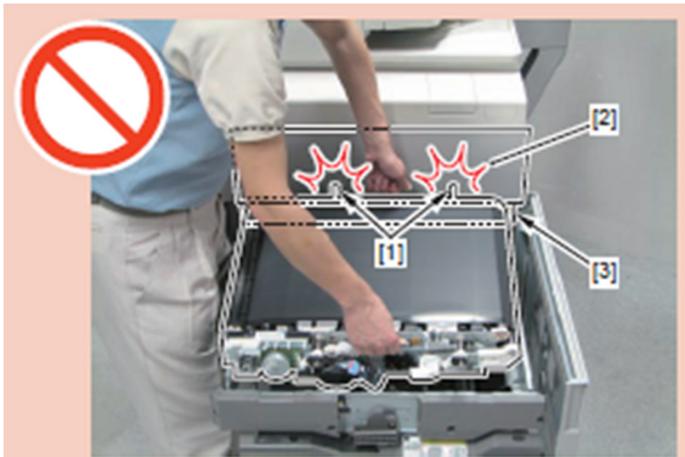


10) Push the portion, which is encircled with red line, of the encoder support plate so that the encoder [1] comes between encoder sensors [2].  
 [Caution] To prevent the encoder from contacting with encoder sensors, locate the encoder in the middle between the sensors.

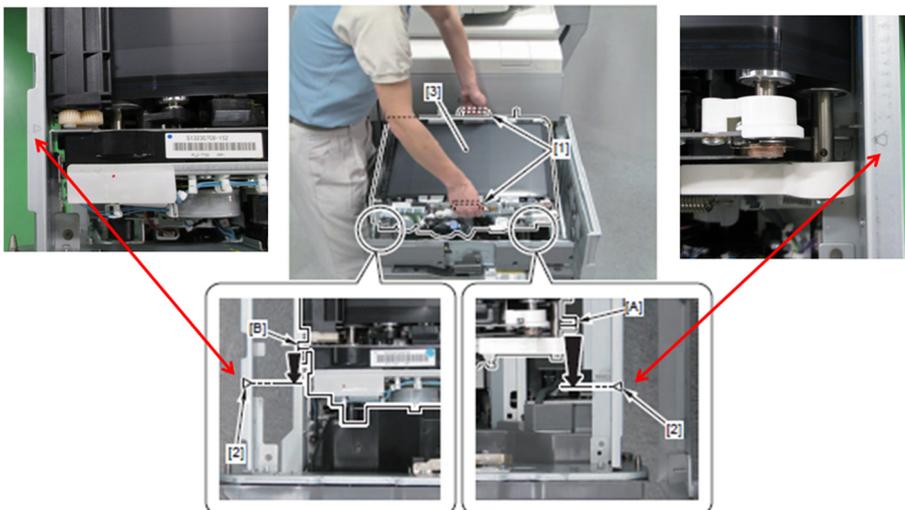


11) Mount the ITB Unit to the main body.

[Caution] Be careful not to hit the 2 protrusions [1] of the ITB unit against the front cover [2] and inner cover [3] when mounting / demounting the ITB unit.



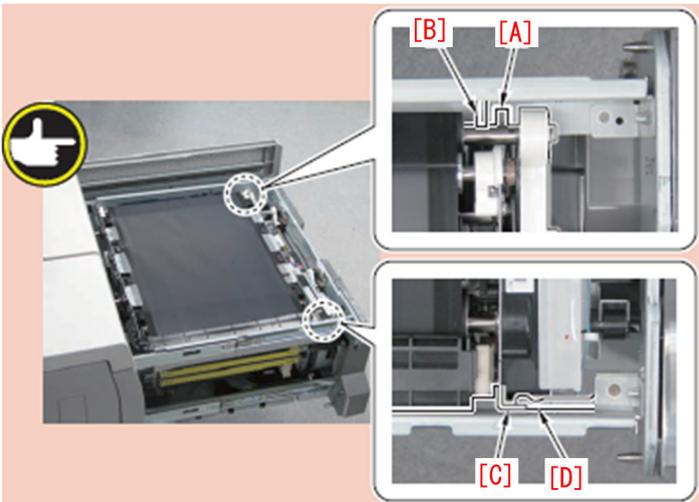
12) Hold 2 handles [1] and align the right edge [A] and the left edge [B] of the ITB unit with the 2 markings [2], and then place the ITB unit [3] horizontally.



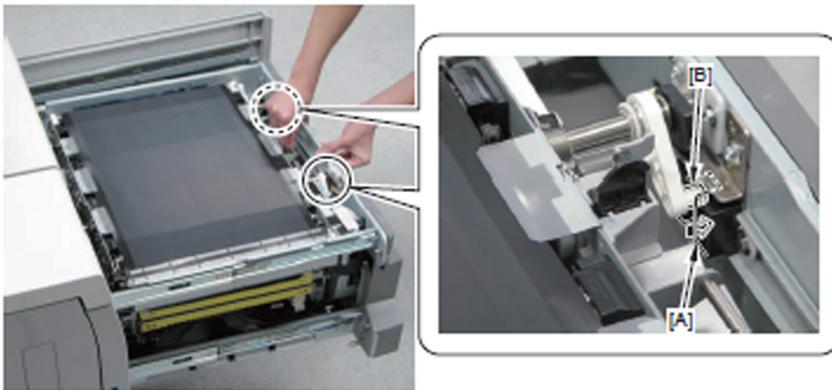
13) Check the following cautions.

[Cautions]

- After placing the ITB unit on the ITB frame, check that the right edge [A] of the ITB unit is located to the right side of the bent part [B] of the metal plate of the ITB frame.
- Check that the bent part [C] on the left edge of the ITB unit is on top of the bent part [D] of the metal plate of the ITB unit.



14) Fit the 2 edges [B] of the ITB pressure arm to the 2 grooves [A] of the ITB frame.



15) Store the handle [1] of the ITB unit.



16) Get the ITB unit back to the main body.

17) Make test copy to check the image. When the symptom occurs again, check the condition of the encode sensors in service mode. If the encode sensors have a defect, replace encoder unit (FM1-C654-000). When the replacement of the encoder unit (FM1-C654-000) does not work, replace the intermediate transfer belt drive unit with one (FM0-1459-010) equipped new type ITB drive support plate.

[Reference] All stocks of service parts have the new type ITB drive support plate.

[Service part] FM0-1459-010 I.T.BELT DRIVE ASSEMBLY

**[Countermeasure Cut-in Serial Number in Factory]**

<b>Model</b>	<b>Serial No.</b>
iPR C800SER UL 208V	QKJ01390
iPR C800SER EU/O 230V	QKM02164
iPR C800 CN 220V	QKR00542
iPR C700 CN 220V	QKT00547
iPR C60 UL 208V	QKL00651
iPR C600 CN 220V	QKU00531
iPR C600I EU 230V	QKP00577

# Meshing failure of tooth in finisher or E544-0001 due to coming off of the drive timing belt (Finisher-AM1 / Saddle Finisher-AM2)

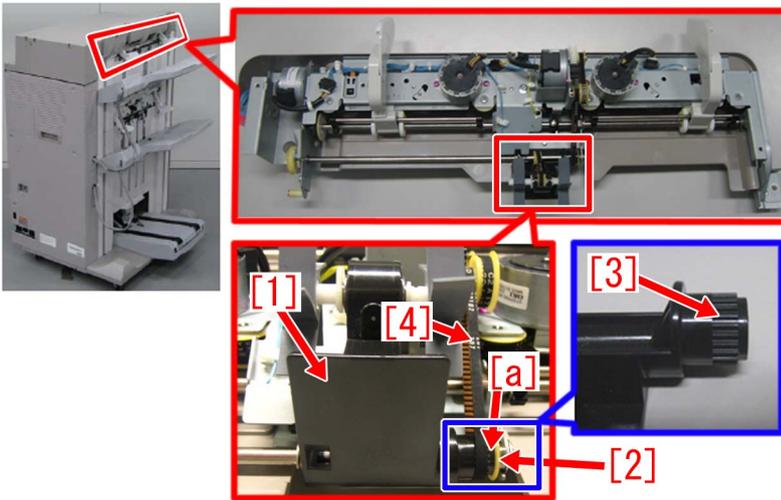
## [Symptom]

Noise of meshing failure of tooth from finisher or E544-0001 may occur.

- E544-0001 :The HP has not been detected within 1 second after the start of the operation of the Lifting Motor of the Upper Neat Stack Unit Return Roller.

## [Cause]

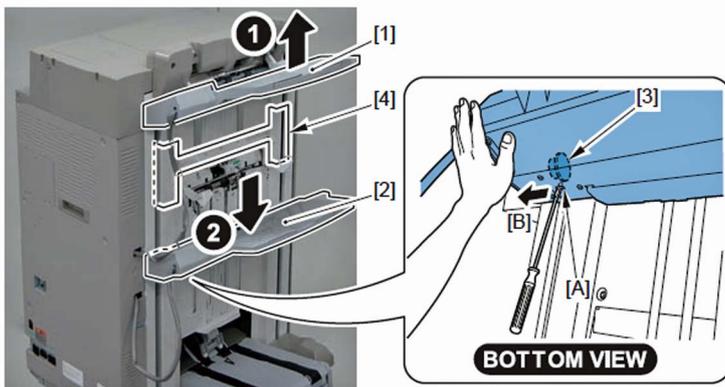
The gap [a] between the paddle holder (upper) [1] and the pulley [2] may be set wide within dimensional tolerance. If this gap becomes wider, the drive timing belt [4] falls off the gear [3] of the paddle holder (upper) and down the gap between the paddle holder (upper) and the pulley, this disables the rotation of the paddle and results in the aforementioned symptom.



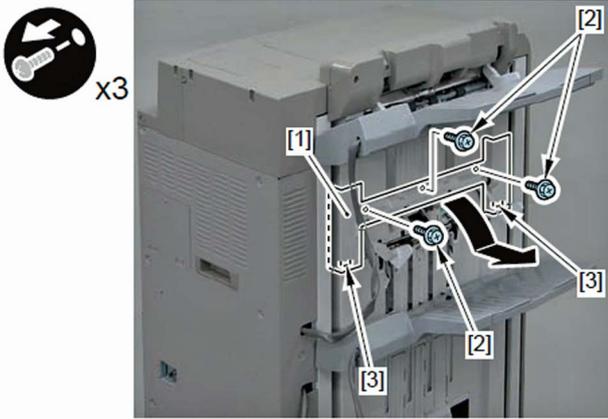
## [Service work]

Add a washer (FS5-6488-000) following to the procedure below

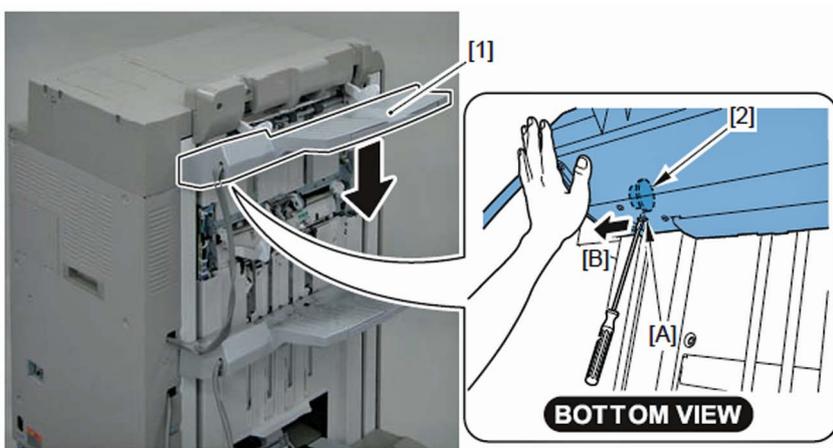
- 1) Lift the tray A [1] to the upper limit position.
- 2) While supporting the tray B [2], insert a screwdriver into the hole [A] to release the block [3] in the direction of [B], and lower the tray B [2] by approximately 10 cm from the lower edge of the neat stack unit (lower) cover [4].



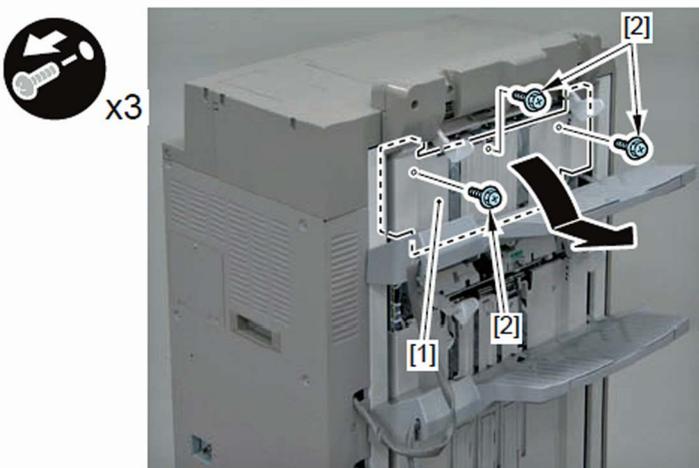
- 3) Remove the 3 screws [2] and detach the 2 protrusions [3] to remove the neat stack unit (upper) cover (left) [1].



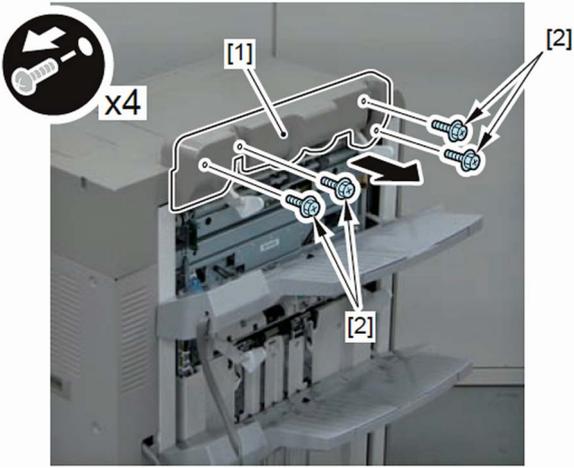
4) While supporting the tray A [1], insert a screwdriver or the like into the hole [A] to release the block [2] in the direction of [B], and lower the tray A [1] to the lower end position.  
 [Caution] Be careful not to let the tray A [1] strike onto the neat stack unit (lower) when lowering the tray A [1].



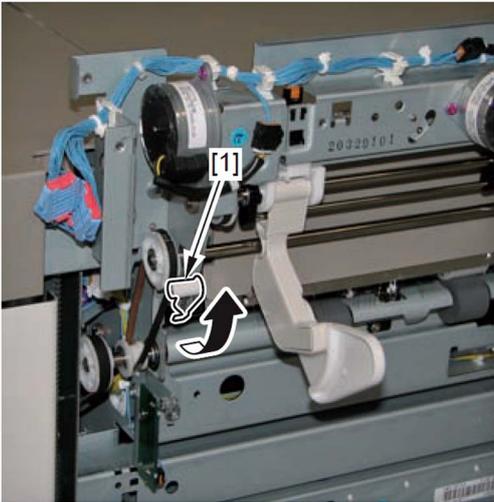
5) Remove the 3 screws [2] and the stack wall (upper) [1].



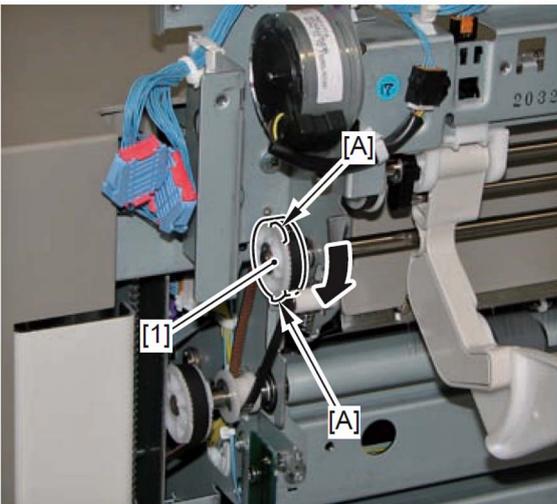
6) Remove the neat stack unit (upper) cover (left) [1].  
 - 4 screws [2]



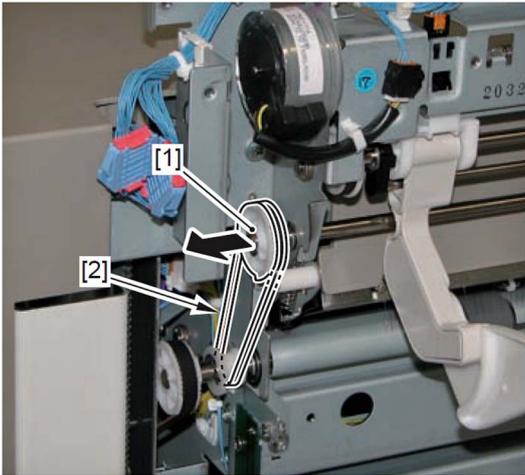
7) Set the belt retainer shaft [1] released.



8) Turn the pulley [1] in the direction of the arrow to set the positions of the 2 ribs [A] as shown in the photo below.



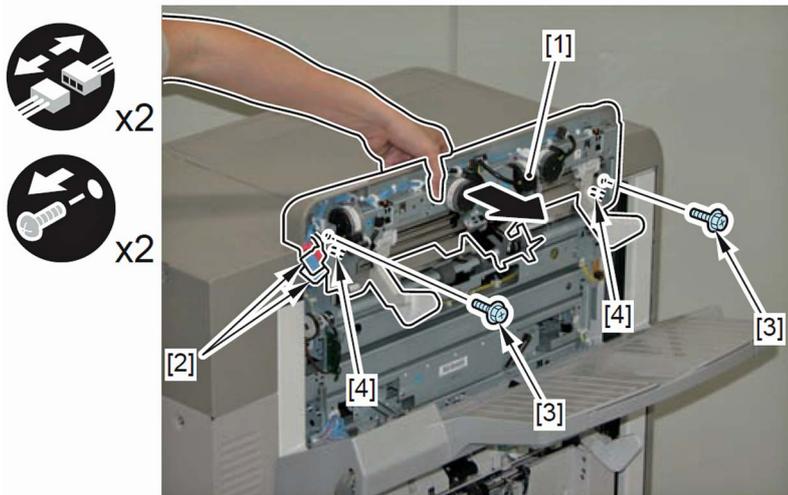
9) Remove the timing belt [2] from the pulley [1].



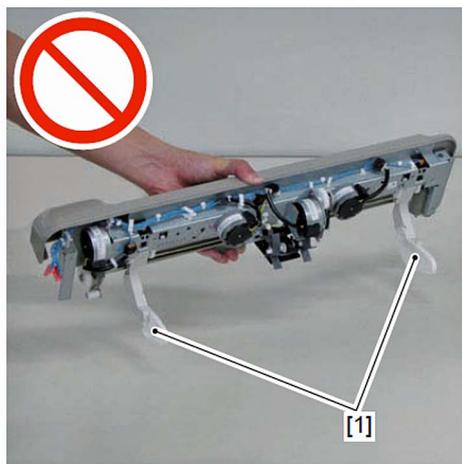
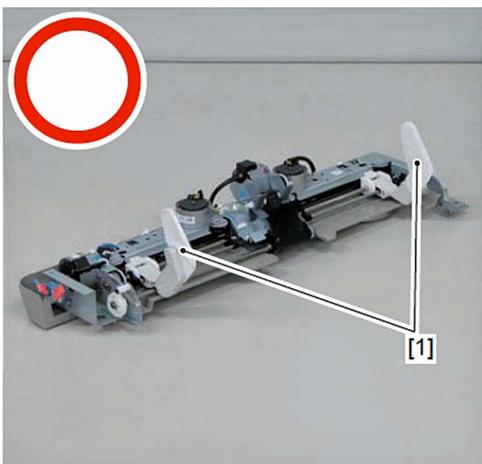
10) Remove the neat stack unit (upper) [1].

- 2 connectors [2]
- 2 screws [3]
- 2 pins [4]

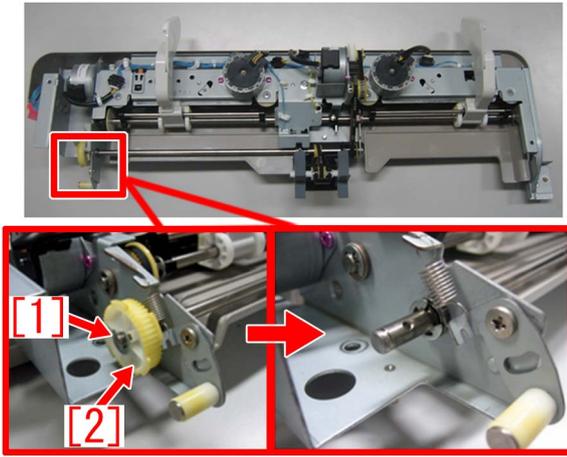
[Caution] When installing/removing the neat stack unit (upper) [1], be sure to install/remove the screw [3] while supporting the neat stack unit with your hand to prevent a fall.



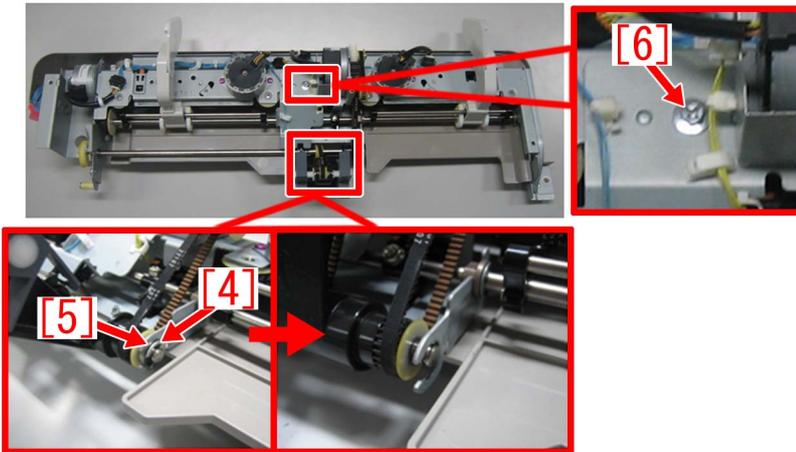
[Caution] When putting down the neat stack unit (upper), be sure to place the unit with the 2 alignment plates [1] facing up.



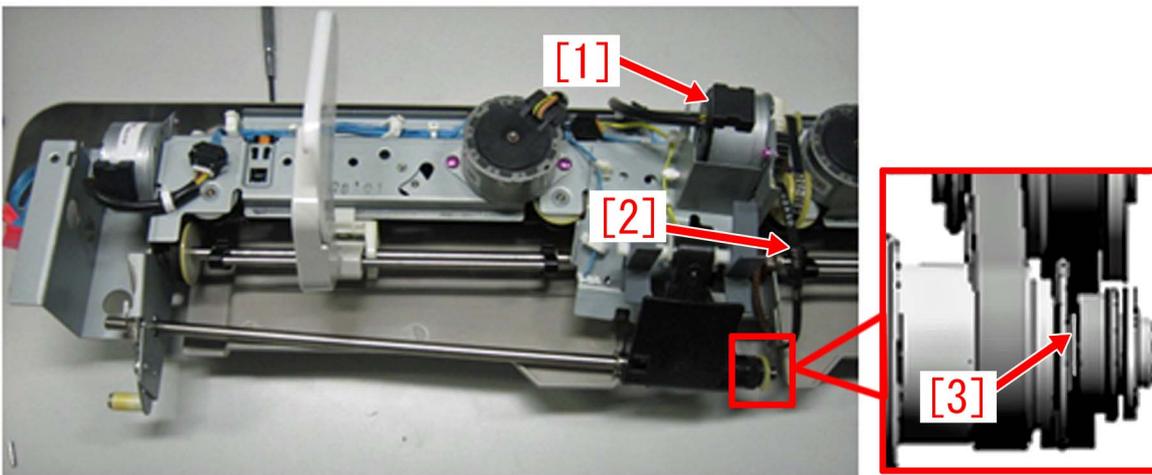
11) Remove the e-ring [1] to remove the gear [2] and the dowel pin fixing the gear.



12) Remove the e-ring [4] and the bearing [5] before removing the screw [6].



13) Move to the right the motor [1] as shown below, remove the timing belt [2] only, then install the prepared washer (FS5-6488-000) [3] next to the pulley and reinstall the timing belt.



14) Reassemble the parts in reverse order from the step 12).

**[Countermeasure Cut-in Serial Number in Factory]**

Model	Serial No.
Finisher-AK1 (120V/US,CA,LTN)	NWB10453
Finisher-AK1 (230V/EUR,AU,SG,HK,KR,TW,LTN)	NWC10699
Finisher-AK1 (230V/CN)	NWD10115
Saddle Finisher-AK1 (120V/US,CA,LTN)	NWF10455
Saddle Finisher-AK1 (230V/EUR,AU,SG,HK,KR,TW,LTN)	NWG10478

<b>Model</b>	<b>Serial No.</b>
Saddle Finisher-AK1 (230V/CN)	NWH10029
Finisher-AM1 (120V/US,CA,LTN)	QWG00703
Finisher-AM1 (230V/EUR,AU,SG,HK,KR)	QWH00769
Finisher-AM1 (230V/CN,TW)	QWJ00539
Saddle Finisher-AM1 (120V/US,CA,LTN)	QWL01036
Saddle Finisher-AM1 (230V/EUR,AU,SG,HK,KR)	QWM01244
Saddle Finisher-AM1 (230V/CN,TW)	QWN00506
Staple Finisher-Q1 (120V/US,CA,LTN)	QXR01850
Staple Finisher-Q1 (230V EUR,ASIA,AU,LTN)	PMP00689
Booklet Finisher-Q1 (120V/US,CA,LTN)	PMV01223
Booklet Finisher-Q1 (230V EUR,ASIA,AU,LTN)	PMW00846

## E500-0099/E544-0001/0002/E548-0001 due to the coming off of connector pins for Neat Driver PCB J501 (Finisher-AM1/Saddle Finisher-AM2)

### [Symptom]

Any of E500-0099/E544-0001/0002/E548-0001 may occur.

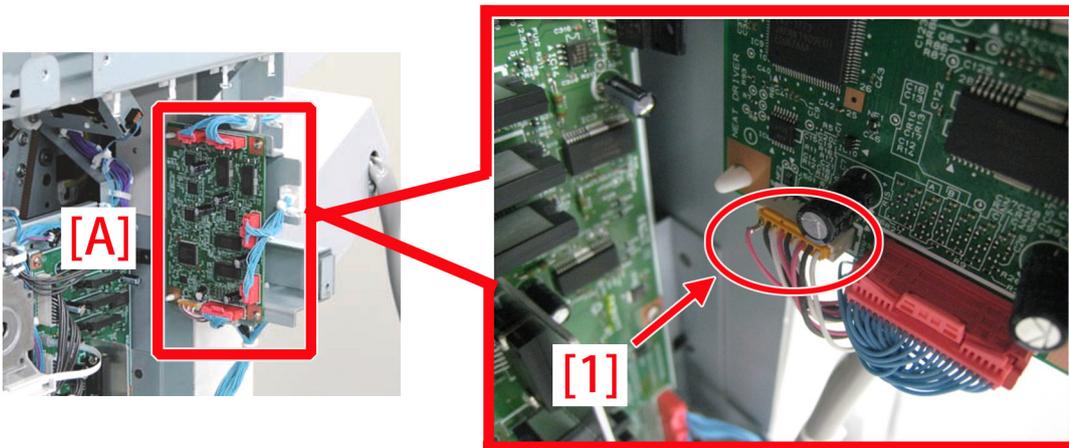
-E500-0099: A communication error between the host machine and the Finisher

-E544-0001/0002: Upper Neat Stack Unit Return Roller HP error

-E548-0001: Lower Neat Stack Unit Return Roller HP error

### [Cause]

When the connector pins [1] of Neat Driver PCB [A] J501 for Finisher-AM1/Saddle Finisher-AM2 come off, the above mentioned symptom occurs.



### [Service work]

1) Modified the connector of Neat Driver PCB J501 for Finisher-AM1/Saddle Finisher-AM2.

2) Start the main body and confirm that a phenomenon does not occur.

If the symptom does not improve, check other causes.

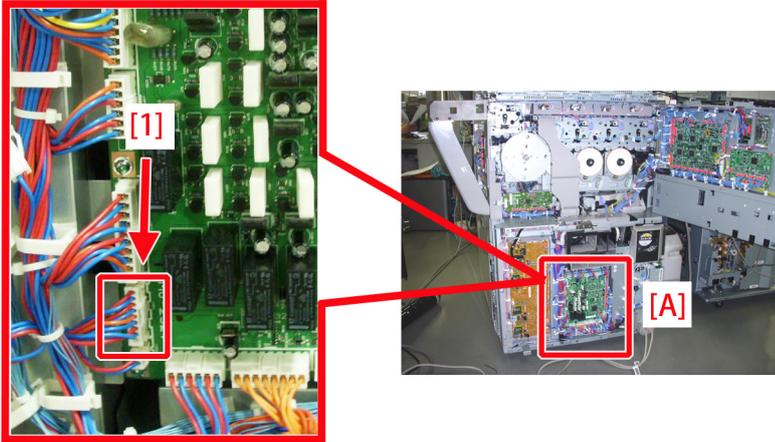
## E061-0001 due to not fixed connector of Relay PCB J1814

### [Symptom]

When the main body starts, E061-0001 (Primary charging dark area potential (Bk)upper/lower limit error)may occur.

### [Cause]

When the connector [1] of Relay PCB [A] J1814 comes off, the above mentioned symptom occurs.



### [Service work]

- 1) Modify the connector of Relay PCB J1814.
  - 2) Start the main body and confirm that a phenomenon does not occur.
- If the symptom does not improve, check other causes.

## E066-0001 at installation due to strong shock during transportation

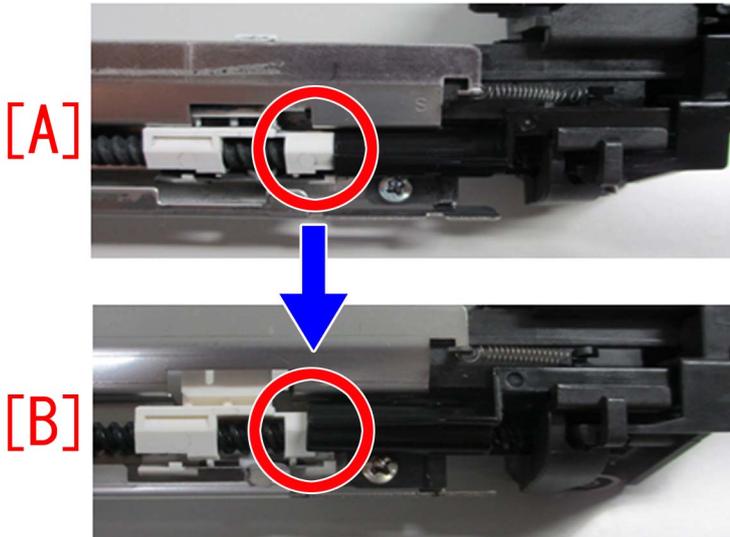
### [Symptom]

E066-0001 may occur upon machine installation.

- E066-0001: Pre-transfer Charging Wire Shutter home position open error.

### [Cause]

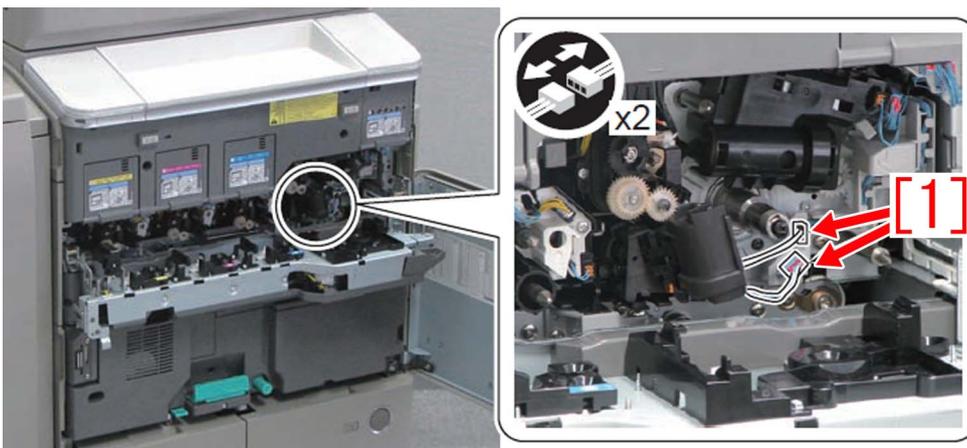
If a strong shock is applied to the machine during transport, the home position sensing flag may run on the felt holder. This prevents the end of the flag from reaching the sensor, causing the symptom. Photo [A] shows the normal state, and Photo [B] shows the home position sensing flag running on the felt holder.



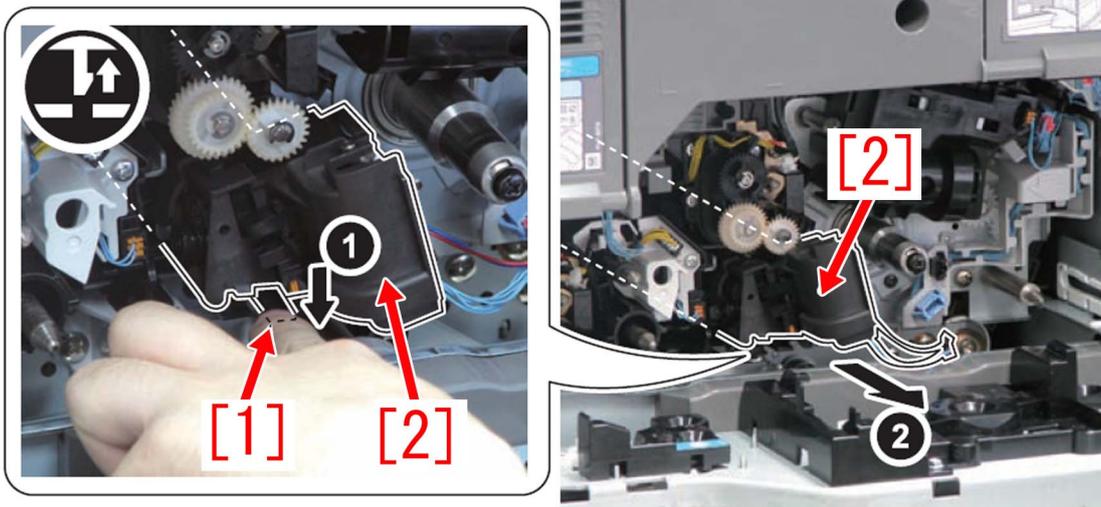
### [Service work]

When the symptom occurs during installation, perform the steps in the following procedure.

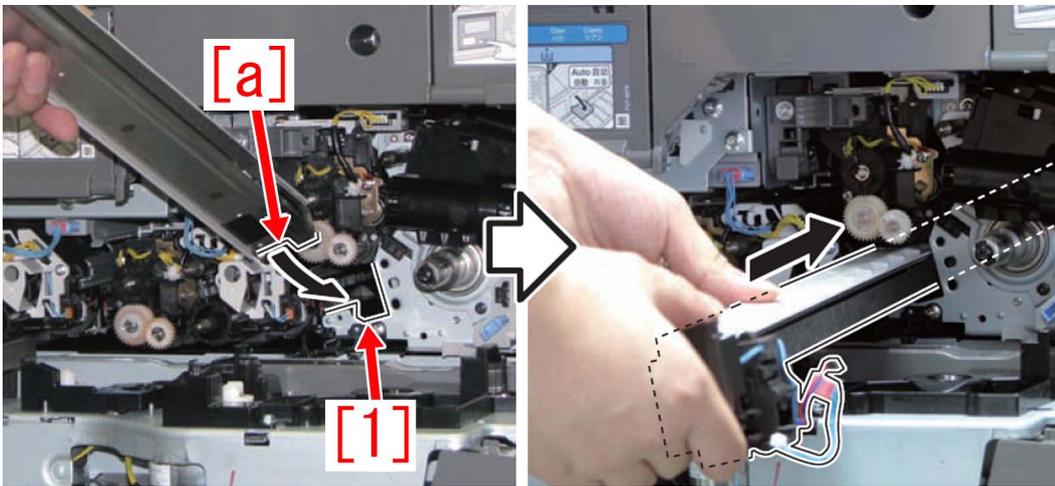
- 1) Turn OFF the main power. Open the front cover and remove the upper front cover.
- 2) Open the process unit inner cover.
- 3) Disconnect the 2 connectors [1].



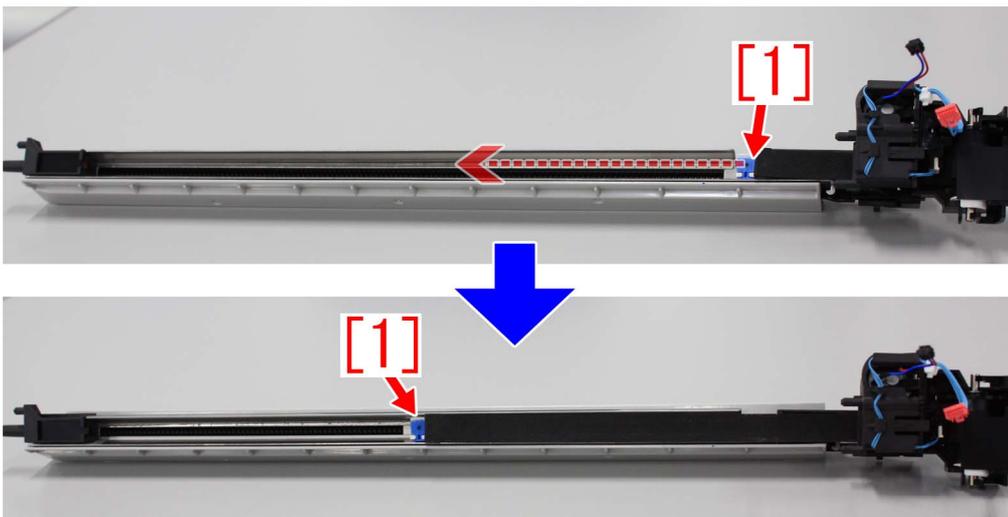
- 4) While pressing down the claw [1], pull out the pre-transfer charging assembly [2]. Be sure to keep the assembly in a horizontal state.



[Caution] When install the pre-transfer charging assembly, align the protrusion [A] of the pre-transfer charging assembly with the rail [1], and then install it horizontally.



5) Manually move the pad slider [1] to the center.



6) In the state at step 5), install the pre-transfer charging assembly to the machine by reversing the procedure from step 4).  
 7) Turn ON the main power.

# E540-8004/E542-8004 due to the wrong position of tray 1 switch lever(Staple Finisher-B1,Staple Finisher-C1,Staple Finisher-J1,Staple Finisher-L1,Staple Finisher-M1,Staple Finisher-T1,Booklet Finisher-B1,Booklet Finisher-C1,Booklet Finisher-J1,Booklet Finisher-L1,Booklet Finisher-M1,Booklet Finisher-T1)

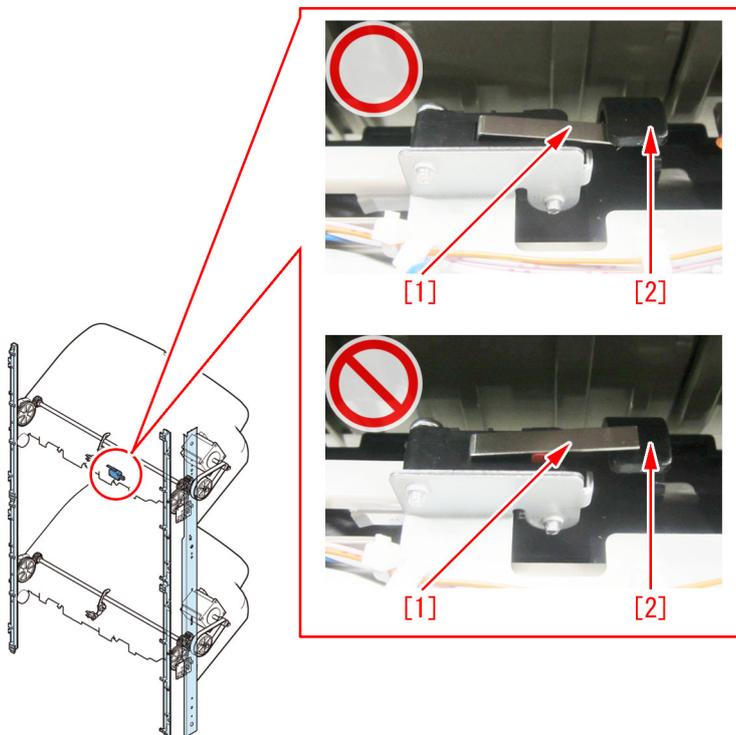
## [Symptom]

Errors E540-8004/E542-8004 may occur during initial motion of staple finisher or booklet finisher.

- E540-8004 : The tray 1 shift motor clock error
- E542-8004 : The tray 2 shift motor clock error

## [Cause]

The lever [1] of tray 1 switch becomes in the state of being on the flag [2] of safety cover for the tray 1 due to applying improper force to the tray during initial motion. That results in the 2 errors.

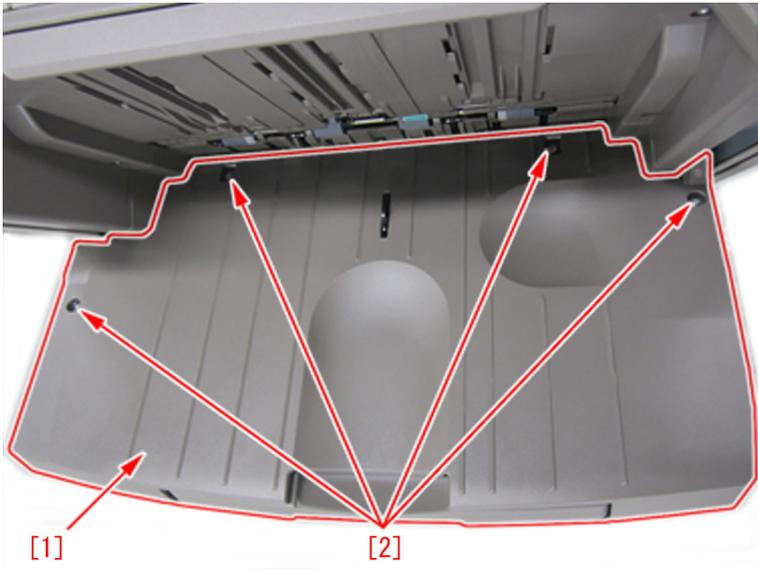


## [Service work]

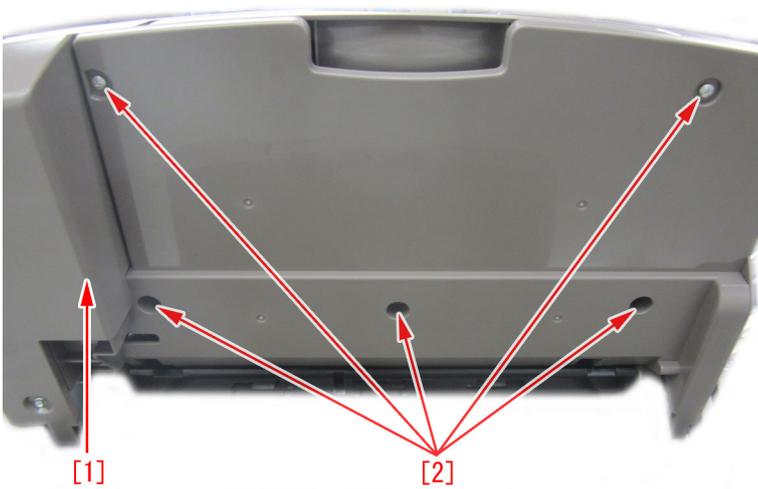
When the above symptom occurs, move the tray 1 switch to its proper position (under the flag of safety cover) following the steps below.

< Steps for Staple/Booklet Finisher-B1,L1,T1 >

- 1) Detach the front cover.
- 2) Remove the escape tray cover.
- 3) Move down the tray below the grate-shaped upper guide.
- 4) Remove 5 screws to remove the grate-shaped upper guide.
- 5) Move up the tray to the top.
- 6) Remove 4 screws [2] on the upper surface of tray [1].



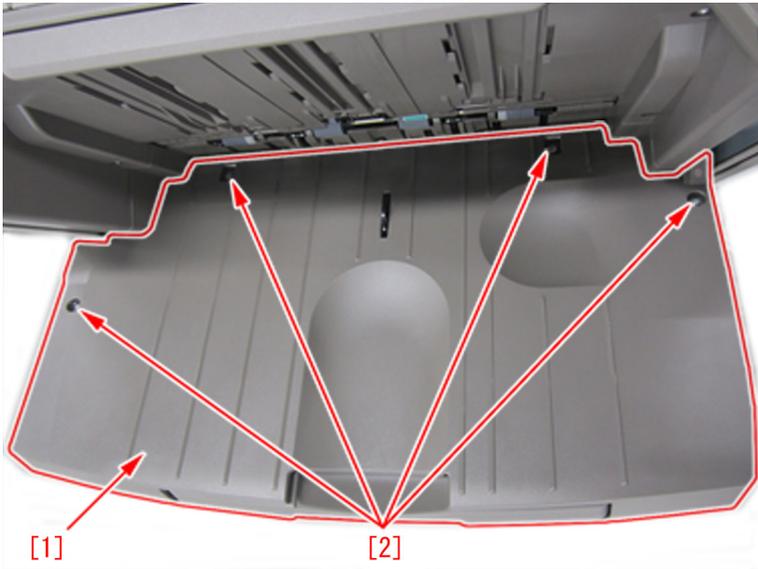
7) Remove 5 screws [2] on the bottom face of tray [1] to remove the tray upper cover.



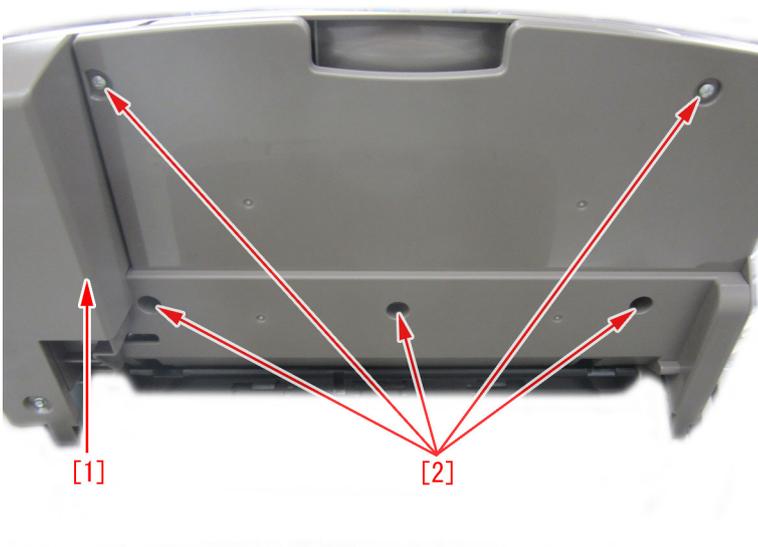
8) Fix again the lever of tray 1 switch under the flag of safety cover.

<Steps for Staple/Booklet Finisher-C1/J1/M1>

- 1) Detach the front cover.
- 2) Detach the rear cover.
- 3) Remove the front inside upper cover. (This step is not required for the staple finisher.)
- 4) Remove the left upper cover.
- 5) Move down the tray below the grate-shaped upper guide.
- 6) Remove 5 screws to remove the grate-shaped upper guide.
- 7) Move up the tray to the top.
- 8) Remove 4 screws [2] on the upper surface of tray [1].



9) Remove 5 screws [2] on the bottom face of tray [1] to remove the tray upper cover.



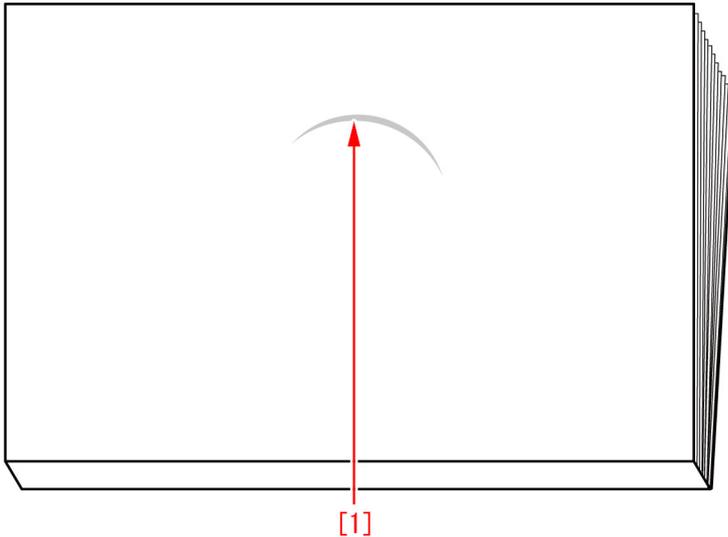
10) Fix again the lever of tray 1 switch under the flag of safety cover.

## E5B5-xx07/ E5B5-xx13 errors may occur due to front cover of booklet may be stained and rotation sheet may peel off.(Perfect Binder\_B1 / Perfect Binder\_D1 / Perfect Binder\_E1)

### [Symptom]

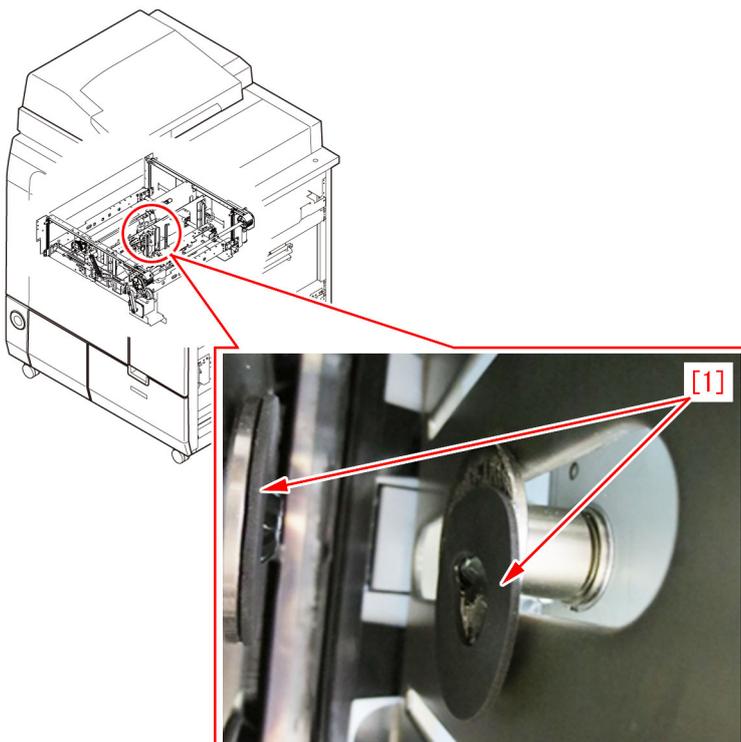
In the machines prior to the Countermeasure cut-in serial number in factory described below Front cover of booklet may be stained [1] when bookbinding outputting. Or E5B5-xx07/ E5B5-xx13 errors may occur.

- E5B5-xx07... Inlet path sensor (S92T/S92L) error of perfect binder
- E5B5-xx13... Registration sensor (S88T/S88L) error of perfect binder.



### [Cause]

Rotation sheet [1] of stack rotation assembly may peel off or be displaced. It causes stain of front cover of booklet because adhesive agent on the rotation sheet adheres on the front cover in bound or the operation failure of stack rotation assembly. That results in the above symptom or errors.



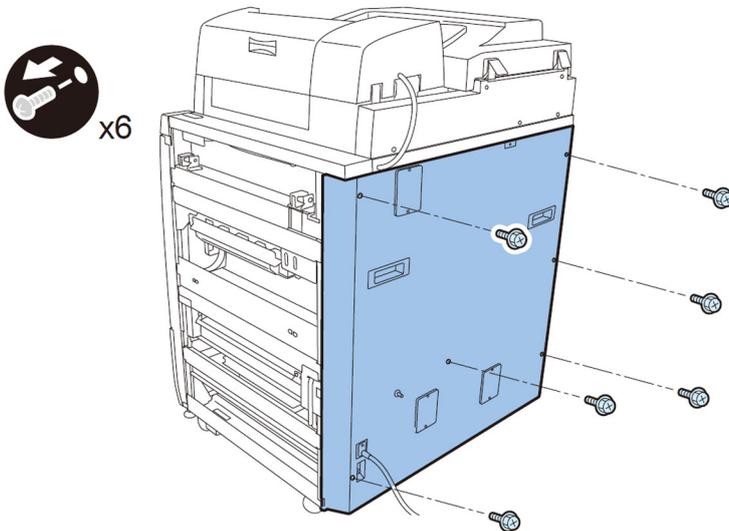
## [Service work]

Prepare 2 sheets of the rotation sheet, and check the condition of the stack rotation assembly. When the rotation sheet is peeling, re-stick the new type rotation sheet following the steps below. Clean the surface to be stuck with lint-free paper moistened with alcohol before the sticking. (There are 2 rotation sheets, check them and replace the peeling sheet.)

<< Procedure >>

1) Detach the rear cover.

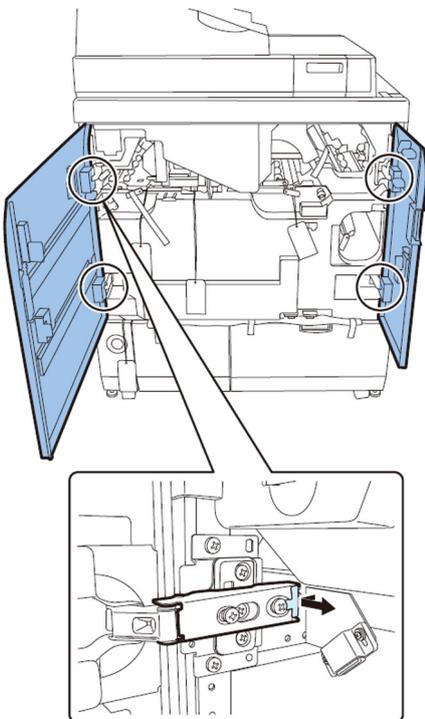
- 6 screws



2) Open front (left /right) covers.

3) While holding the front cover (Left), remove the upper/lower hinges to remove the front cover (Left). Pull the hinge in the direction of arrow while pushing the black lever to remove the hinge.

4) Detach the front (right) cover in the same manner.



5) Pull out the trim waste unit.

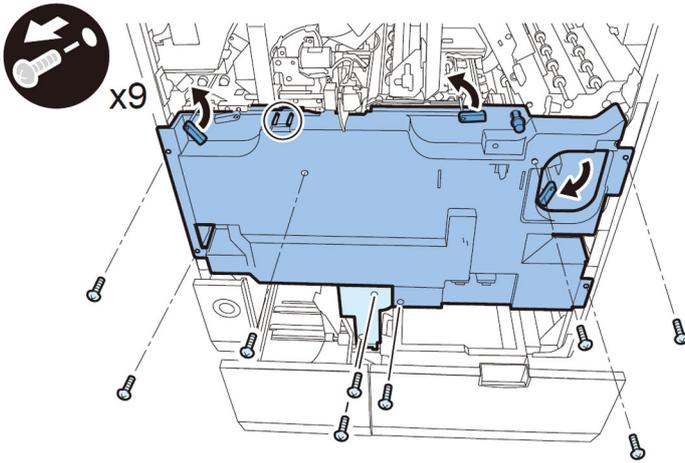
6) Release the lock of stacker to pull it out.

7) Remove the Jam removal knob, and remove the Inner cover (Lower) with the 3 Jam removal levers released.

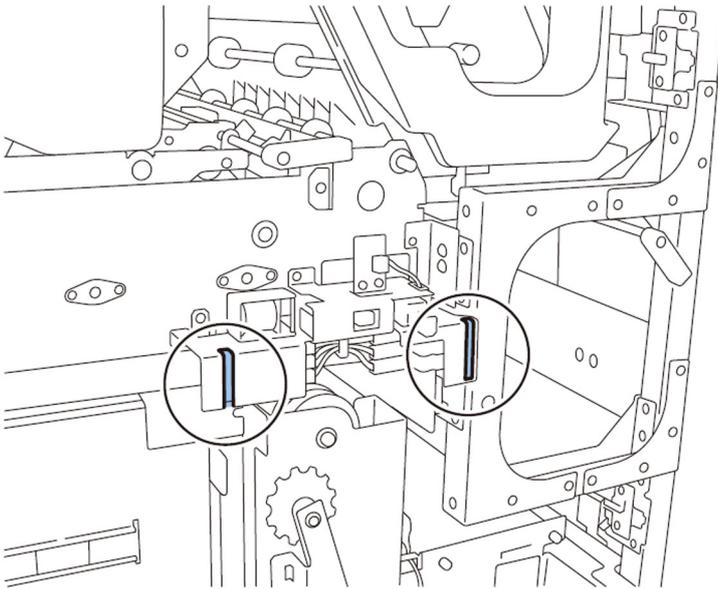
- 9 screws

[ Caution]

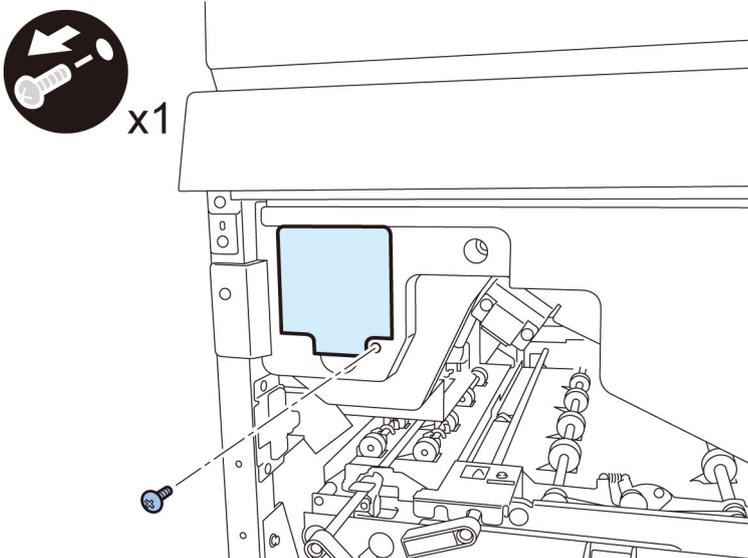
To remove the Inner cover (Lower), lift it so that the stopper is not stuck.



8) Turn on the front right cover switch and the front left cover switch by inserting the service tool or the like.



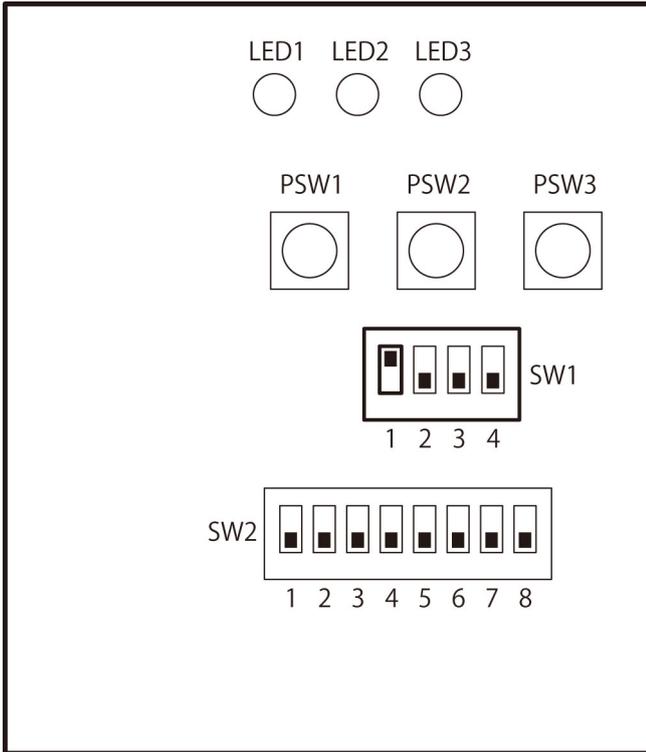
9) Remove the service mode PCB cover.  
- 1 screw



10) Turn ON the SW1-1 on the service mode PCB and set the main body to service mode.

[ Caution]

Make sure the trimming assembly is stowed inside of main body when operating the machine in service mode.

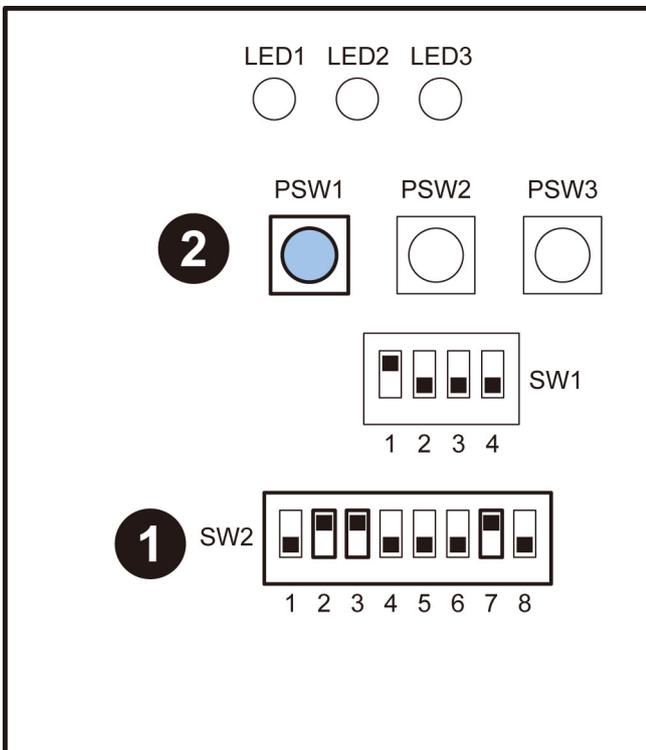


11) Turn on the power supply switch.

12) Turn on SW2-2, SW2-3 and SW2-7 on the service mode PCB and press the push switch PSW1.

[ Caution]

Pressing the push switch PSW1 activates the trimming blade, the pressing plate and the stack rotation assembly. Be careful not to have your hand or clothes caught by them.

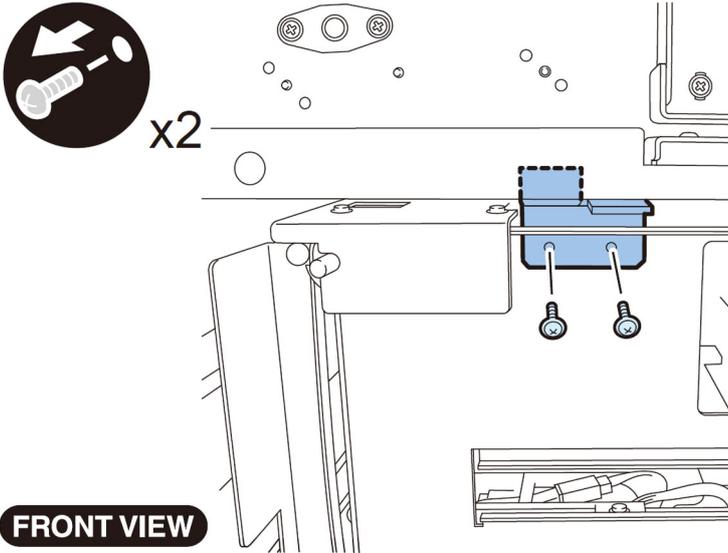


13) Check the operations of trimming blade, pressing plate and stack rotation assembly. Also check if the trimming blade moves to the safe position.

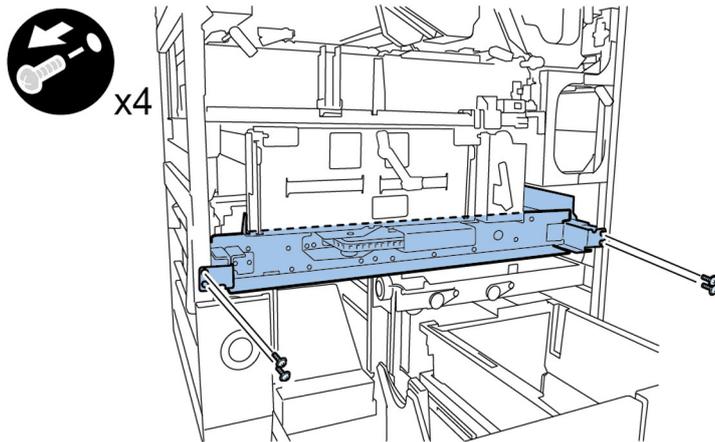
14) Turn OFF the power supply switch and unplug the power supply plug from an outlet.

15) Remove the fixing plate.

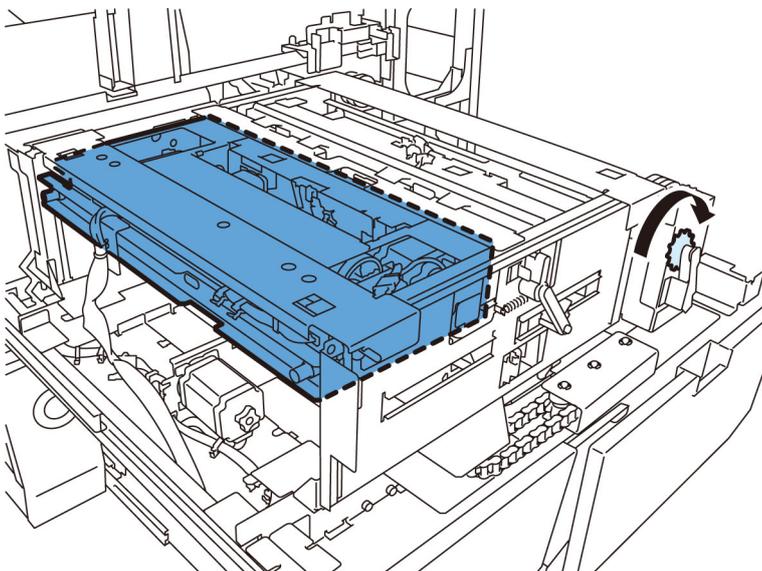
- 2 screws



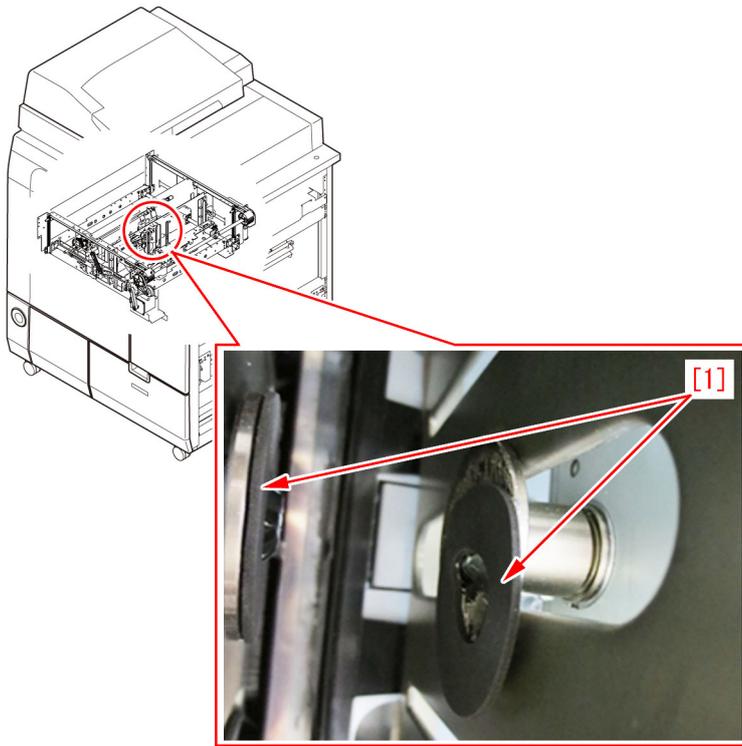
16) Remove 4 screws fixing the trim section to pull out the section.  
- 4 screws



17) Ensure that the stack rotation unit stays at the upper limit. If it is not, turn the knob to raise the stack rotation unit to the upper limit.



18) Remove peeling rotation sheet [1] of the stack rotation assembly and replace it with new type rotation sheet.



19) Reassemble the parts in reverse order from step 17).

[Service parts]

No.		Part Number	Description
1	Old	4A3-2317-000	Rotation Sheet
	New	4A3-2317-010	Rotation Sheet

**[Countermeasure cut-in serial numbers in factory]**

Model	Serial number
PERFECT BINDER-B1 JP	CVY00032
PERFECT BINDER-B1 USA	CVZ00092
PERFECT BINDER-B1 EU/O	CWA00081
PERFECT BINDER-D1 JP	QWR00001
PERFECT BINDER-D1 UL	QWS00001
PERFECT BINDER-D1 EU/O	QWT00001
PERFECT BINDER-E1 JP	WBW00001
PERFECT BINDER-E1 US	WBX00001
PERFECT BINDER-E1 EU/O	WBY00001

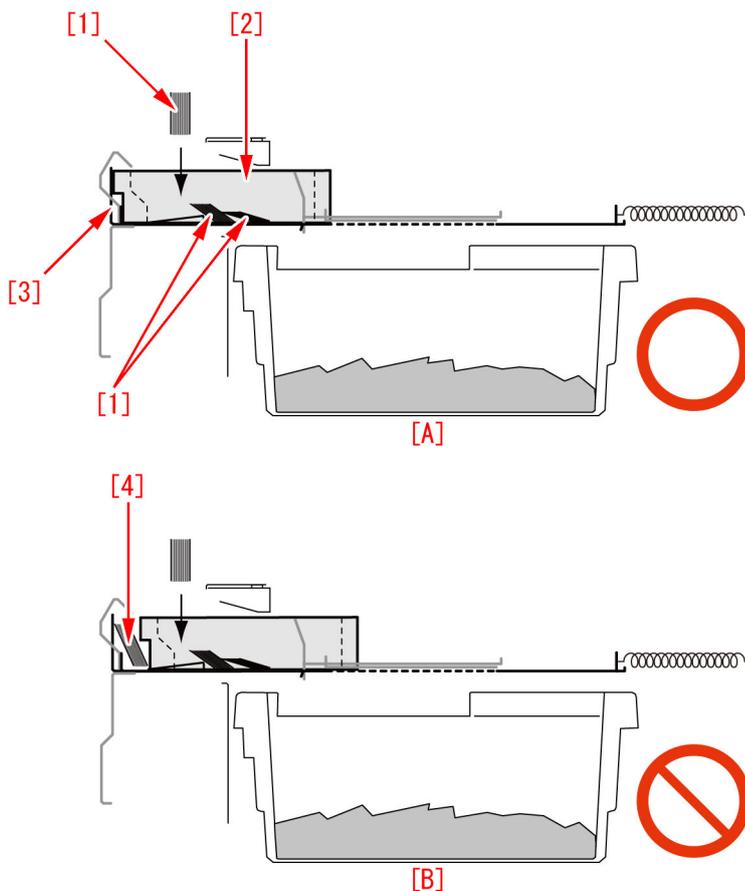
## Error E5B5-xx16 due to the deformation of shutter for waste paper case assembly (Perfect Binder\_B1 / Perfect Binder\_D1)

### [Symptom]

Error E5B5-xx16 may occur at the time of bookbinding printing.  
- Error E5B5-xx16 : Waste paper detection error for Perfect Binder

### [Cause]

Normally, waste paper [1] generated at the time of trimming goes into the waste paper buffer [2]. When waste paper goes into the gap [4] between the waste paper buffer [2] and shutter [3] due to some factors, the shutter will be deformed if the operation is continued as it is. The above symptom occurs because the deformation of shutter disables to lock the sub-buffer. The following figure [A] indicates the normal drop position of the waste paper. The following figure [B] indicates the state that the waste paper goes into the gap between the waste paper buffer [2] and shutter.



### [Servicing Work]

When the above symptom occurs, prepare the new type shutter (FLO-0749-000) and sheet (4A3-2553-000) to replace with them following the procedure below. The following procedure describes from the steps after separating Perfect Binder from the main body. Even error is not displayed, there is a possibility of the deformation of shutter. Check if there is a deformation of shutter executing below step 1) at the time of periodical checking or so, if possible. When the deformation is found, replace the shutter with new type shutter.

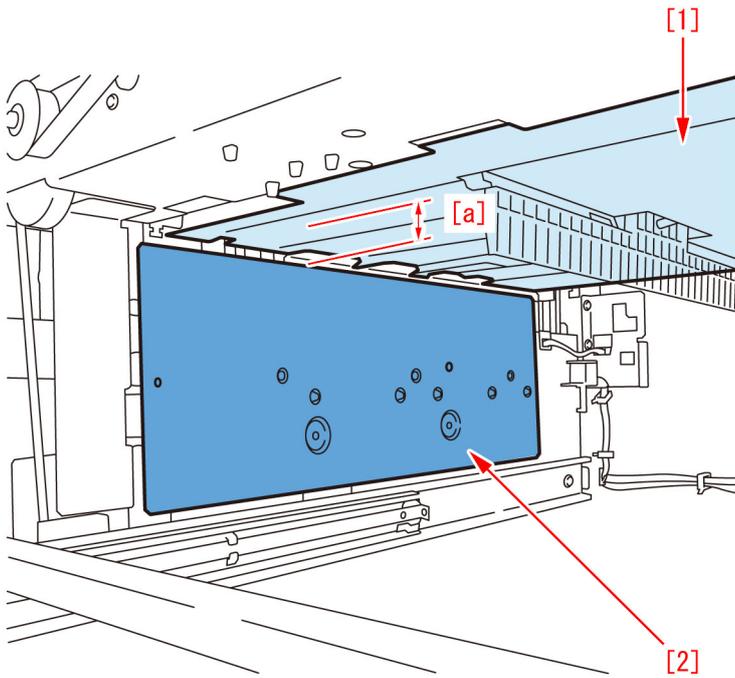
1) Checking the deformation of shutter for waste paper case assembly.

1-1) Pull out the waste paper basket to take out waste paper box from it.

1-2) Check the gap [a] located between the shutter [1] and stacking tray sensor [2] from the place that waste paper basket is pulled out.

When the gap [a] is 9 mm or more, the shutter is not deformed. Other causes may be possible.

When the gap [a] is less than 9 mm, the shutter is deformed. Proceed to step 2).

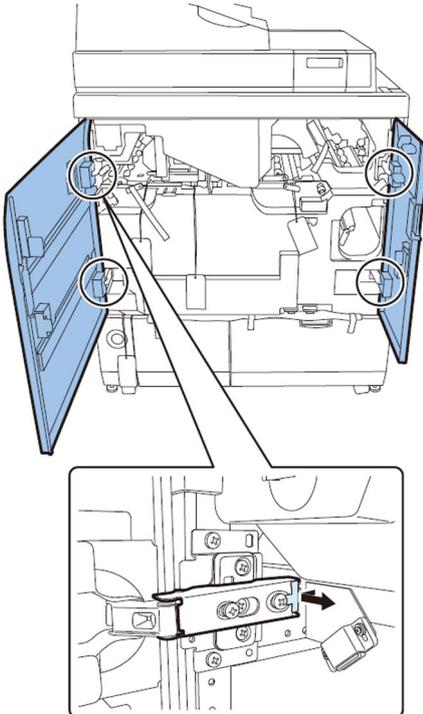


2) Replacement of shutter

2-1) Open the front covers (left/right).

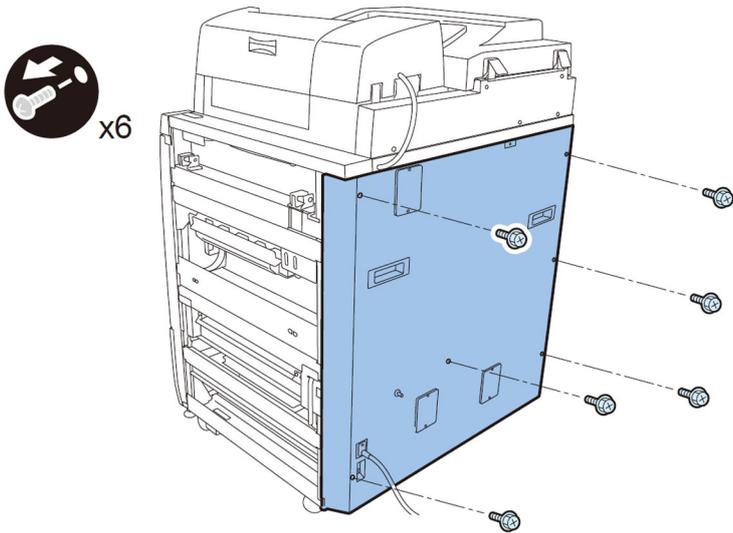
2-2) While holding the front cover (left) with one hand and pressing the black lever with the other hand, pull the hinge in the direction of the arrow to remove it. After removing the upper and lower hinges, remove the front cover (left).

2-3) Remove the front cover (right) in the same manner as above.

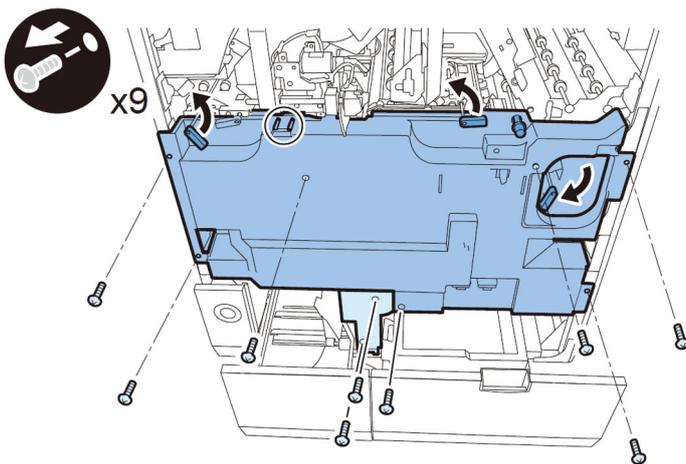


2-4) Remove the rear cover.

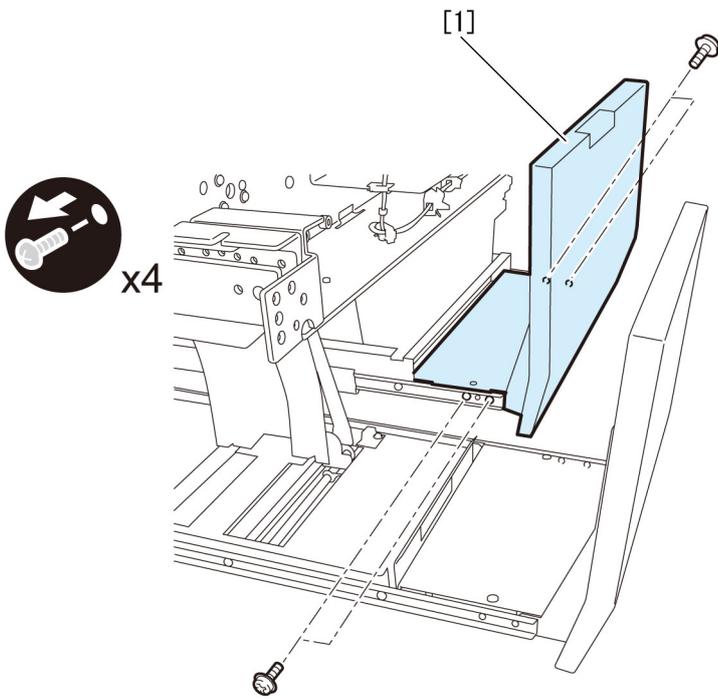
- 6 screws



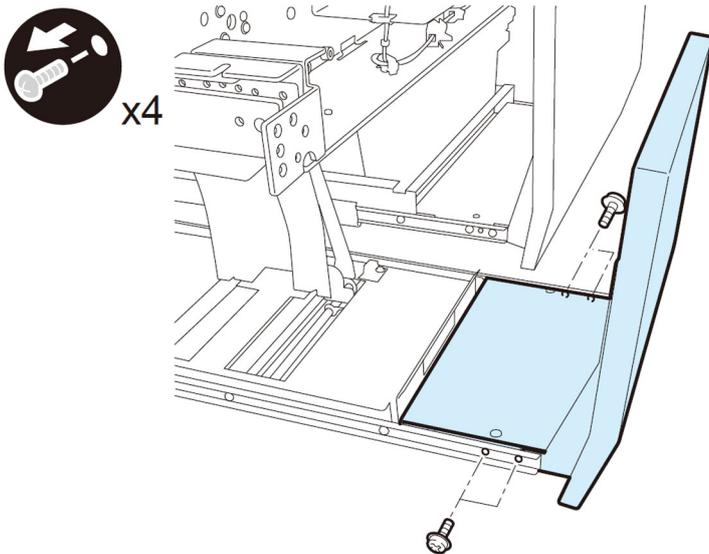
- 2-5) Pull out the waste paper unit to remove the waste paper box.
- 2-6) Release the lock of book stacking assembly and pull it out.
- 2-7) Remove the jam clear knob to remove inner cover (lower) releasing 3 jam removal levers.
- 9 screws
- [Caution] Lift up the inner cover (lower) when it is removed, because its stopper is caught.



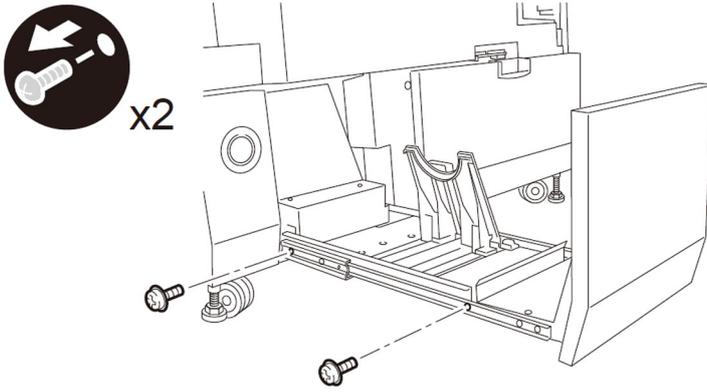
- 2-8) Remove the front cover [1] for waste paper case assembly.
- 4 screws



2-9) Remove the front cover for stacking assembly.  
- 4 screws



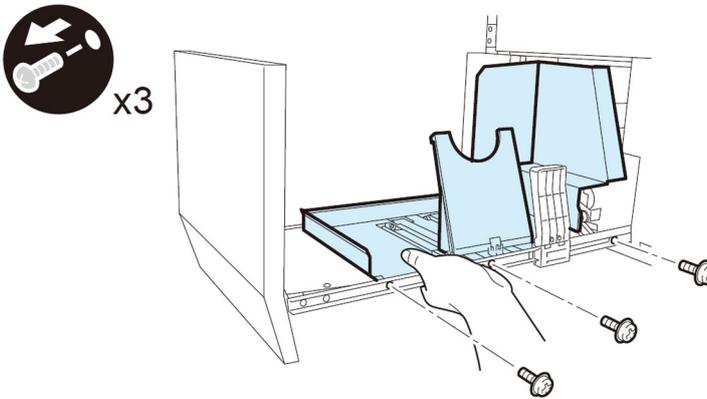
2-10) Remove 2 screws from the left rail of book stacking assembly.  
- 2 screws



2-11) Remove 3 screws from the right rail and demount the book stacking tray assembly.

- 3 screws

[Note] Hold the book stacking tray assembly with hand during the operation not to drop it.

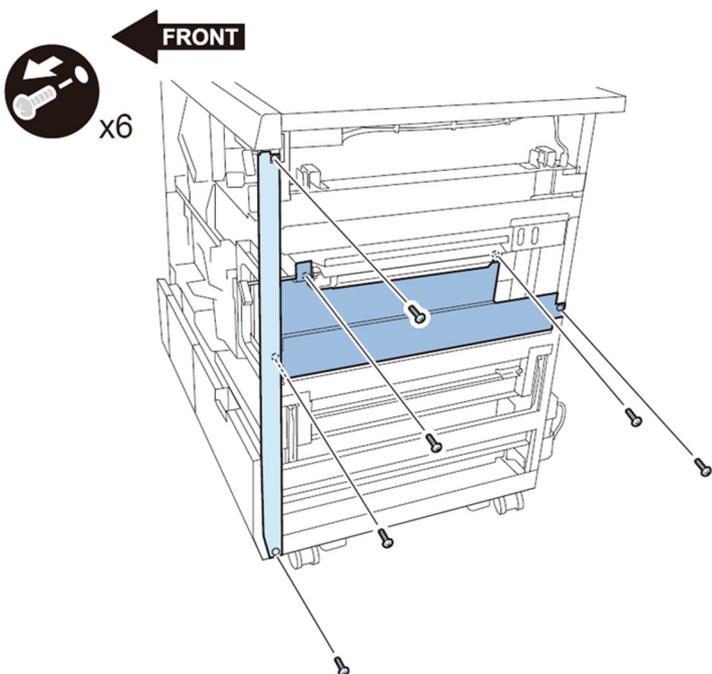


2-12) Remove the right front cover.

- 2 screws

2-13) Remove the transfer lower cover.

- 4 screws



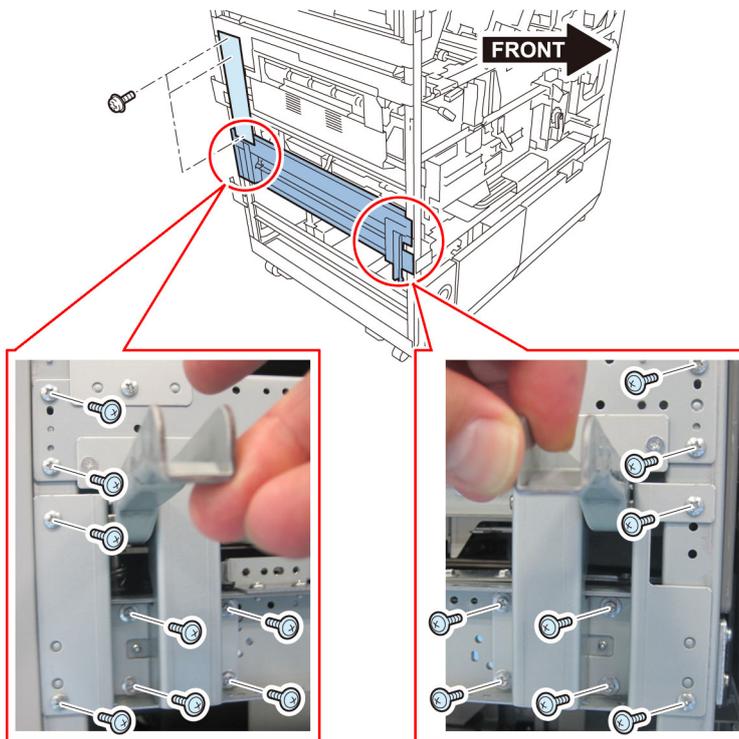
2-14) Remove the metal plate.

- 3 screws

2-15) Detach the frame.

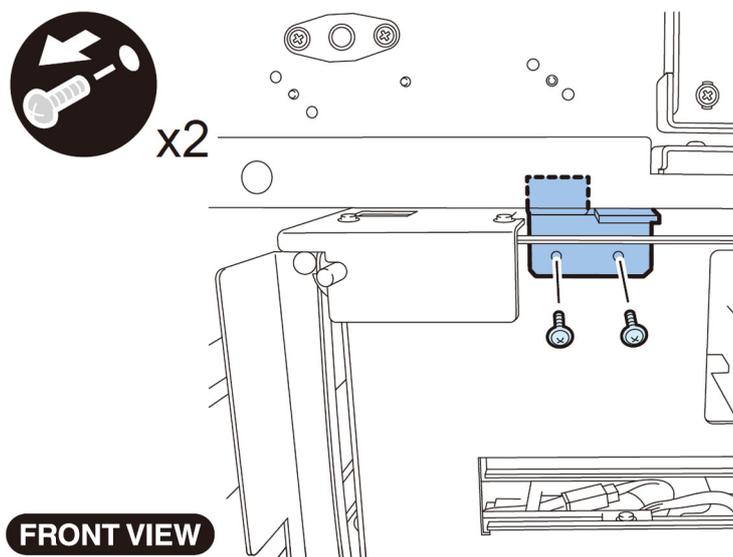
- 16 screws

[Caution] There are screws behind the lever. Move the lever up to remove the screws.



2-16) Remove the fixing bracket for trimming assembly.

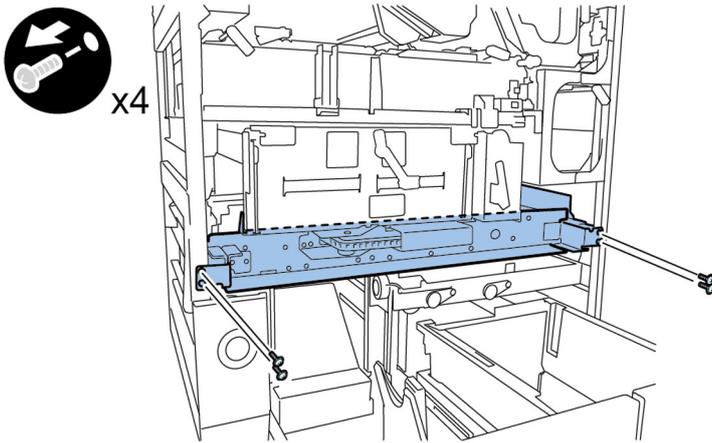
- 2 screws



2-17) Remove the fixing screws for trimming assembly.

- 4 screws

[Caution] Pull out the trimming assembly after confirming that the trimming blade is kept in a safe position for sure. When the blade is not in a safe position, Move it to a safe position following Service Manual.



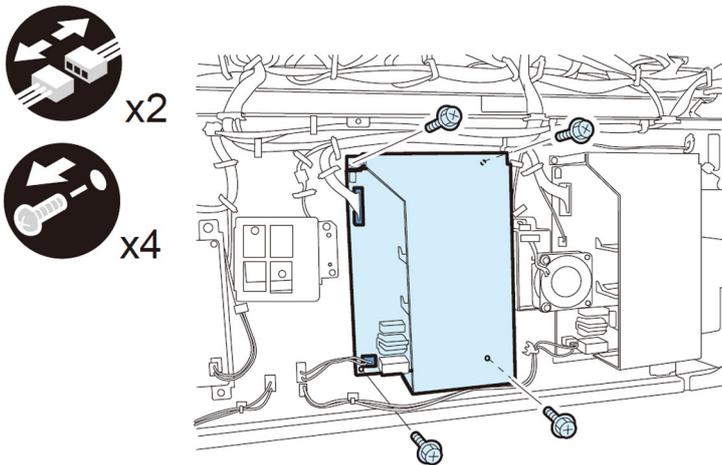
2-18) Desassembly of power supply mount.

Perfect Binder-D1 has a stack cooling fan (Stack Rotation Assembly). Proceed to step 2-18-1).

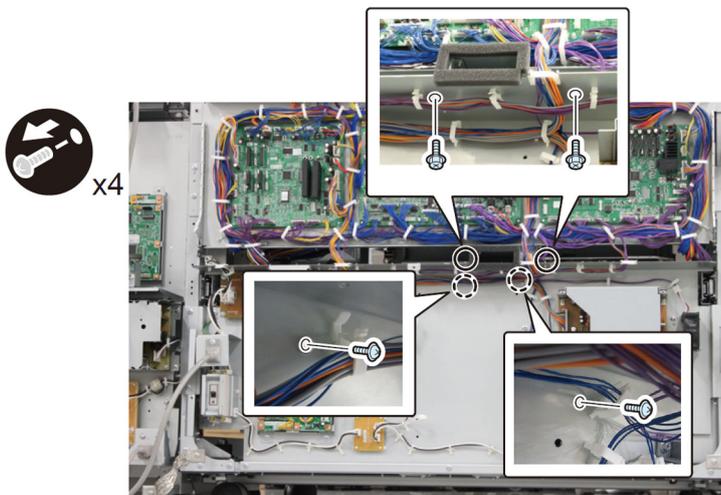
Perfect Binder-A1/B1/C1 do not have a stack cooling fan (Stack Rotation Assembly). Proceed to step 2-18-8).

2-18-1) Detach the power supply unit 1.

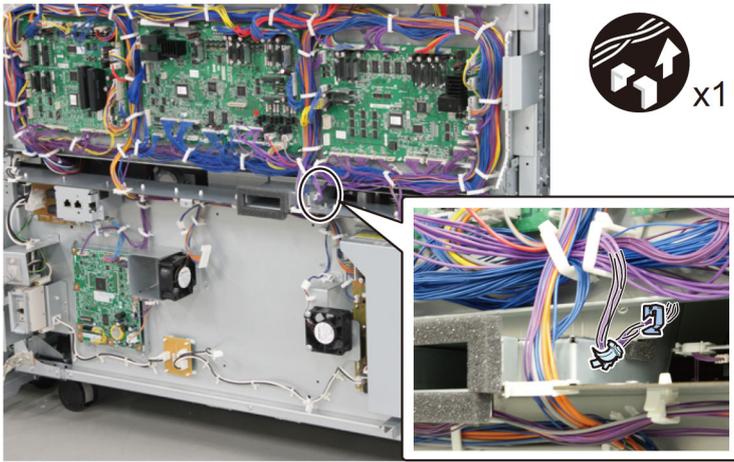
- 2 connectors
- 4 screws



2-18-2) Remove 4 screws of the cooling fan unit.

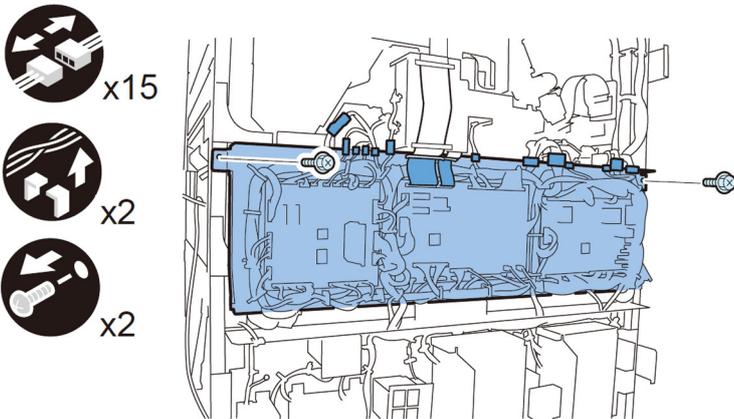


2-18-3) Remove 1 connector and 1 reuse band.



2-18-4) Open the mount.

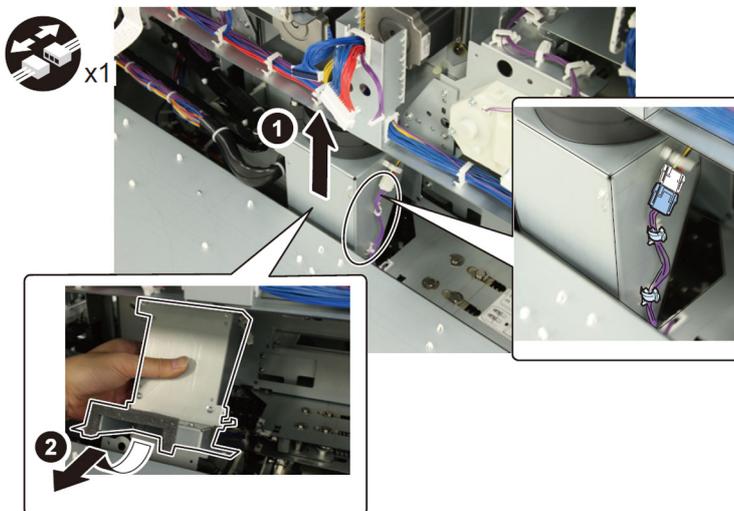
- 13 connectors
- 2 flexible cables
- 2 flexible cable retainers
- 2 screws



2-18-5) Face the front of the machine to pull out the trimming assembly.

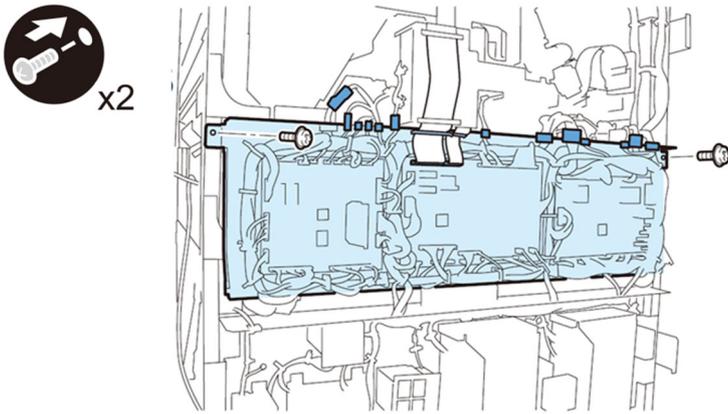
2-18-6) Take out the cooling fan unit.

- 1 connector
- 2 reuse bands

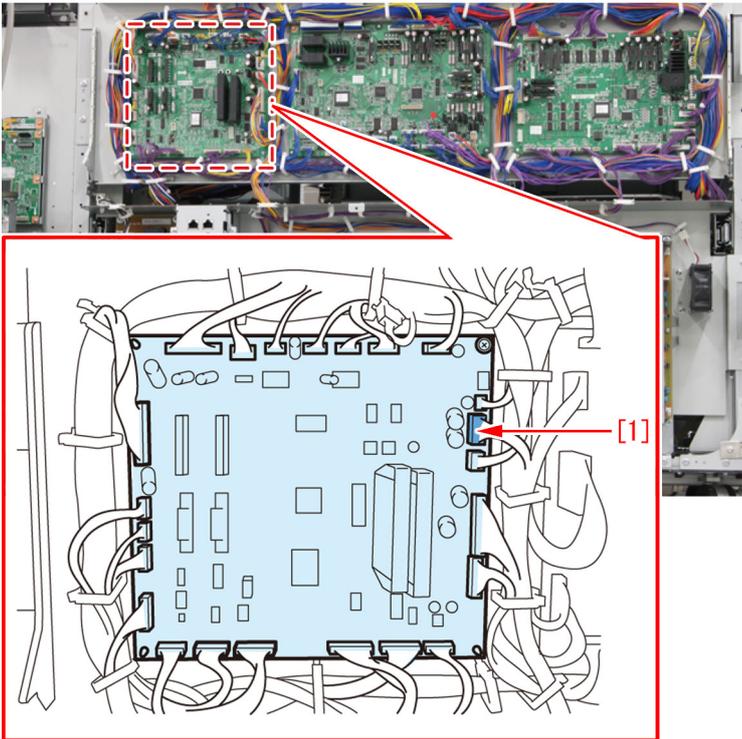


2-18-7) Close the mount.

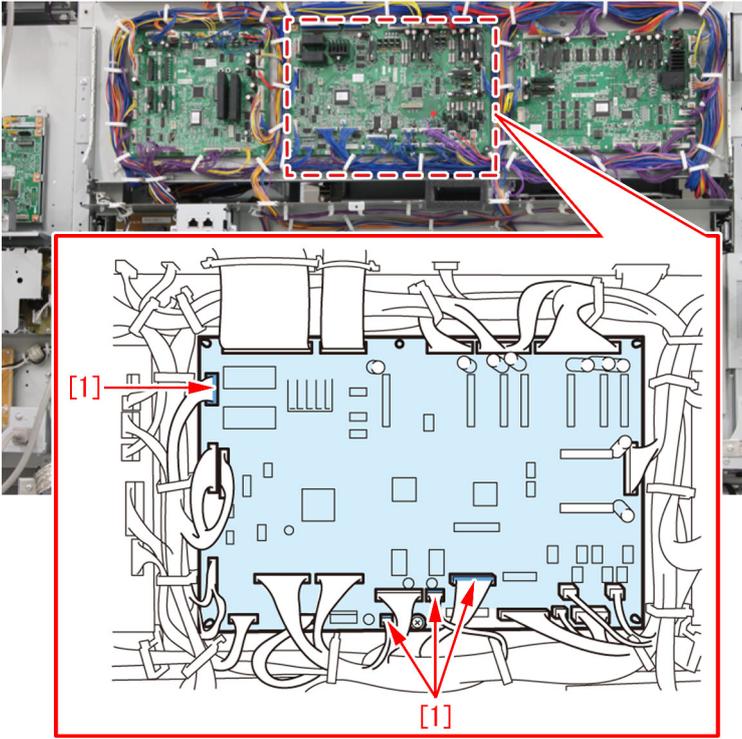
- 2 screws



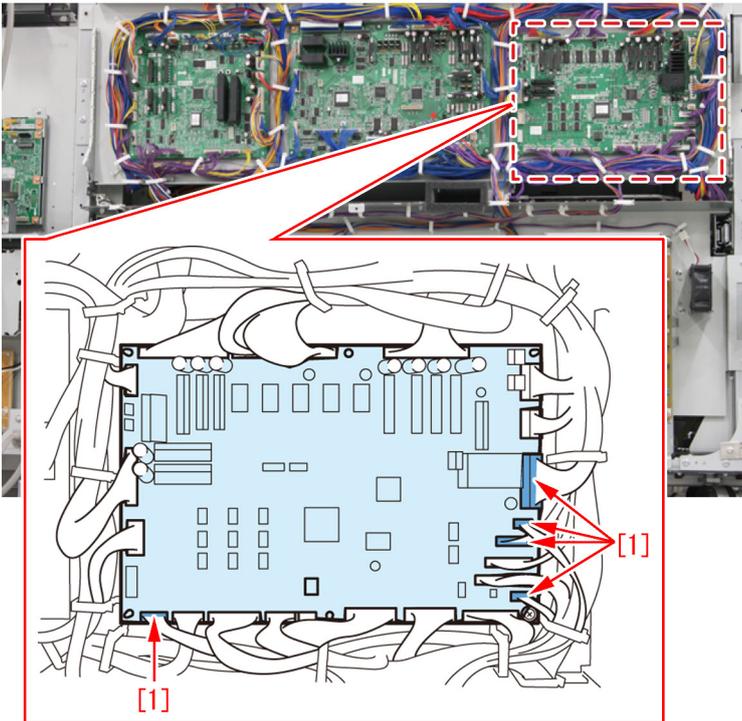
2-18-8) Remove the connector [1] of the cutter controller PCB.  
 [Reference]The position of connector can be found easily by following the harness from the power supply mount to the mount.



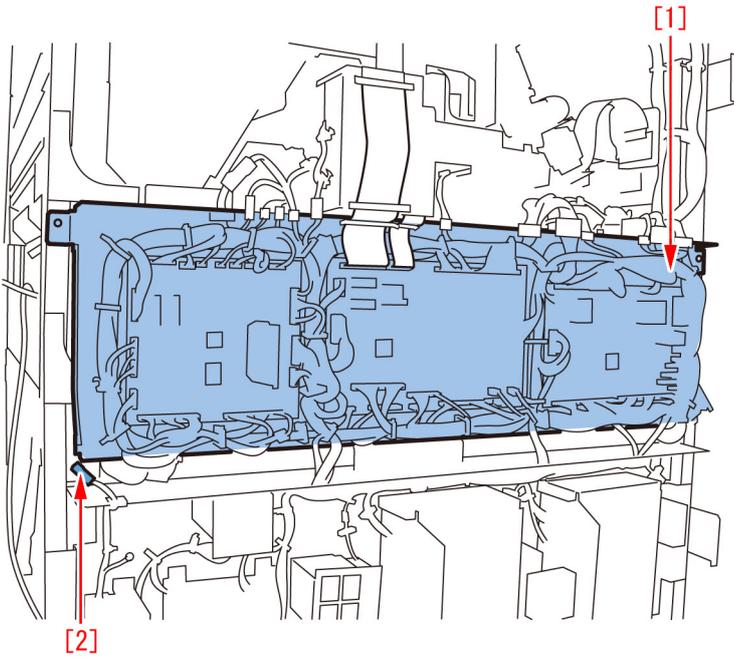
2-18-9) Remove 4 connectors [1] on the slave controller PCB.  
 [Reference]The position of connectors can be found easily by following the harness from the power supply mount to the mount.



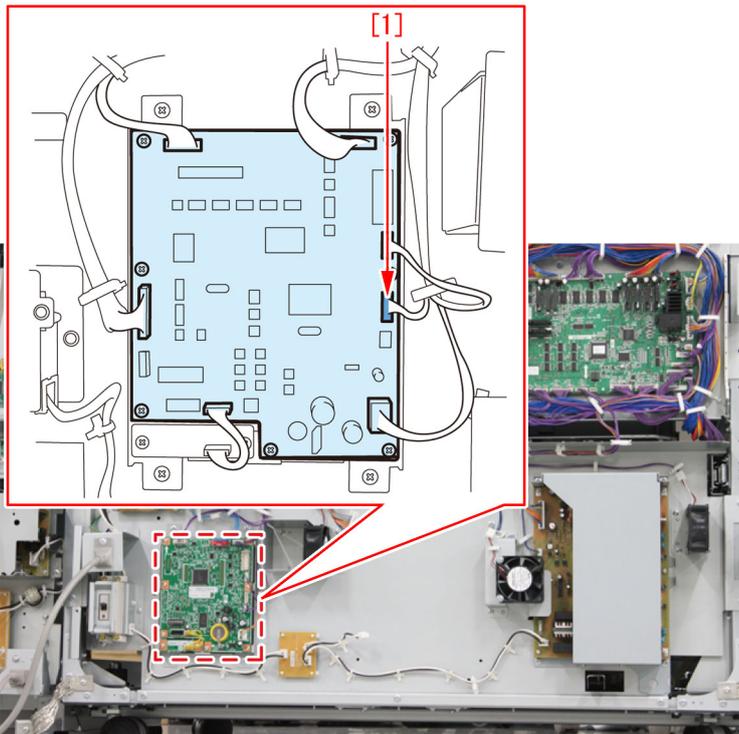
2-18-10) Remove 5 connectors [1] on the master controller PCB.  
 [Reference] The position of connector can be found easily by following the harness from the power supply mount to the mount.



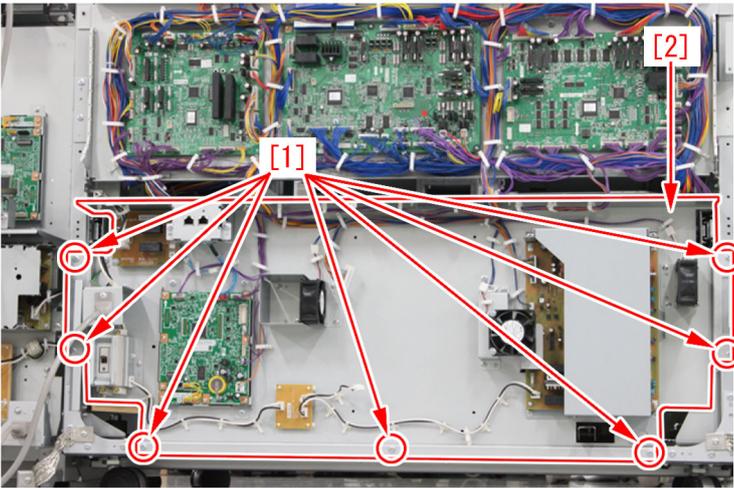
2-18-11) Remove 1 connector [2] located at the bottom left of mount [1].



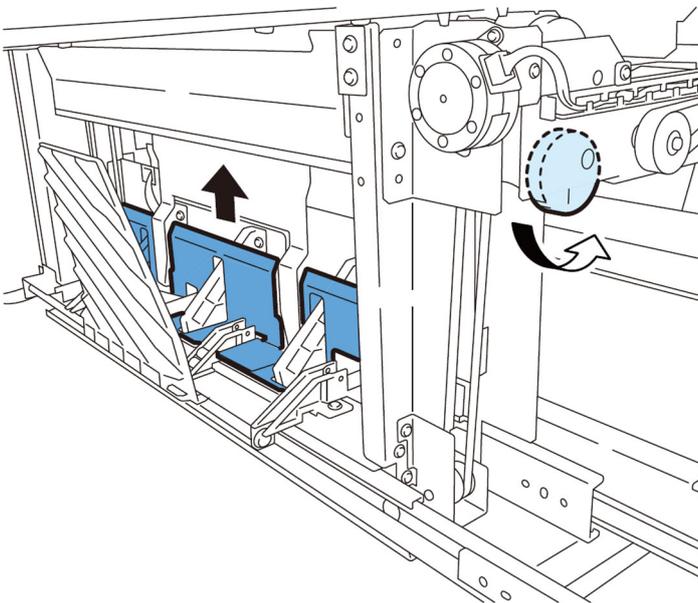
2-18-12) Remove 1 connector [1] on the mount (option controller).



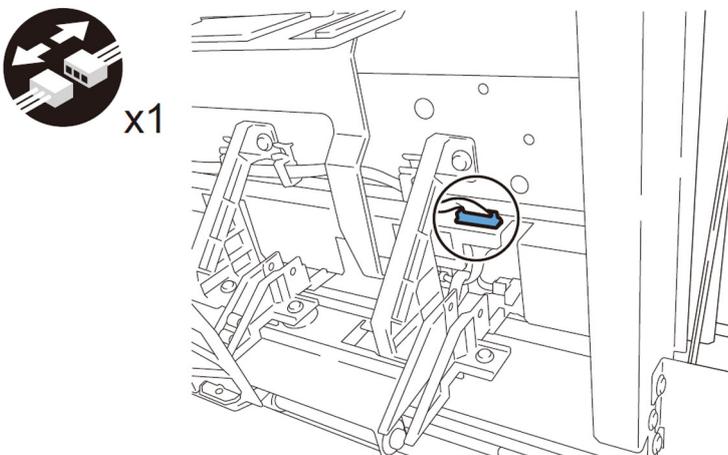
2-18-13) Remove 7 screws [1] and then detach the power supply mount [2].



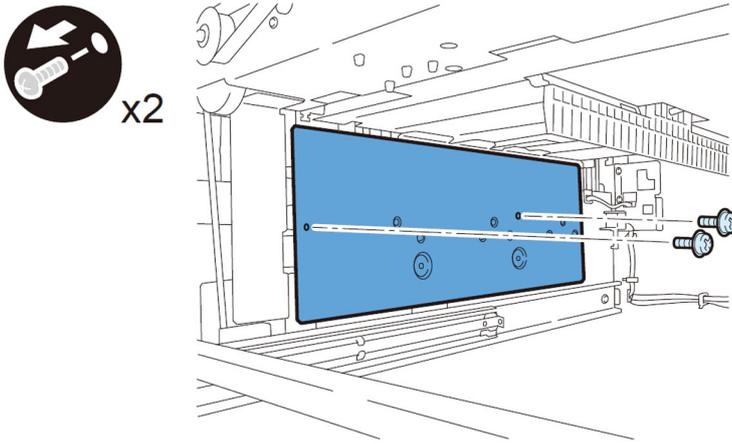
2-19) Turn the gear for the waste paper buffer drive assembly counterclockwise to move the stack buffer tray up to the upper limit position.



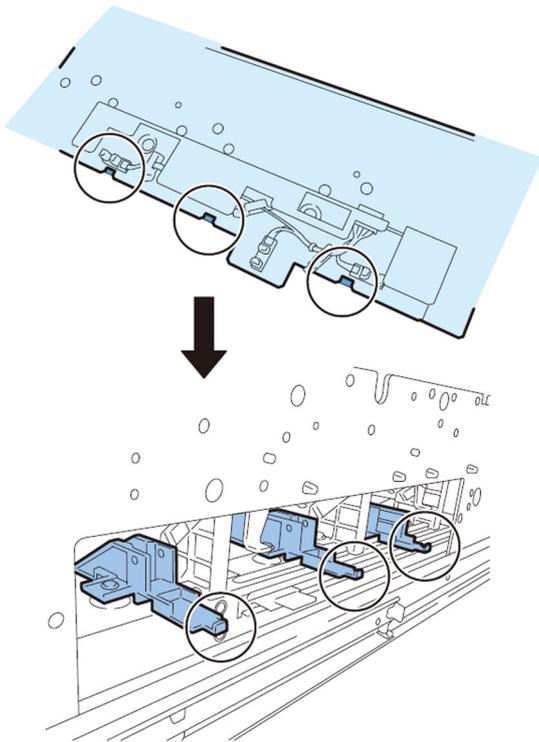
2-20) Pull off the sensor connector which can be seen from the stacking assembly side.



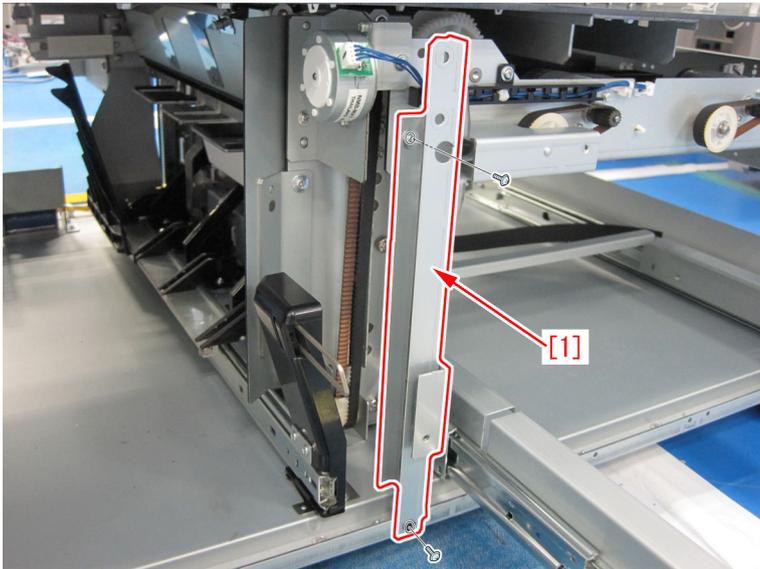
2-21) Detach the stacking tray sensor unit from the waste paper unit side.  
- 2 screws



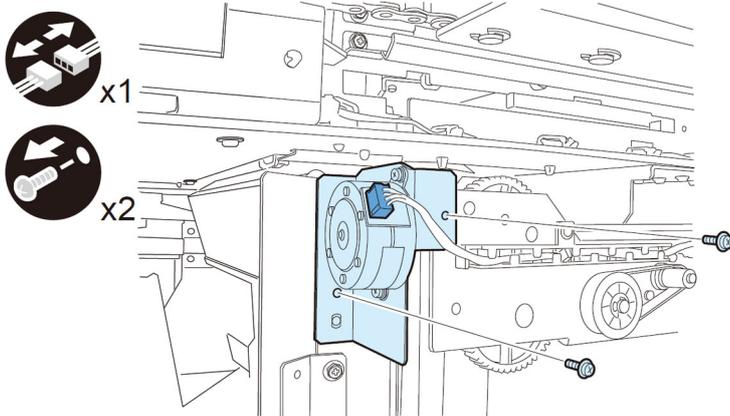
[Note] When the stacking tray sensor unit is reinstalled, align the cutouts of the sensor mounting plate with plate guide.



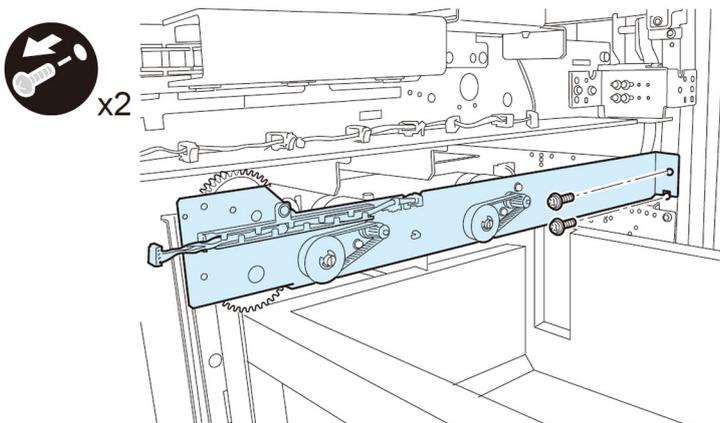
2-22) Remove the frame [1].  
- 2 screws



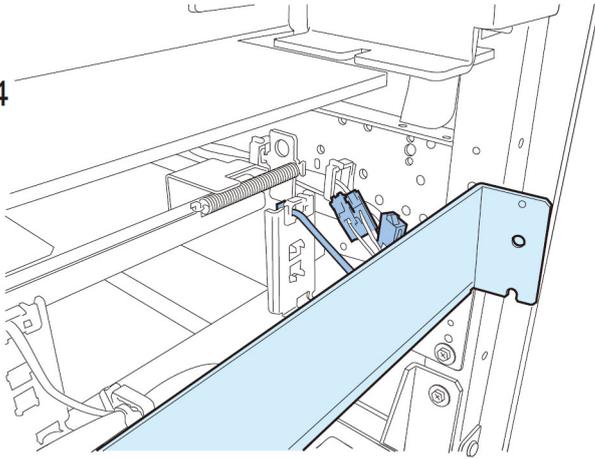
2-23) Detach the stacking buffer tray motor Unit.  
 - 2 screws



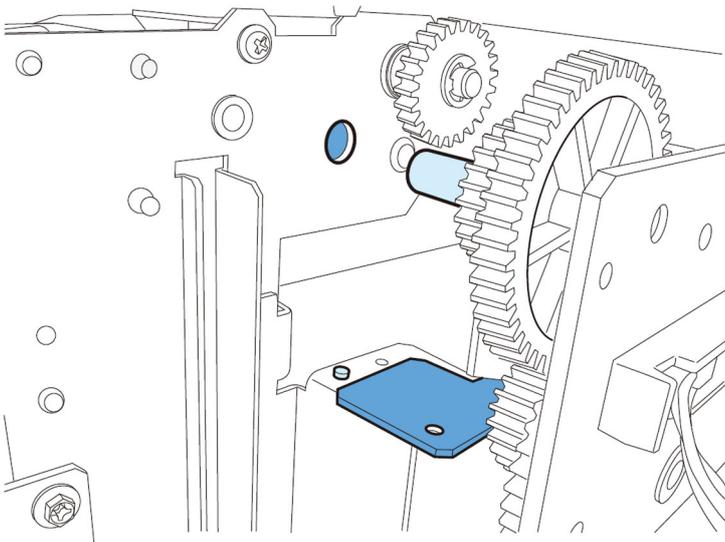
2-24) Take down the waste paper buffer drive unit.  
 - 2 screws



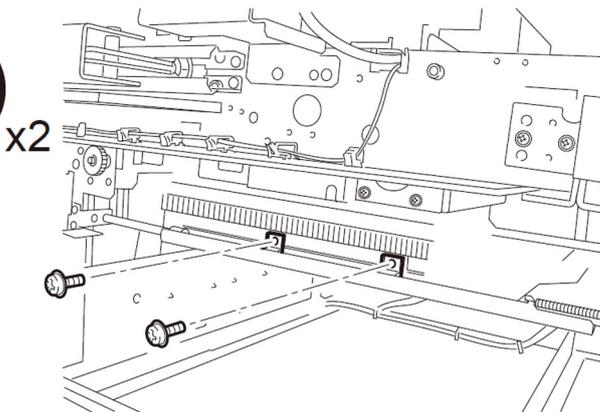
2-25) Remove the waste paper buffer drive unit.  
 - 4 connectors



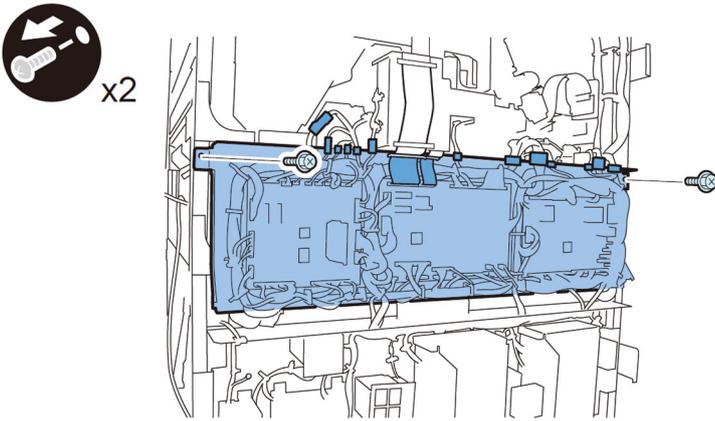
[Note]When the waste paper buffer drive unit is reinstalled, fit the two bosses to the holes and the positioning pin to the positioning hole.



2-26) Remove 2 fixing screws of the waste paper buffer unit.



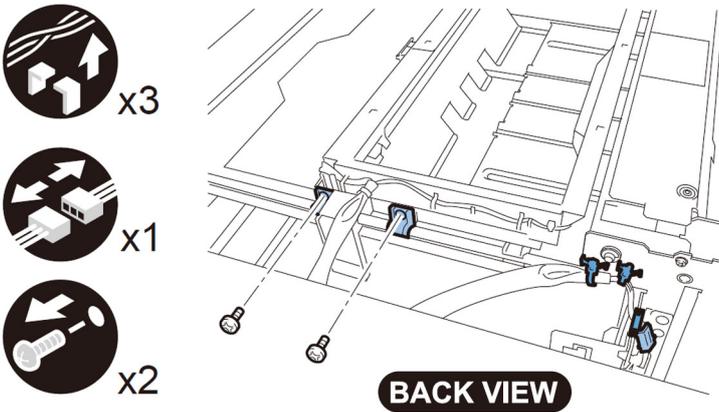
2-27) Face to back side of machine to open the controller mount.  
- 2 screws



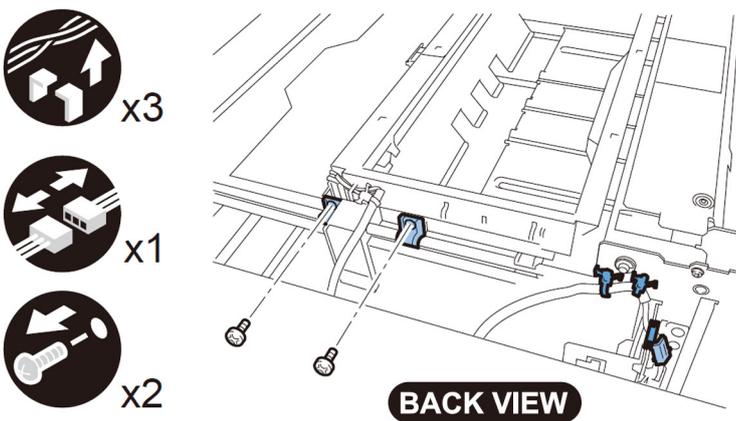
2-28) Release the reuse band and the wire saddle to pull off the connector. Then remove 2 rail guides.

- 2 reuse bands
- 1 wire saddle
- 1 connector
- 2 screws
- 2 rail guides

<< for A1/B1/C1 >>



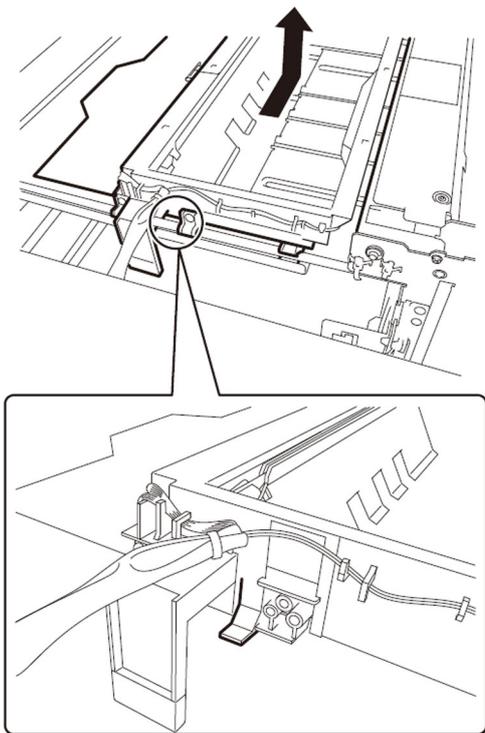
<< for D1 >>



2-29) Shift the waste paper buffer unit in the allow direction to release the hook of the unit from the rail, and then remove the waste paper buffer unit.

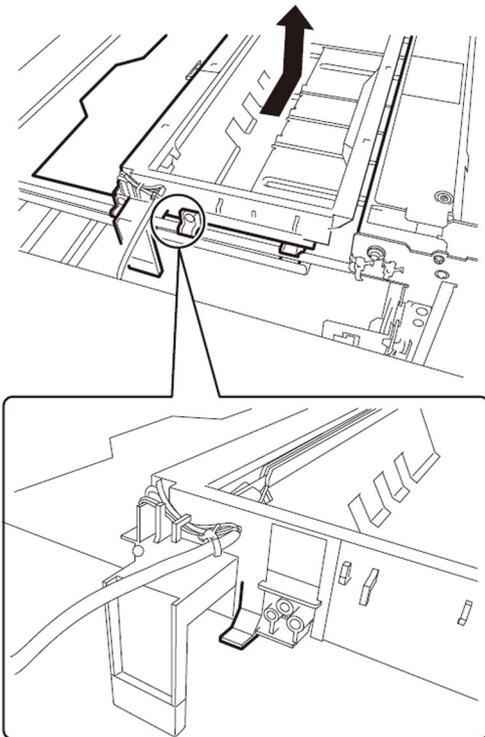
<< for A1/B1/C1 >>

**BACK VIEW**

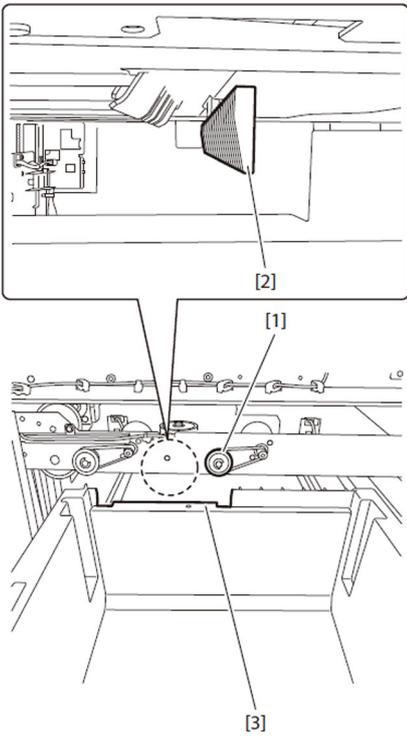


<< for D1 >>

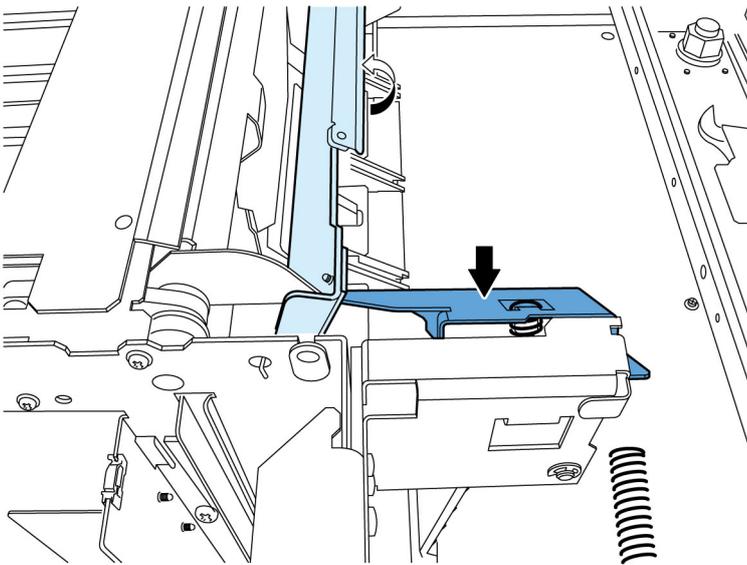
**BACK VIEW**



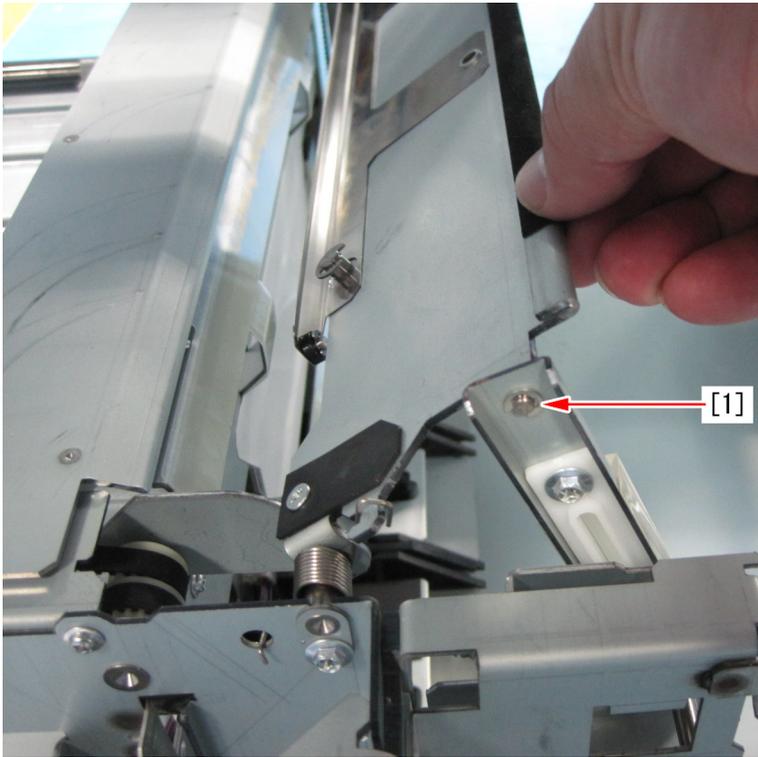
[Note] When closing the waste paper unit after the reinstalling, align the position of waste full detection lever of the waste paper buffer unit with the cutouts of waste paper basket by turning the waste paper buffer drive pulley, so that the detection lever will not come in contact with the waste paper basket.



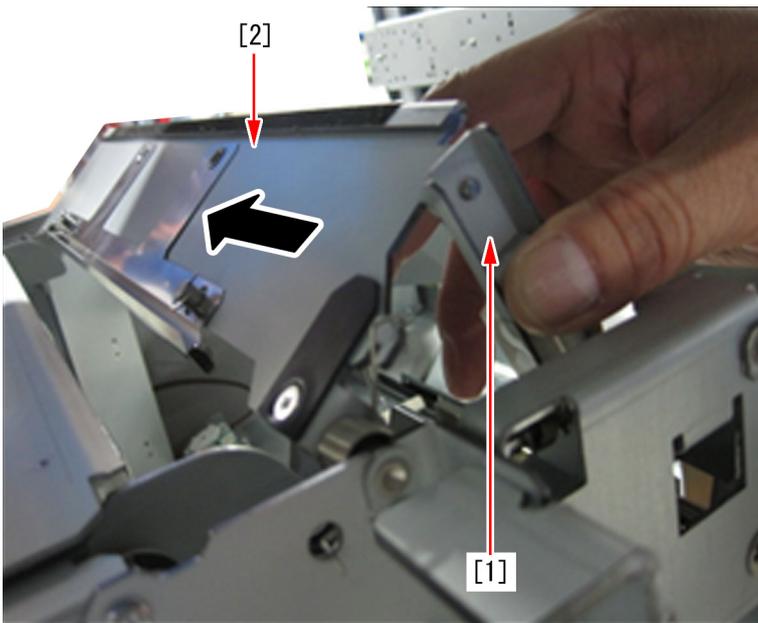
2-30) From the back side of the machine, press down the metal plate in the allow direction to lift up tray guide assembly in the direction of arrow.



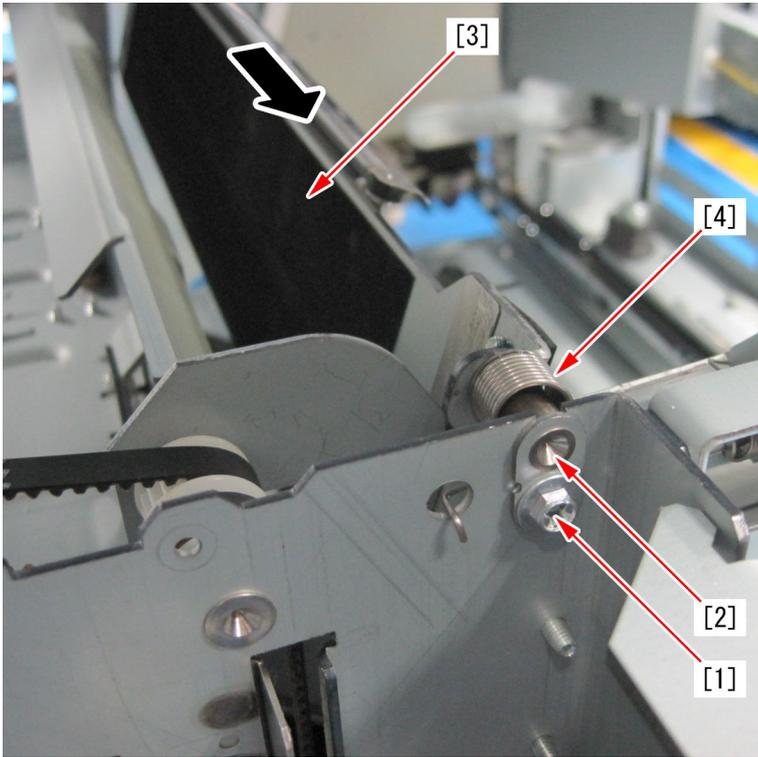
2-31) Remove the E-ring [1].



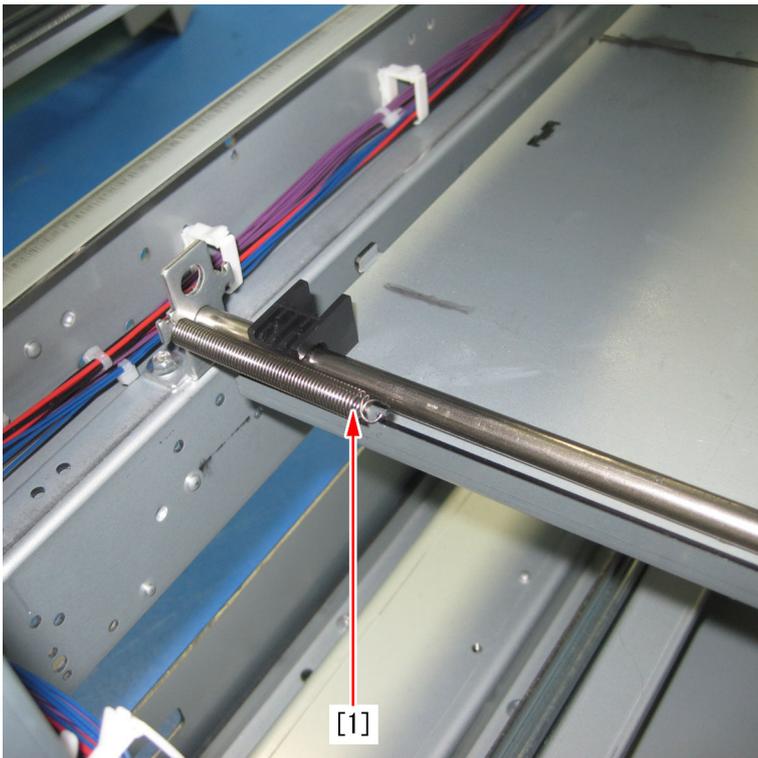
2-32) Remove the tray guide assembly [2] from link [1].



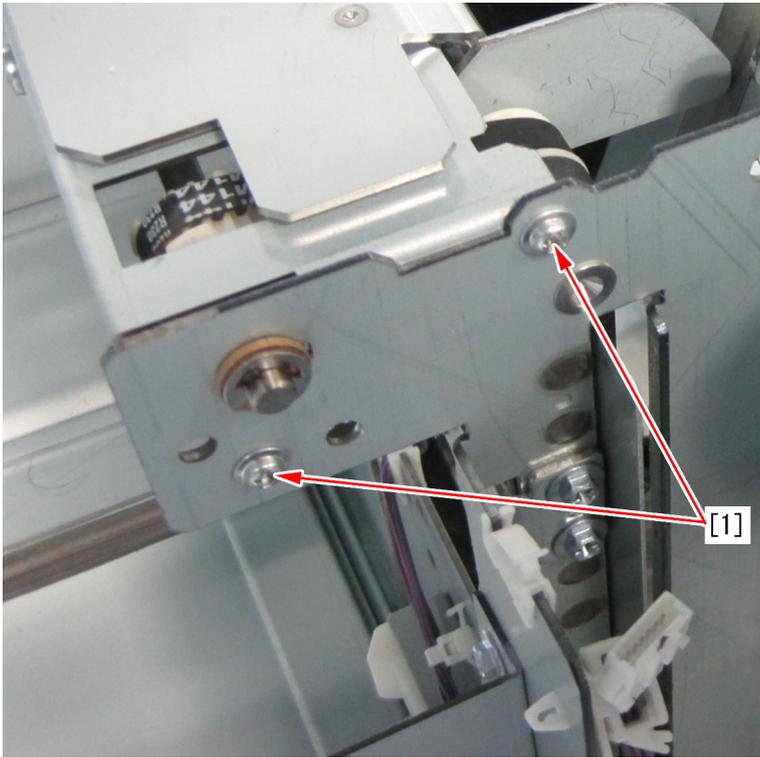
2-33) Remove 1 screw [1] to remove fixing bracket [2]. Then shift the tray guide assembly [3] in the allow direction to remove it. [Caution] When the fixing bracket is removed, be careful not to drop the torsion spring [4] inside of machine.



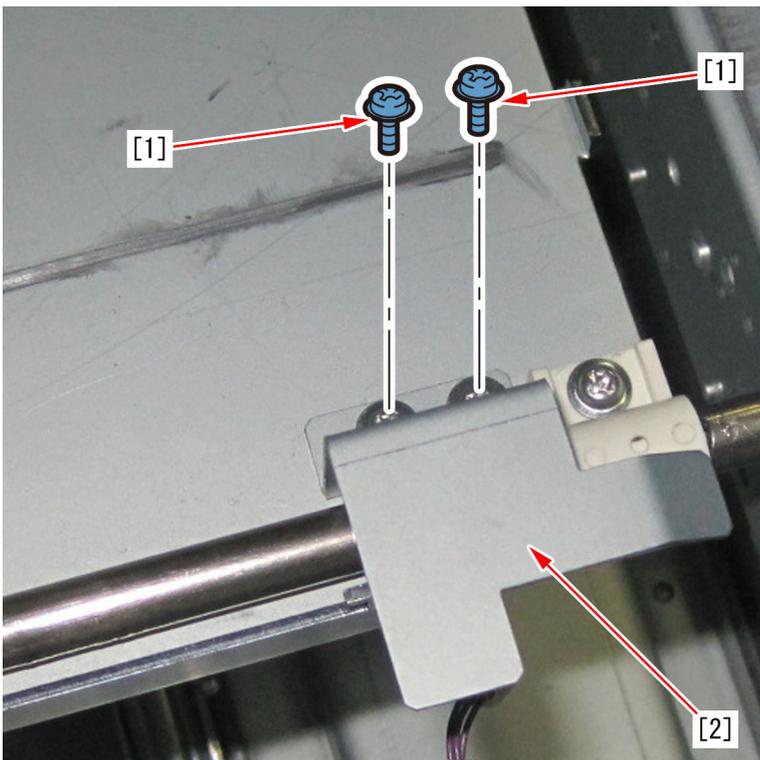
2-34) Unhook the tension spring [1] hooked the shutter with long-nose pliers. (Only one side of the spring)



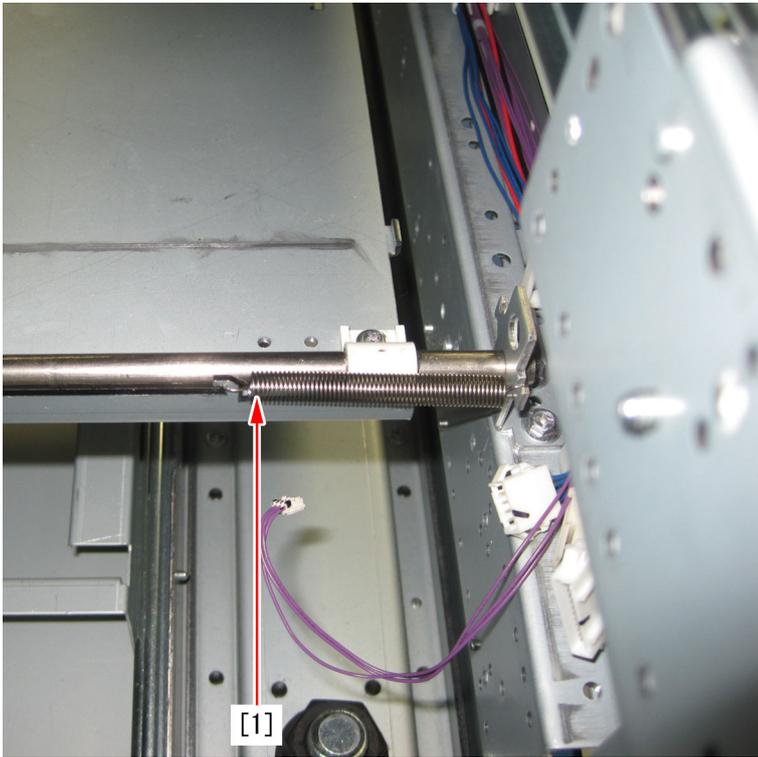
2-35) Remove 2 screws [1] on the back side of dust catch unit.



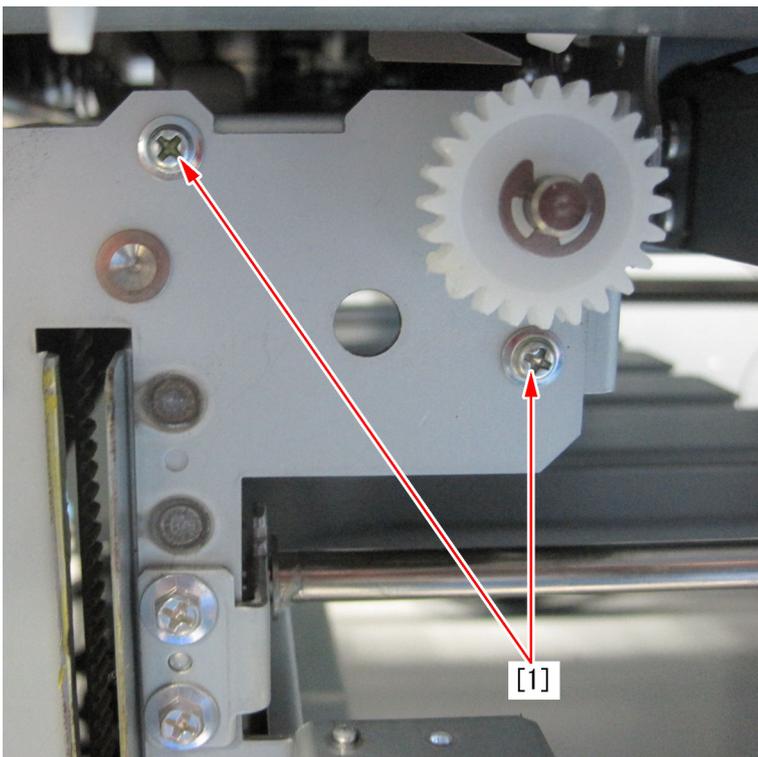
2-36) Face to the front side of machine to remove 2 screws [1] and then remove the metal plate [2] of shutter assembly.



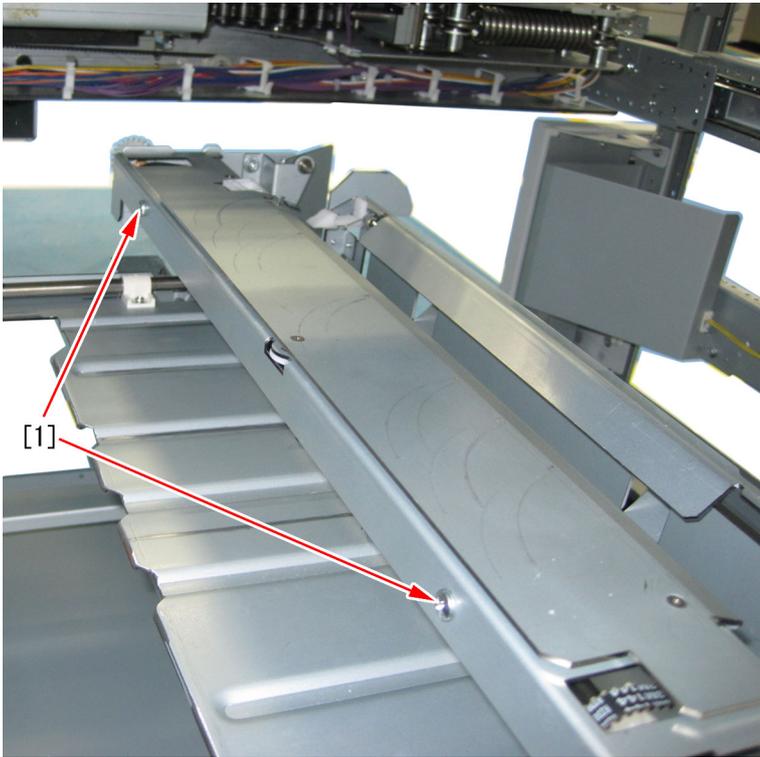
2-37) As with step 2-34), unhook the front side of the torsion spring. (Only one side of the spring)



2-38) Remove 2 screws [1] of the front side of dust catch unit.



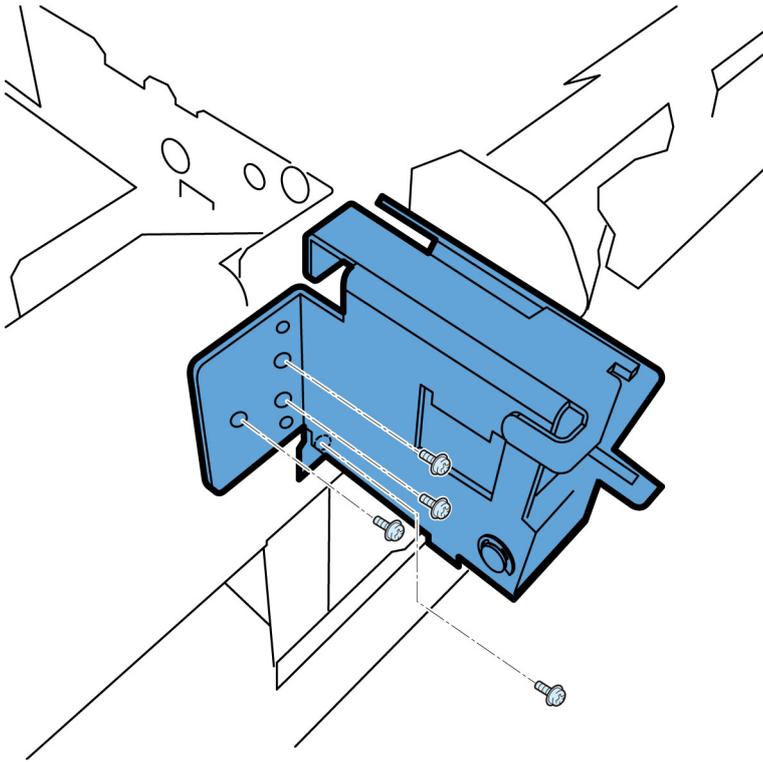
2-39) Face to the back side of machine to remove 2 screws [1] located the side of dust catch unit and then detach the dust catch unit.



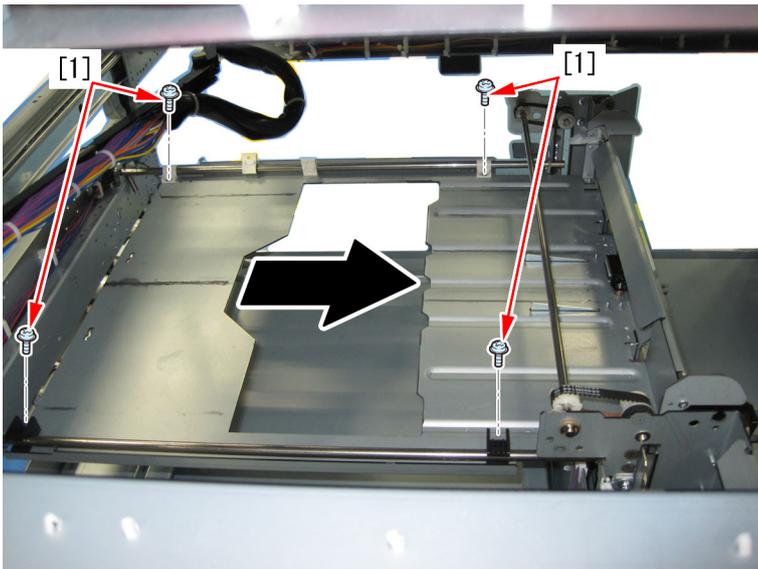
[Note] Tighten the screw [3] halfway tentatively to tack dust catch unit [1] and the metal plate [2], so that the dust catch unit can be attached easily.



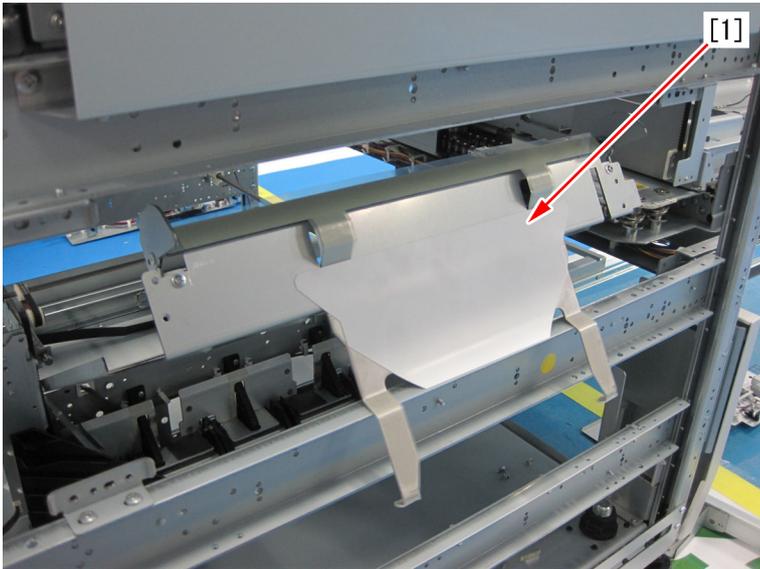
2-40) Remove 4 screws to demount the metal plate unit.



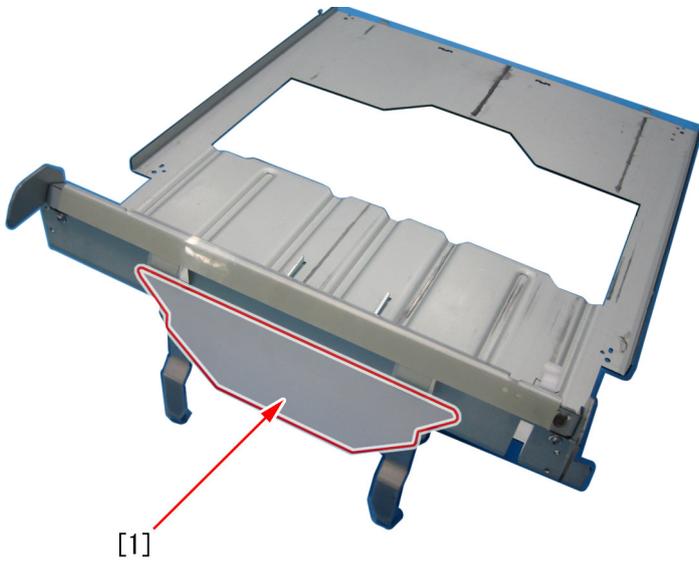
2-41) Remove 4 screws fixing shutter unit and pull out the shutter unit in the direction of the arrow.



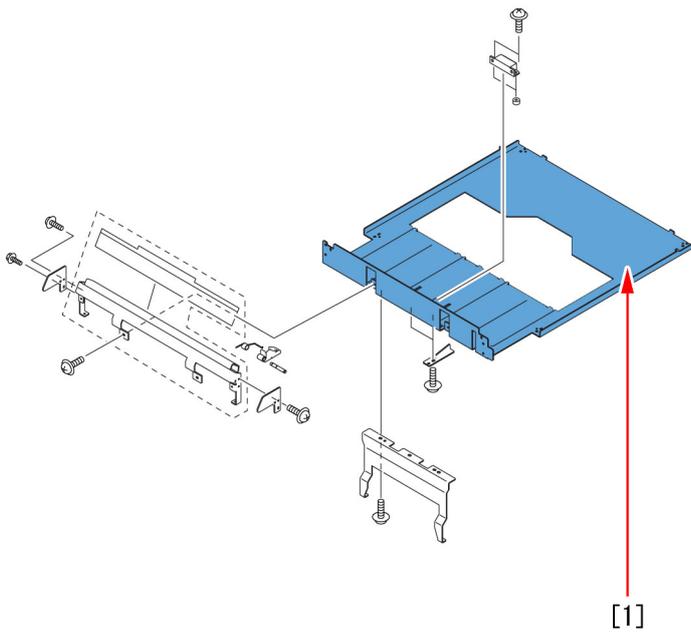
2-42) Pull out the shutter unit [1] from the left side of the machine. The following photo showing the left side of machine is taken from the back side of it.



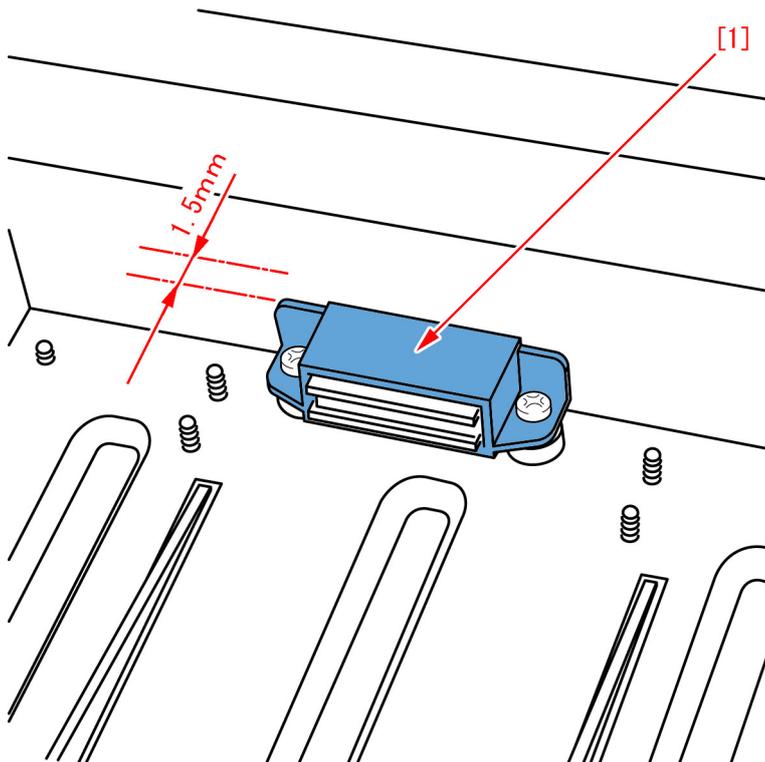
2-43) Take off the sheet [1] from shutter Unit.



2-44) Remove accessory components of the shutter [1] and then attach them to the new type shutter (FL0-0749-000).

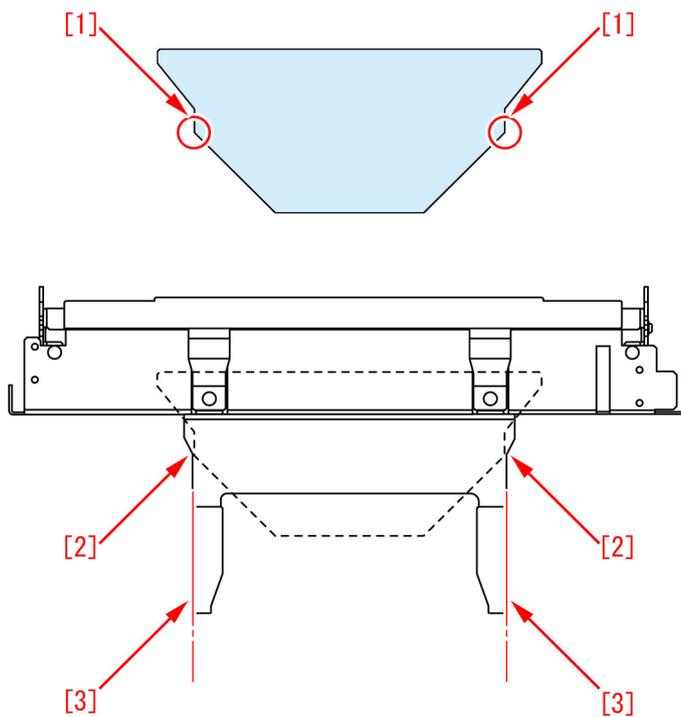


[Note] When the magnet [1] is attached, it shall be fixed in a state of that it is interspaced 1.5 mm from shutter.



2-45) Stick the new type sheet (4A3-2553-000) [1] to the new type shutter unit.

[Note] As for the sticking position of the sheet, align the corners of the sheet [1] with the corners of the metal plate [2] for longitudinal direction and stick the sheet without protruding from the metal plate for lateral position.

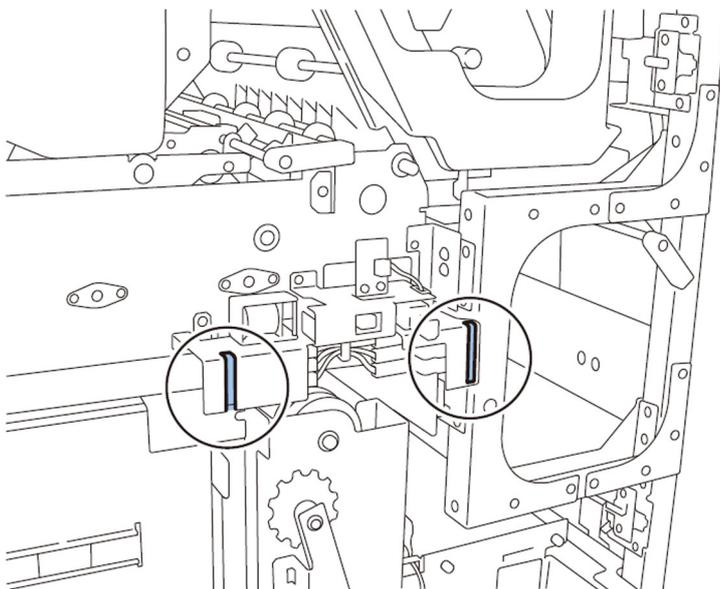


2-46) Assemble the parts in the reverse order from step 2-42).

3) Operation check with operation test mode. (Operation check for the waste paper buffer and dust catch unit)

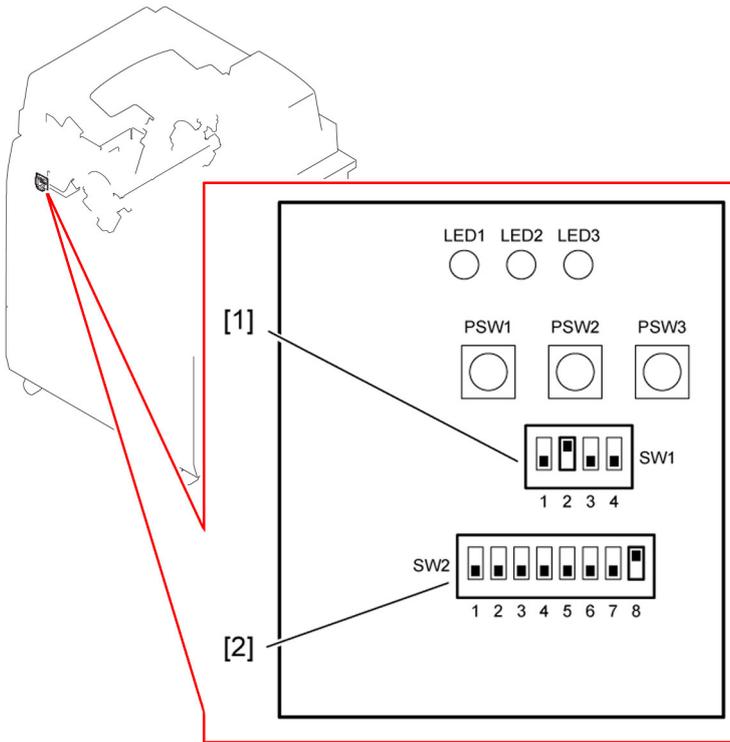
[Note] Remove the front cover (left/right) and the inner cover (lower) to check the inside of machine visually during the operation test. The front cover (left/right) and the inner cover (lower) are removed during the checking, so insert door switch tools into right front cover switch and left front cover switch and turn on the power supply switch, then start the operation test.

[Note] Do not put your hand into the inside of machine during the operation test because the front cover (left/right) and the inner cover (lower) are removed.

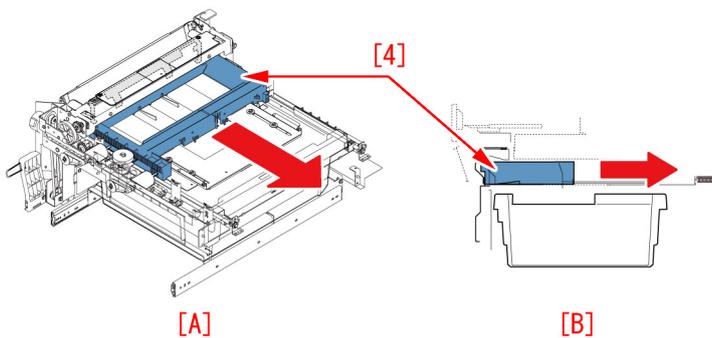
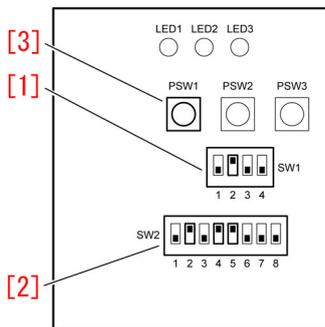


3-1) Move all units to their home positions. (Initial operation)

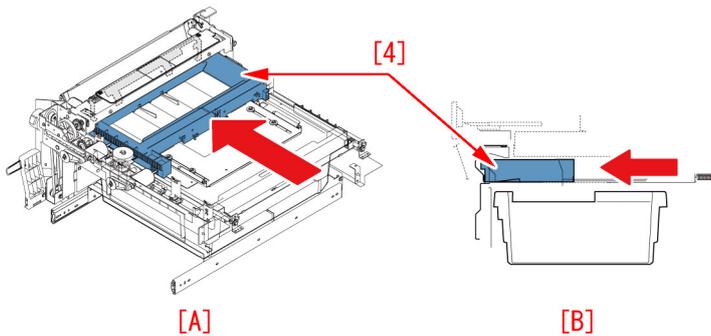
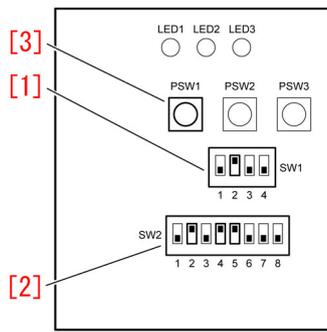
Turn off the power supply and set SW1-2 [1] and the SW2-8 [2] of the service PCB to ON and then turn on the power supply switch. When the initial operation is finished, turn off the power supply again.



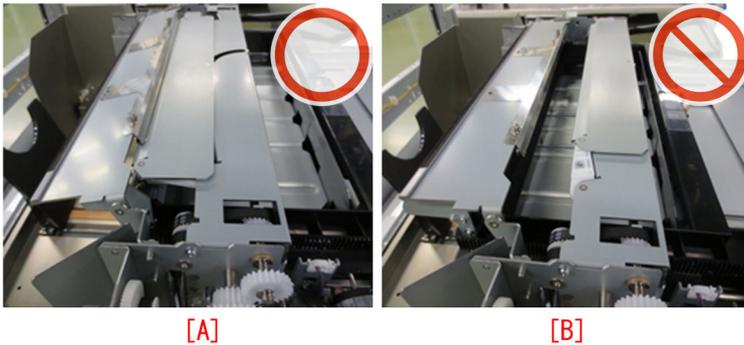
3-2) Set the SW1-2 [1] and SW2-2, -3, -5 [2] of service PCB to ON and turn on the power supply SW and then press PSW 1 [3]. The waste paper buffer [4] moves in the direction of arrow to the drop position of the waste paper.



3-3) Return the trimming assembly to the original position and turn on the power supply switch and then set the SW1-2 [1] and SW2-2, -3, -5 [2] of service PCB to ON and press PSW 1 [3]. The waste paper buffer [4] moves in the direction of arrow to the home position.



3-4) Press PSW1 to shift the dust catch assembly to the locked position. Confirm that the hook arm of dust catch assembly is locked in this state. Photo [A] shows normal state that the assembly is locked. Photo [B] shows unlocked state.



3-5) Press PSW1 to shift the waste paper buffer to the drop position of the waste paper. The lock of dust catch assembly is released.

3-6) Press PSW1 to shift the waste paper buffer to the home position. After reaching the home position, it stops.

3-7) Repeat the operation from step 3-2) to step 3-6) 3 times.

3-8) Execute step 3-1).

3-9) Attach the front cover (left/right) and the inner cover (lower).

### [Countermeasure Cut-in Serial Numbers in Factory]

Model	Serial No.
Perfect Binder-B1 US	CVZ00183
Perfect Binder-B1 EU	GZR00068
Perfect Binder-D1 US	QWS00023
Perfect Binder-D1 EU	QWT00025

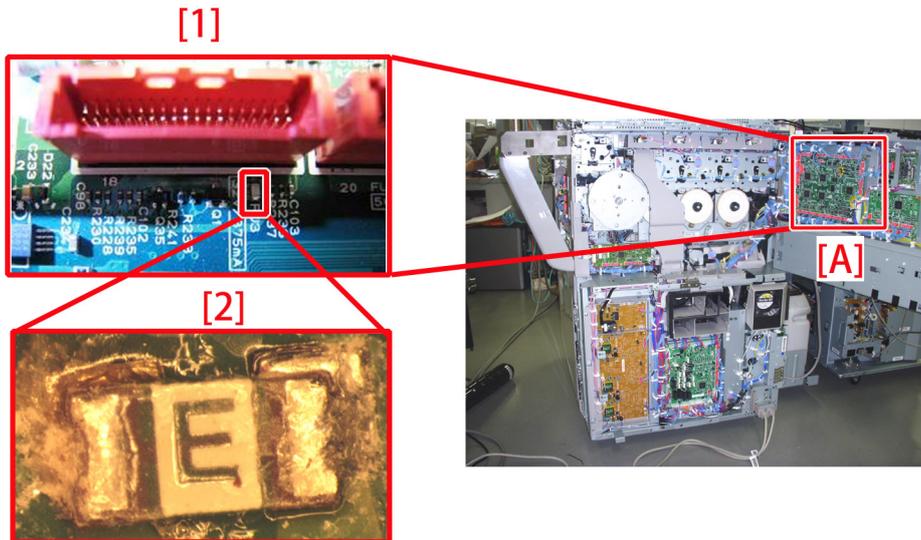
## E074-0001 due to poor weld on the DC controller I/F PCB assembly

### [Symptom]

E074-0001 (Primary transfer roller detachment HP sensor timeout error) may occur after turning the main power of the main body on.

### [Cause]

The aforementioned symptom occurs due to that the fuse (FU3) [2] does not conduct electricity that is beneath the connector (J1240) [1] of the DC controller I/F PCB [A] because of the poor weld.



### [Service work]

1) Prepare the new DC controller I/F PCB (FM0-2916-010) and replace with it.

[Reference] Before replacing the DC CONTROLLER I/F PCB ASS'Y, back up the service mode data (approx. 2 min) and restore the backup data after the replacement so the data may be able to be protected.

- Backup: COPIER (LEVEL2) > FUNCTION > SYSTEM > DSRAMBUP

- Restoration: COPIER (LEVEL2) > FUNCTION > SYSTEM > DSRAMRES

Start the main body and confirm that a phenomenon does not occur.

If the symptom does not improve, check other causes.

[Service part] FM0-2916 DC CONTROLLER I/F PCB ASS'Y

## E061-0001 due to current leakage on the primary H.V. connector assembly in high humidity environment

### [Symptom]

In the machines prior to the Countermeasure cut-in serial number in factory described below E061-0001 may occur in a high humidity environment.

E061-0001 : Primary charging dark area potential (Bk) upper/lower limit error

### [Cause]

During the production of the mold part of the primary H.V. connector assembly, material used to remove burr may remain in some cases. Such material absorbs water in a high humidity environment. As a result, the surface resistance of the mold part decreases and causes a current leak, leading to the above symptom.

### [Service work]

When the symptom keeps occurring, prepare the new type primary H.V. connector assembly (FM3-9890-010) [1] and replace the old one.



[1]

### [Service parts]

No.		Part Number	Description
1	Old	FM3-9890-000	PRIMARY H.V. CONNECTOR ASS'Y
	New	FM3-9890-010	PRIMARY H.V. CONNECTOR ASS'Y

### [Countermeasure cut-in serial numbers in factory]

Model	Serial number
iR-ADV C9280 AS 230V	UDF00555
iR-ADV C9270 AS 230V	UKU00504
iR-ADV C7270 AS 230V	UKX01010
iR-ADV C7260 AS 230V	ULP01058
iR-ADV C9280 EUR 230V	TZX00512
iR-ADV C7280i EUR 230V	UKP01113
iR-ADV C7270i EUR 230V	UKZ01465
iR-ADV C7260i EUR 230V	UMB02461
iR-ADV C9280 US 208V	TZW00844
iR-ADV C9270 US 208V	UKT00724
iR-ADV C7270 US 120V	ULD02984
iR-ADV C7260 US 100V	ULK04407
iR-ADV C9280 KR 220V	UEU00501
iR-ADV C7270 KR 220V	UKY00507
iR-ADV C7260 KR 220V	ULZ00554
iR-ADV C9280 CN 220V	UMC00521
iR-ADV C9270 CN 220V	UKV00511

iR-ADV C9280 TW 220V	UJW00001
iR-ADV C9270 TW 220V	UKW00001

<b>Model</b>	<b>Serial number</b>
iPR C800 CN	QKR00543
iPR C700 CN	QKT00559
iPR C600 CN	QKU00533
iPR C800 CN	UMG00508
iPR C700 CN	UMH00522
iPR C600 CN	UMK00531
iPR C800series EU	QKM03970
iPR C600i EU	QKP01714
iPR C800series EU	UMF00506
iPR C600i EU	UML00502
iPR C800series UL	QKJ01918
iPR C60 UL	QKL00728
iPR C800series UL	UME01806
iPR C60 UL	UMJ00638
iPR C800series UL	WHV02000

## E260-0003, E197-2000/2004, E009-0500/0501/0502 due to come off coating of lower belt unit cable

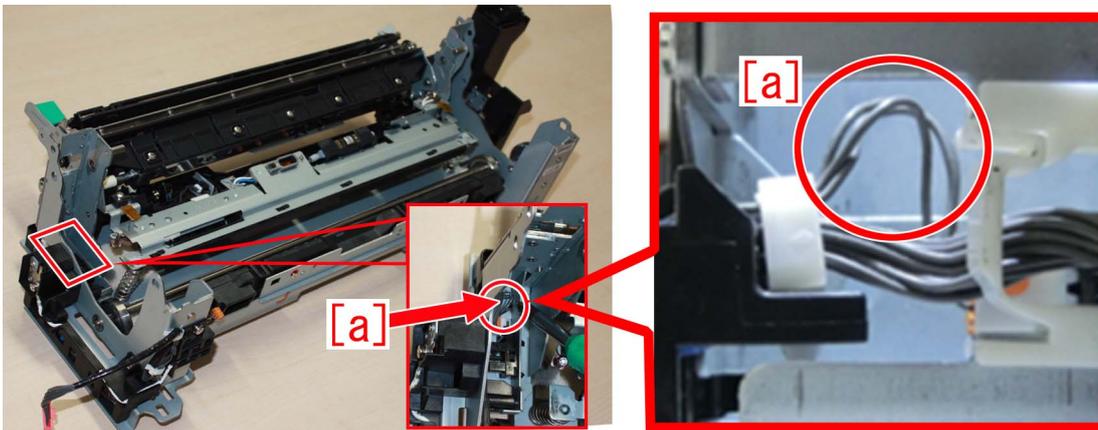
### [Symptom]

In the machines prior to the Countermeasure cut-in serial number in factory described below E260-0003, E197-2004, E197-2000 and E009-0500/0501/0502 may occur, and fixing/feeder driver PCB ASS'Y may be damaged.

- E260-0003 : DC Controller PCB output (5 V) error
- E197-2004 : Serial communication error (Communication error between the DC Controller PCB and the CIS Driver PCB)
- E197-2000 : Serial communication error (Communication error between the DC Controller PCB and the Fixing Feed Driver PCB)
- E009-0500 : Pressure Belt Unit HP error
- E009-0501 : Pressure Belt Unit timeout error (Engagement operation of the Pressure Belt Unit did not complete within the specified time.)
- E009-0502 : Pressure Belt Unit timeout error (Disengagement operation of the Pressure Belt Unit did not complete within the specified time.)

### [Cause]

Lower belt unit cable connected to pressure release sensor (PS73) of fixing base assembly is lengthy. When handling the lower belt unit cable, if it is pushed up widely [a] toward the lower plate of the lower belt assembly, the plate of the lower belt assembly and the lower belt unit cable interfere with each other when attaching and detaching the lower belt assembly, and it causes the coating to come off and short-circuit, and the above symptom occurs.



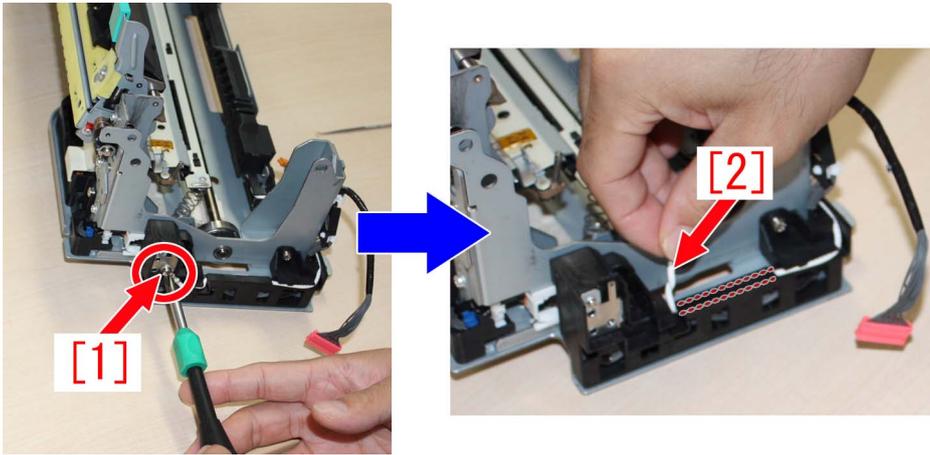
### [Service work]

When the symptom occurs, check the condition of the lower belt unit cable. If it is short-circuited with plate, take measures below in accordance with the symptom.

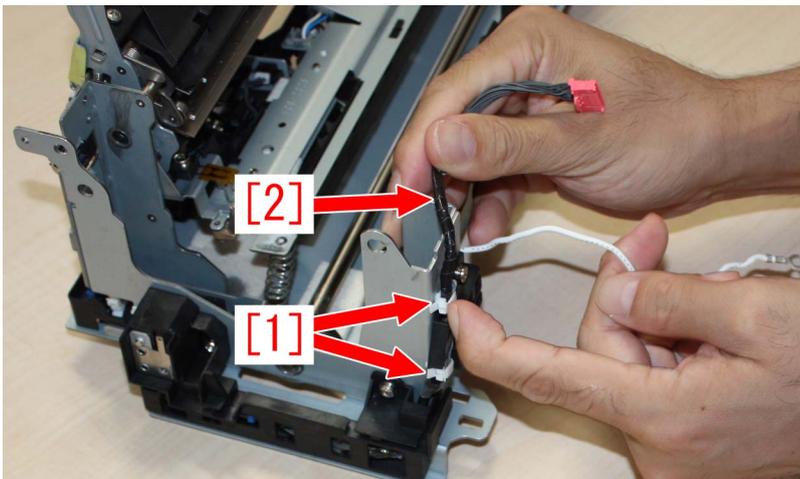
Symptom	Service work
E260-0003	Replace the lower belt unit cable (FM0-2780)
E197-2000	Replace the lower belt unit cable (FM0-2780) and the fixing/feeder driver PCB ASS'Y (FM0-2924) at the same time
E197-2004	
E009-0500	Replace the lower belt unit cable (FM0-2780). If it does not solve the problem, refer to Service Manual of the corresponding error code
E009-0501	
E009-0502	

The procedure below describes the steps to replace the lower belt unit cable. Make sure that the lower belt unit cable does not come in contact with the plate. The procedure below starts with the situation where the lower belt assembly was removed from the fixing assembly.

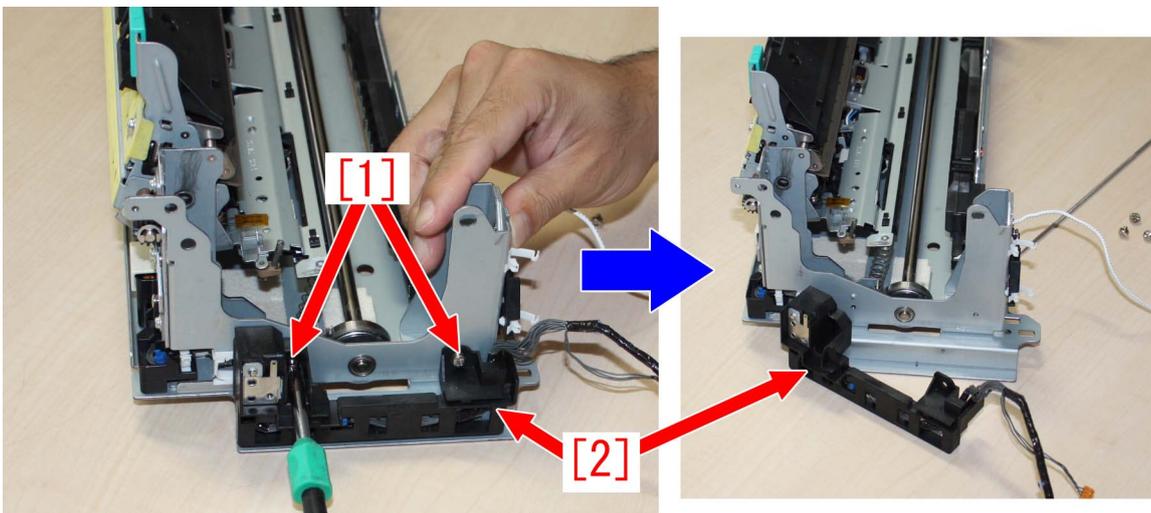
- 1) Remove screw [1] from fixing frame, and remove grounding cable [2] from guide.



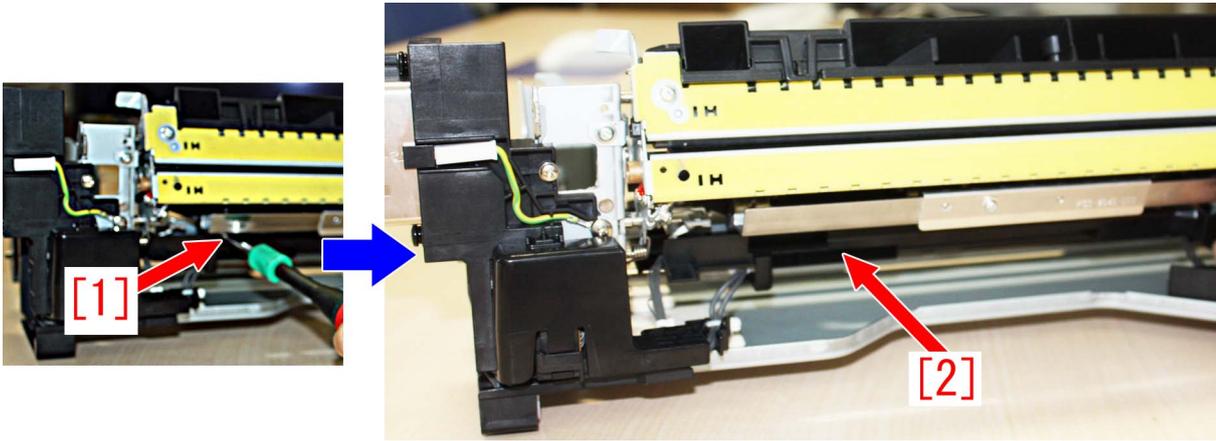
2) Remove the lower belt unit cable [2] from wire saddle in two places [1].



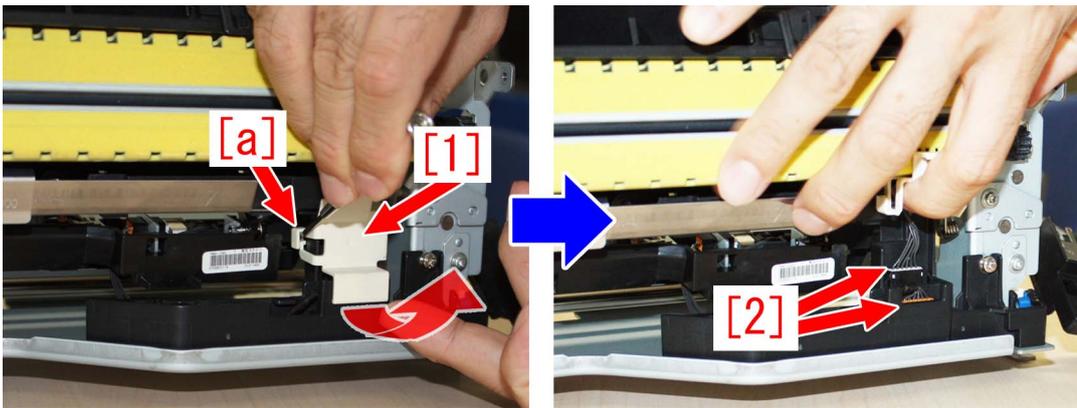
3) Remove two screws [1], and remove front cable guide [2].



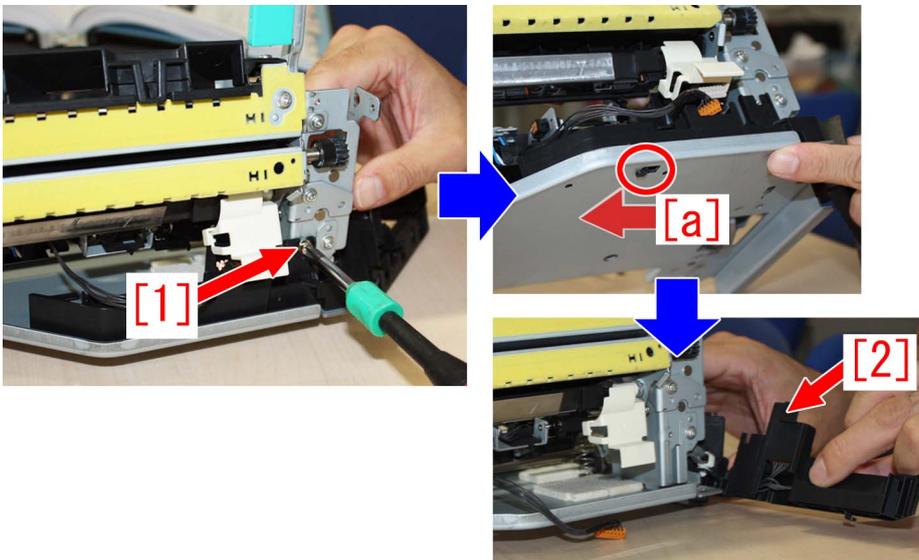
4) Remove the screw [1], and remove thermistor cover [2].



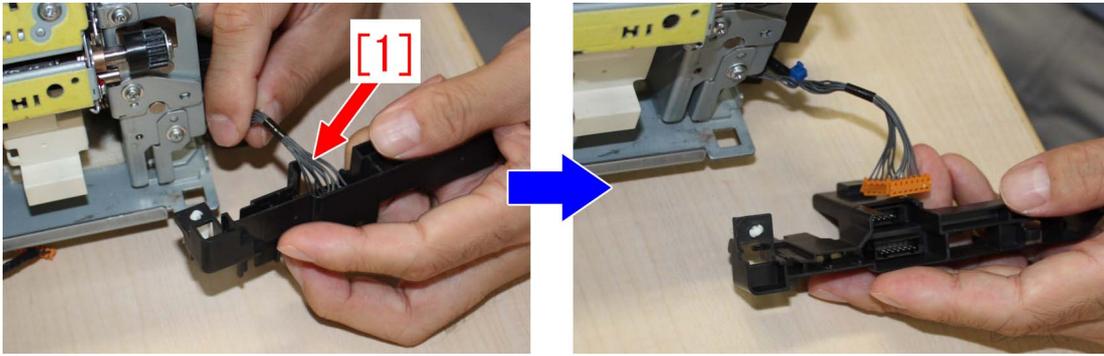
5) Open claw [a] of inner delivery connector cover [1] with flathead screwdriver etc. to remove the connector in two places [2].



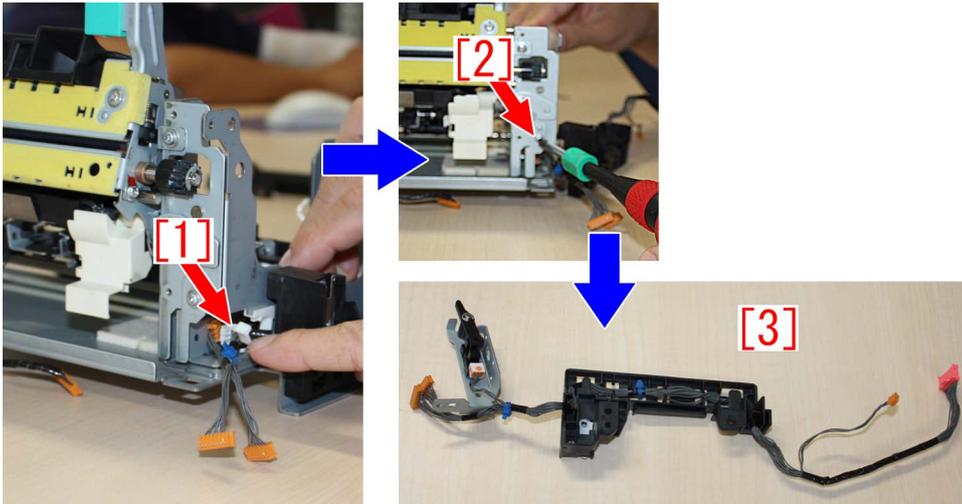
6) Remove the screw [1], and slide the claw [a] in the direction of an arrow to remove rear cable guide [2].



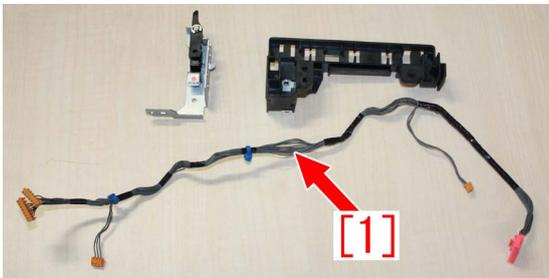
7) Remove the connector [1] of the lower belt unit cable in two places from the rear cable guide.



8) Remove the wire saddle [1] and screw [2] of the plate to remove front cable guide unit [3].



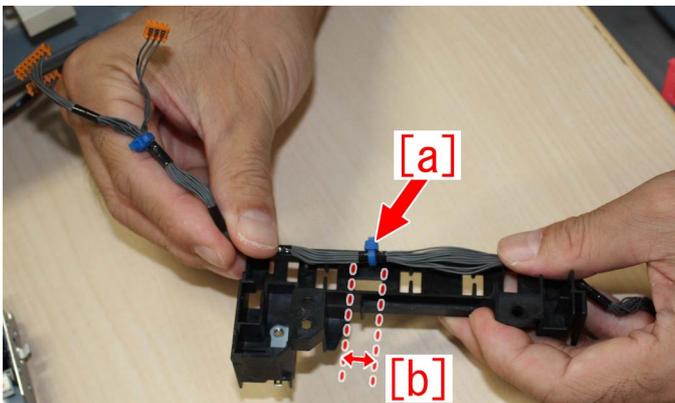
9) Remove the lower belt unit cable [1] from the front cable guide unit to replace it with new lower belt unit cable.



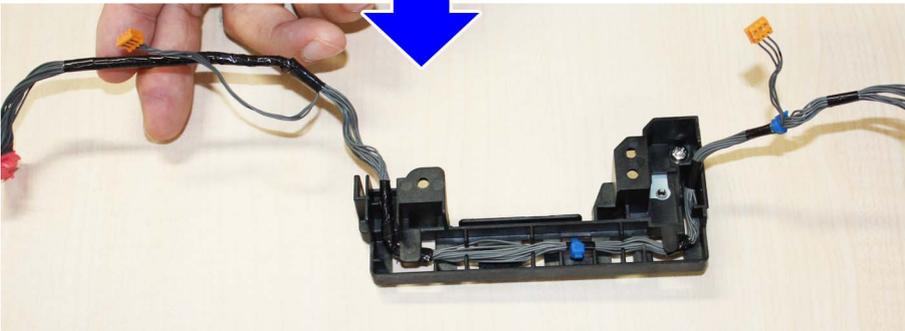
10) Attach the parts following the above steps from 7) in the reverse order.

**[ Caution ]**

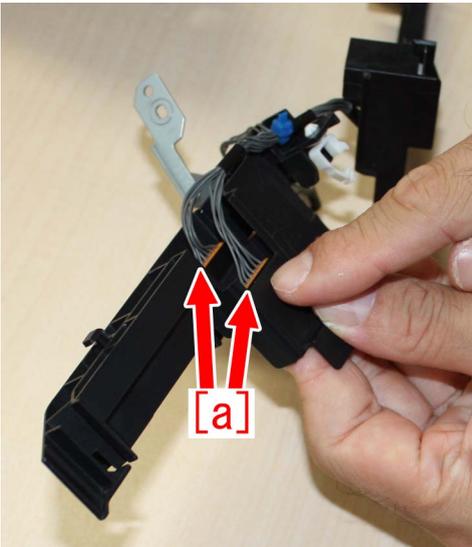
- When attaching the new lower belt unit cable, make sure that the cable band [a] in the center enters within the window of the front cable guide [b].



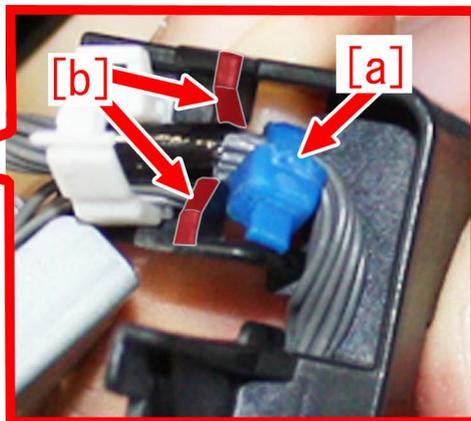
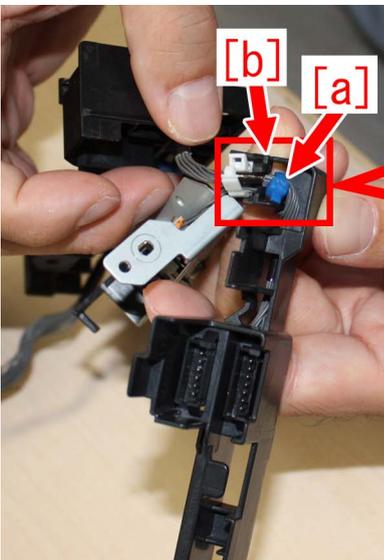
- Place the lower belt unit cable tightly along the frame of the front cable guide in order not to allow extra cable or displacement.



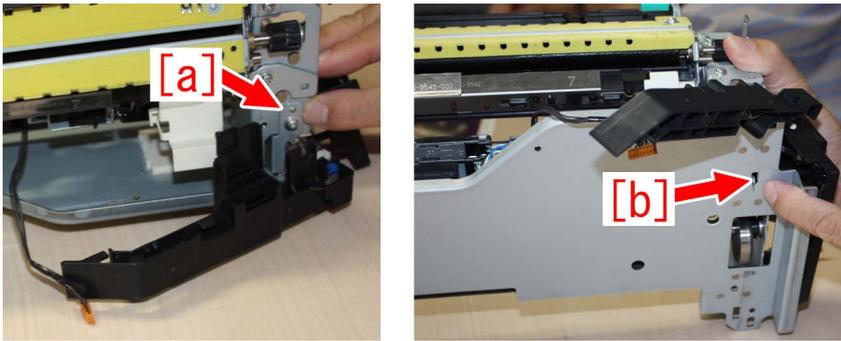
- When inserting connectors [a] of the lower belt unit cable in two places into the rear cable guide, make sure that the connector does not protrude.



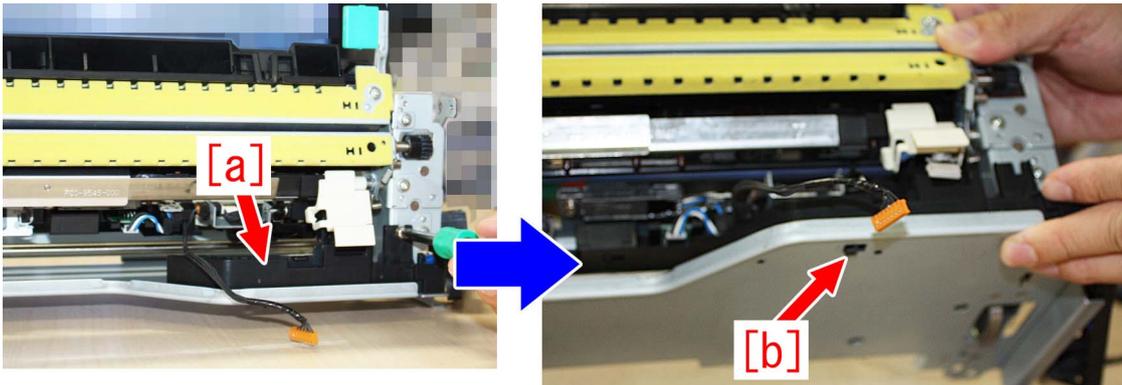
- When placing the lower belt unit cable on the rear cable guide, cable bands [a] must be located in front of the slit [b] of the rear cable guide.



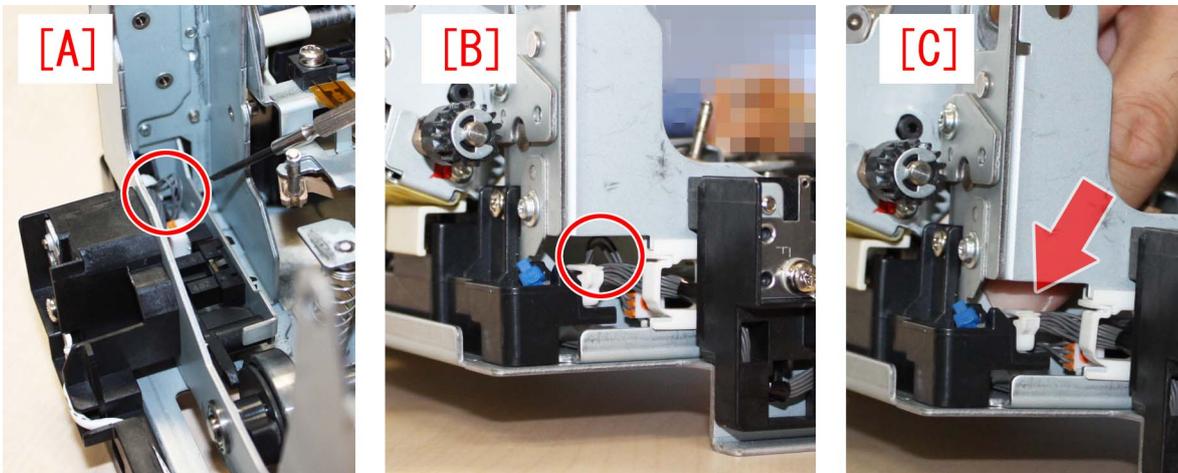
- When attaching the plate [a] on the fixing base, make sure that the claw [b] is fitted into the frame correctly.



- When attaching the rear cable guide [a] on the fixing base, make sure that the claw [b] is fitted into the frame correctly.



- After attaching all the parts, press the extra length of the lower belt unit cable (photo [A] and [B]) with a finger shown as the photo [C]. Make sure that the connector of pressure release sensor (PS73) is not displaced or protruded.



[Service part]

- FM0-2780 Lower belt unit cable
- FM0-2924 Fixing / Feeder driver PCB ASS'Y

**[Countermeasure cut-in serial number in factory]**

Model	Serial No.
iPR C800 SER	UMD00660

The fixing assemblies in which the factory measures are implemented are the following Lot numbers and later.

Voltage of the fixing assembly	Lot No.
200V	3P00003525

Voltage of the fixing assembly	Lot No.
200V	3PT0001548

## **E750-0003 error may occur, when install the Auto Gradation Sensor-A1.**

### **[Symptom]**

E750-0003 error may occur, when install the Auto Gradation Sensor-A1.

E750-0003: System software error

Combination of the DC Controller software and the Color Sensor CPU software was not correct.

### **[Cause]**

Caused by incorrect combination of the DC-CON and DSUB3.

# DSUB3 contains the software for Color sensor (actual option name is "Auto Gradation Sensor-A1")

### **[Service work]**

If E750-0003 error occurred, when install the Auto Gradation Sensor-A1, confirm the version of DC-CON and DSUB3 and reinstall the firmware as correct combination.

# At February 2016, latest DC-CON is v30.31 and corresponding DSUB3 is v30.01.

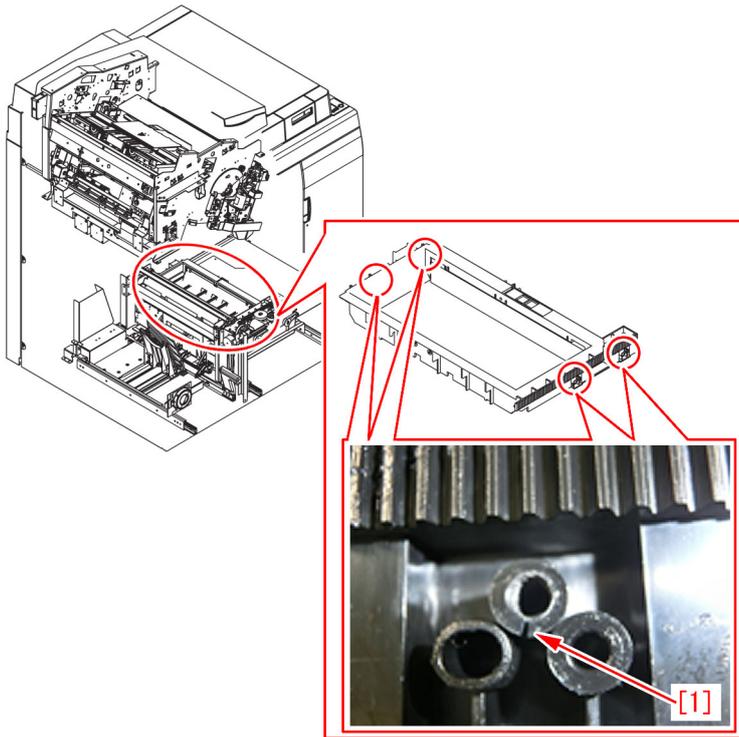
## E5B5-xx16 due to damage on the mount portions of Dust Buffer Unit.(Perfect Binder-B1,Perfect Binder-D1)

### [Symptom]

During operation of making booklets, E5B5-xx16 error may occur.  
- E5B5-xx16 : The waste paper is present error in Perfect Binder.

### [Cause]

The mount portions [1] of the Dust Buffer Unit may be damaged due to low strength, and the Dust Buffer Unit cannot operate properly. As a result, the symptom occurs.



### [Service work]

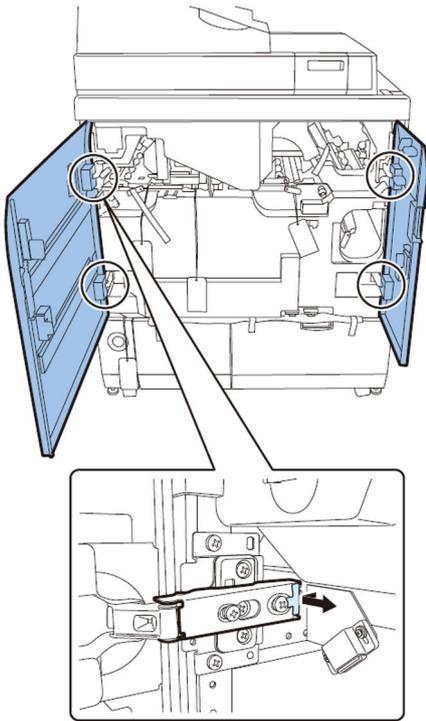
If the symptom occurs, prepare the new type Dust Buffer Unit (FM4-0478-020). By following the procedure below, replace the Dust Buffer Unit with this new type. Note that the following description starts from the step in which Perfect Binder is disconnected from the Main Body of MFP.

In some cases, the error may not be indicated even when the mount portions of the Dust Buffer Unit are damaged. If damage is found on the mount portions of the Dust Buffer Unit during periodic service or other work, replace the Dust Buffer Unit with the new type.

#### 1) Removing Front Covers (Left/Right)

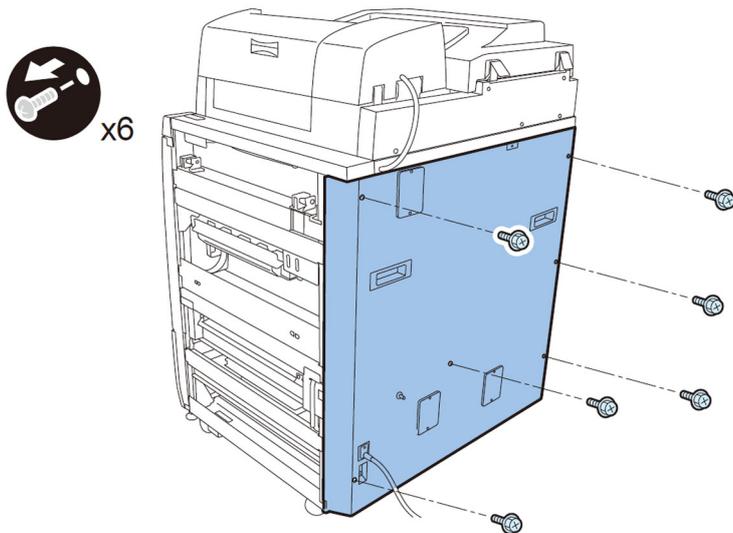
##### 1-1) Open the Front Covers (Left/Right).

With the Front Cover (Left) held, remove the upper and lower hinges. Then remove the Front Cover (Left). To remove the hinges, pull them in the direction indicated by the arrow, while pressing the black lever.



2) Remove the Rear Cover.

- Screw x6



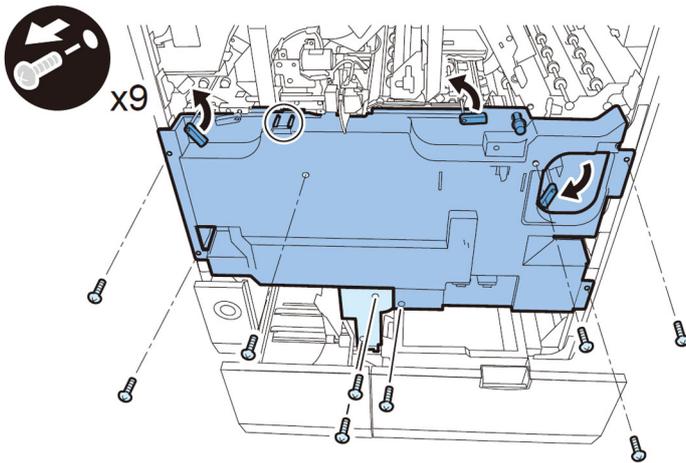
3) Removing Inner Cover (Lower)

3-1) Pull out the Waste Basket, and take out the Waste Paper Box.

3-2) Release the lock of the Book Stacking Assembly, and pull out the Book Stacking Assembly.

3-3) Pull the jam clear knob. Releasing the 3 jam clear levers, remove the Inner Cover (Lower).

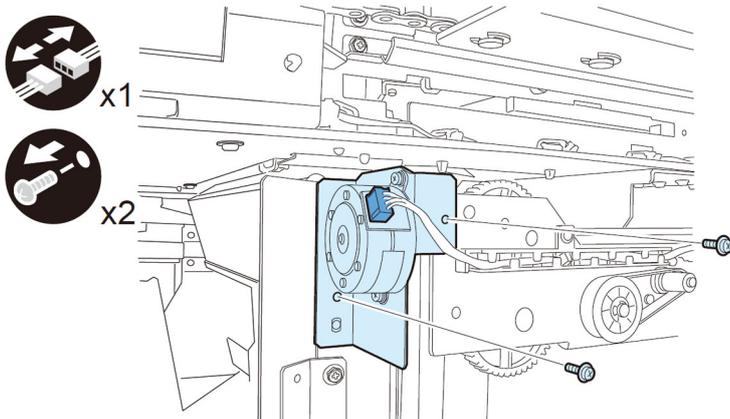
- Screw x9



4) Removing Waste Paper Buffer Drive Unit (i.e. Dust Buffer Drive Assembly)

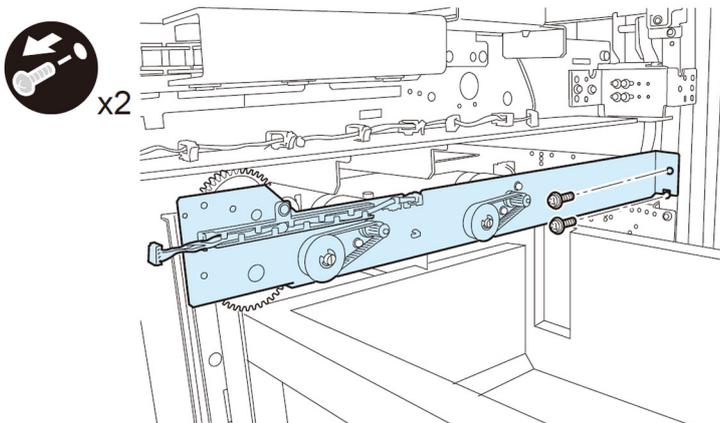
4-1) Remove the Stack Buffer Tray Motor Unit.

- Connector x1
- Screw x2



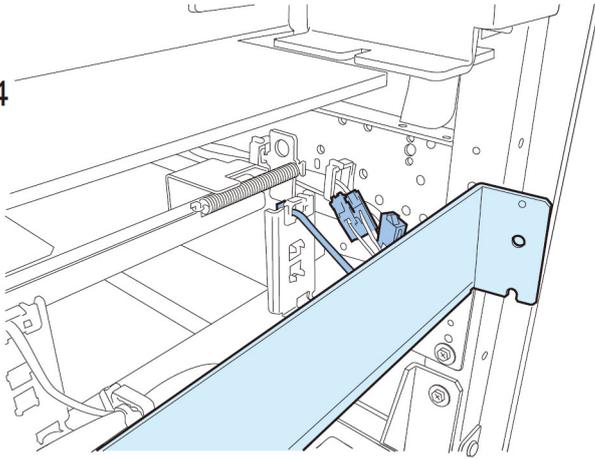
4-2) Lower the Waste Paper Buffer Drive Unit

- Screw x2



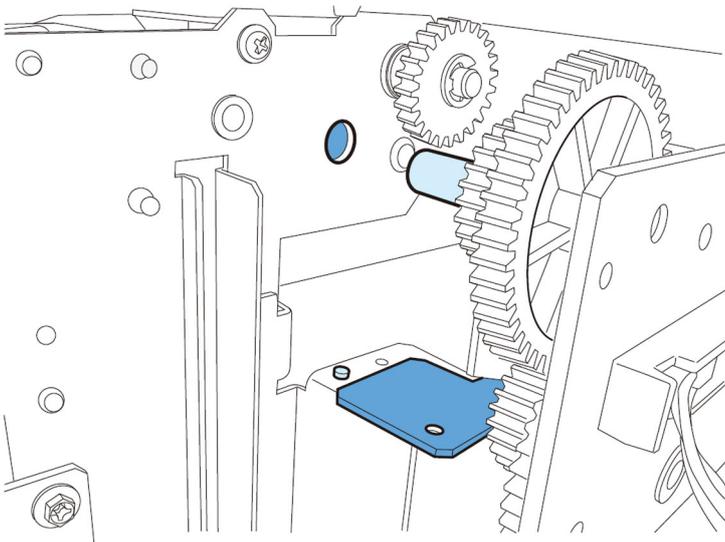
4-3) Remove the Waste Paper Buffer Drive Unit.

- Connector x4



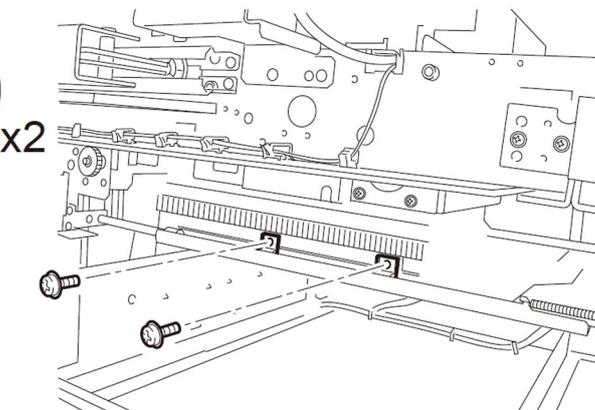
**[Caution]**

To install the Waste Paper Buffer Drive Unit, align the 2 bosses with the boss holes, and the positioning pins with the positioning holes.



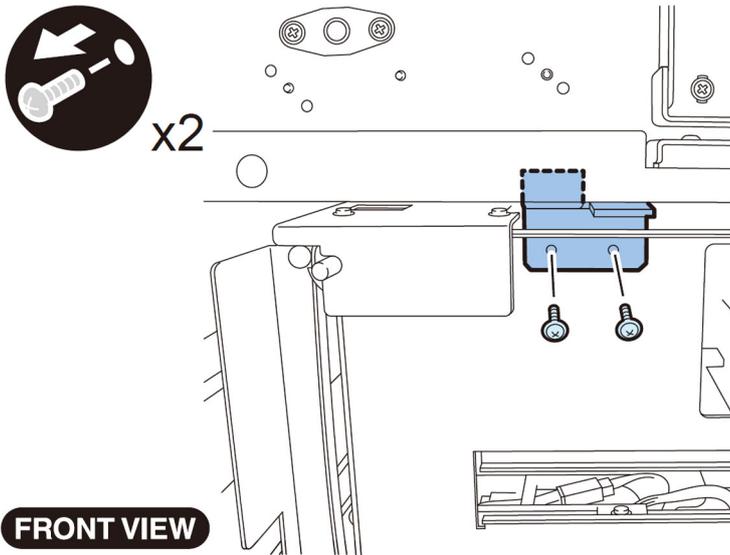
**5) Removing Dust Buffer Unit**

5-1) Remove the 2 screws.



5-2) Remove the fixing plate in the Trimming Assembly.

- Screw x2



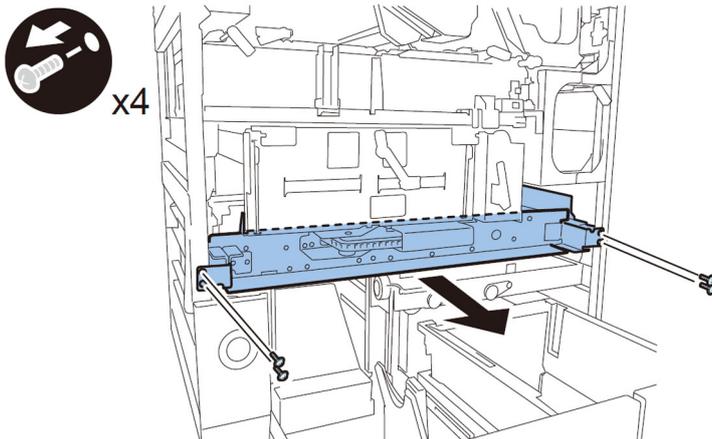
5-3) Pull out the Trimming Assembly.

- Screw x4

[Caution]

Before pulling out the Trimming Assembly, be sure to check that the Trimming Blade is at the REAR side.

If the Trimming Blade is at the front side, move the Trimming Blade to the rear side by following the Service Manual.



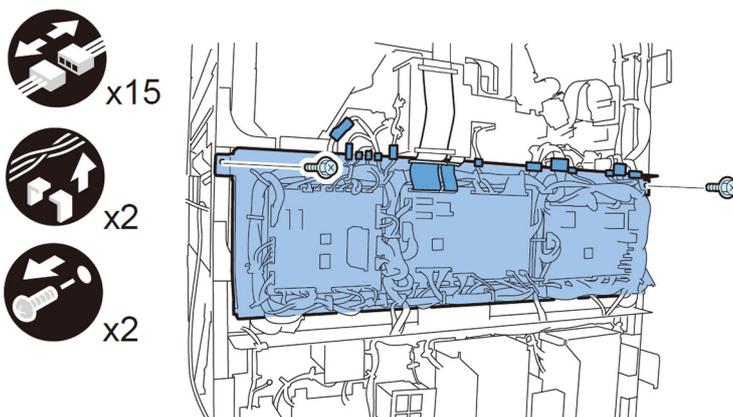
6) Open the Controller Mount.

- Connector x13

- Flexible cable x2

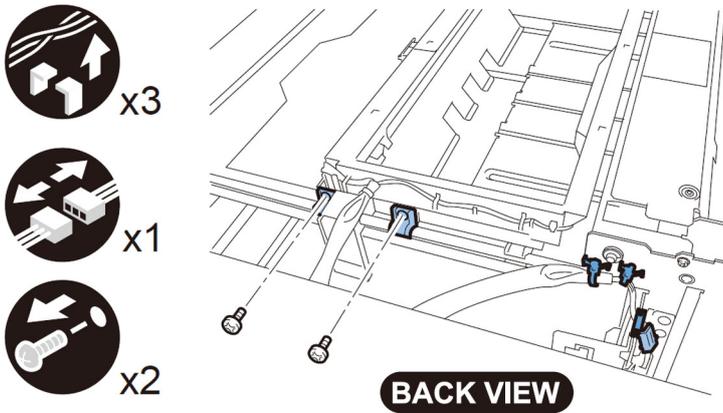
- Flexible cable retainer x2

- Screw x2

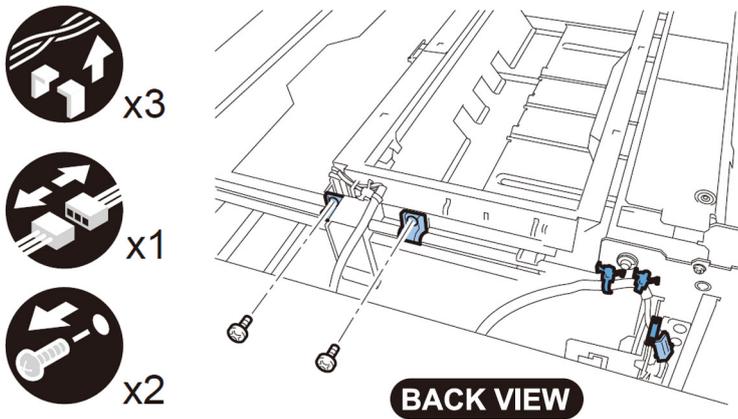


7) Remove the reuse bands and the wire saddle, and pull out the connector. Remove the 2 rail guides.

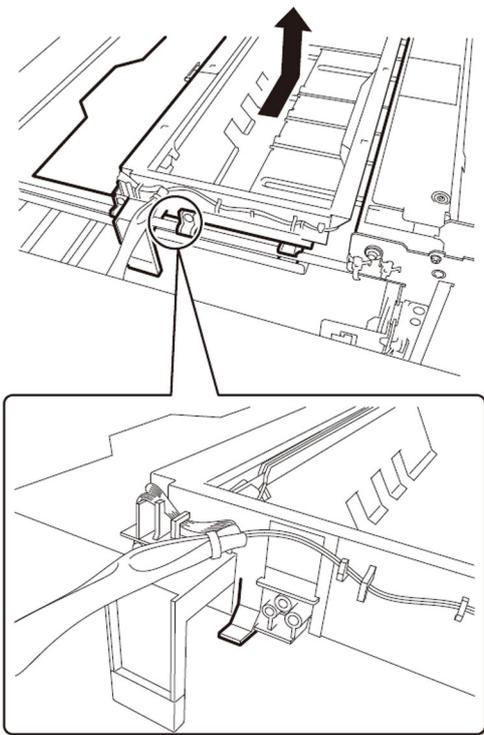
- Reuse band x2
  - Wire saddle x1
  - Connector x1
  - Screw x2
  - Rail guide x2
- <For Perfect Binder-A1/B1/C1>



<For Perfect Binder-D1>

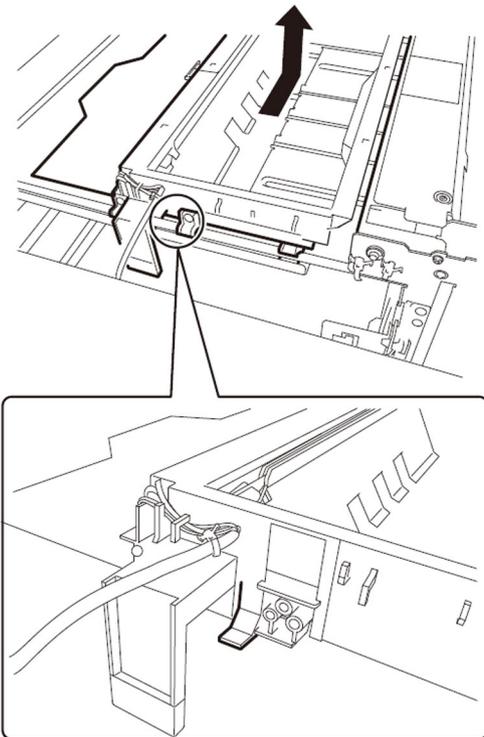


8) Move the Dust Buffer Unit in the direction indicated by the arrow to release the hook of the Dust Buffer Unit from the rail. Then remove the Dust Buffer Unit.  
 <For Perfect Binder-A1/B1/C1>



**BACK VIEW**

<For Perfect Binder-D1>



**BACK VIEW**

9) Remove the sensors, cables, etc., from the Dust Buffer Unit, and install them to the new type Dust Buffer Unit.

[Caution]

The cables in the Dust Buffer Unit are different between Perfect Binder-A1/B1/C1 and Perfect Binder-D1. Be careful of how to install the cables.

10) Install the parts by reversing the procedure from step 8).

**[Countermeasure cut-in serial numbers in factory]**

Perfect Binder-A1 US : Not implemented due to production discontinuance

Perfect Binder-A1 EU/O : Not implemented due to production discontinuance

Perfect Binder-B1 US : CVZ00171  
Perfect Binder-B1 EU/O : GZK00062  
Perfect Binder-C1 US : EGX20503  
Perfect Binder-C1 EU/O : EGZ20523  
Perfect Binder-D1 US : QWS00001  
Perfect Binder-D1 EU/O : QWT00001

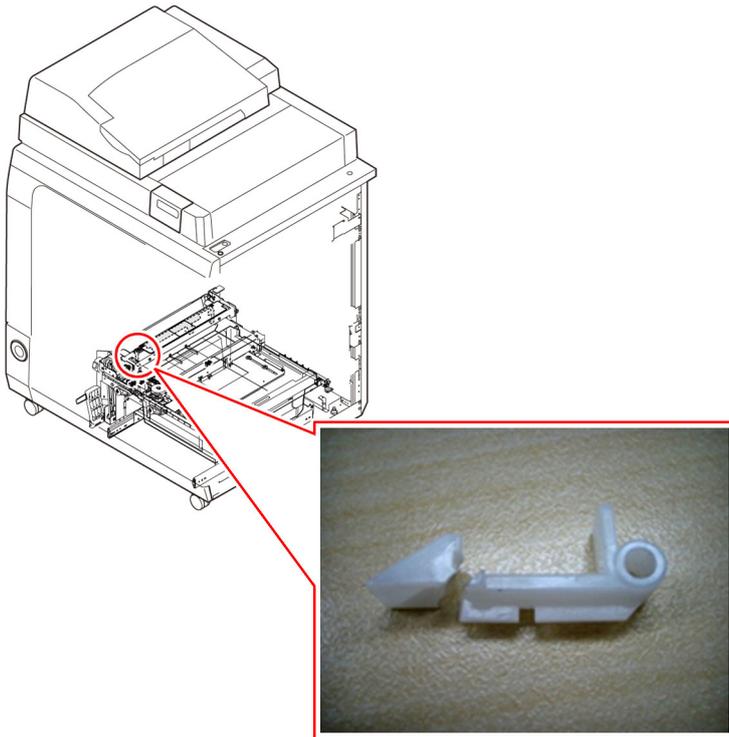
## E5B5-xx16 due to fractured hook arm in the waste paper case assembly.(Perfect Binder-B1,Perfect Binder-D1)

### [Symptom]

E5B5-xx16 error may occur during bookbinding operation.  
- E5B5-xx16 error: Waste detection error of Perfect binder

### [Cause]

The Hook arm of the shutter unit gets fractured and trim waste processing operation does not run properly. As a result, the symptom occurs.



### [Service work]

When the above mentioned symptom has occurred, prepare and replace with the new type Hook arm (4A3-2391-010) following the procedure below. The procedure below starts from the step after disconnected Perfect binder from the copier main body.

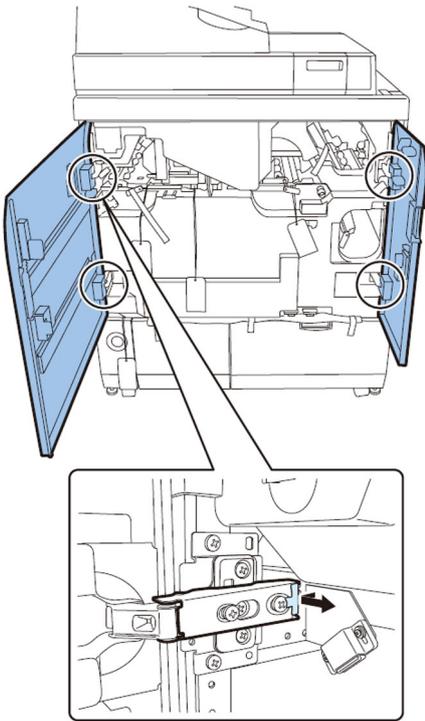
#### 1) Checking fracture of the hook arm

Check if the Hook arm is fractured by moving manually the Shutter of the Waste paper case assembly.

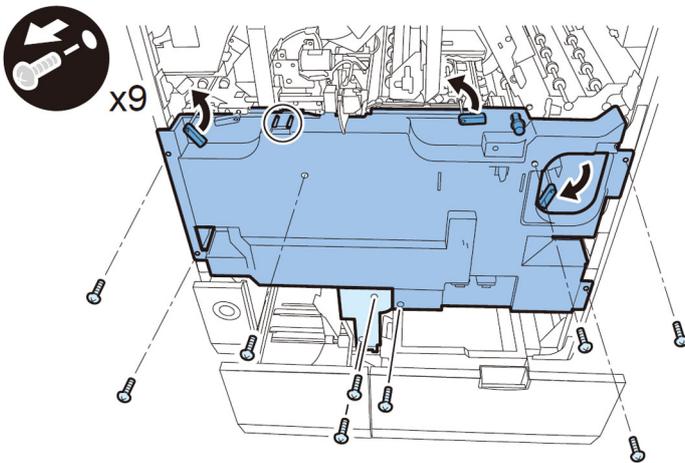
1-1) Open the front cover (Right/Left).

1-2) While holding the front cover (Left), remove the upper/lower hinges to remove the front cover (Left). Pull the hinge in the direction of arrow while pushing the black lever to remove the hinge.

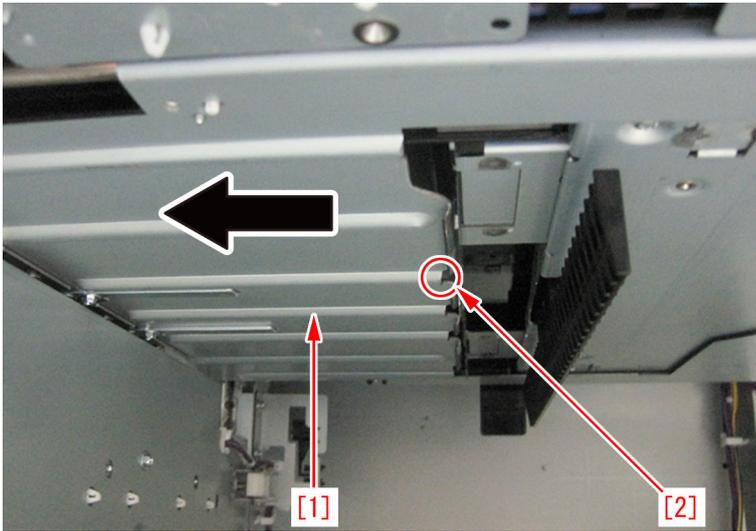
1-3) Remove the front cover (Right) in the same manner.



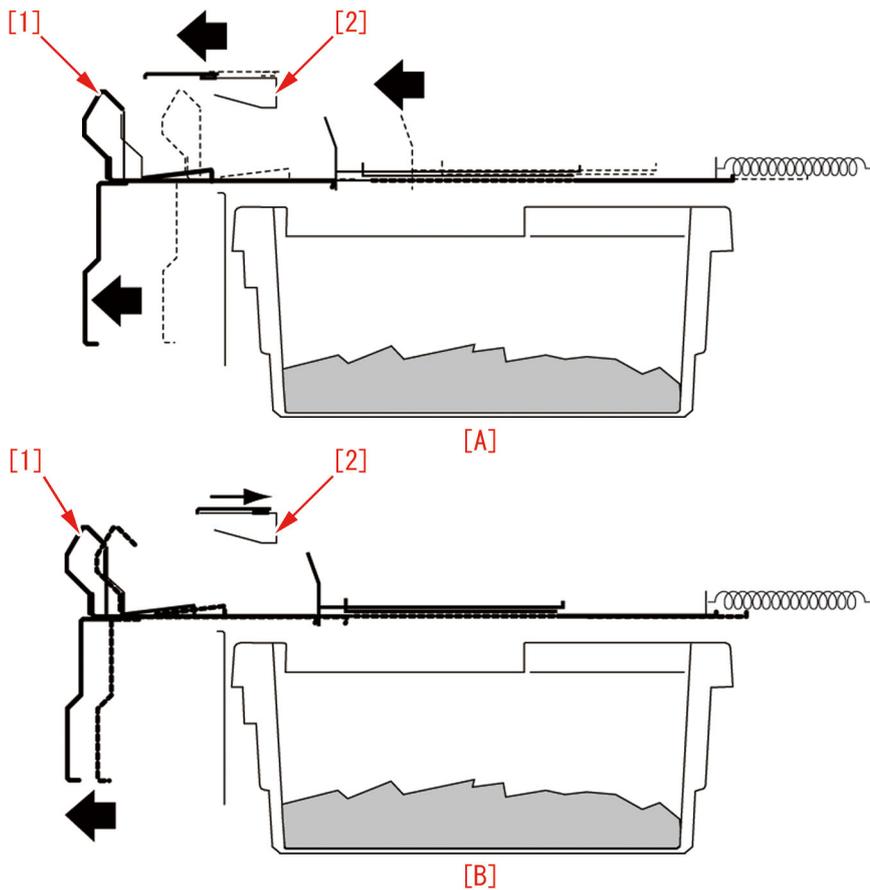
- 1-4) Pull the Waste paper unit. Remove the Waste paper box.
- 1-5) Release the lock of the Book stacking assembly and pull the Book stacking assembly.
- 1-6) Remove the Jam removal knob, and remove the Inner cover (Lower) with the 3 Jam removal levers released.
- 9 screws
- [Note]: To remove the Inner cover (Lower), lift it so that the stopper is not stuck.



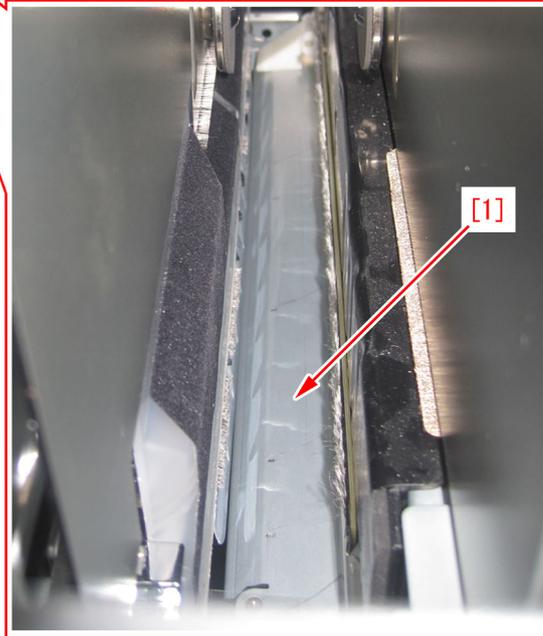
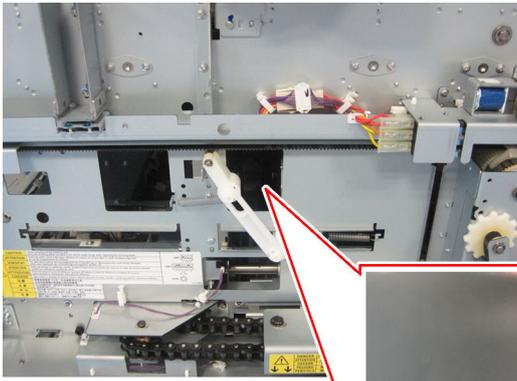
- 1-7) House the Book stacking assembly.
- 1-8) Insert a hand where the Waste paper unit is housed in, hold and move the center of the edge [2] of the shutter [1] in the direction of arrow.



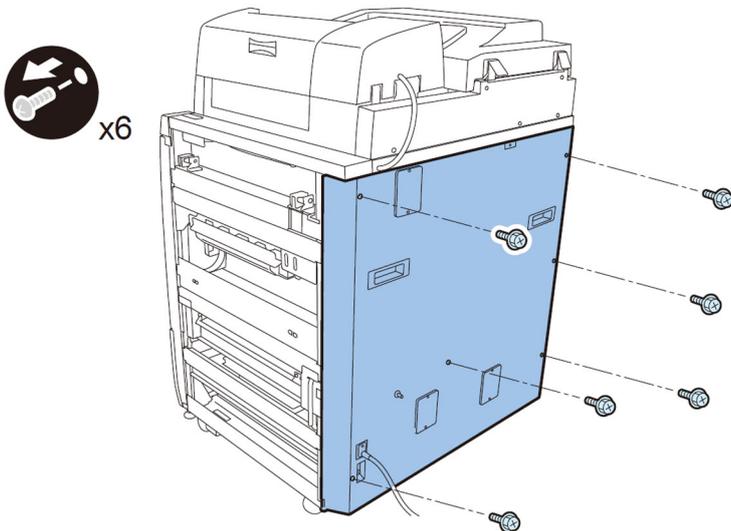
[Note]: In conjunction with the movement of the Shutter [1] in the direction of arrow, the Dust buffer [2] coordinates. (below figure [A]) If the Shutter [1] is moved further in the direction of arrow, the Dust buffer [2] moves away from the Shutter (below figure [B]). Refer to the service manual for detail of the operation of the Shutter.



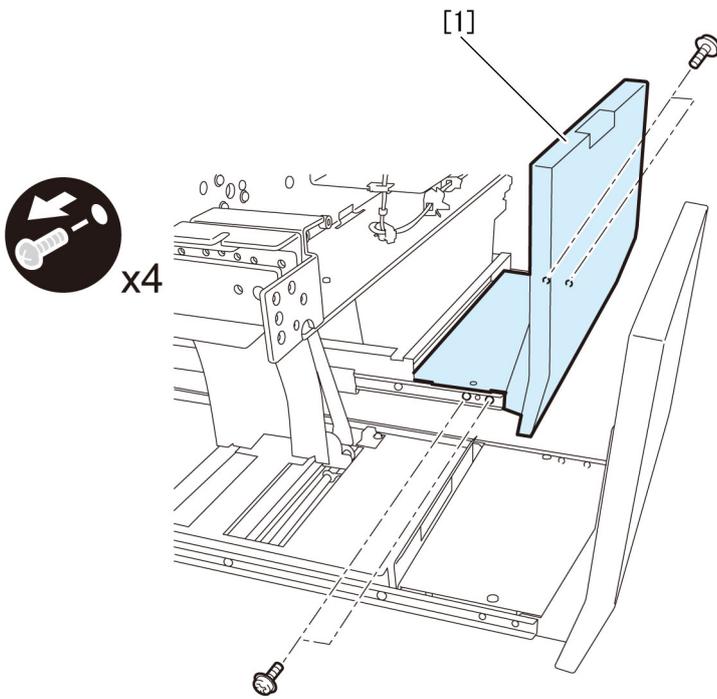
1-9) Repeat the step 1-8) for several times and check if the metal plate [1] of the Dust buffer is seen from the gap on the stack rotation assembly.  
 If the metal plate is not seen, then the Hook arm may be fractured. Go to the step 2).  
 If the metal plate is seen, then the Hook arm is not fractured. The error results from another cause. Reassemble the parts in reverse order of the step 1-7).



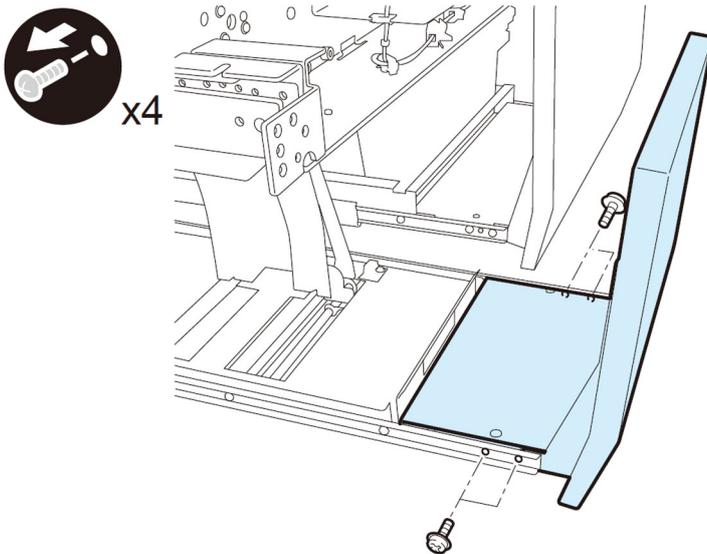
- 2) Replace the Hook arm.
- 2-1) Remove the rear cover.
- 6 screws



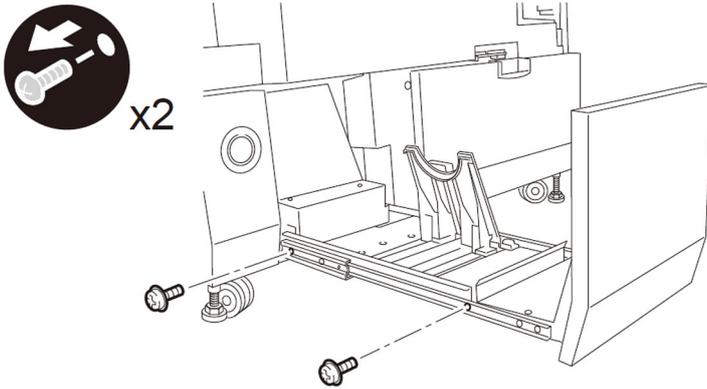
- 2-2) Remove the front cover [1] in the Waste paper case assembly.
- 4 screws



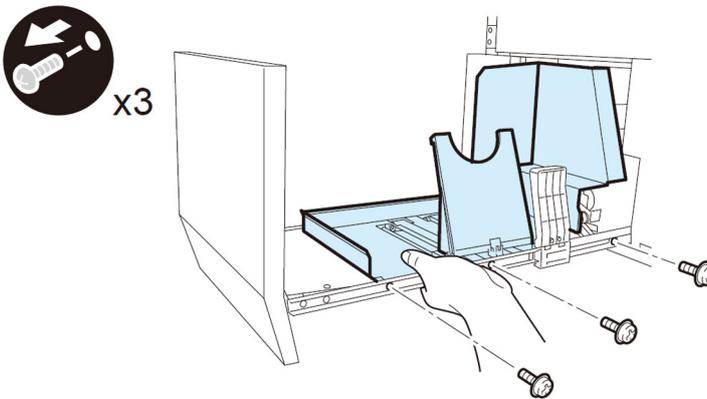
2-3) Remove the front cover of the Book stacking assembly.  
- 4 screws



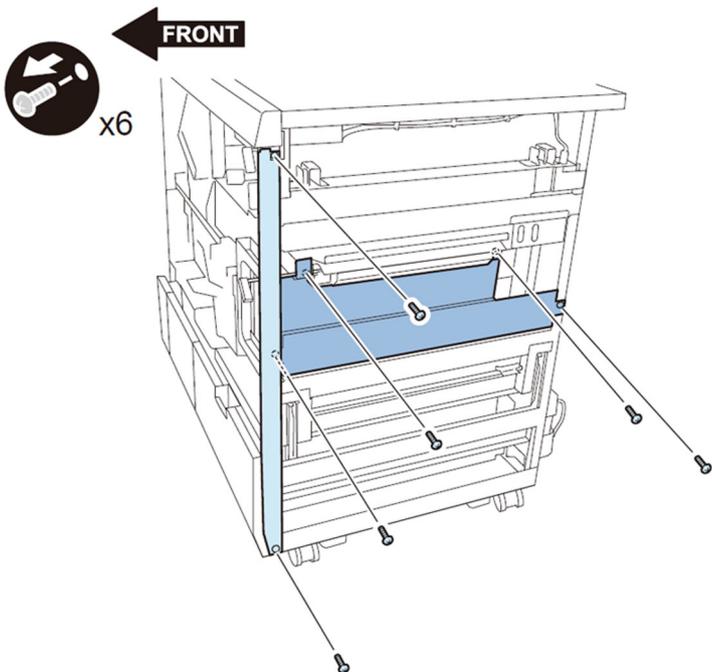
2-4) Remove the 2 screws from the left rail in the Book stacking assembly.  
- 2 screws



2-5) Remove the 3 screws from the right rail to remove the Stacking tray assembly.  
 [CAUTION]: Perform the work supporting the Stacking tray assembly with a hand not to drop it.



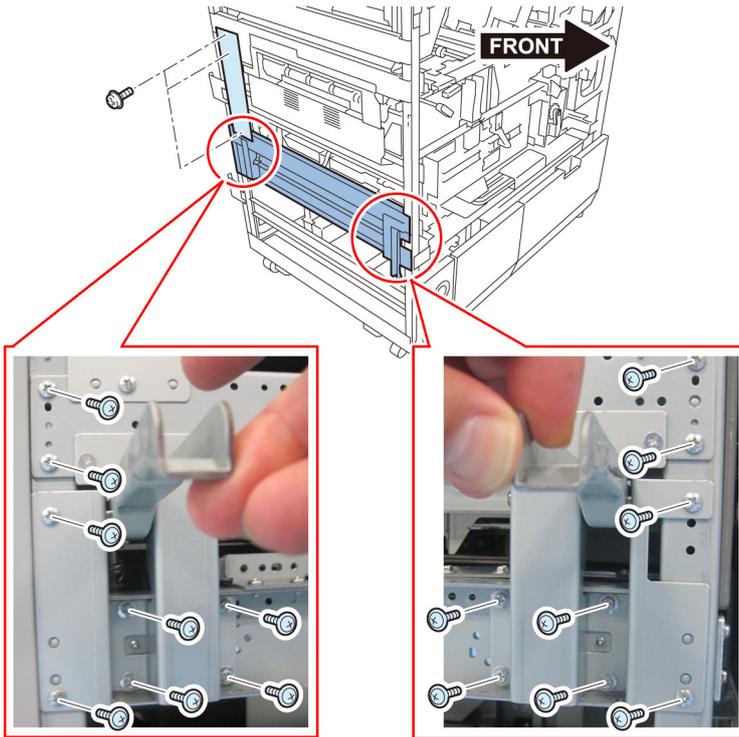
2-6) Remove the right front cover and the Handing off lower cover.  
 - 2 screws  
 - 4 screws



2-7) Remove the metal plate and the frame.  
 - 3 screws

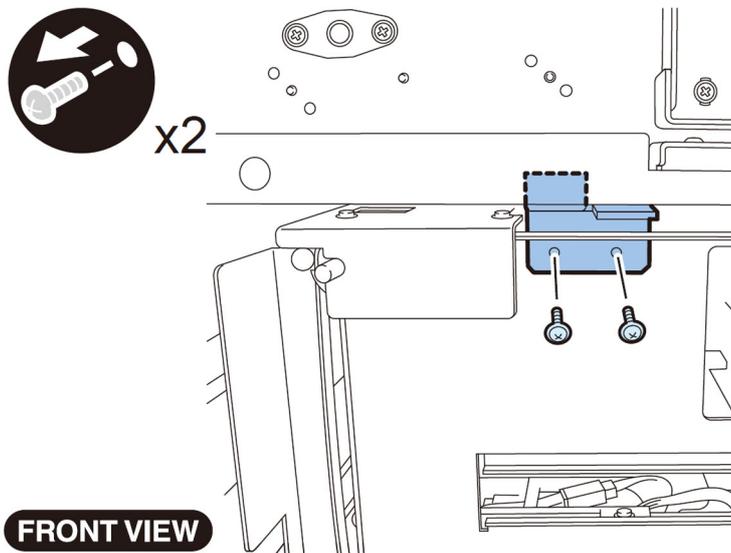
- 16 screws

[CAUTION] Some screws are hidden behind the levers. Remove the screws holding the levers.



2-8) Remove the fixing bracket of the trimming assembly.

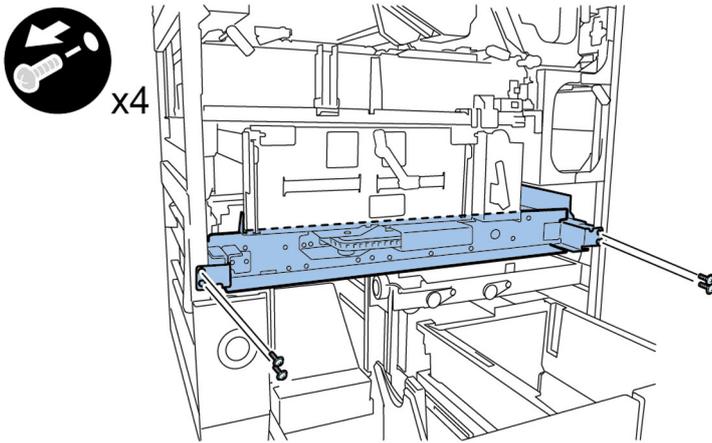
- 2 screws



2-9) Remove the screws fixing the Trimming assembly.

- 4 screws

[CAUTION]: Be sure to confirm that the Trimming blade is evacuated to a safe position before pulling it out. If the Trimming blade is not evacuated to a safe position, evacuate the Trimming blade to a safe position following to the service manual.



2-10) Removal of the Power supply mount

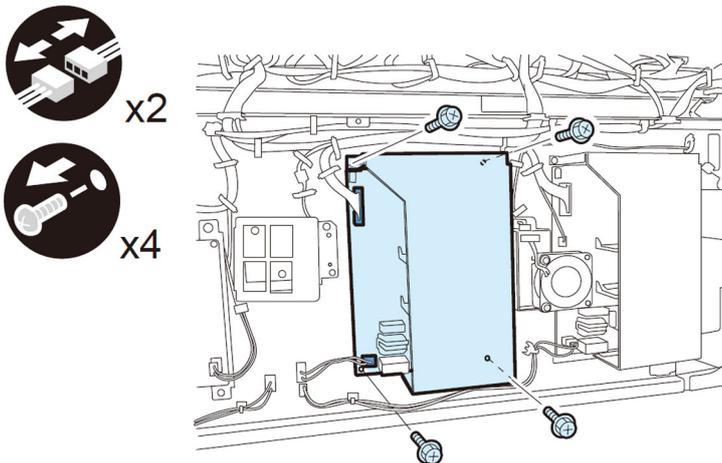
Go to the step 2-11-1) for Perfect Binder-D1 as it has the Stack cooling fan (stack rotation assembly).

Go to the step 2-11-8) for Perfect Binder-A1/B1/C1 as they do not have the Stack cooling fan (stack rotation assembly).

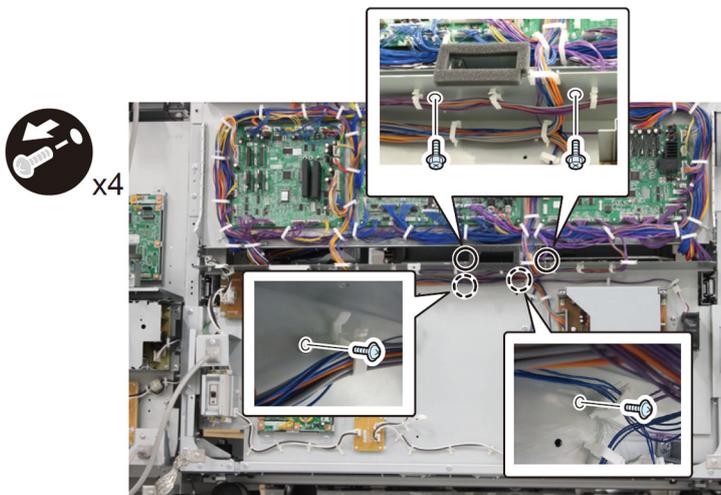
2-11-1) Remove the Power supply assembly 1.

- 2 connectors

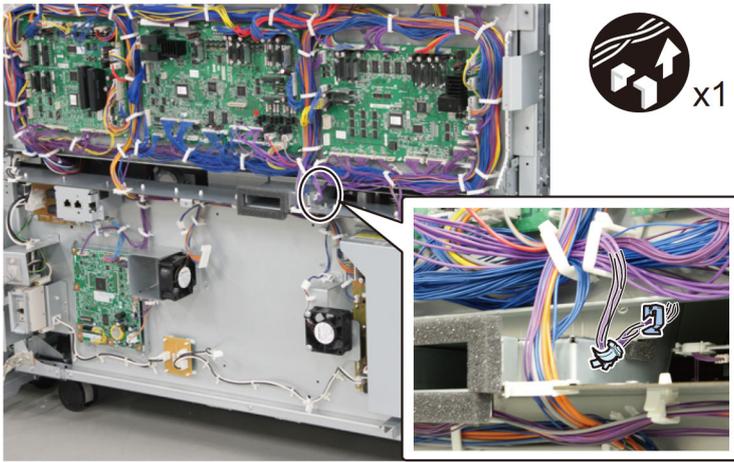
- 4 screws



2-11-2) Remove the 4 screws from the cooling fan assembly.

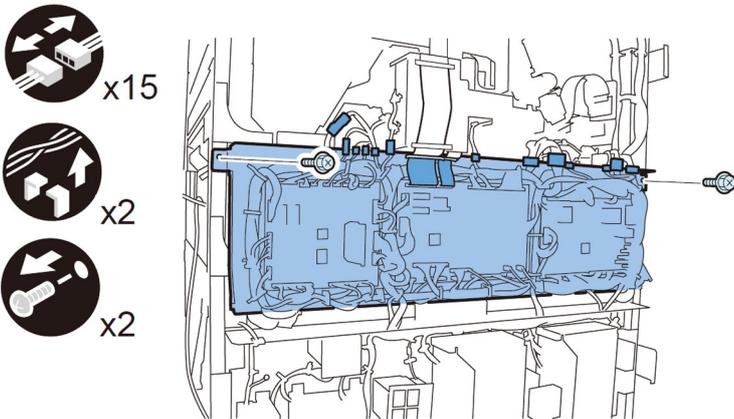


2-11-3) Remove the 1 connector and the 1 reuse band.



2-11-4) Open the PCB mount.

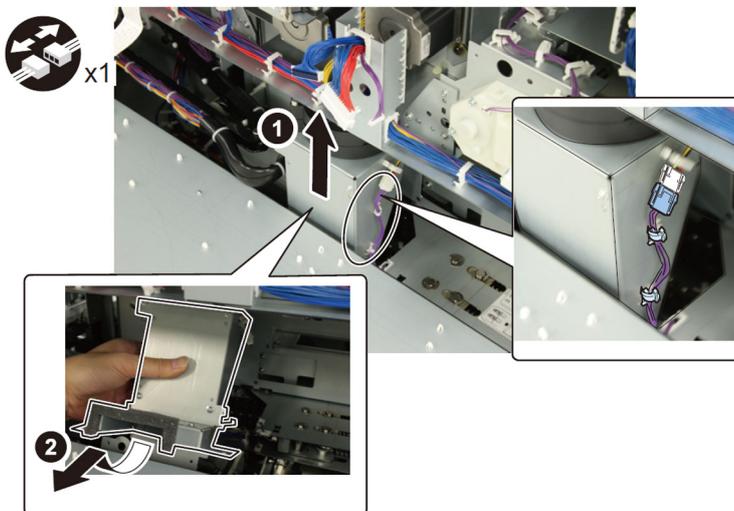
- 13 connectors
- 2 ribbon cables
- 2 ribbon cable holders
- 2 screws



2-11-5) Pull the Trimming assembly out.

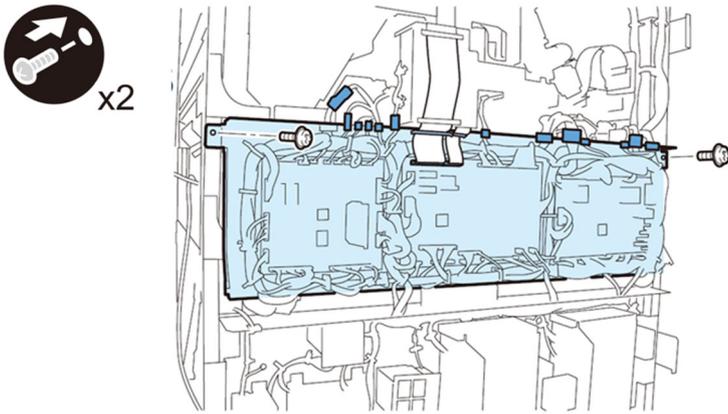
2-11-6) Remove the Cooling fan unit.

- 1 connector
- 2 Reuse bands



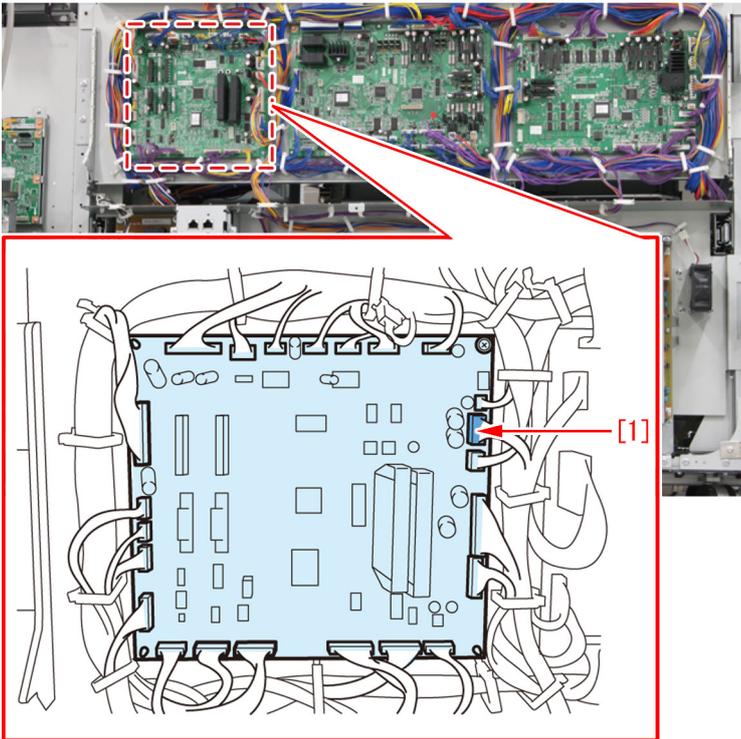
2-11-7) Close the PCB mount.

- 2 screws



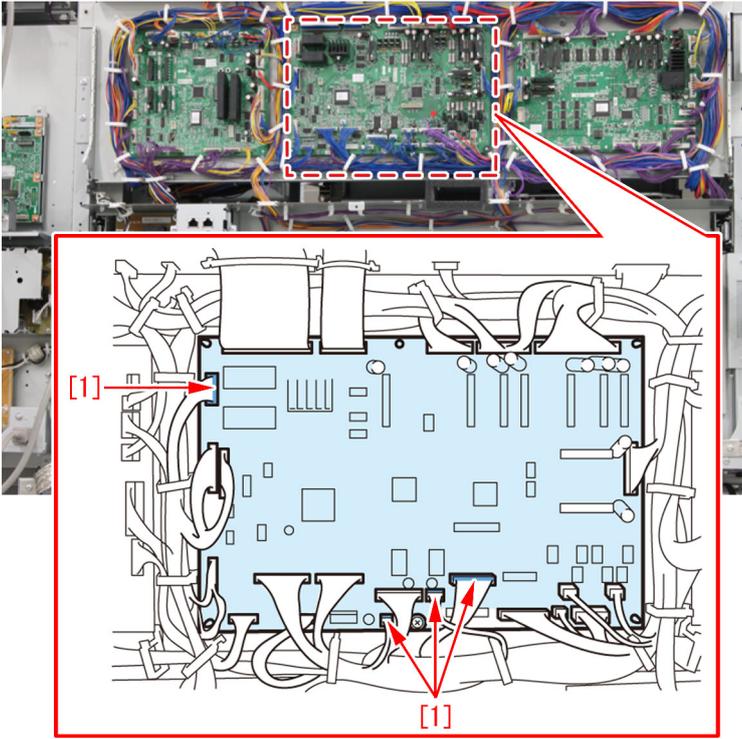
2-11-8) Disconnect the 1 connector [1] of the Cutter controller PCB.

[Note] The connector can easily be located by following the cable from the Power supply PCB mount to the PCB mount.

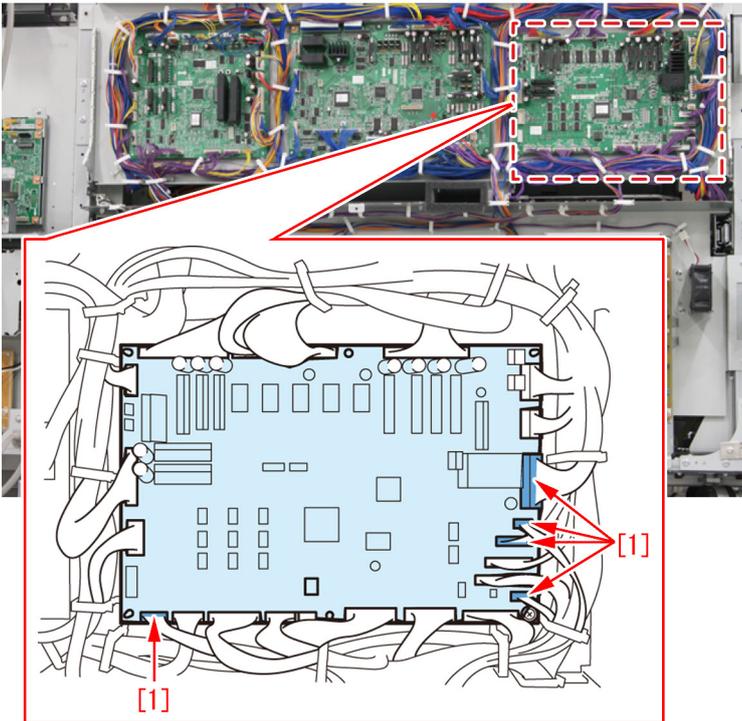


2-11-9) Disconnect the 4 connectors [1] of the Slave controller PCB.

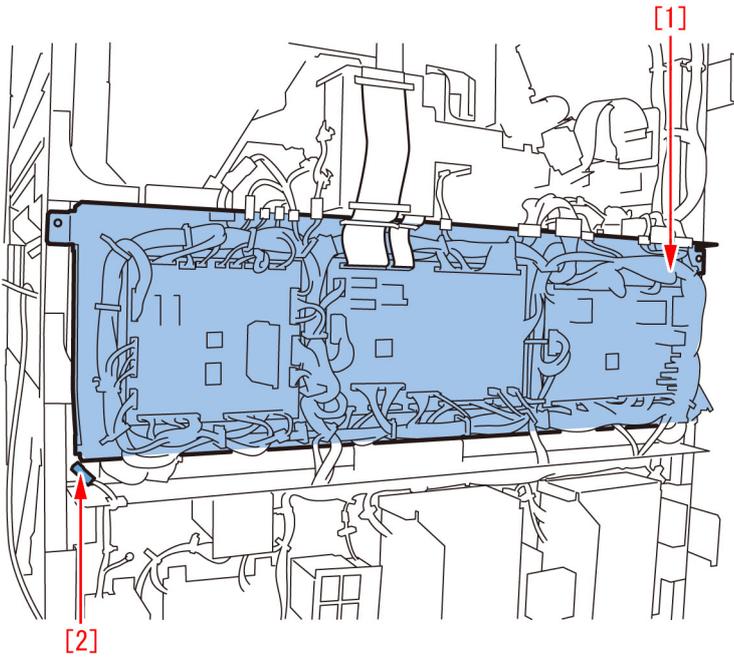
[Note] The connector can easily be located by following the cable from the Power supply PCB mount to the PCB mount.



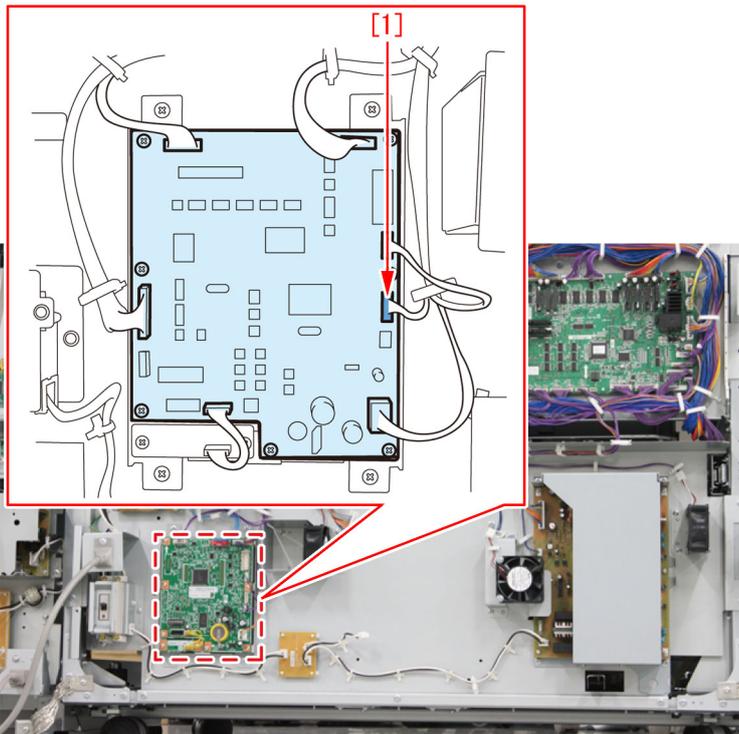
2-11-10) Disconnect the 5 connectors [1] of the Master controller PCB.  
[Note] The connector can easily be located by following the cable from the Power supply PCB mount to the PCB mount.



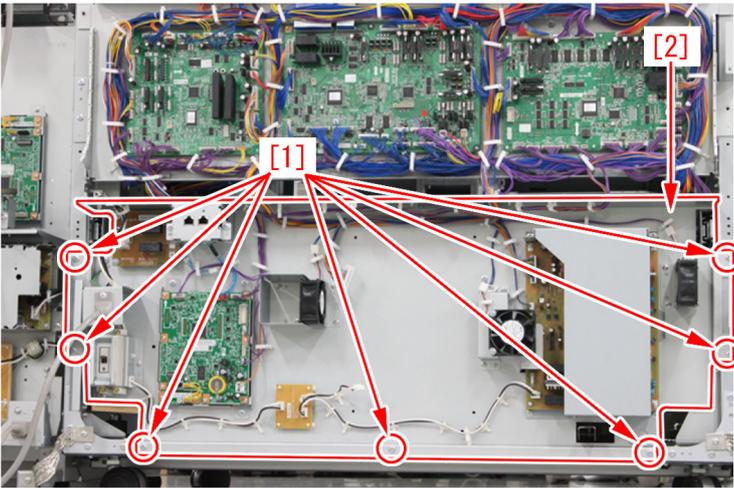
2-11-11) Disconnect the 1 connector [2] at the lower-left corner of the PCB mount [1].



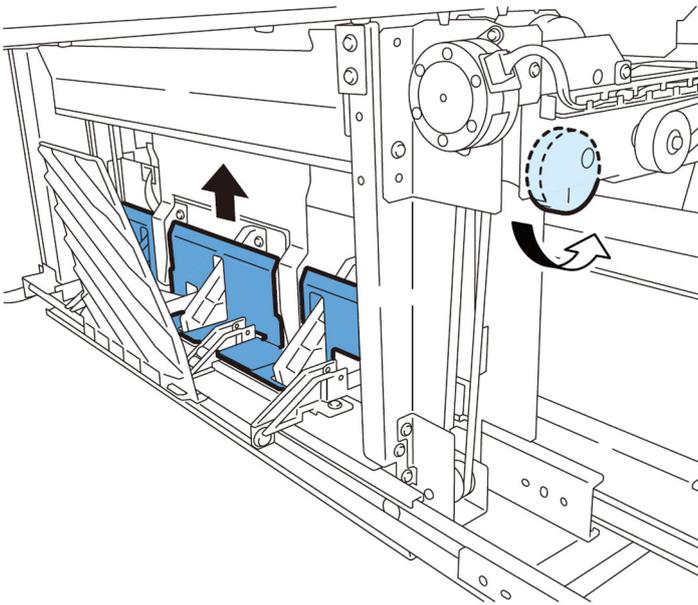
2-11-12) Disconnect the 1 connector [1] of the Relay PCB (option controller).



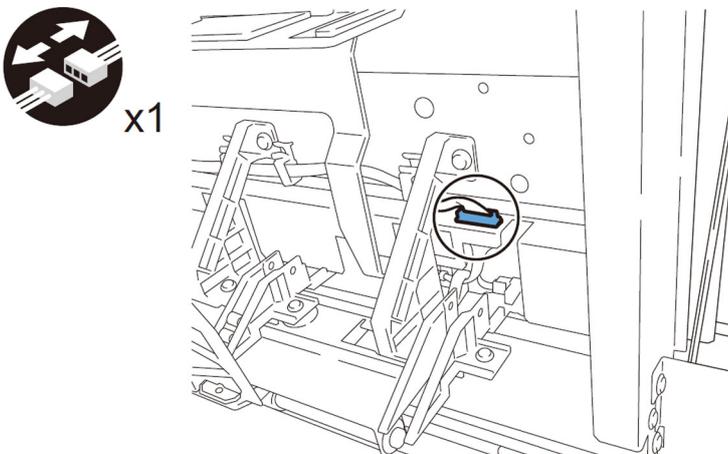
2-11-13) Remove the 7 screws [1] to remove the Power supply PCB mount [2].



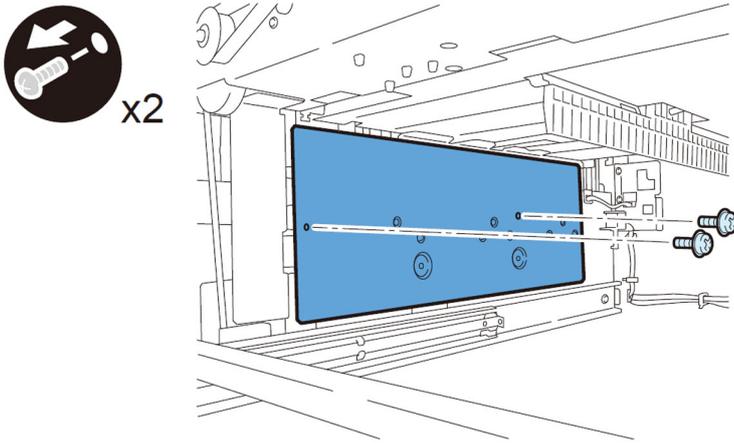
2-12) Rotate the gear of the Waste paper buffer drive unit counterclockwise and move the Stack buffer tray to the upper limit.



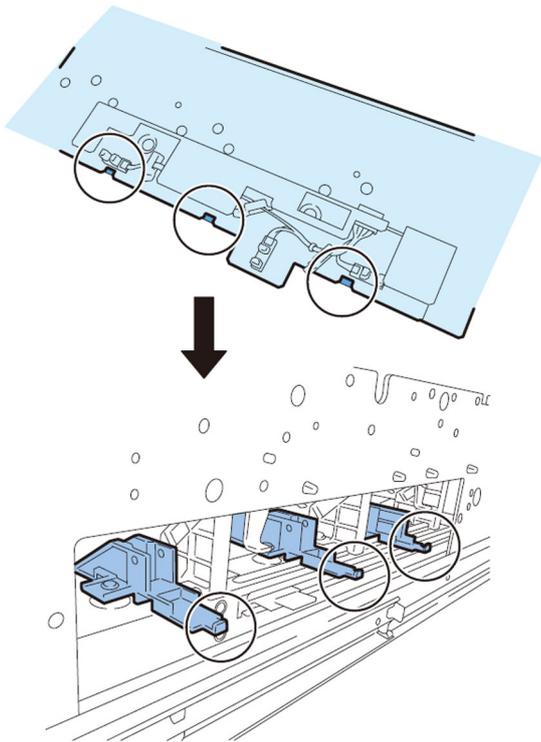
2-13) Disconnect the Sensor connector seen from the Book stacking assembly side.

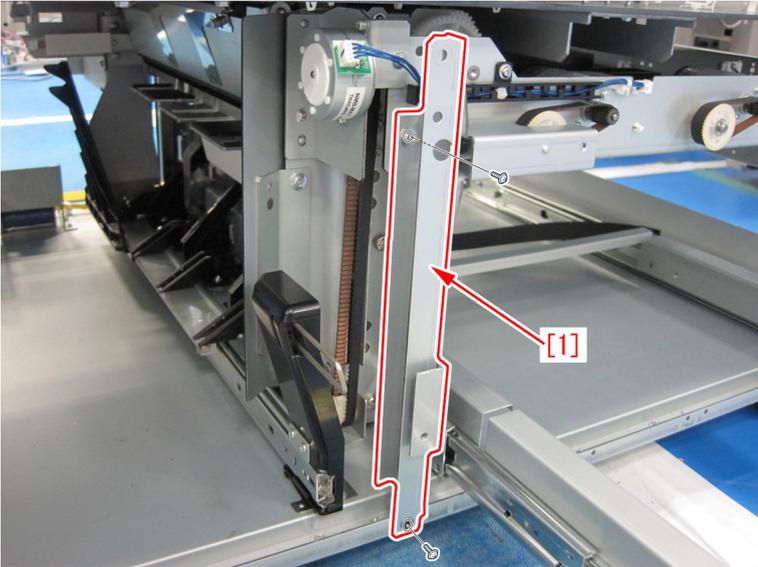


2-14) Remove the Stack tray sensor unit from the Waste paper unit.  
- 2 screws



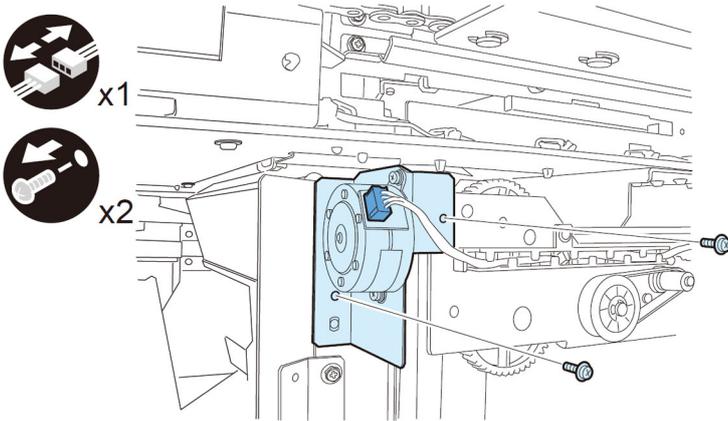
[CAUTION]: Match the notches on the Sensor mount to the plate guides to mount it.





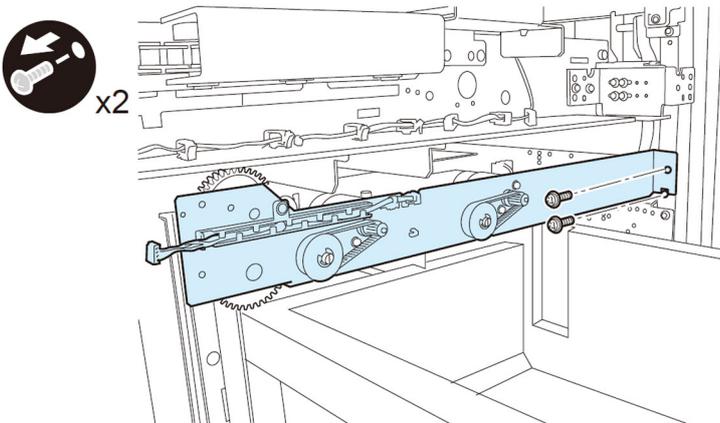
2-16) Remove the Stack buffer tray motor unit.

- 2 screws
- 1 connector



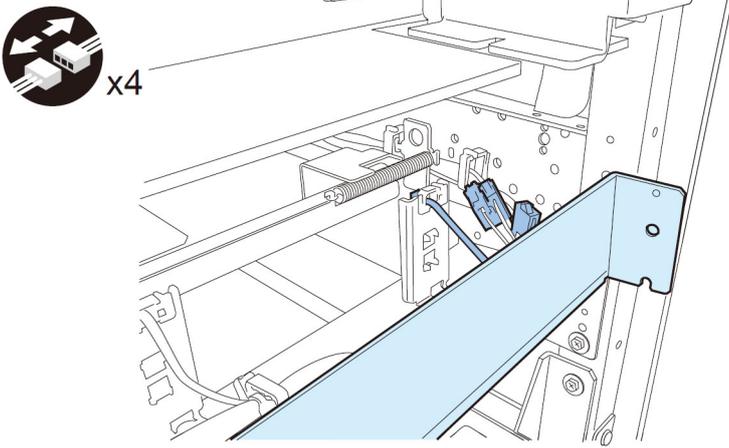
2-17) Lower the Waste paper buffer drive unit.

- 2 screws

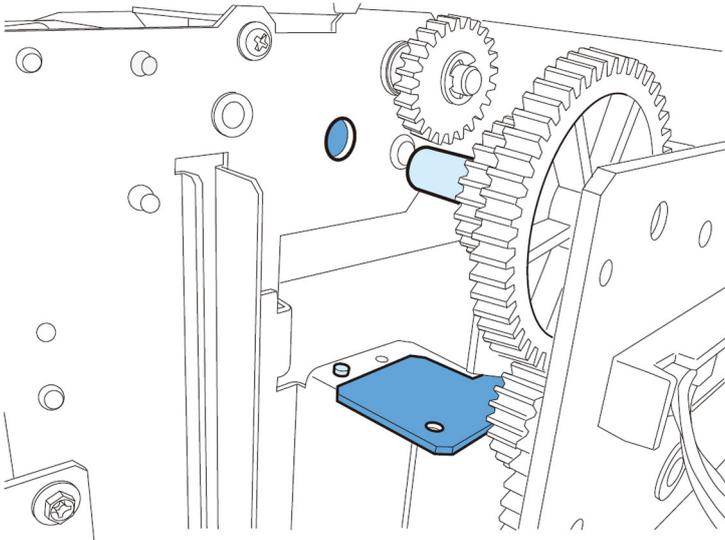


2-18) Remove the Waste paper buffer drive unit.

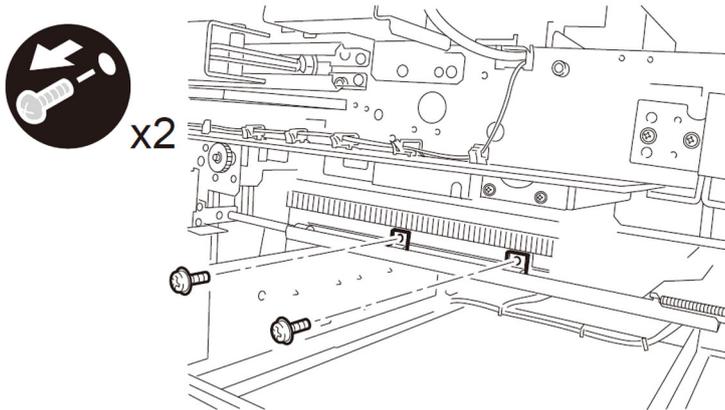
- 4 connectors



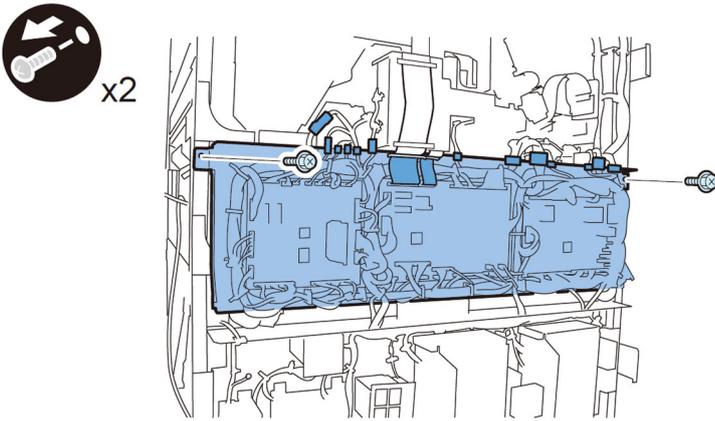
[CAUTION]: To mount the Buffer drive unit, fit the 2 bosses to the boss holes and the positioning pin to the positioning hole.



2-19) Remove the 2 screws fixing the Waste paper buffer unit.



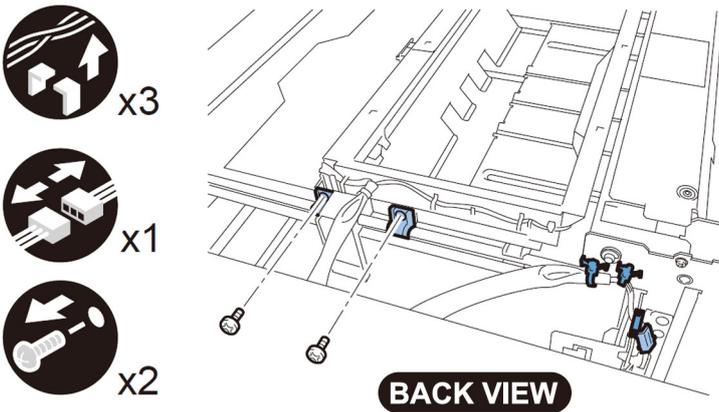
2-20) Go to the back of the machine and open the Controller PCB mount.  
- 2 screws



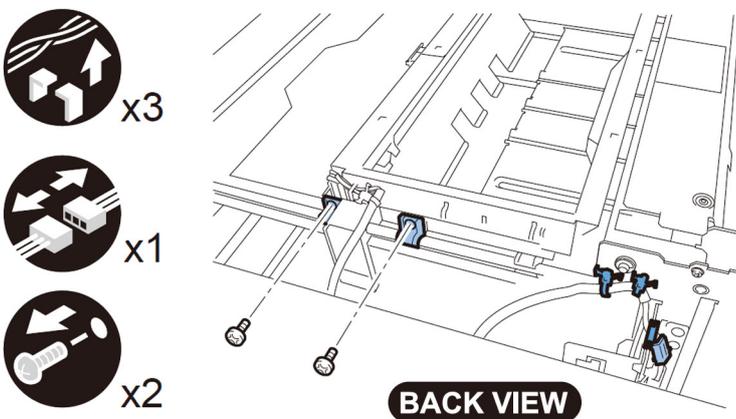
2-21) Release the reuse bands, the wire saddle and disconnect the connector from the back of the machine. Then remove the 2 rail guides.

- 2 reuse bands
- 1 wire saddle
- 1 connector
- 2 screws
- 2 rail guides

<For Perfect Binder-A1/B1/C1>



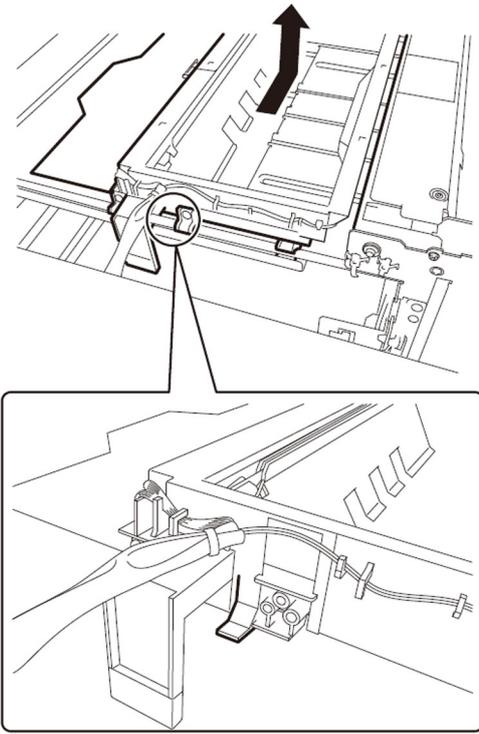
<For Perfect Binder-D1>



2-22) From the back of the machine, move the Waste paper buffer in the direction of arrow to release the claw of the Waste paper buffer unit and remove the Waste paper buffer unit.

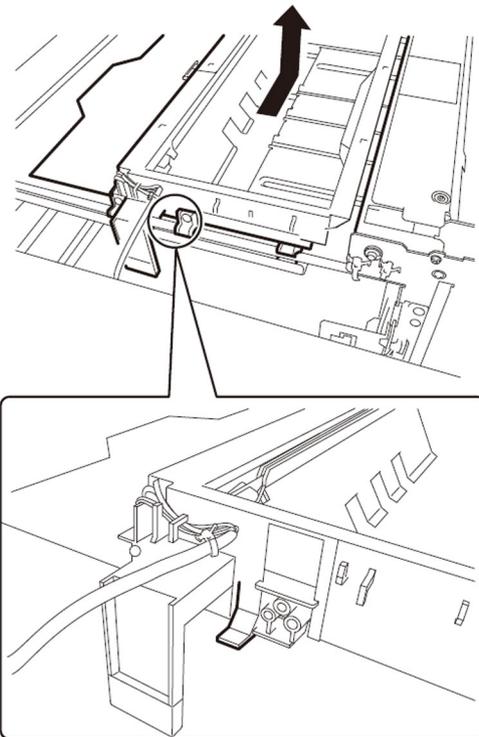
<For Perfect Binder-A1/B1/C1>

**BACK VIEW**

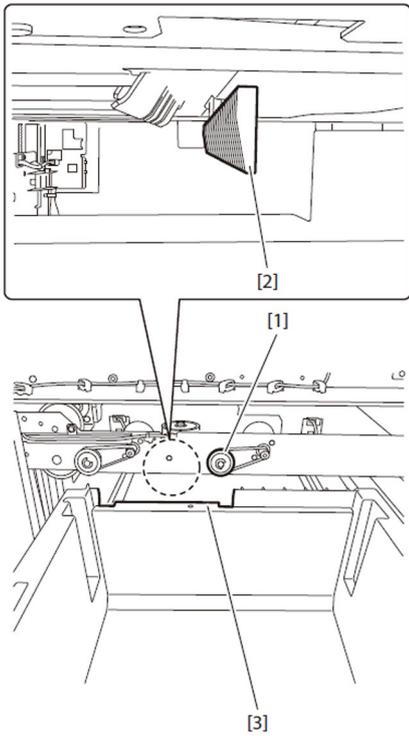


<For Perfect Binder-D1>

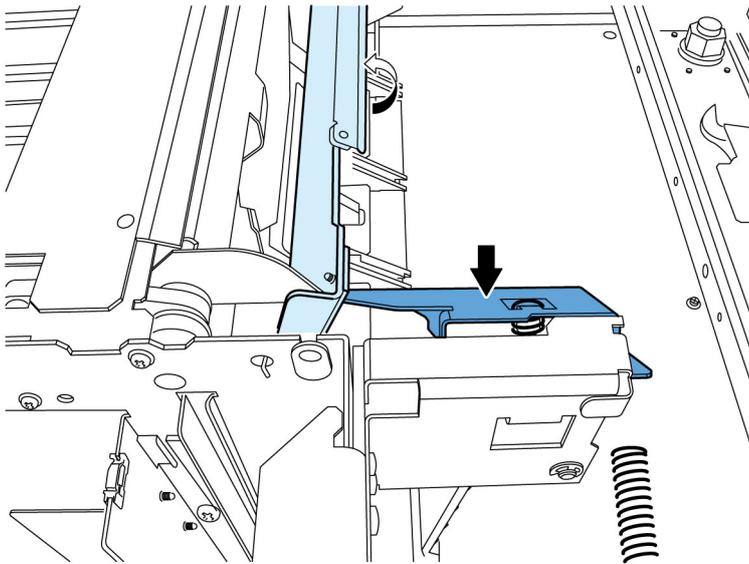
**BACK VIEW**



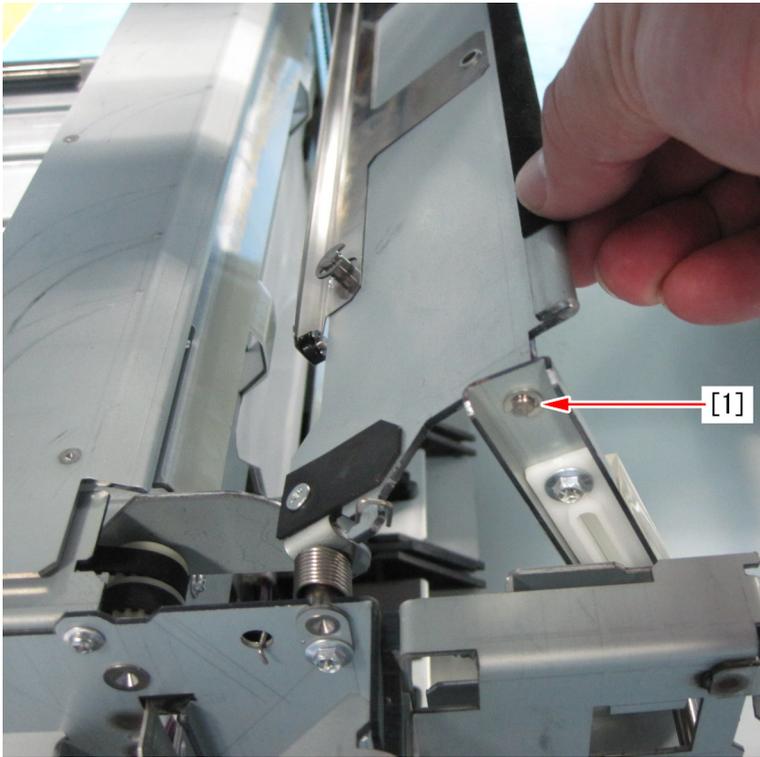
[CAUTION]: To close the Waste paper unit after mounting, rotate the Buffer drive pulley [1] to align the position of the Full detection lever with the notch [3] on the Waste basket so that the Full detection lever [2] of the Waste paper buffer unit and the Waste basket do not come in contact each other.



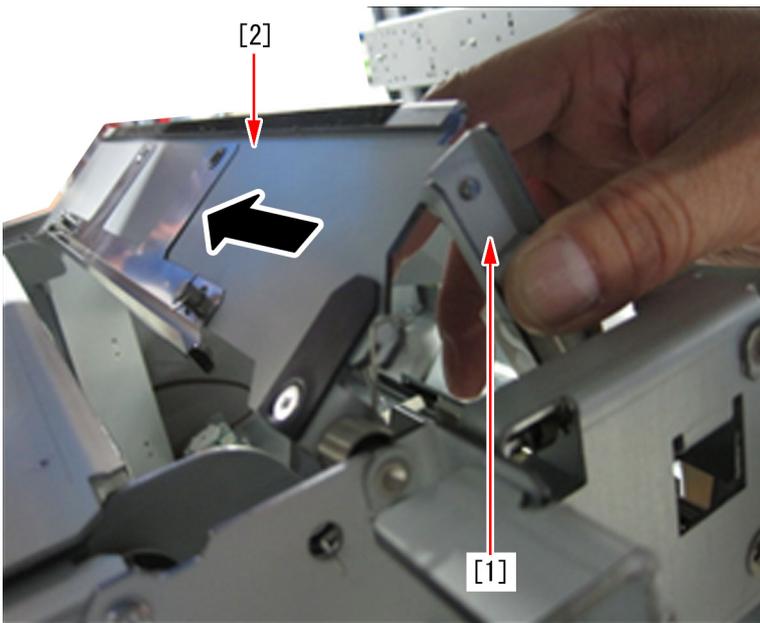
2-23) Push down the metal plate from the back of the machine and lift the Tray guide unit in the direction of arrow.



2-24) Remove the e-ring [1].  
[CAUTION]: Do not misplace the e-ring [1].

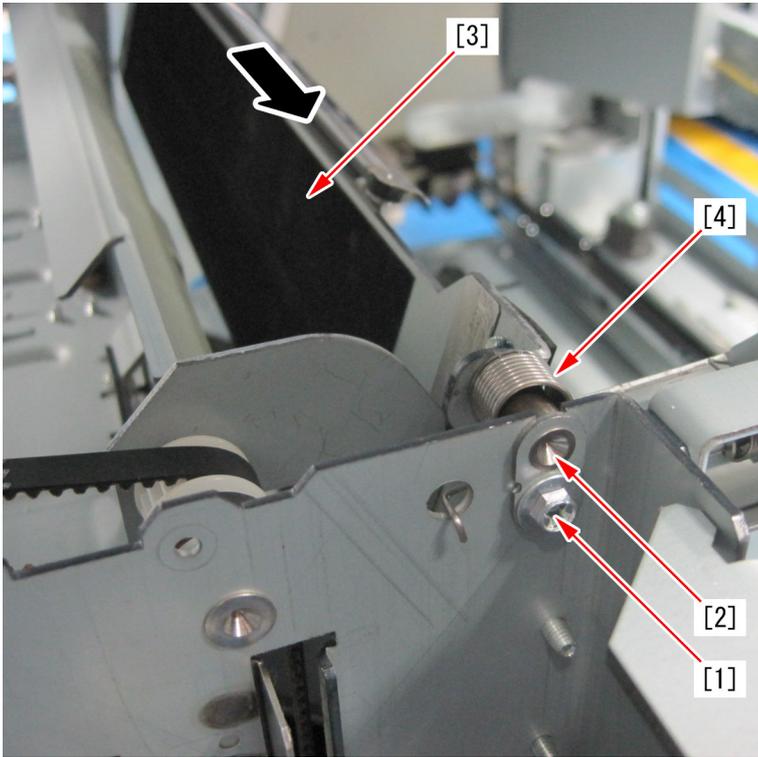


2-25) Remove the Tray guide unit from the link [1].

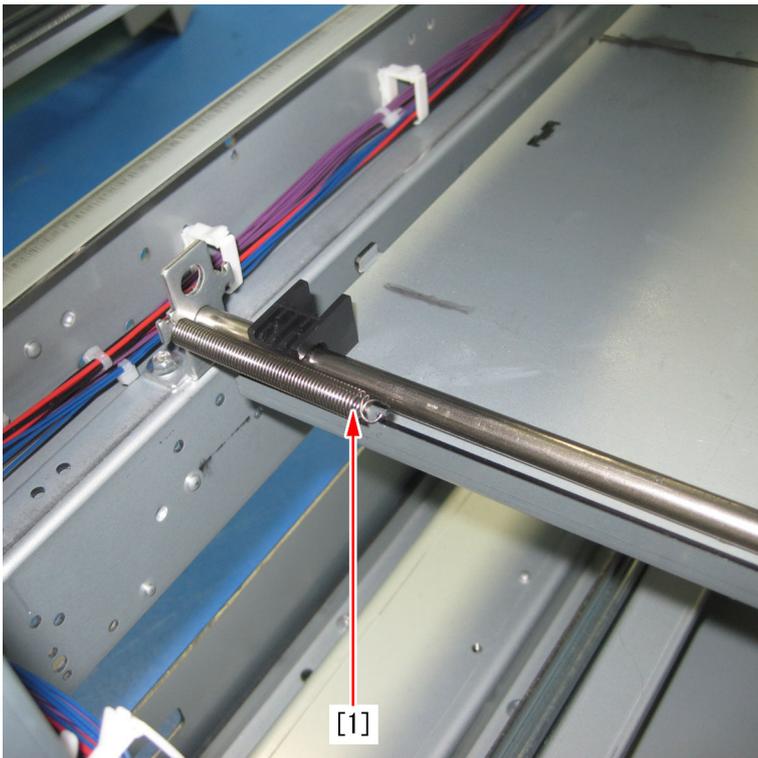


2-26) Remove the 1 screw [1] to remove the Fixing bracket [2]. Then move the Tray guide unit [3] in the direction of arrow to remove it.

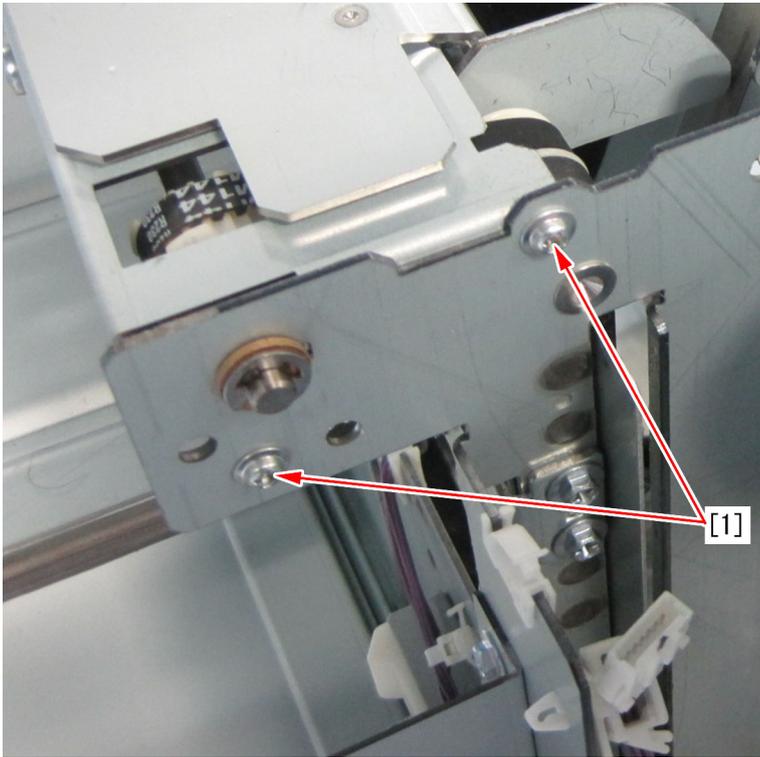
[CAUTION]: When removing the Fixing bracket, pay attention not to drop the torsion spring [4] inside the machine.



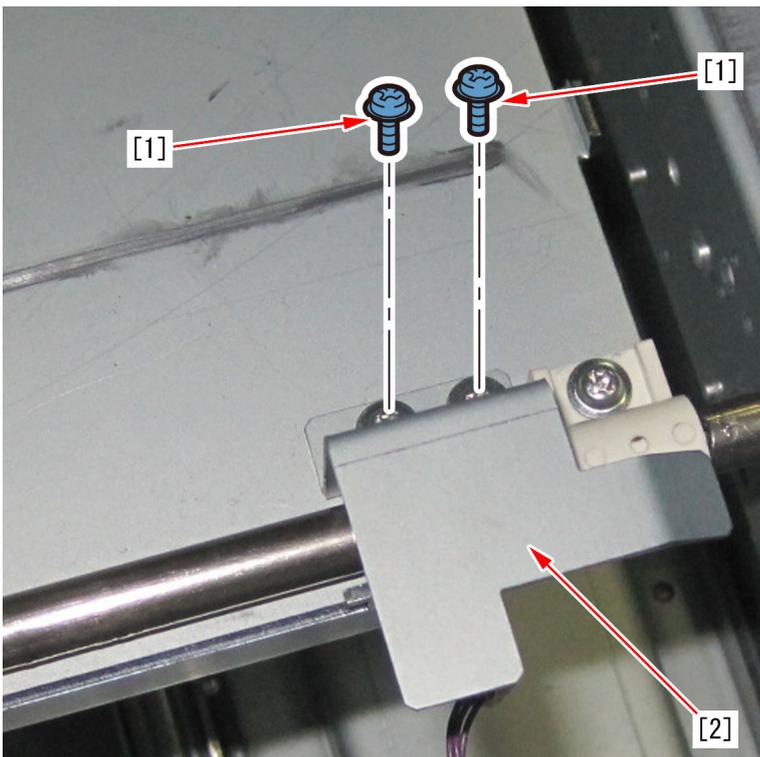
2-27) Remove the Tension spring [1] hooked on the Shutter with a pair of needle nose pliers or the like (by one side only).



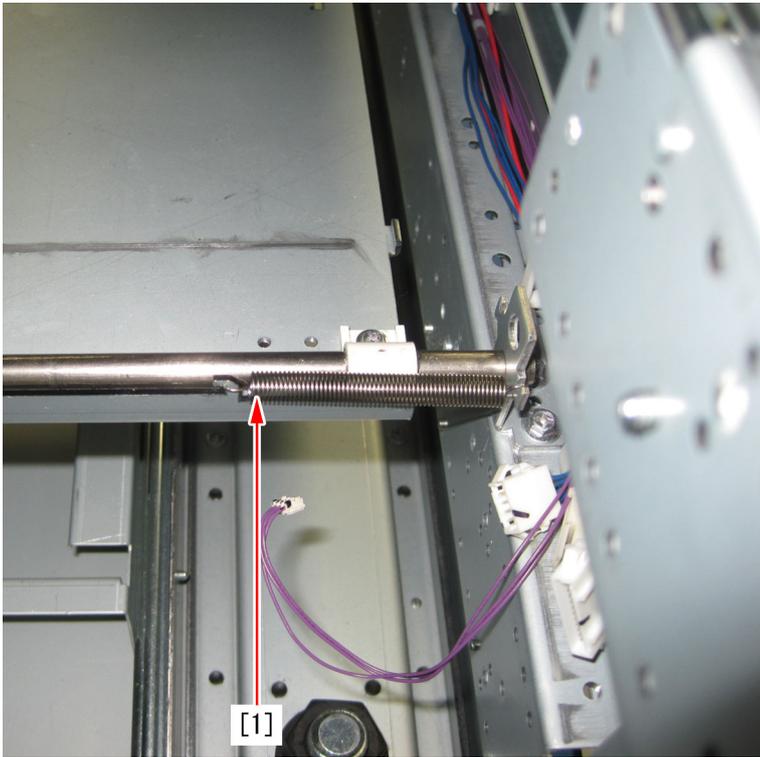
2-28) Remove the 2 screws [1] of the Dust catcher unit.



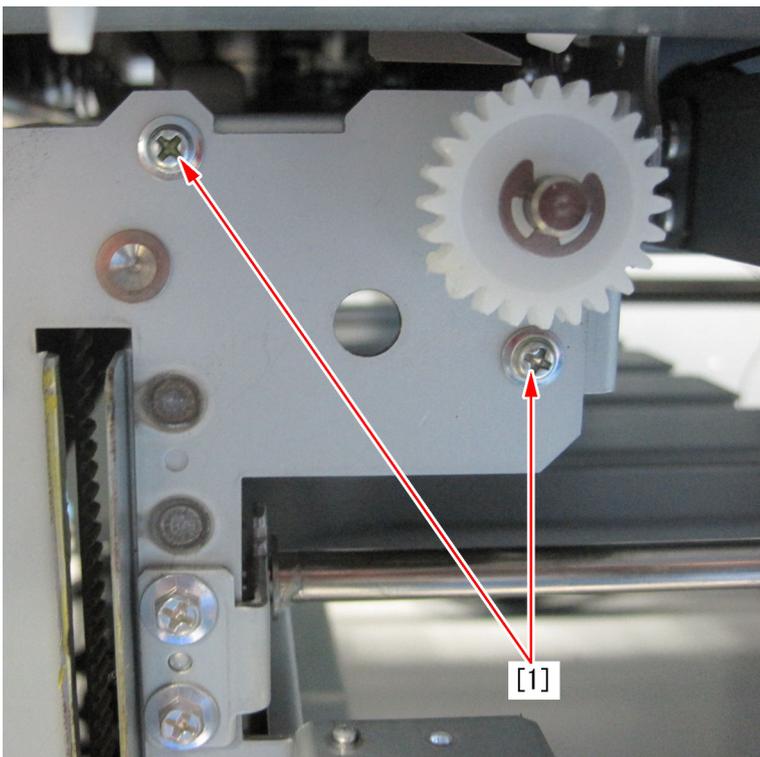
2-29) Move to in front of the machine and remove the 2 screws [1] and the metal plate [2] of the shutter.



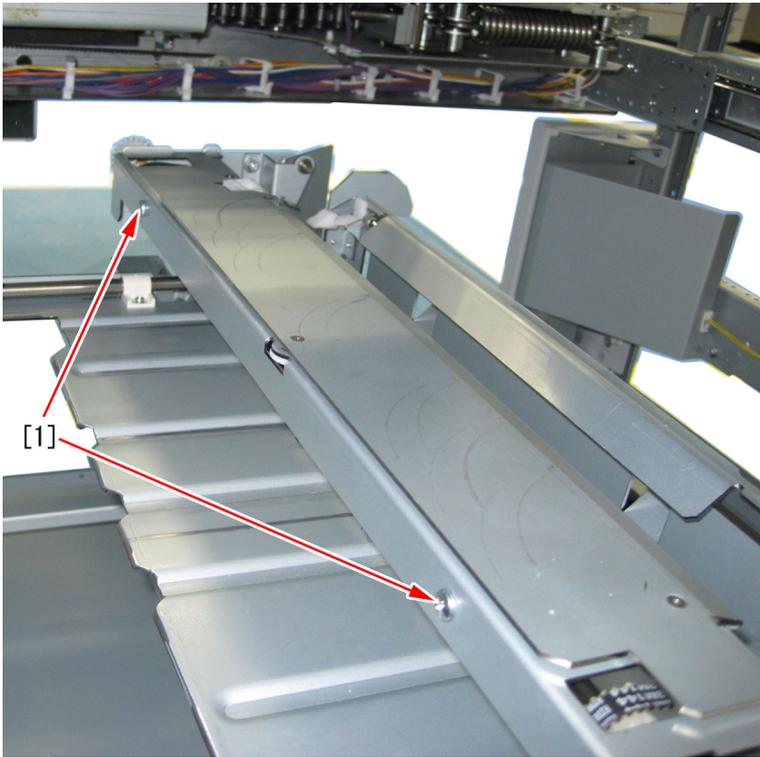
2-30) Remove the tension spring [1] on the front in the same manner as the step 2-27) (by one side only).



2-31) Remove the 2 screws [1] on the front side of the Dust catcher unit.



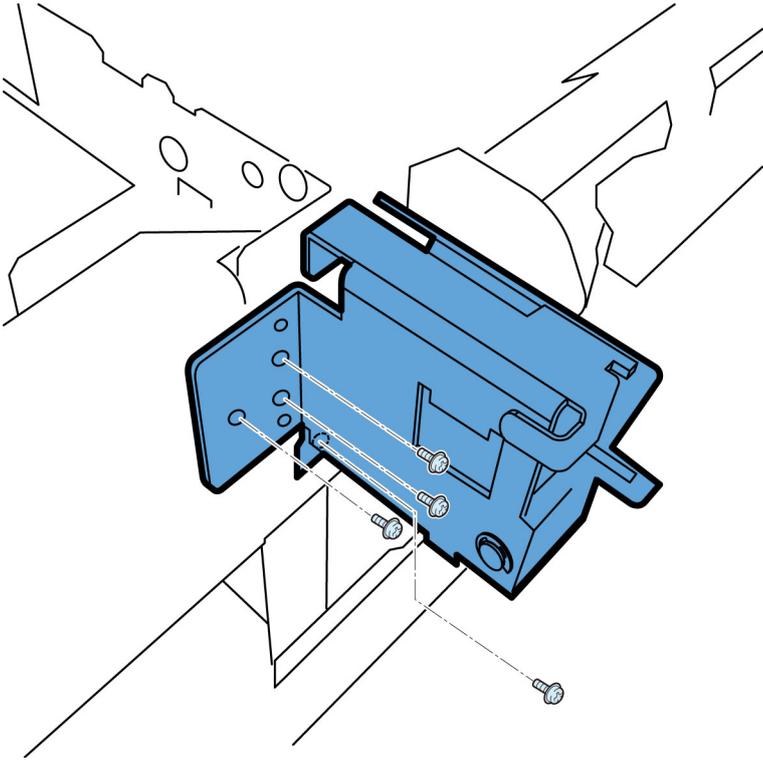
2-32) Move to the back of the machine, remove the 2 screws [1] on the side face of the Dust catcher unit to remove the Dust catcher.



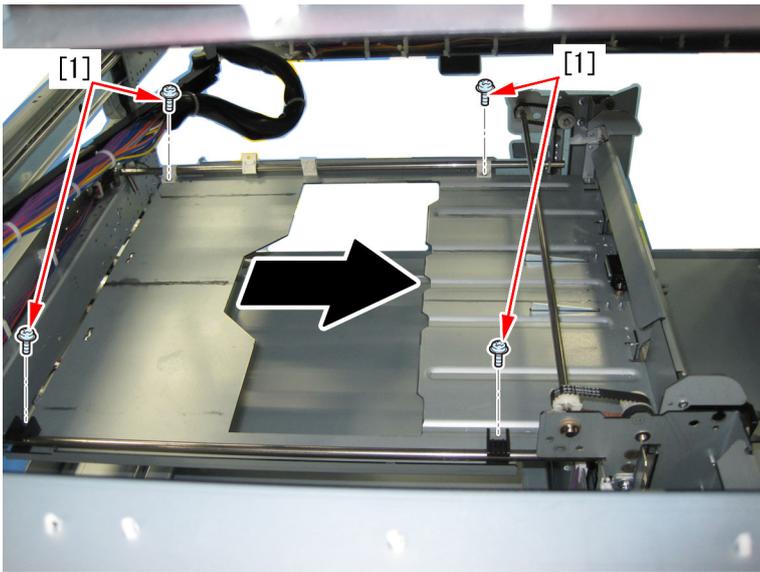
[Note]: If the Dust catcher unit [1] and the metal plate [2] are brought together with the screw [3] by tightening the screw halfway, it facilitates mounting the Dust catcher unit.



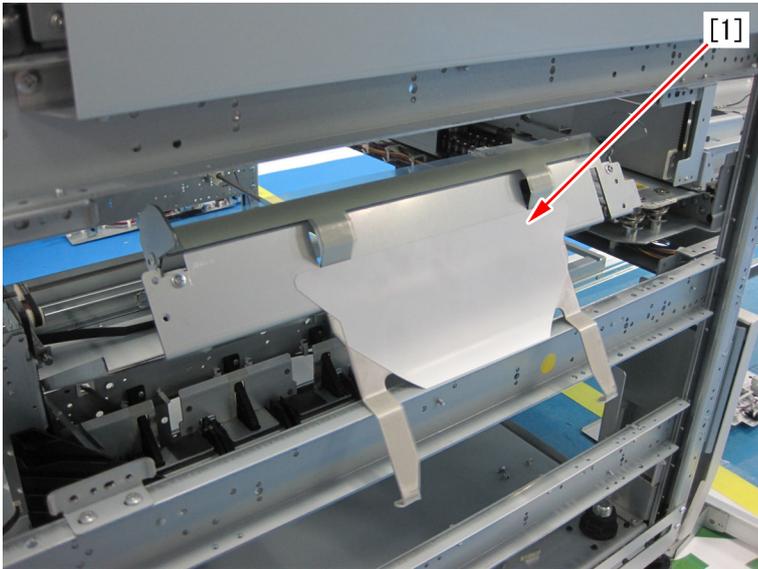
2-33) Remove the 4 screws and remove the metal plate unit.



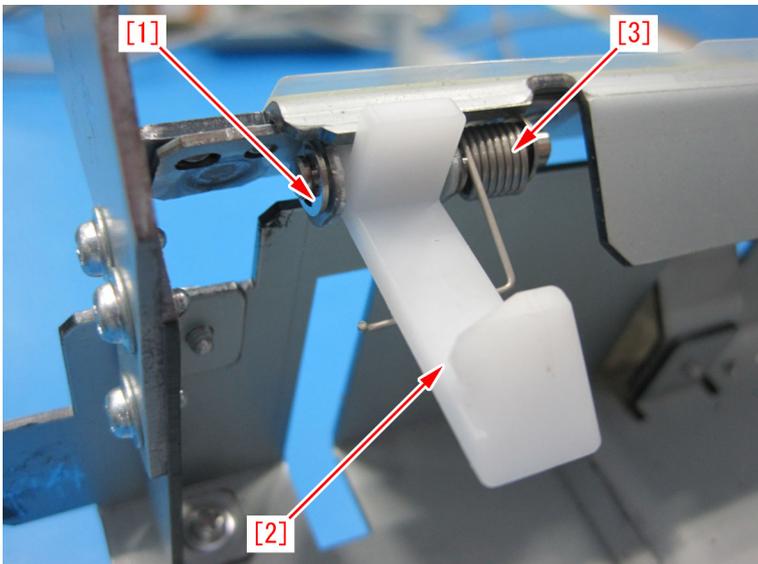
2-34) Remove the 4 screws [1] fixing the Shutter unit. Then, pull the Shutter unit in the direction of arrow.



2-35) Pull the Shutter unit [1] from the left side of the machine. The below photo shows the appearance of the machine from its back to its left side.



2-36) Remove the e-ring [1] from the Shutter unit and replace the Hook arm [2] with the new type Hook arm.  
 [CAUTION]: Do not misplace the e-ring [1] or the torsion spring [3].



2-37) Reassemble the parts in the reverse order from the step 2-35).  
 2-38) Perform the check of fracture of the Hook arm in the step 1) to verify all is fine.

**[Countermeasure cut-in serial numbers in factory]**

- Perfect Binder-A1 US WVL00010
- Perfect Binder-A1 EU MVM00072
- Perfect Binder-B1 US CVZ00172
- Perfect Binder-B1 EU GZK00064
- Perfect Binder-C1 US EGX20504
- Perfect Binder-C1 EU EGZ20524
- Perfect Binder-D1 US QWS00001
- Perfect Binder-D1 EU QWT00001

## E5B5-xx16 due to sliding failure of the waste stopper in the waste paper case assembly(Perfect Binder-B1,Perfect Binder-D1 )

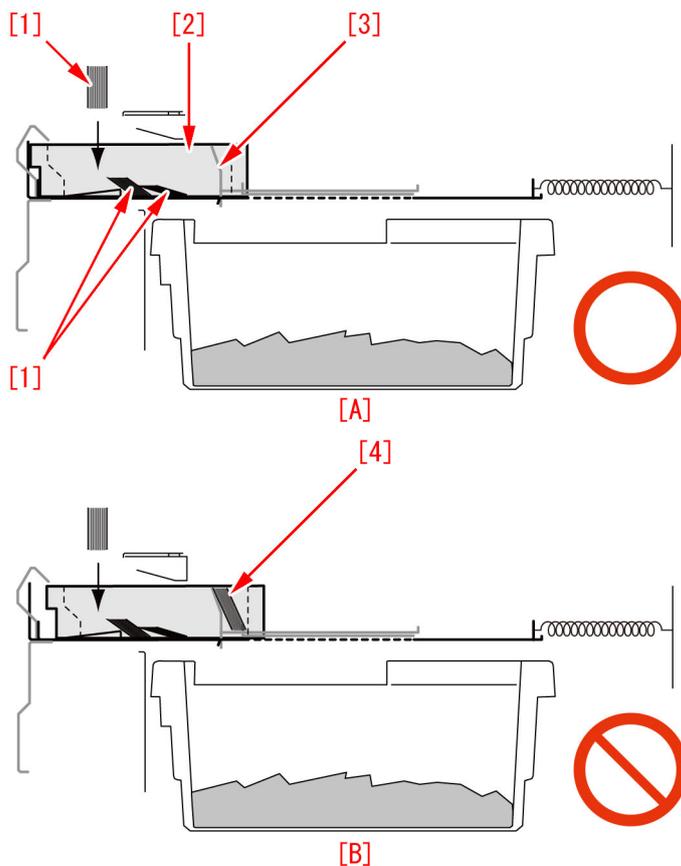
### [Symptom]

E5B5-xx16 error may occur during bookbinding operation.  
- E5B5-xx16 error: Waste detection error of Perfect binder

### [Cause]

Waste paper [1], generated upon trimming, normally falls into the waste paper buffer [2]. In some cases, the waste paper [1] may go into the space [4] between the waste paper buffer and the waste stopper [3]. If the waste paper goes in the space, the frictional resistance increases at the front of the waste stopper. This prevents proper operation, resulting in the symptom.

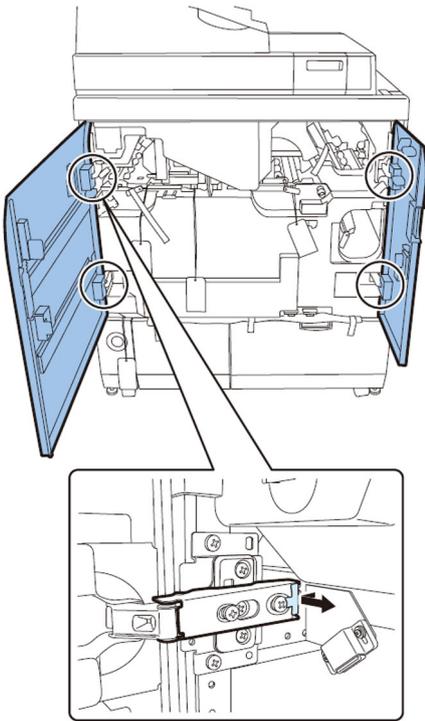
Figure [A] below shows paper waste that has properly fallen. Figure [B] shows the state in which waste paper has gone into the space between the waste paper buffer and the waste stopper.



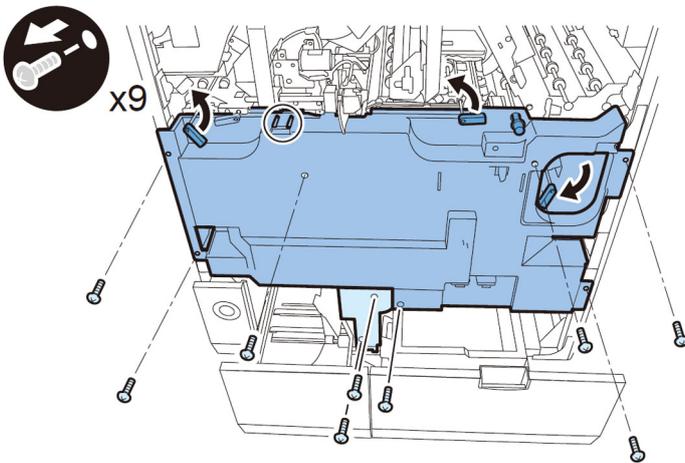
### [Service work]

When the above mentioned symptom has occurred, prepare and replace with the Dust Stopper Unit (FM1-D248-000) following the procedure below. The procedure below starts from the step after disconnected Perfect binder from the copier main body.

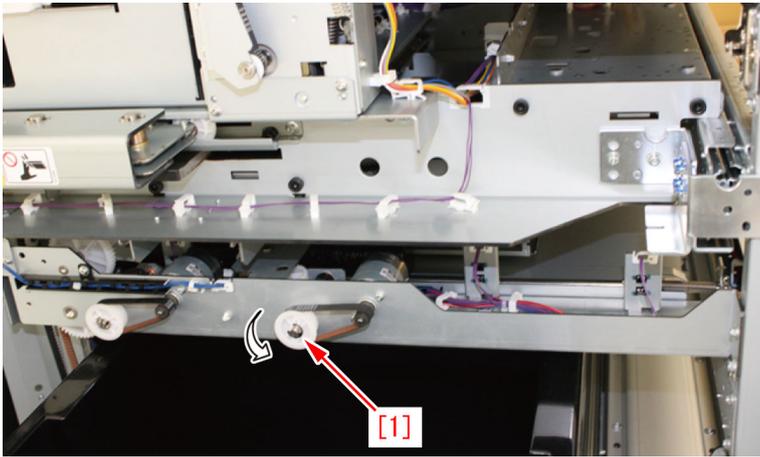
- 1) Checking sliding failure of the Waste stopper
  - 1-1) Open the front cover (Right/Left).
  - 1-2) While holding the front cover (Left), remove the upper/lower hinges to remove the front cover (Left). Pull the hinge in the direction of arrow while pushing the black lever to remove the hinge.



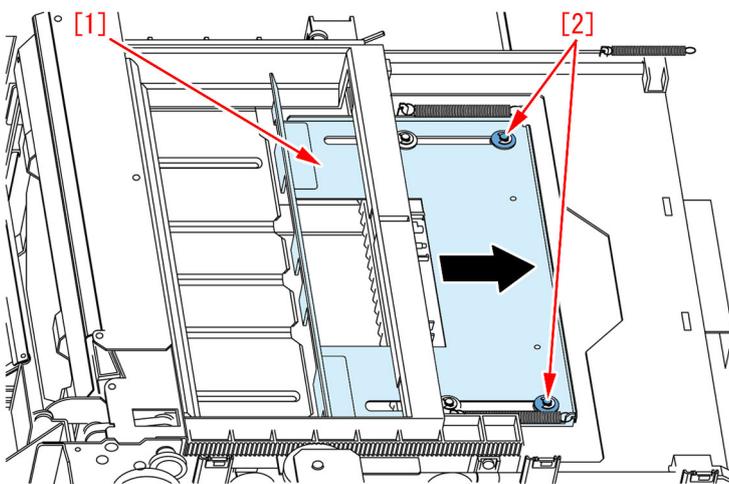
- 1-3) Remove the front cover (Right) in the same manner.
  - 1-4) Pull the Waste paper unit. Remove the Waste paper box.
  - 1-5) Release the lock of the Book stacking assembly and pull the Book stacking assembly.
  - 1-6) Remove the jam removal knob, and remove the inner cover (Lower) with the 3 jam removal levers released.
- 9 screws



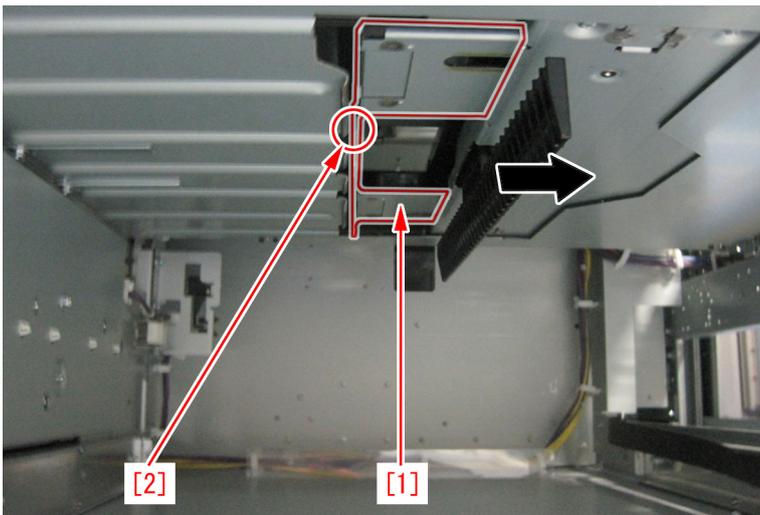
- [Note]: To remove the inner cover (Lower), lift it so that the stopper is not stuck.
- 1-7) House the book stacking assembly.
  - 1-8) Turn the buffer drive pulley [1] in the counterclockwise direction



Turning the pulley in the counterclockwise direction moves the Waste stopper [1] in the direction indicated by the arrow. Keep tuning the pulley until the flanges [2] come to the positions indicated in the figure below.



1-10) Put a hand into the area where the Waste paper unit is housed. Hold the center edge [2] of the Waste stopper [1], and move it in the direction indicated by the arrow.



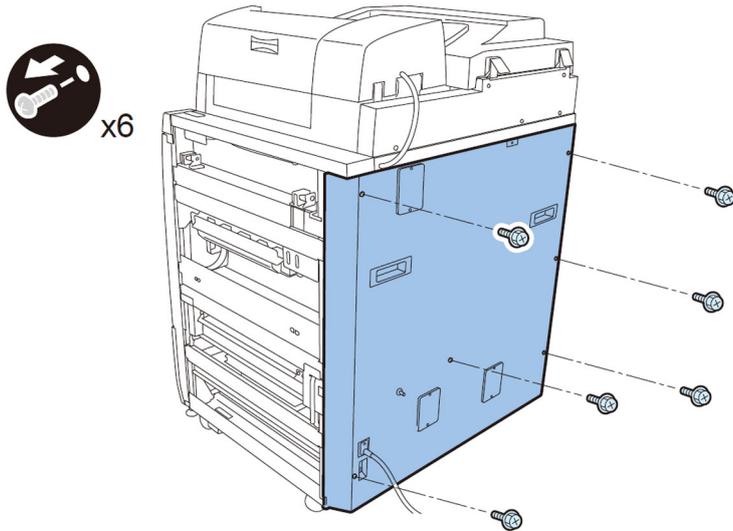
If the Waste stopper moves without problems, other factors may be a cause. Install the parts by reversing the procedure from step 1-6).

If the movement of the Waste stopper is not good, go to step 2).

2) Replace the Waste stopper unit

2-1) Remove the rear cover.

- 6 screws

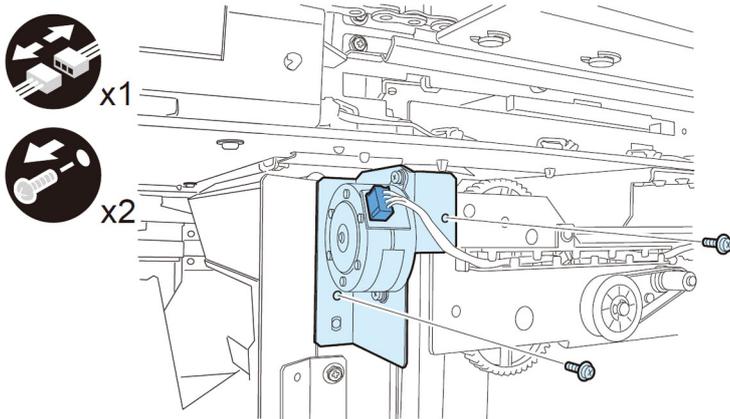


2-2) Remove the Waste paper buffer drive unit

2-2-1) Remove the stack buffer tray motor unit.

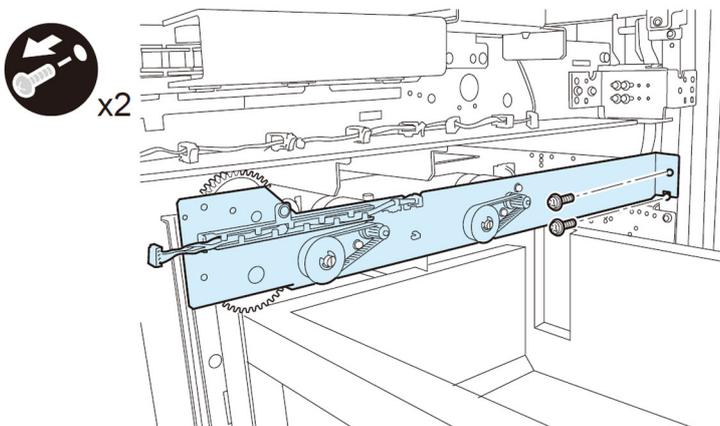
- 2 screws

- 1 connector



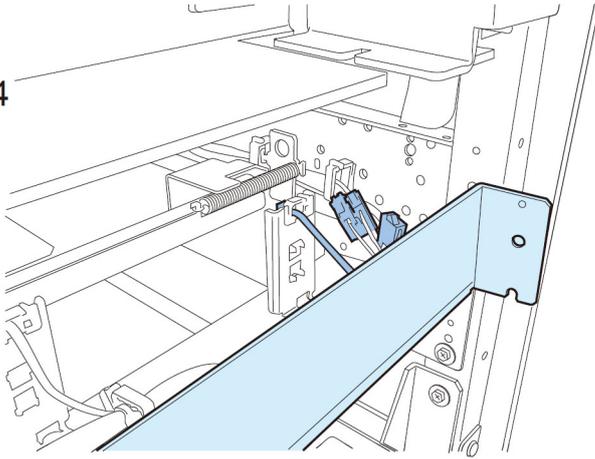
2-2-2) Lower the Waste paper buffer drive unit.

- 2 screws

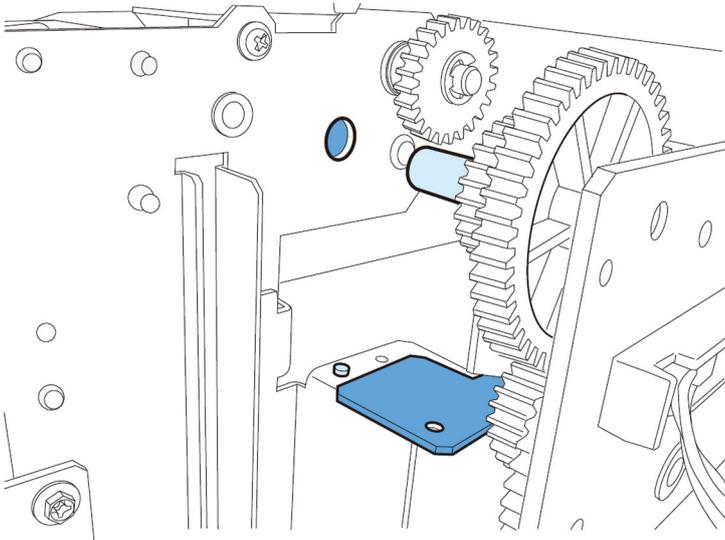


2-2-3) Remove the Waste paper buffer drive unit.

- 4 connectors

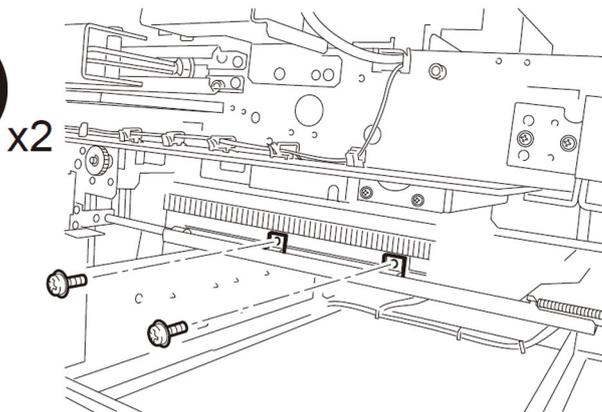


[CAUTION]: To mount the buffer drive unit, fit the 2 bosses to the boss holes and the positioning pin to the positioning hole.



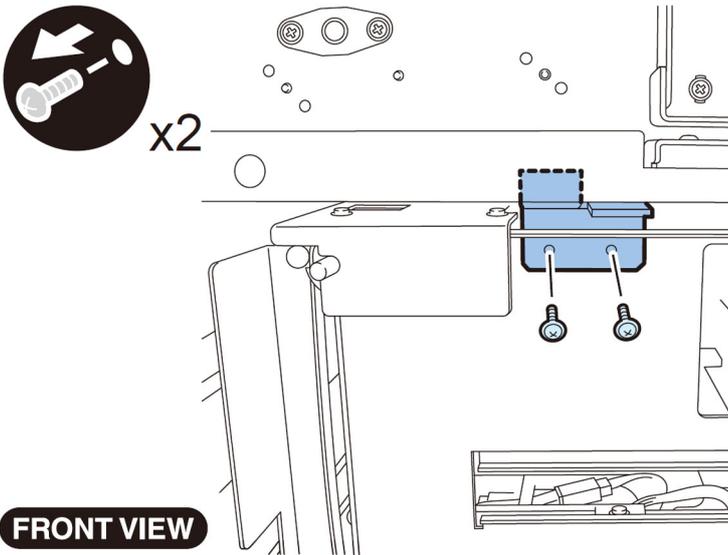
2-3) Remove the Waste paper buffer unit.

2-3-1) Remove the 2 screws fixing the Waste paper buffer unit.



2-3-2) Remove the fixing plate in the Trimming Assembly.

- Screw x2



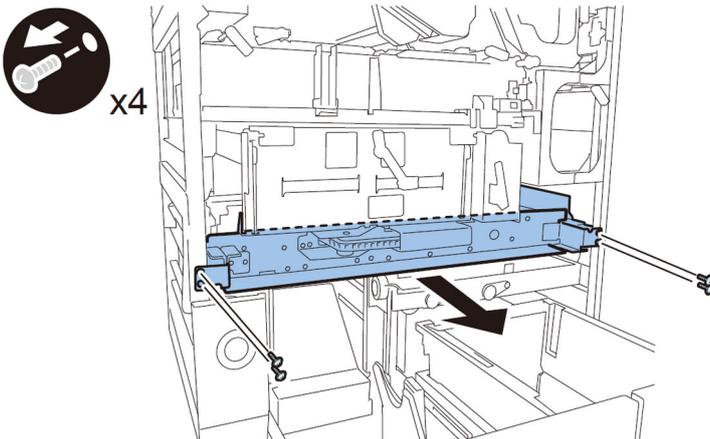
2-3-3) Pull out the Trimming Assembly.

- Screw x4

[Caution]

Before pulling out the Trimming Assembly, be sure to check that the Trimming Blade is at the REAR side.

If the Trimming Blade is at the front side, move the Trimming Blade to the rear side by following the Service Manual.



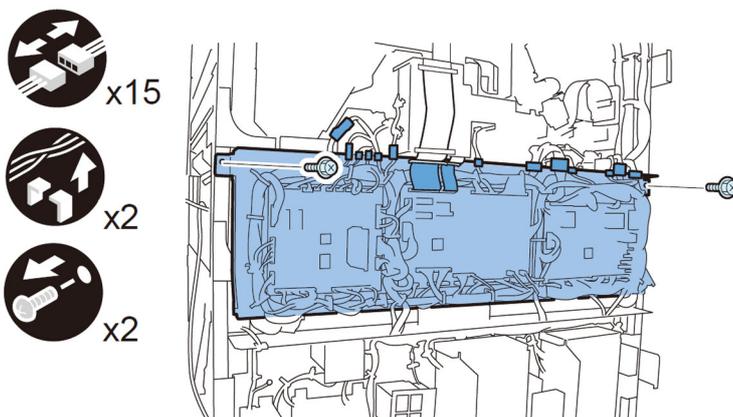
2-3-4) Open the Controller PCB Mount.

- 13 connectors

- 2 ribbon cables

- 2 ribbon cable holders

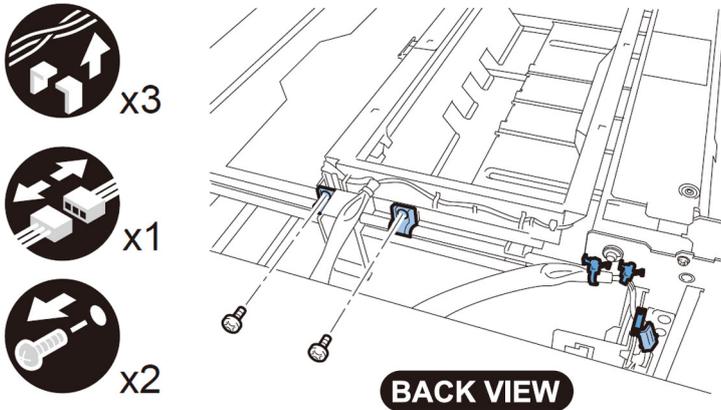
- 2 screws



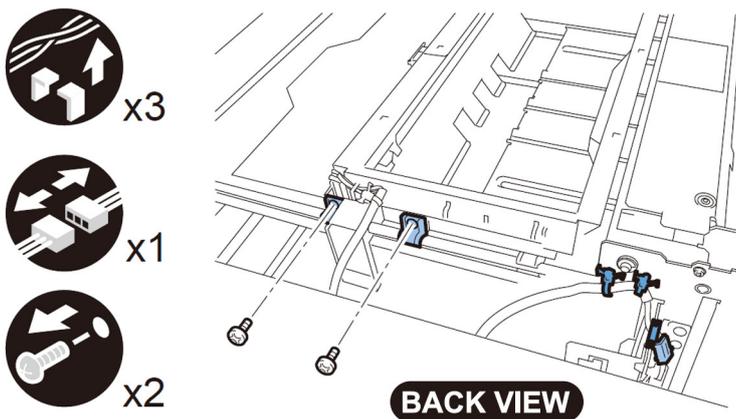
2-3-5) Release the reuse bands, the wire saddle and disconnect the connector from the back of the machine. Then remove the 2 rail guides.

- 2 reuse bands
- 1 wire saddle
- 1 connector
- 2 screws
- 2 rail guides

<For Perfect Binder-B1>

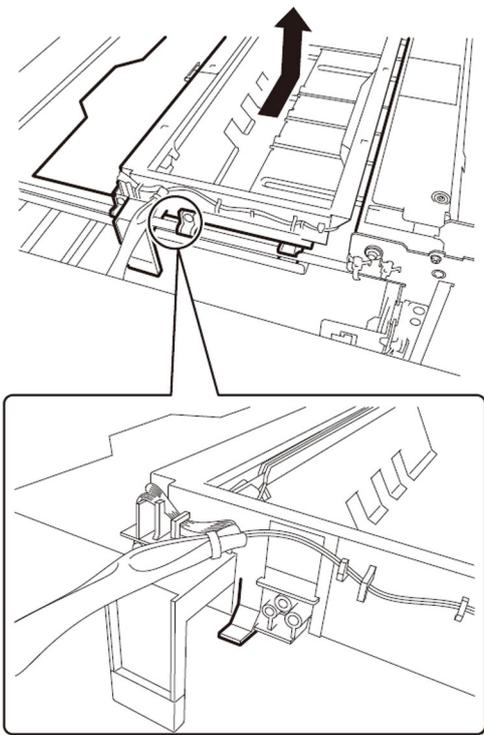


<For Perfect Binder-D1>



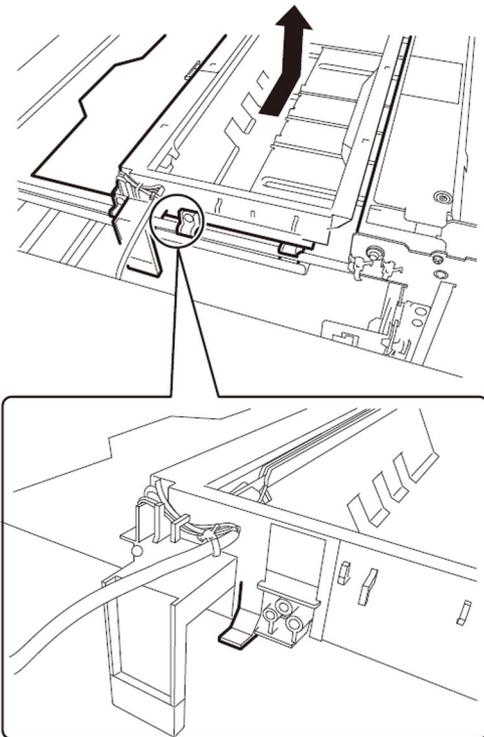
2-3-6) From the back of the machine, move the Waste paper buffer in the direction of arrow to release the claw of the Waste paper buffer unit and remove the Waste paper buffer unit.

<For Perfect Binder-B1>



**BACK VIEW**

<For Perfect Binder-D1>



**BACK VIEW**

- 2-4) Remove the Dust stopper unit. Then install the new type Dust stopper unit.
- 2-5) Reassemble the parts in the reverse order from step 2-4)
- 2-6) Check sliding failure in step 1) to see whether the sliding performance has improved.

**[Countermeasure cut-in serial numbers in factory]**

- Perfect Binder-B1 US CVZ00172
- Perfect Binder-B1 EU GZK00064
- Perfect Binder-D1 US QWS00001
- Perfect Binder-D1 EU QWT00001

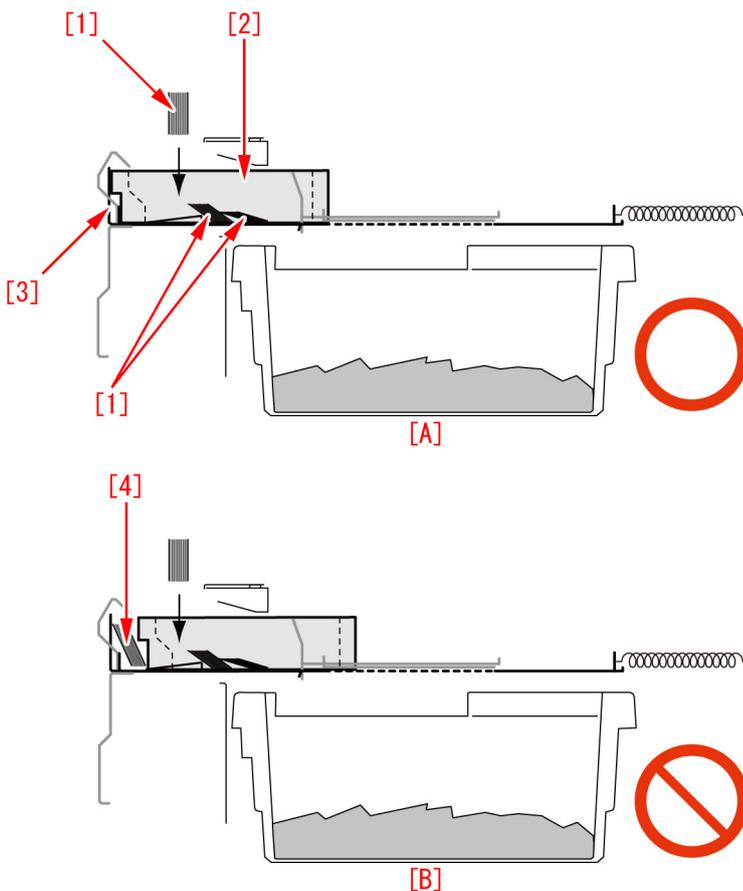
## Error E5B5-xx16 due to the deformation of shutter for waste paper case assembly (Perfect Binder\_B1 / Perfect Binder\_D1)

### [Symptom]

Error E5B5-xx16 may occur at the time of bookbinding printing.  
- Error E5B5-xx16 : Waste paper detection error for Perfect Binder

### [Cause]

Normally, waste paper [1] generated at the time of trimming goes into the waste paper buffer [2]. When waste paper goes into the gap [4] between the waste paper buffer [2] and shutter [3] due to some factors, the shutter will be deformed if the operation is continued as it is. The above symptom occurs because the deformation of shutter disables to lock the sub-buffer. The following figure [A] indicates the normal drop position of the waste paper. The following figure [B] indicates the state that the waste paper goes into the gap between the waste paper buffer [2] and shutter.



### [Servicing Work]

When the above symptom occurs, prepare the new type shutter (FLO-0749-000) and sheet (4A3-2553-000) to replace with them following the procedure below. The following procedure describes from the steps after separating Perfect Binder from the main body. Even error is not displayed, there is a possibility of the deformation of shutter. Check if there is a deformation of shutter executing below step 1) at the time of periodical checking or so, if possible. When the deformation is found, replace the shutter with new type shutter.

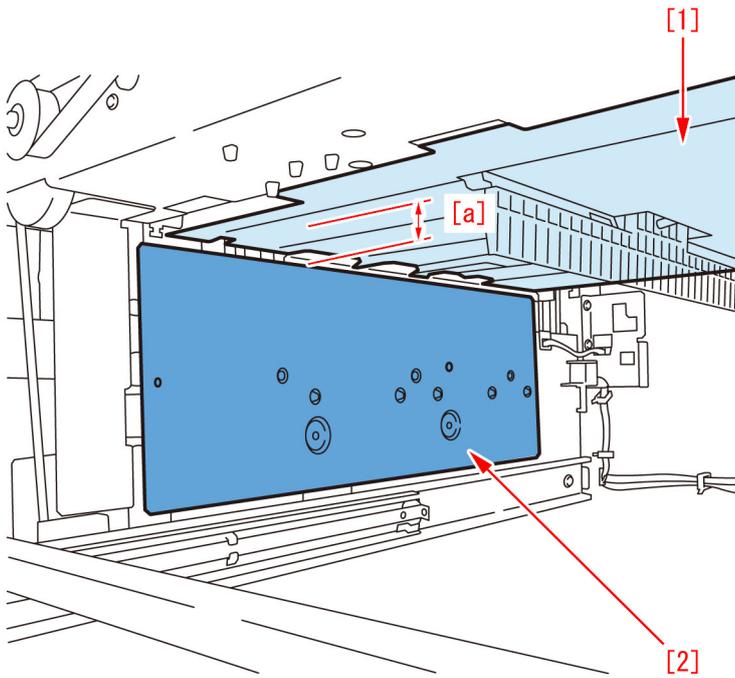
1) Checking the deformation of shutter for waste paper case assembly.

1-1) Pull out the waste paper basket to take out waste paper box from it.

1-2) Check the gap [a] located between the shutter [1] and stacking tray sensor [2] from the place that waste paper basket is pulled out.

When the gap [a] is 9 mm or more, the shutter is not deformed. Other causes may be possible.

When the gap [a] is less than 9 mm, the shutter is deformed. Proceed to step 2).

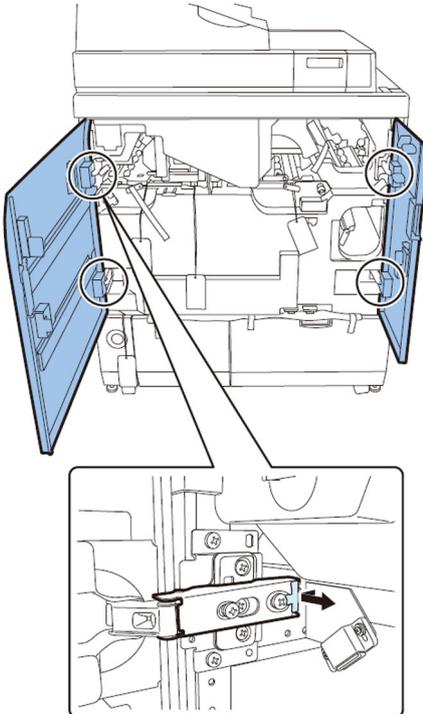


2) Replacement of shutter

2-1) Open the front covers (left/right).

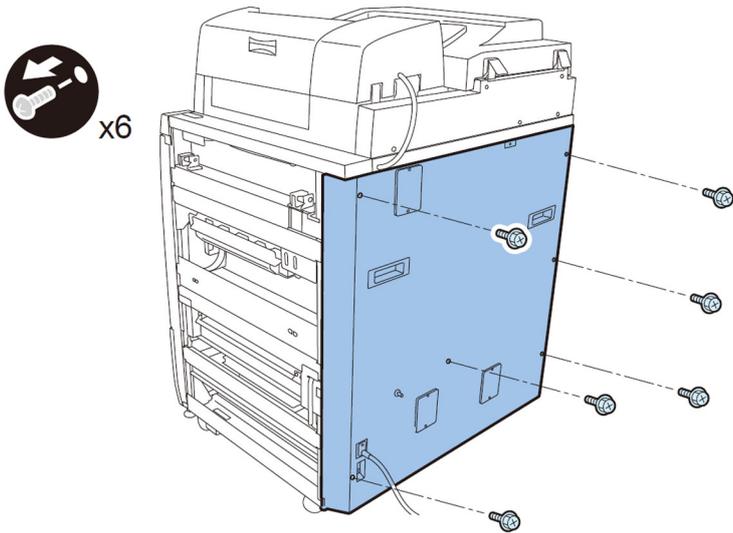
2-2) While holding the front cover (left) with one hand and pressing the black lever with the other hand, pull the hinge in the direction of the arrow to remove it. After removing the upper and lower hinges, remove the front cover (left).

2-3) Remove the front cover (right) in the same manner as above.

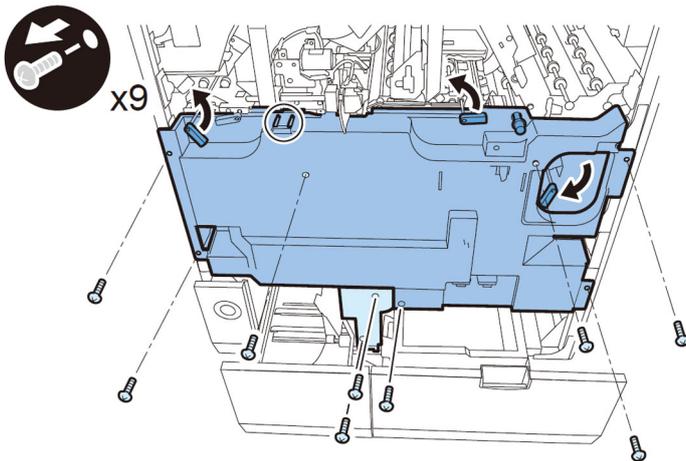


2-4) Remove the rear cover.

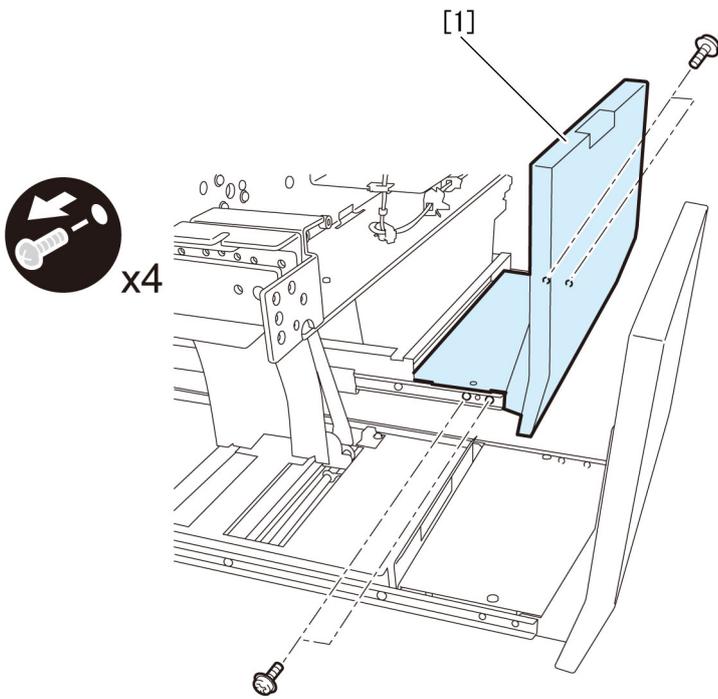
- 6 screws



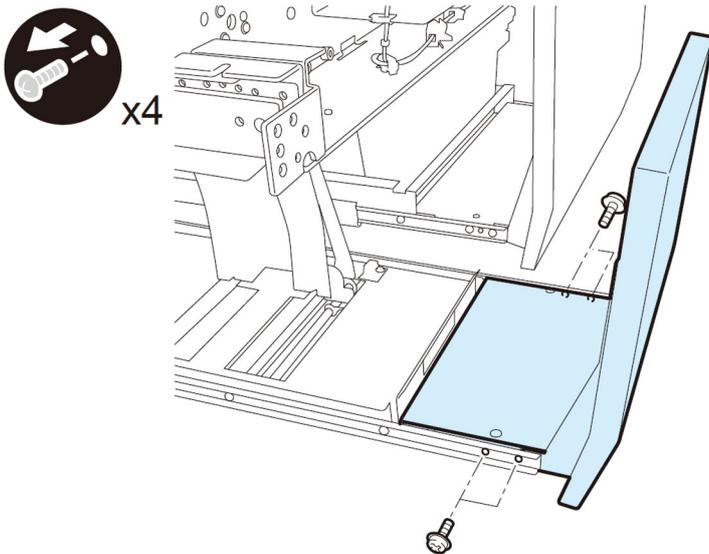
- 2-5) Pull out the waste paper unit to remove the waste paper box.
- 2-6) Release the lock of book stacking assembly and pull it out.
- 2-7) Remove the jam clear knob to remove inner cover (lower) releasing 3 jam removal levers.
- 9 screws
- [Caution] Lift up the inner cover (lower) when it is removed, because its stopper is caught.



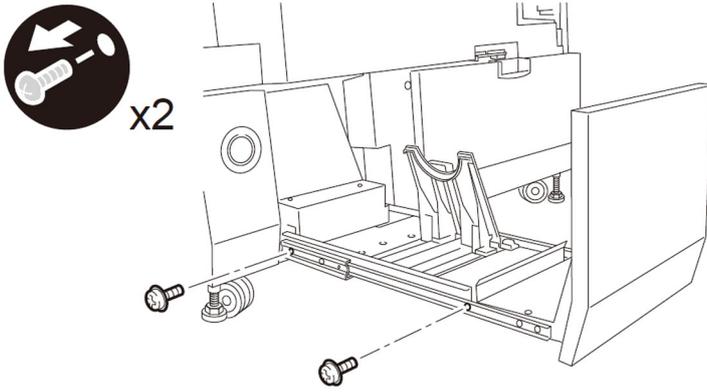
- 2-8) Remove the front cover [1] for waste paper case assembly.
- 4 screws



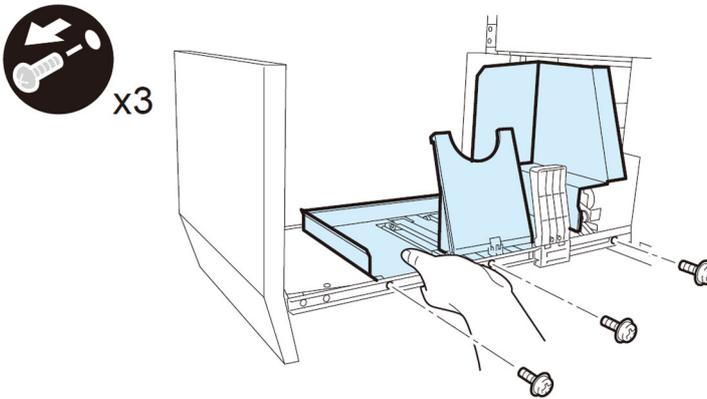
2-9) Remove the front cover for stacking assembly.  
- 4 screws



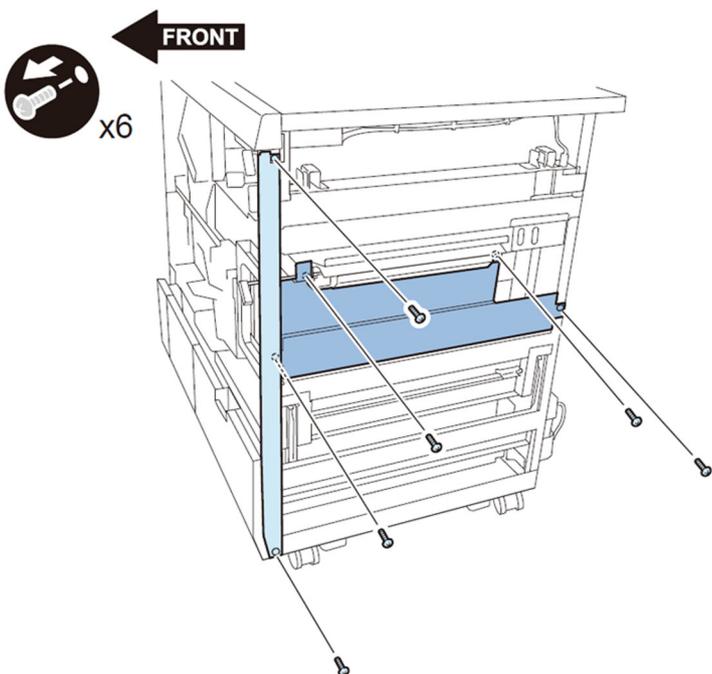
2-10) Remove 2 screws from the left rail of book stacking assembly.  
- 2 screws



2-11) Remove 3 screws from the right rail and demount the book stacking tray assembly.  
 - 3 screws  
 [Note] Hold the book stacking tray assembly with hand during the operation not to drop it.



2-12) Remove the right front cover.  
 - 2 screws  
 2-13) Remove the transfer lower cover.  
 - 4 screws



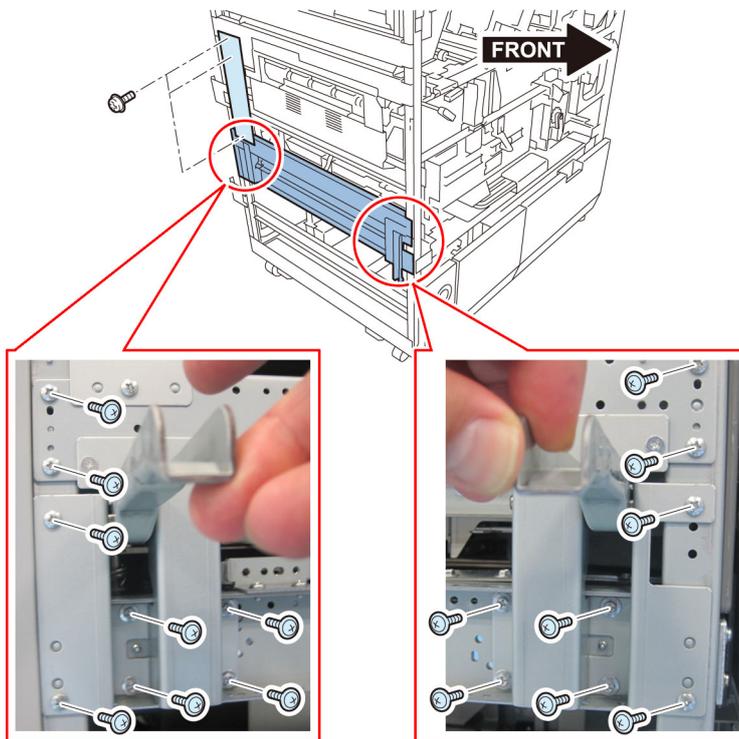
2-14) Remove the metal plate.

- 3 screws

2-15) Detach the frame.

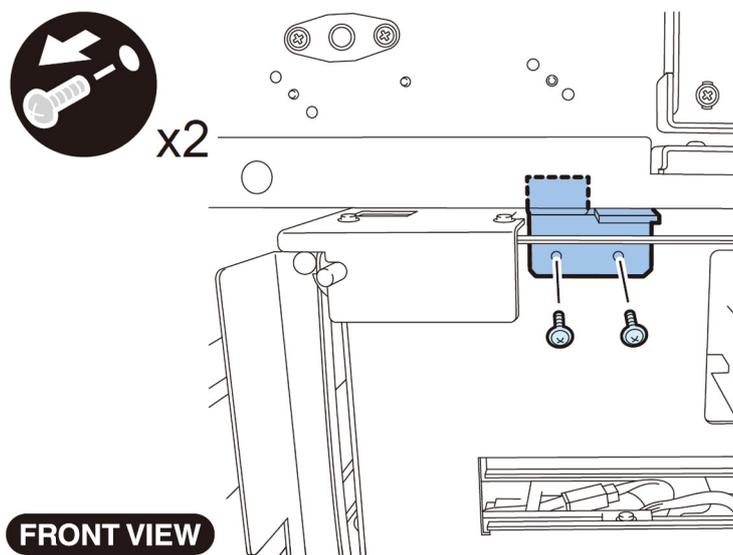
- 16 screws

[Caution] There are screws behind the lever. Move the lever up to remove the screws.



2-16) Remove the fixing bracket for trimming assembly.

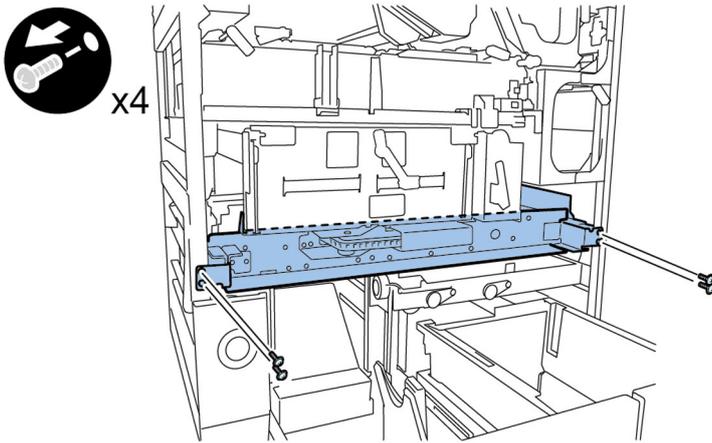
- 2 screws



2-17) Remove the fixing screws for trimming assembly.

- 4 screws

[Caution] Pull out the trimming assembly after confirming that the trimming blade is kept in a safe position for sure. When the blade is not in a safe position, Move it to a safe position following Service Manual.



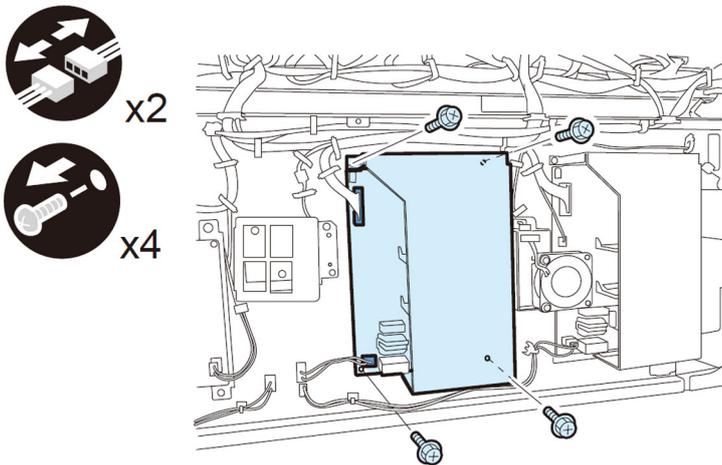
2-18) Desassembly of power supply mount.

Perfect Binder-D1 has a stack cooling fan (Stack Rotation Assembly). Proceed to step 2-18-1).

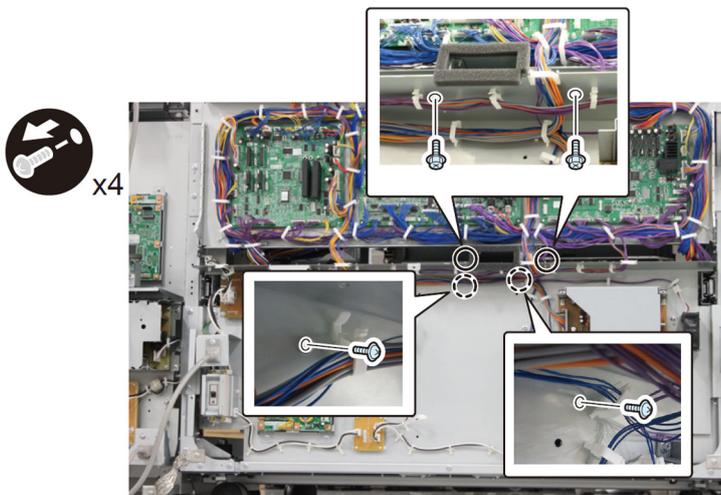
Perfect Binder-A1/B1/C1 do not have a stack cooling fan (Stack Rotation Assembly). Proceed to step 2-18-8).

2-18-1) Detach the power supply unit 1.

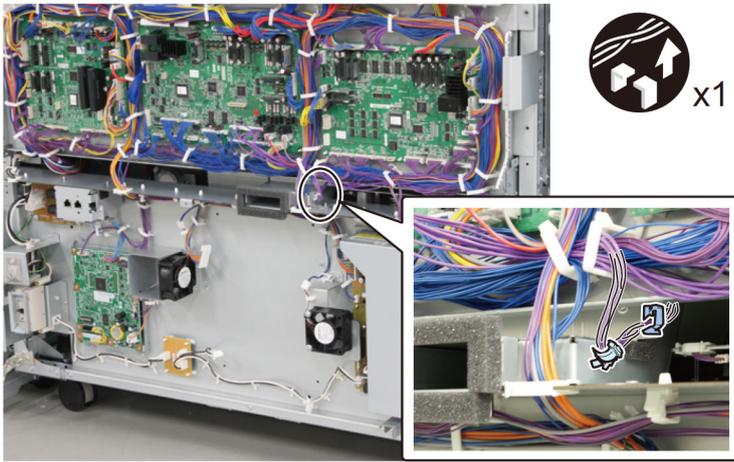
- 2 connectors
- 4 screws



2-18-2) Remove 4 screws of the cooling fan unit.

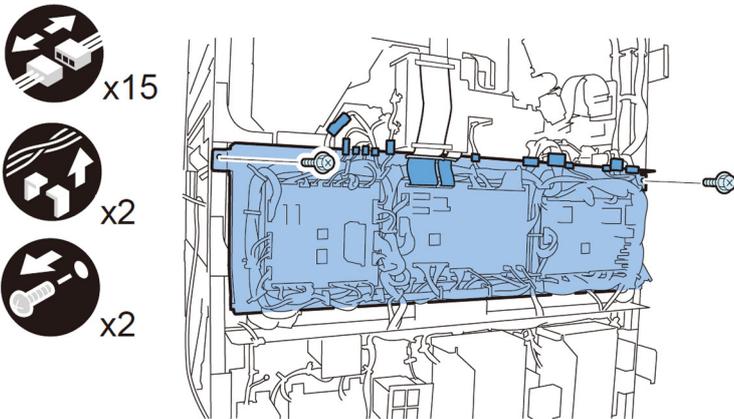


2-18-3) Remove 1 connector and 1 reuse band.



2-18-4) Open the mount.

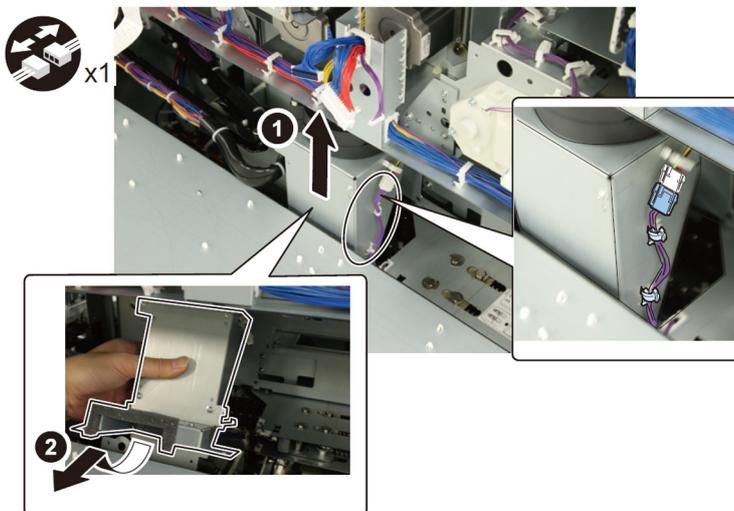
- 13 connectors
- 2 flexible cables
- 2 flexible cable retainers
- 2 screws



2-18-5) Face the front of the machine to pull out the trimming assembly.

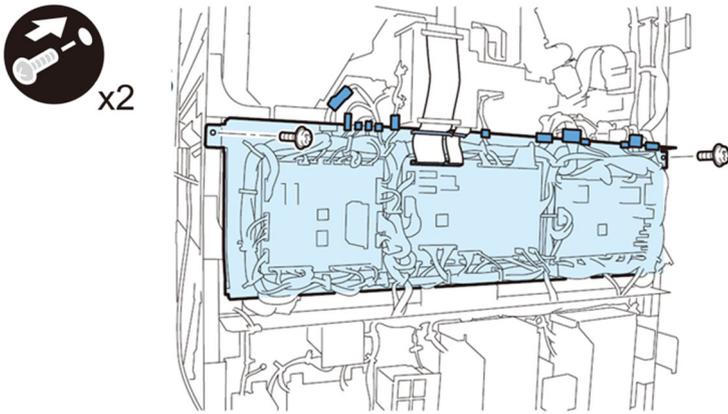
2-18-6) Take out the cooling fan unit.

- 1 connector
- 2 reuse bands

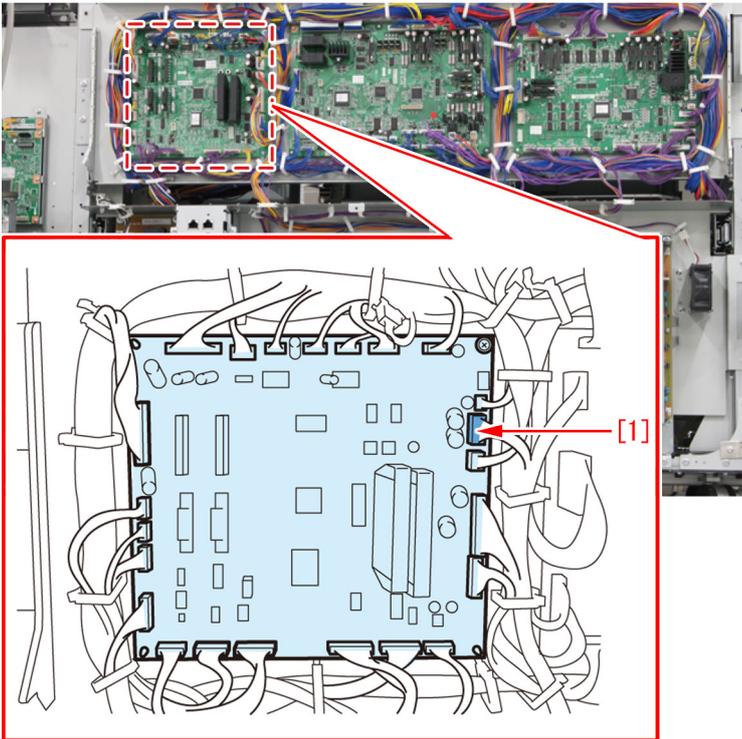


2-18-7) Close the mount.

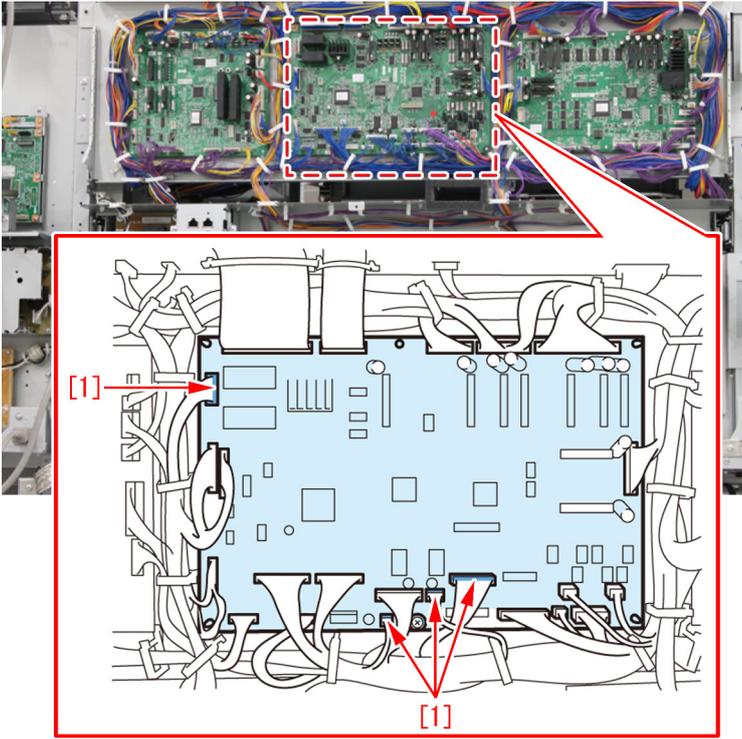
- 2 screws



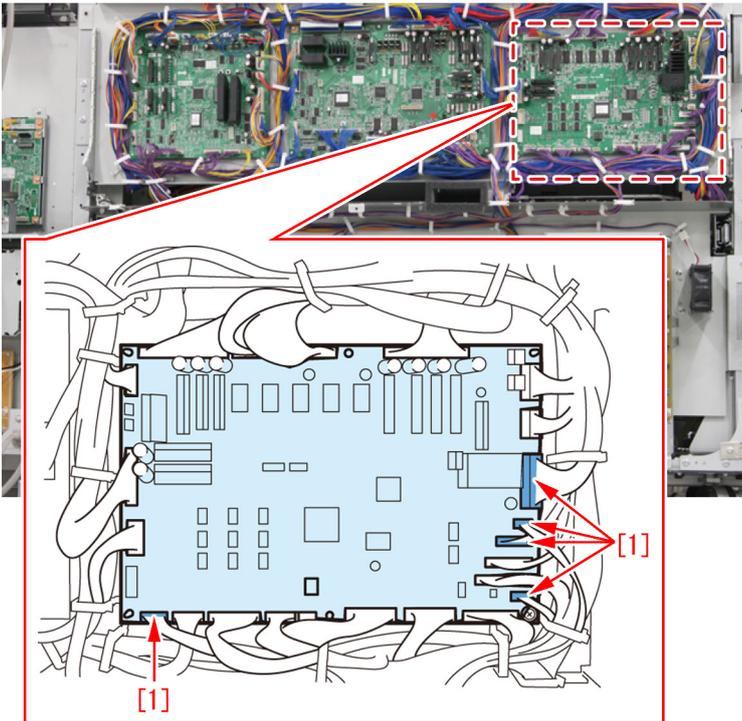
2-18-8) Remove the connector [1] of the cutter controller PCB.  
 [Reference]The position of connector can be found easily by following the harness from the power supply mount to the mount.



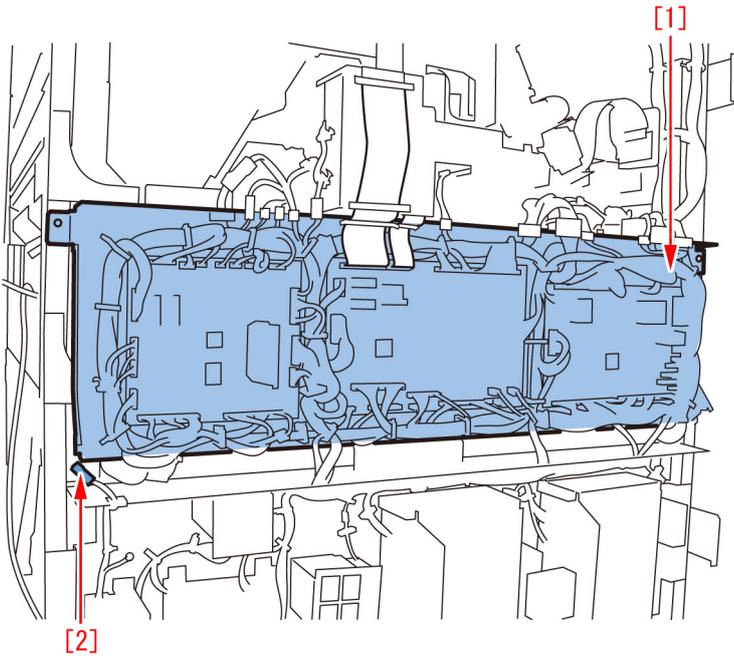
2-18-9) Remove 4 connectors [1] on the slave controller PCB.  
 [Reference]The position of connectors can be found easily by following the harness from the power supply mount to the mount.



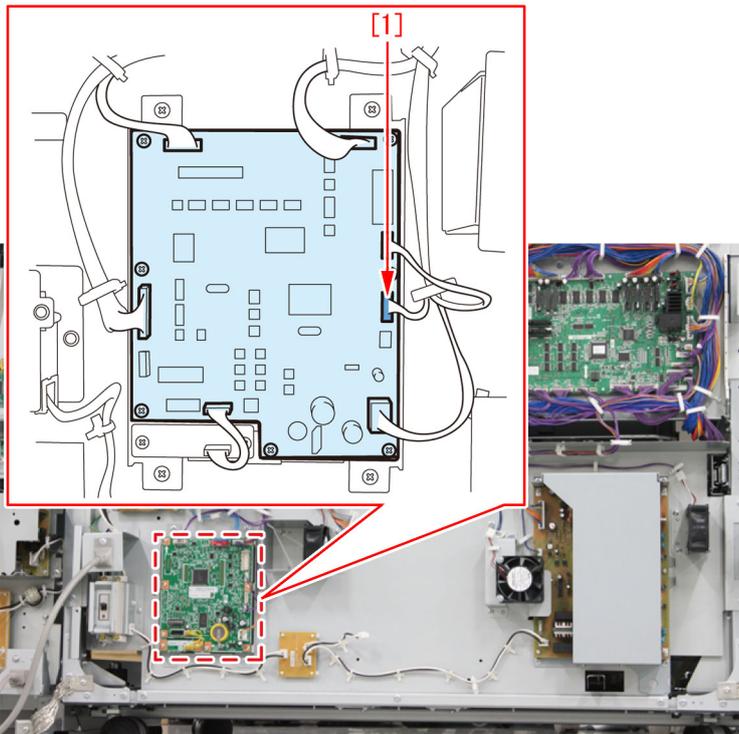
2-18-10) Remove 5 connectors [1] on the master controller PCB.  
 [Reference] The position of connector can be found easily by following the harness from the power supply mount to the mount.



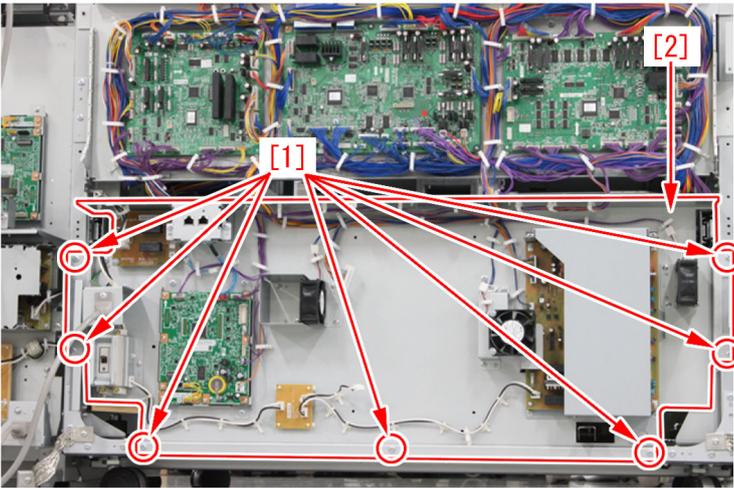
2-18-11) Remove 1 connector [2] located at the bottom left of mount [1].



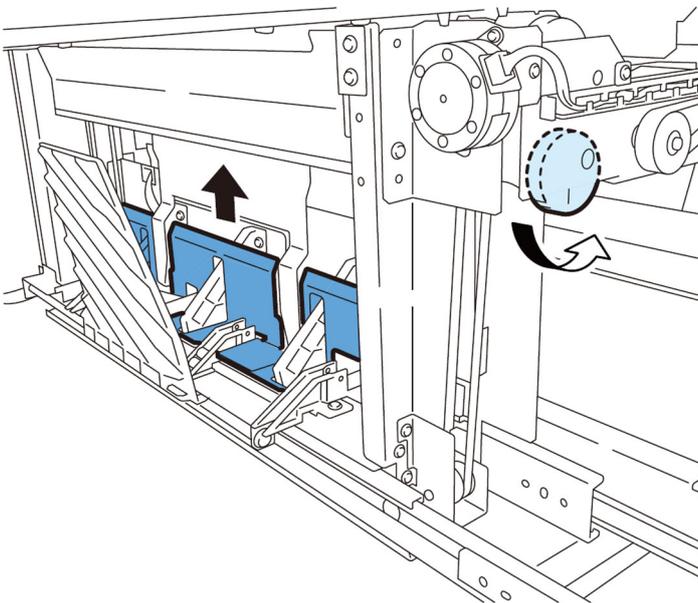
2-18-12) Remove 1 connector [1] on the mount (option controller).



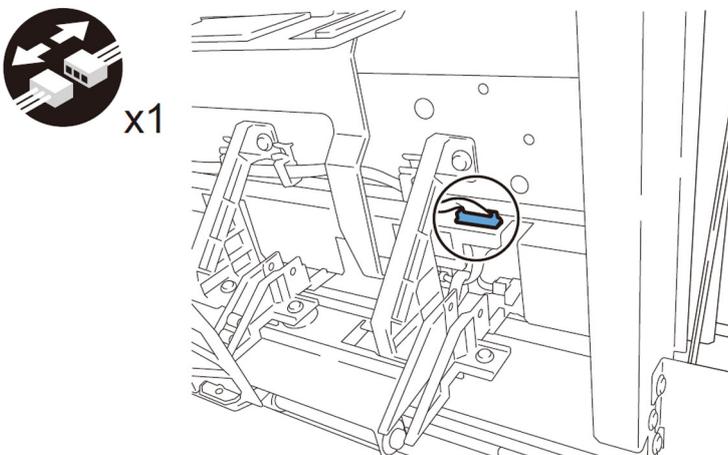
2-18-13) Remove 7 screws [1] and then detach the power supply mount [2].



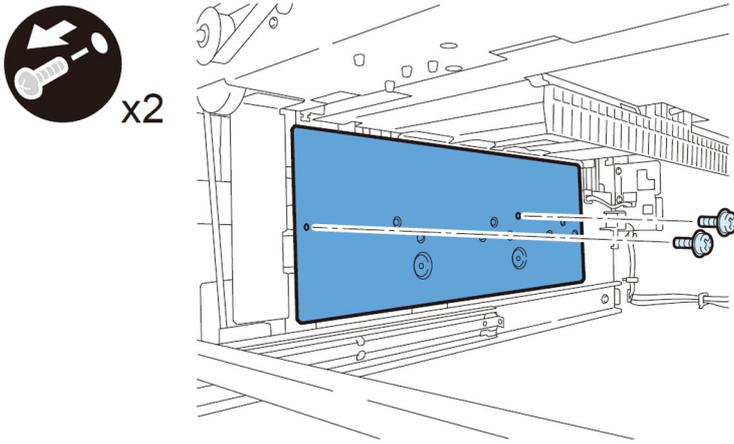
2-19) Turn the gear for the waste paper buffer drive assembly counterclockwise to move the stack buffer tray up to the upper limit position.



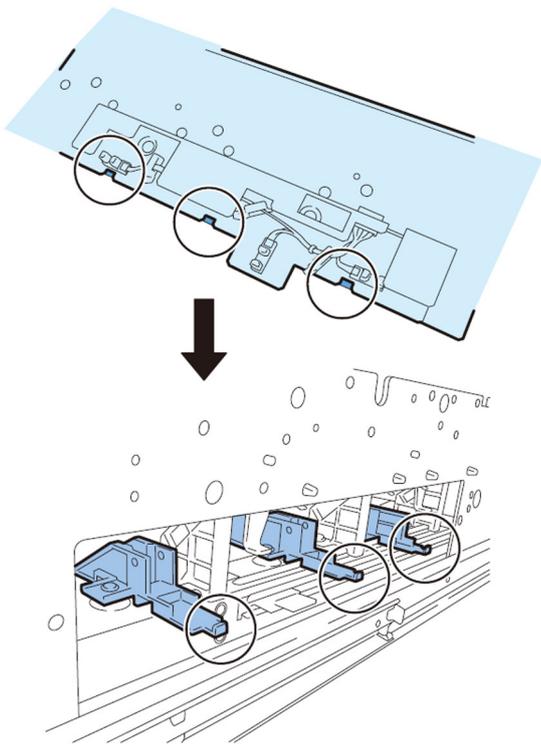
2-20) Pull off the sensor connector which can be seen from the stacking assembly side.



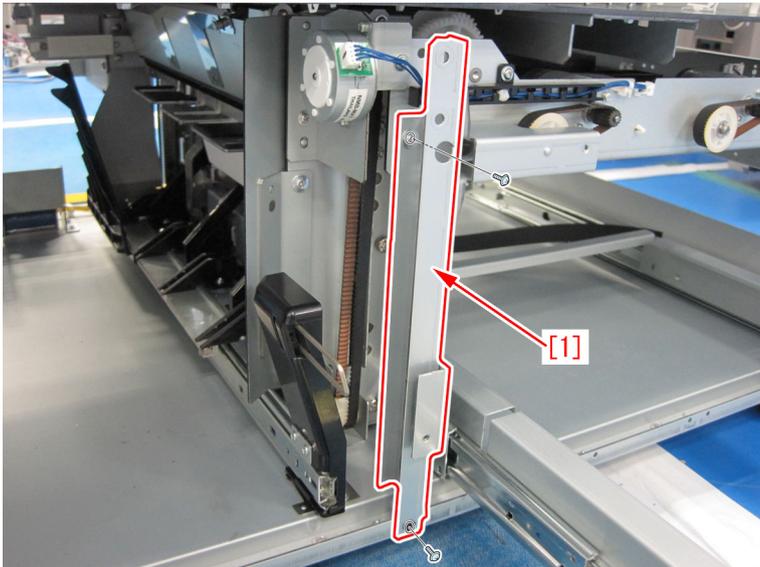
2-21) Detach the stacking tray sensor unit from the waste paper unit side.  
- 2 screws



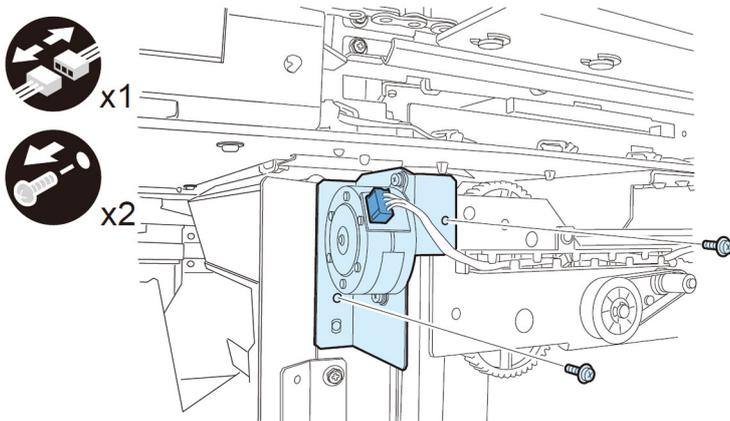
[Note] When the stacking tray sensor unit is reinstalled, align the cutouts of the sensor mounting plate with plate guide.



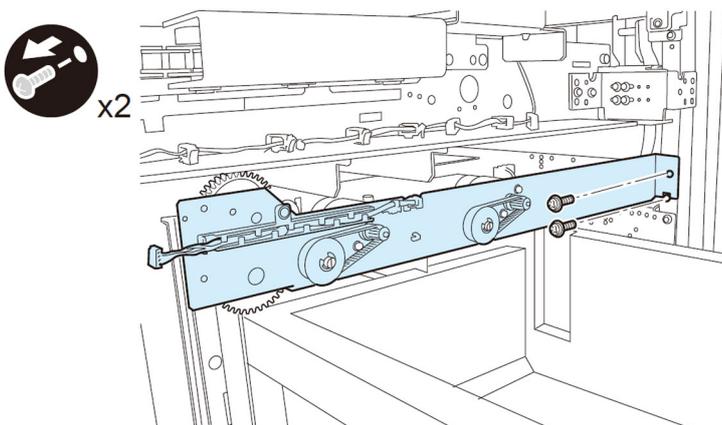
2-22) Remove the frame [1].  
- 2 screws



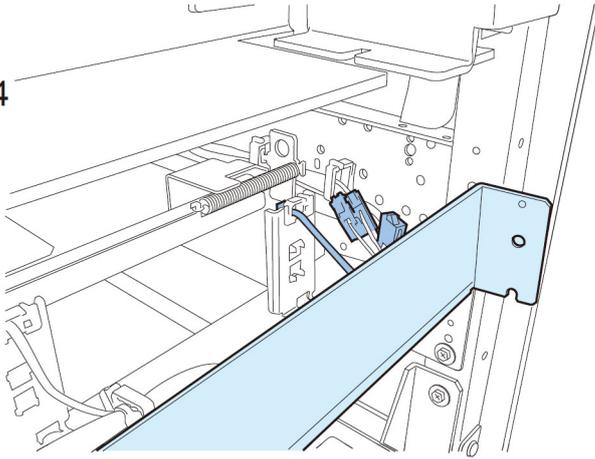
2-23) Detach the stacking buffer tray motor Unit.  
 - 2 screws



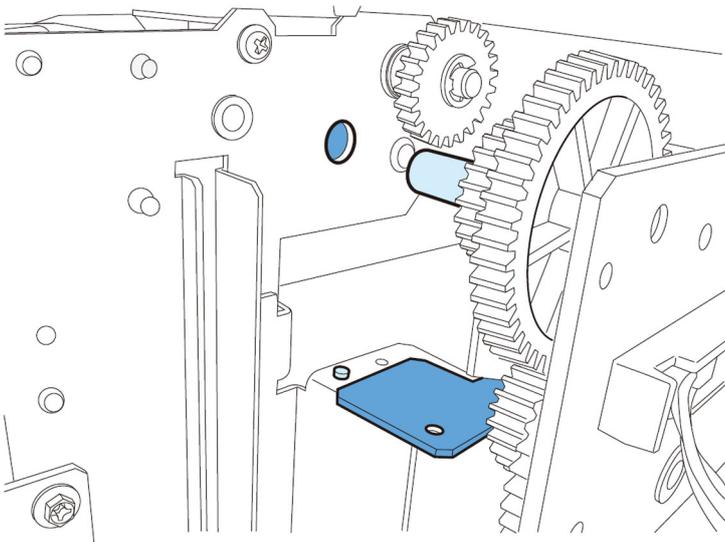
2-24) Take down the waste paper buffer drive unit.  
 - 2 screws



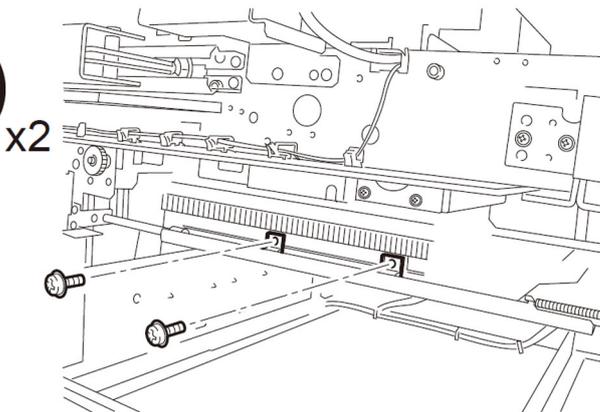
2-25) Remove the waste paper buffer drive unit.  
 - 4 connectors



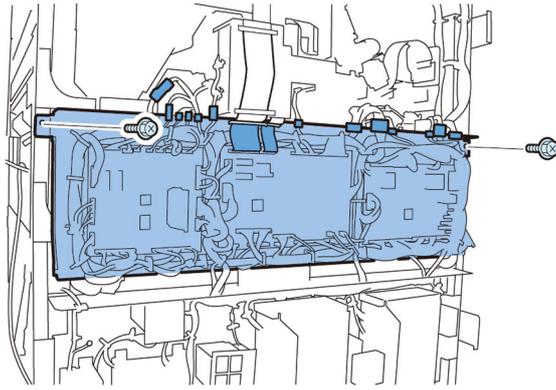
[Note]When the waste paper buffer drive unit is reinstalled, fit the two bosses to the holes and the positioning pin to the positioning hole.



2-26) Remove 2 fixing screws of the waste paper buffer unit.



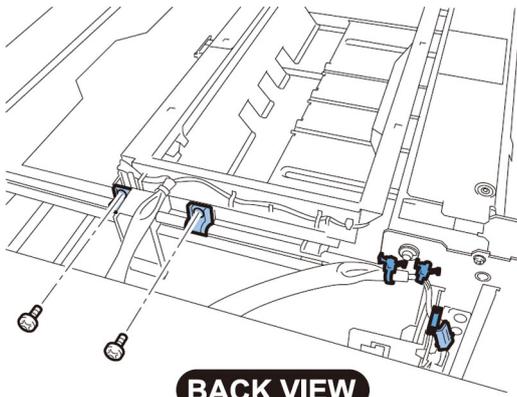
2-27) Face to back side of machine to open the controller mount.  
- 2 screws



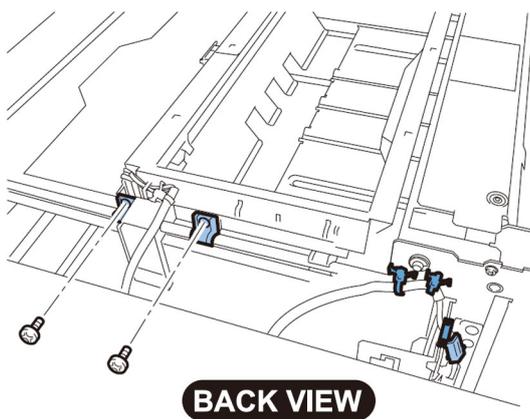
2-28) Release the reuse band and the wire saddle to pull off the connector. Then remove 2 rail guides.

- 2 reuse bands
- 1 wire saddle
- 1 connector
- 2 screws
- 2 rail guides

<< for A1/B1/C1 >>



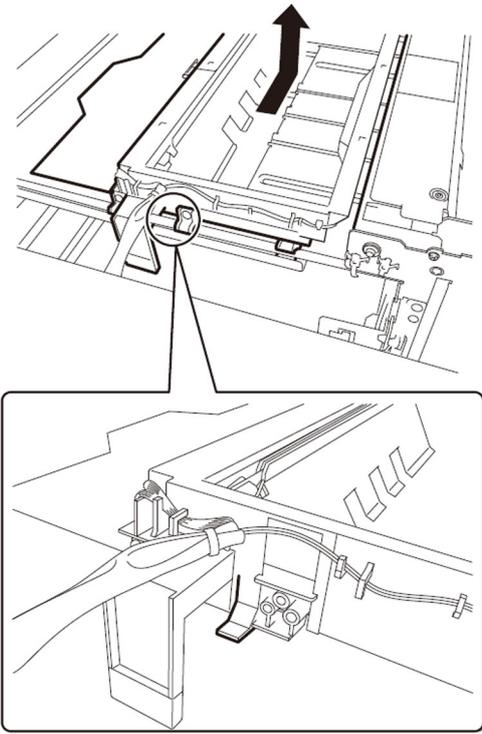
<< for D1 >>



2-29) Shift the waste paper buffer unit in the allow direction to release the hook of the unit from the rail, and then remove the waste paper buffer unit.

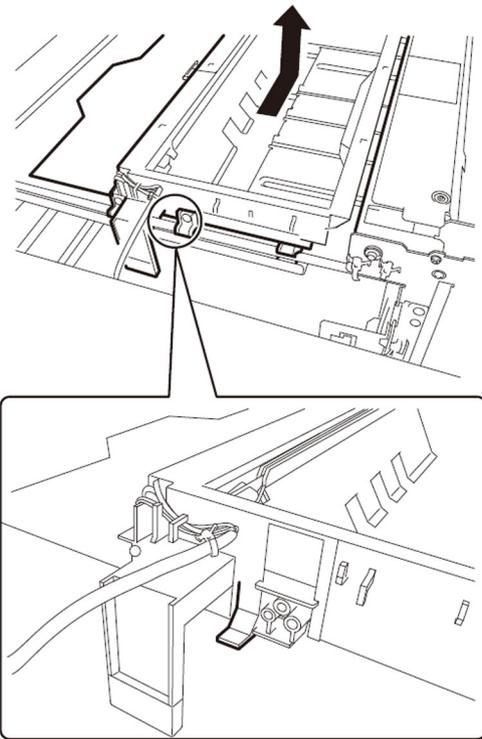
<< for A1/B1/C1 >>

**BACK VIEW**

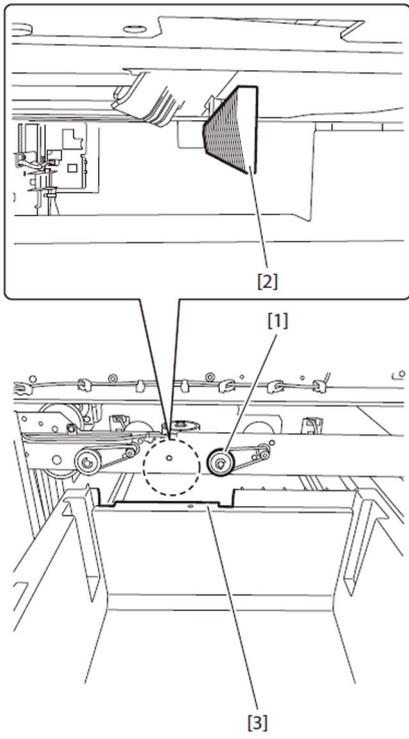


<< for D1 >>

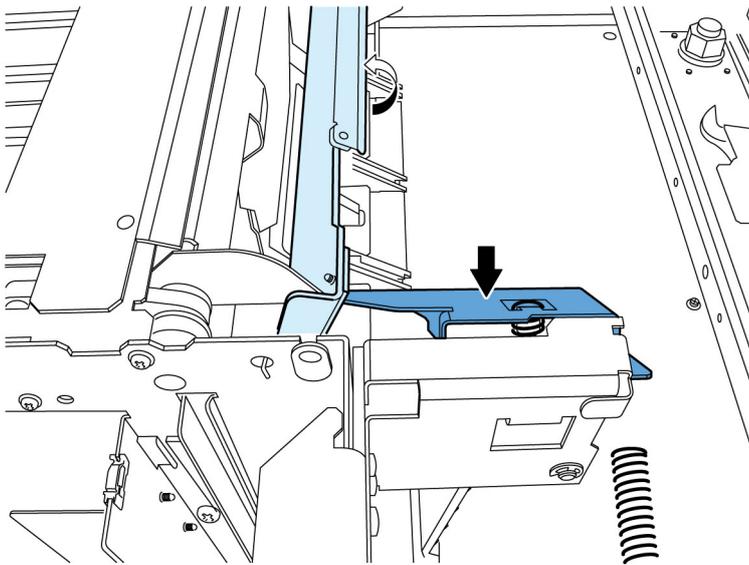
**BACK VIEW**



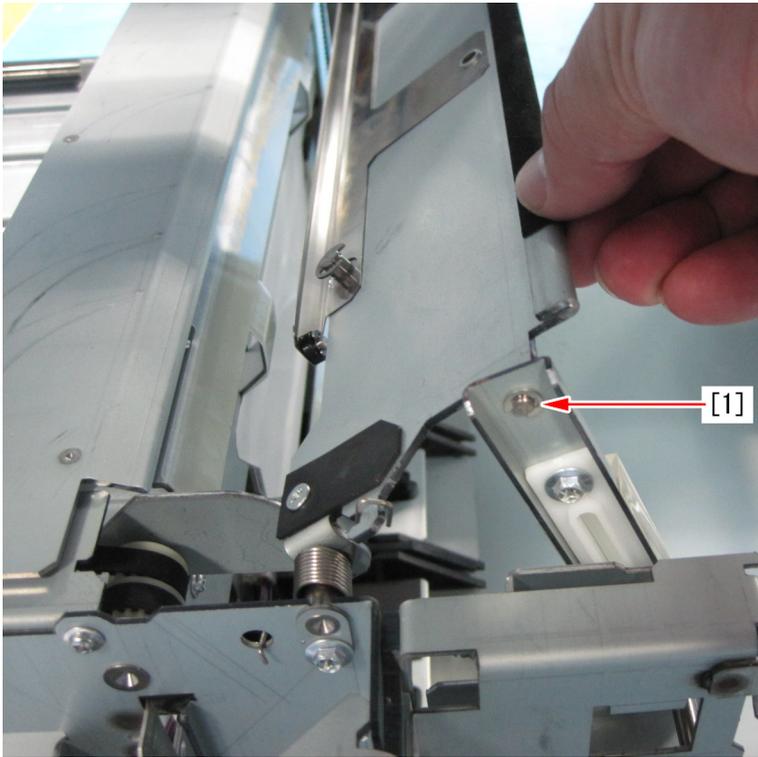
[Note] When closing the waste paper unit after the reinstalling, align the position of waste full detection lever of the waste paper buffer unit with the cutouts of waste paper basket by turning the waste paper buffer drive pulley, so that the detection lever will not come in contact with the waste paper basket.



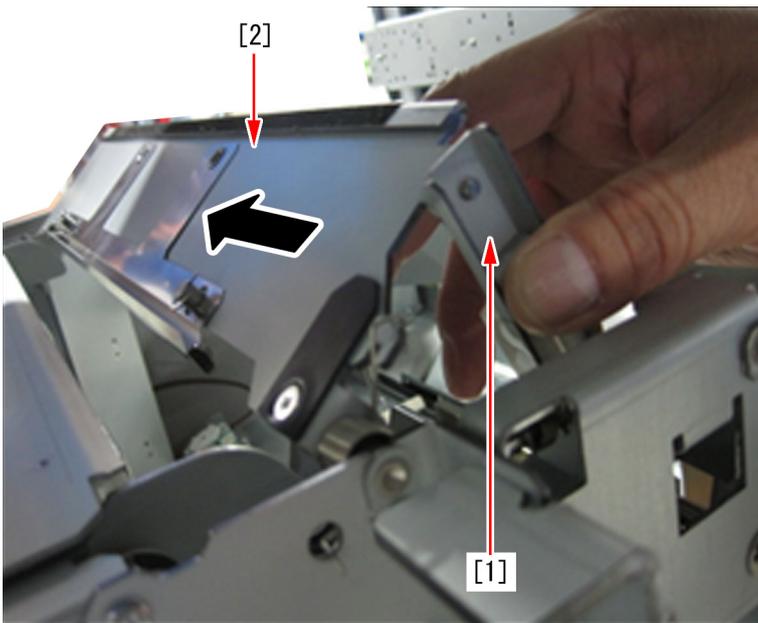
2-30) From the back side of the machine, press down the metal plate in the allow direction to lift up tray guide assembly in the direction of arrow.



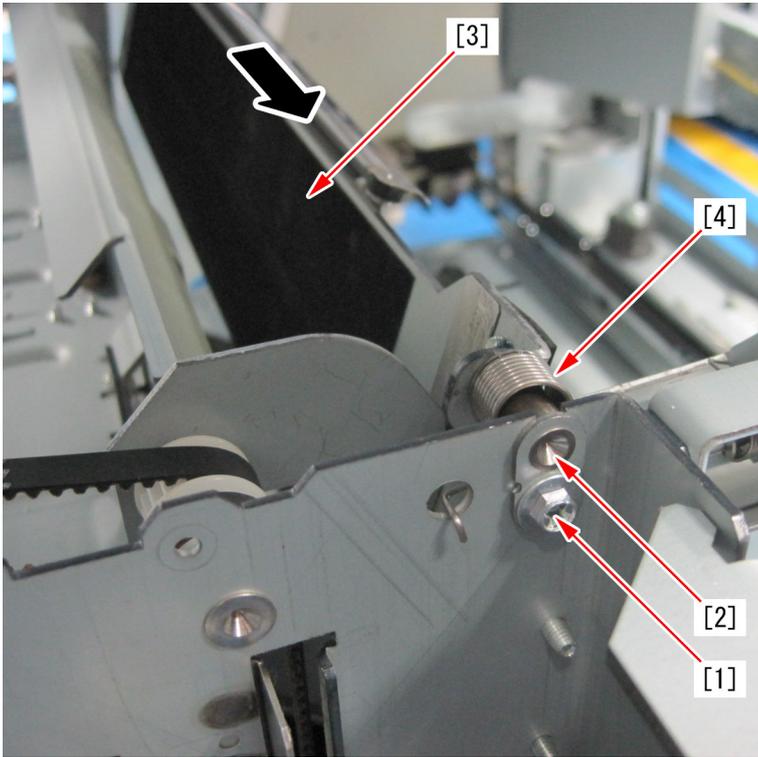
2-31) Remove the E-ring [1].



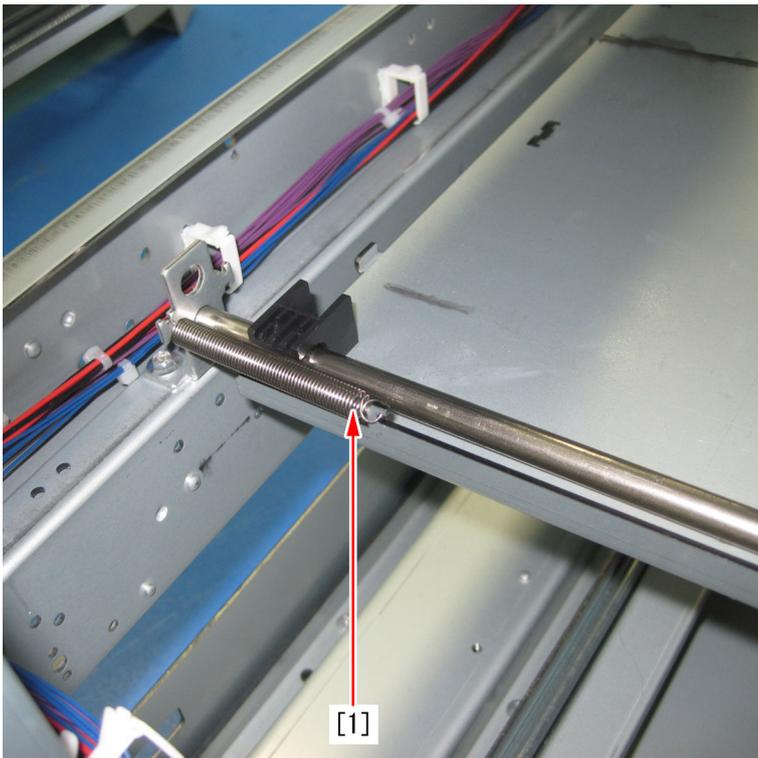
2-32) Remove the tray guide assembly [2] from link [1].



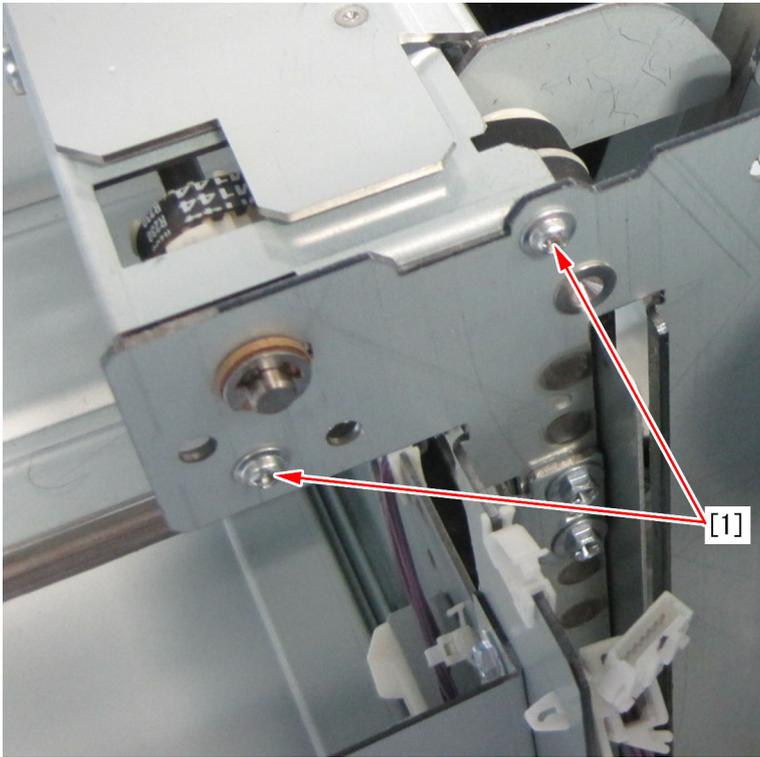
2-33) Remove 1 screw [1] to remove fixing bracket [2]. Then shift the tray guide assembly [3] in the allow direction to remove it. [Caution] When the fixing bracket is removed, be careful not to drop the torsion spring [4] inside of machine.



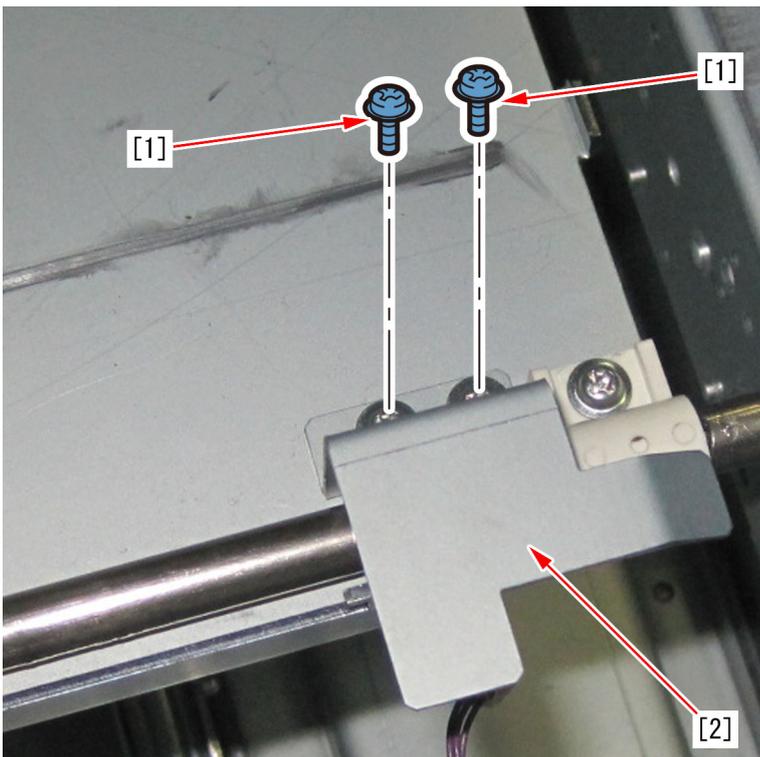
2-34) Unhook the tension spring [1] hooked the shutter with long-nose pliers. (Only one side of the spring)



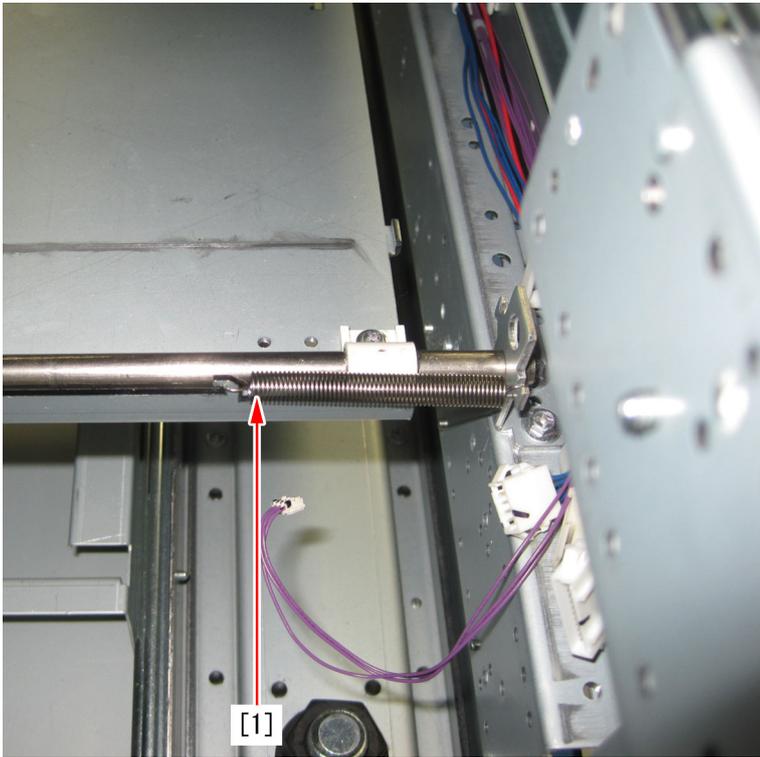
2-35) Remove 2 screws [1] on the back side of dust catch unit.



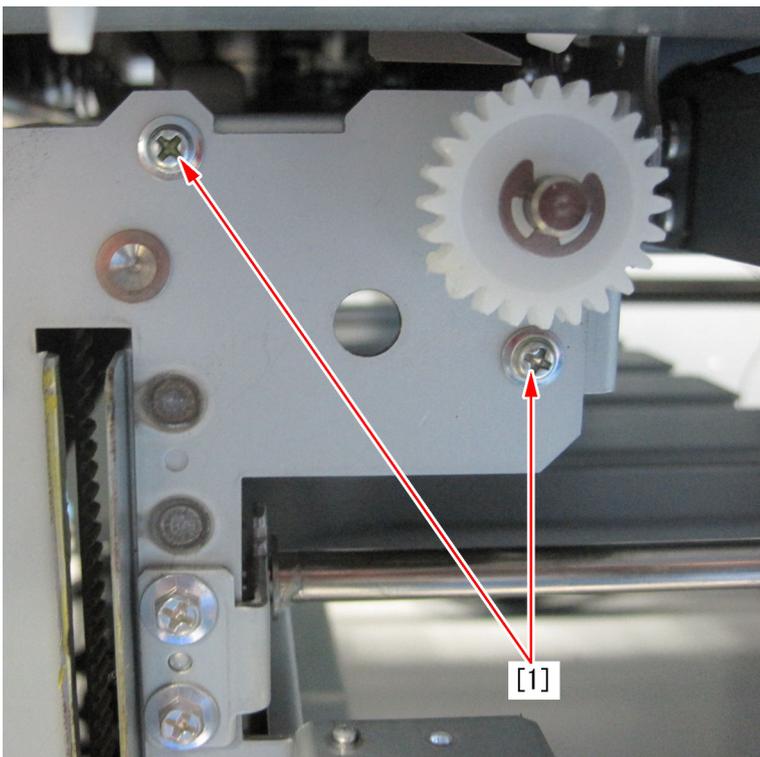
2-36) Face to the front side of machine to remove 2 screws [1] and then remove the metal plate [2] of shutter assembly.



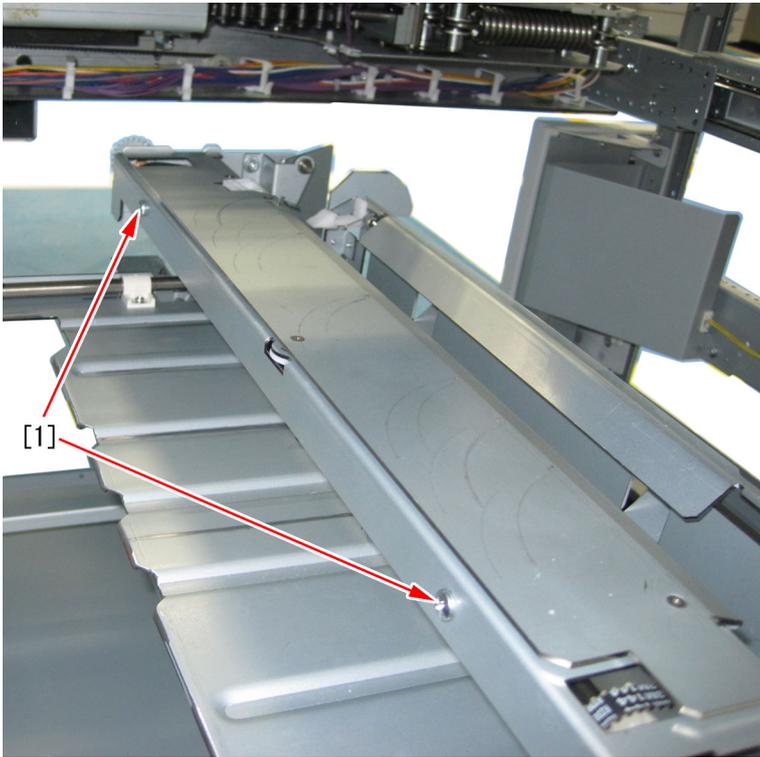
2-37) As with step 2-34), unhook the front side of the torsion spring. (Only one side of the spring)



2-38) Remove 2 screws [1] of the front side of dust catch unit.



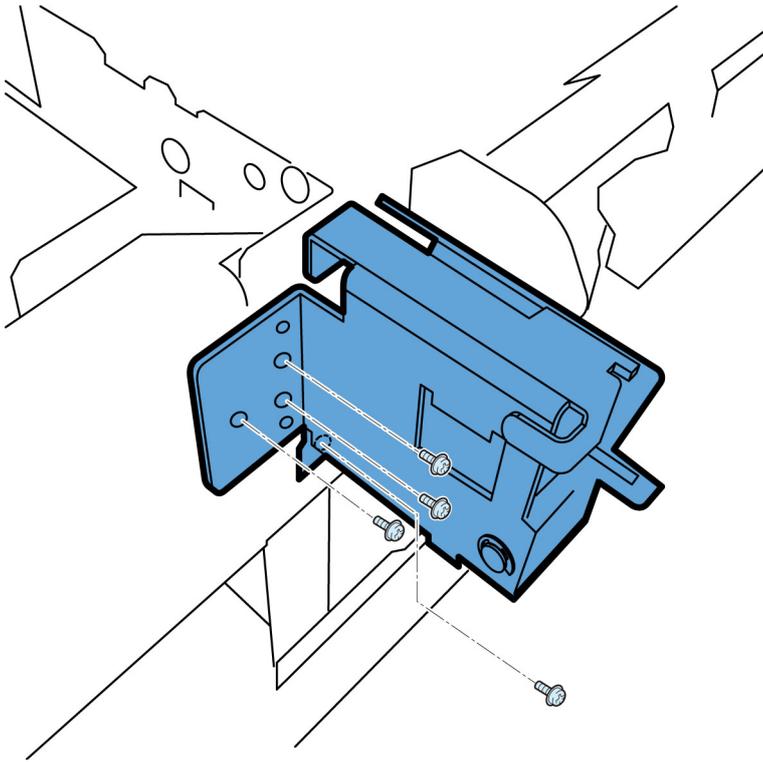
2-39) Face to the back side of machine to remove 2 screws [1] located the side of dust catch unit and then detach the dust catch unit.



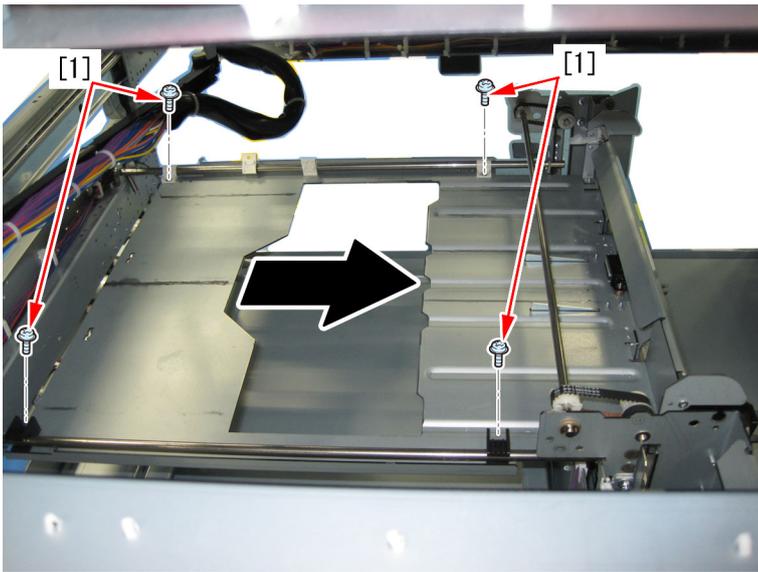
[Note] Tighten the screw [3] halfway tentatively to tack dust catch unit [1] and the metal plate [2], so that the dust catch unit can be attached easily.



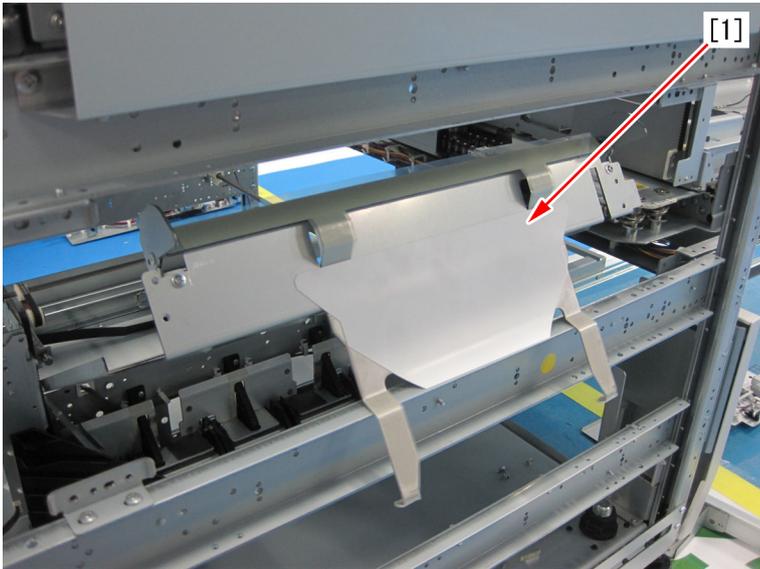
2-40) Remove 4 screws to demount the metal plate unit.



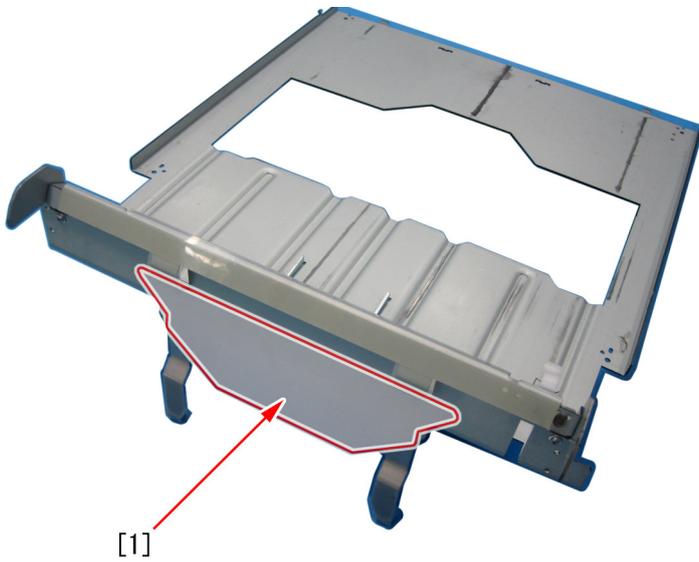
2-41) Remove 4 screws fixing shutter unit and pull out the shutter unit in the direction of the arrow.



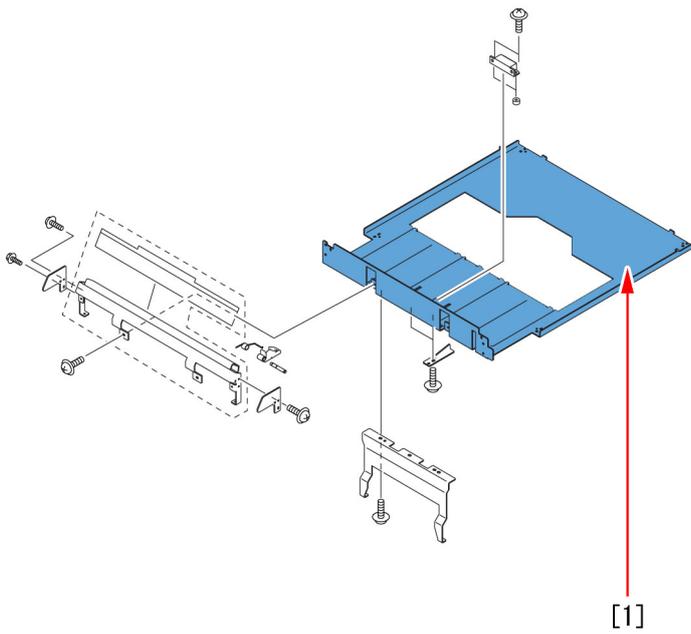
2-42) Pull out the shutter unit [1] from the left side of the machine. The following photo showing the left side of machine is taken from the back side of it.



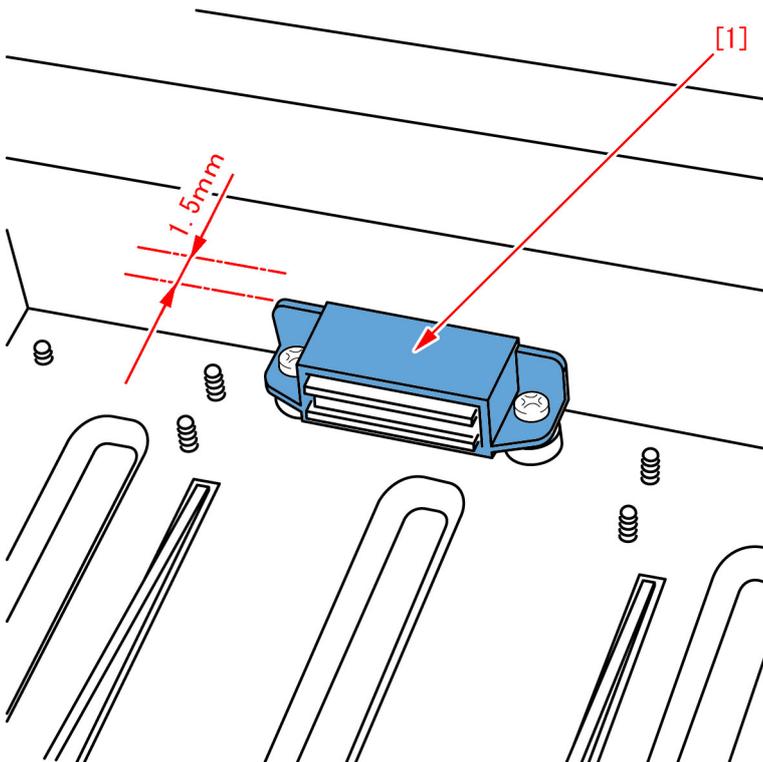
2-43) Take off the sheet [1] from shutter Unit.



2-44) Remove accessory components of the shutter [1] and then attach them to the new type shutter (FL0-0749-000).

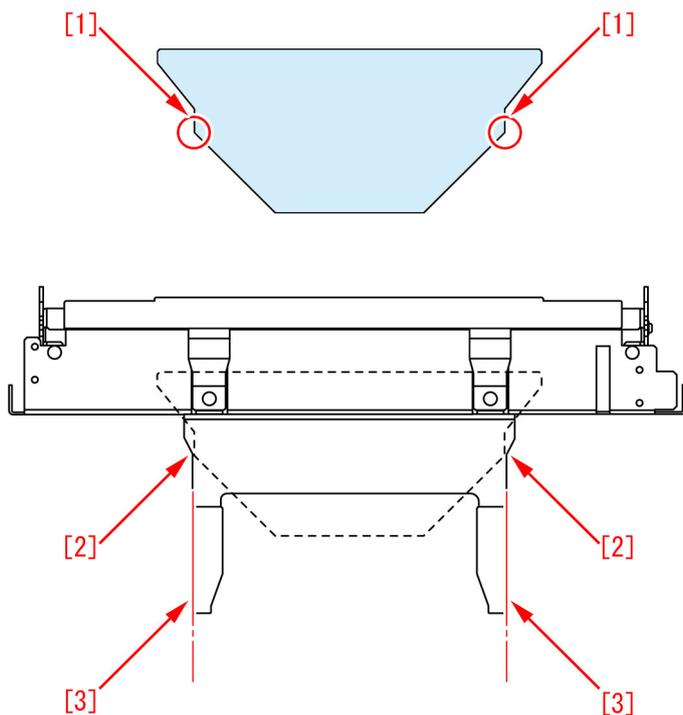


[Note] When the magnet [1] is attached, it shall be fixed in a state of that it is interspaced 1.5 mm from shutter.



2-45) Stick the new type sheet (4A3-2553-000) [1] to the new type shutter unit.

[Note] As for the sticking position of the sheet, align the corners of the sheet [1] with the corners of the metal plate [2] for longitudinal direction and stick the sheet without protruding from the metal plate for lateral position.

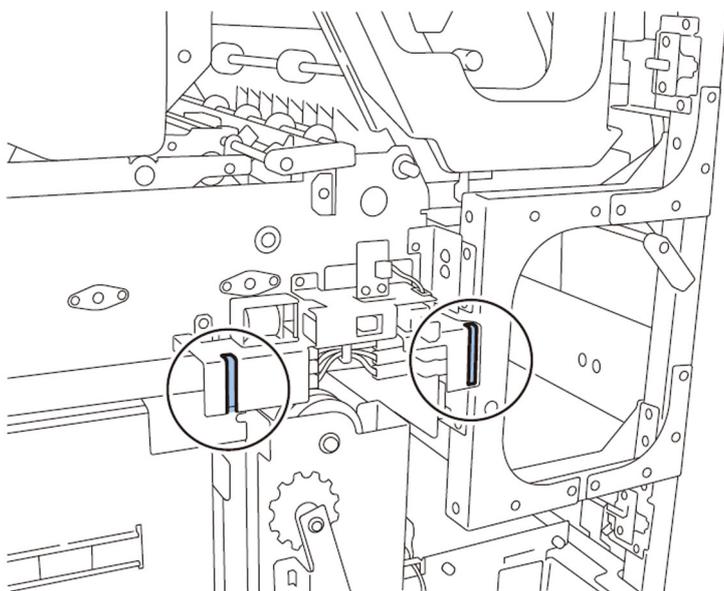


2-46) Assemble the parts in the reverse order from step 2-42).

3) Operation check with operation test mode. (Operation check for the waste paper buffer and dust catch unit)

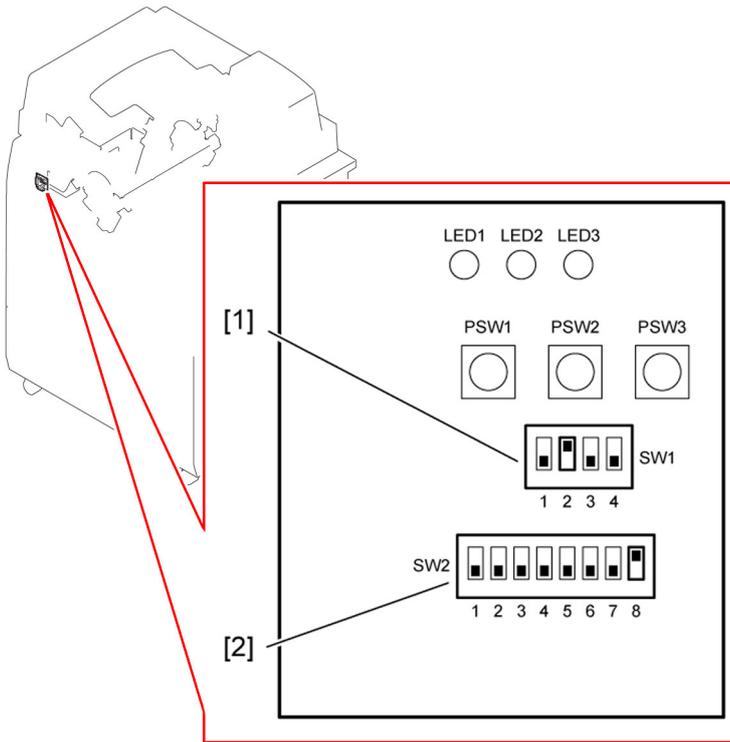
[Note] Remove the front cover (left/right) and the inner cover (lower) to check the inside of machine visually during the operation test. The front cover (left/right) and the inner cover (lower) are removed during the checking, so insert door switch tools into right front cover switch and left front cover switch and turn on the power supply switch, then start the operation test.

[Note] Do not put your hand into the inside of machine during the operation test because the front cover (left/right) and the inner cover (lower) are removed.

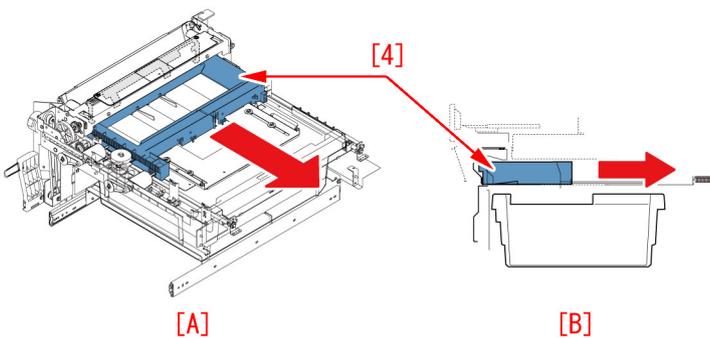
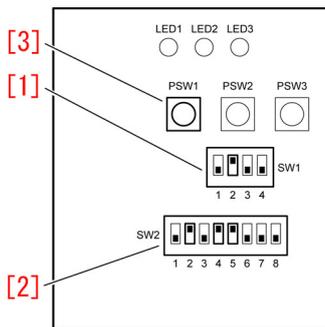


3-1) Move all units to their home positions. (Initial operation)

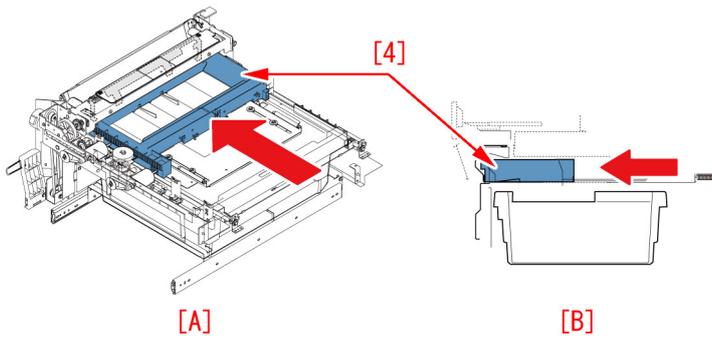
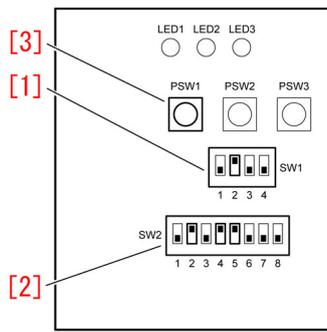
Turn off the power supply and set SW1-2 [1] and the SW2-8 [2] of the service PCB to ON and then turn on the power supply switch. When the initial operation is finished, turn off the power supply again.



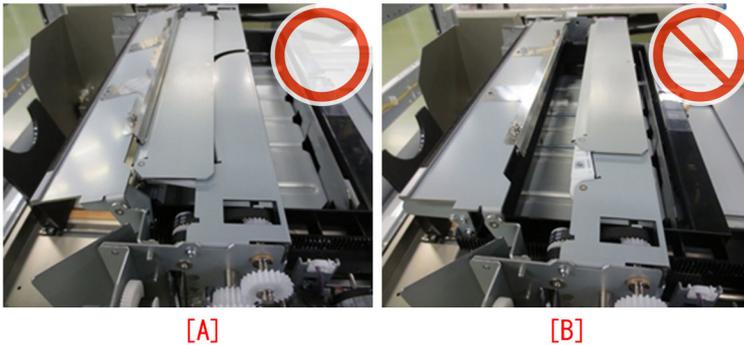
3-2) Set the SW1-2 [1] and SW2-2, -3, -5 [2] of service PCB to ON and turn on the power supply SW and then press PSW 1 [3]. The waste paper buffer [4] moves in the direction of arrow to the drop position of the waste paper.



3-3) Return the trimming assembly to the original position and turn on the power supply switch and then set the SW1-2 [1] and SW2-2, -3, -5 [2] of service PCB to ON and press PSW 1 [3]. The waste paper buffer [4] moves in the direction of arrow to the home position.



3-4) Press PSW1 to shift the dust catch assembly to the locked position. Confirm that the hook arm of dust catch assembly is locked in this state. Photo [A] shows normal state that the assembly is locked. Photo [B] shows unlocked state.



3-5) Press PSW1 to shift the waste paper buffer to the drop position of the waste paper. The lock of dust catch assembly is released.

3-6) Press PSW1 to shift the waste paper buffer to the home position. After reaching the home position, it stops.

3-7) Repeat the operation from step 3-2) to step 3-6) 3 times.

3-8) Execute step 3-1).

3-9) Attach the front cover (left/right) and the inner cover (lower).

### [Countermeasure Cut-in Serial Numbers in Factory]

Model	Serial No.
Perfect Binder-B1 US	CVZ00183
Perfect Binder-B1 EU	GZR00068
Perfect Binder-D1 US	QWS00023
Perfect Binder-D1 EU	QWT00025

## E750-0003 error may occur, when install the Auto Gradation Sensor-A1.

### **[Symptom]**

E750-0003 error may occur, when install the Auto Gradation Sensor-A1.

E750-0003: System software error

Combination of the DC Controller software and the Color Sensor CPU software was not correct.

### **[Cause]**

Caused by incorrect combination of the DC-CON and DSUB3.

# DSUB3 contains the software for Color sensor (actual option name is "Auto Gradation Sensor-A1")

### **[Service work]**

If E750-0003 error occurred, when install the Auto Gradation Sensor-A1, confirm the version of DC-CON and DSUB3 and reinstall the firmware as correct combination.

# At February 2016, latest DC-CON is v30.31 and corresponding DSUB3 is v30.01.

## E015-000x due to misaligned backup rollers for the decurler

### [Symptom]

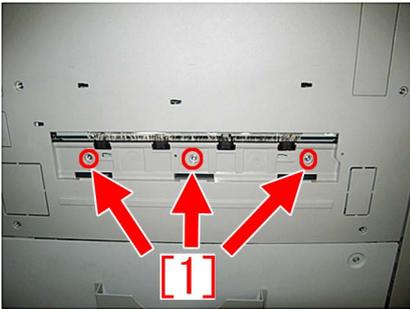
E015-0001 / 0002 may occur.

E015-0001 : Decurler HP Sensor 1 detection error

E015-0002 : Decurler HP Sensor 2 detection error

### [Cause]

When to fix the left upper cover of the device, if the screws [1] are tighten while the cover is pressed hardly, the metal plate of the decurler is deformed and the positions of the backup rollers are deviated, and this leads to the above mentioned symptom.



### [Service work]

When the aforementioned symptom has occurred, perform the work following the procedure.

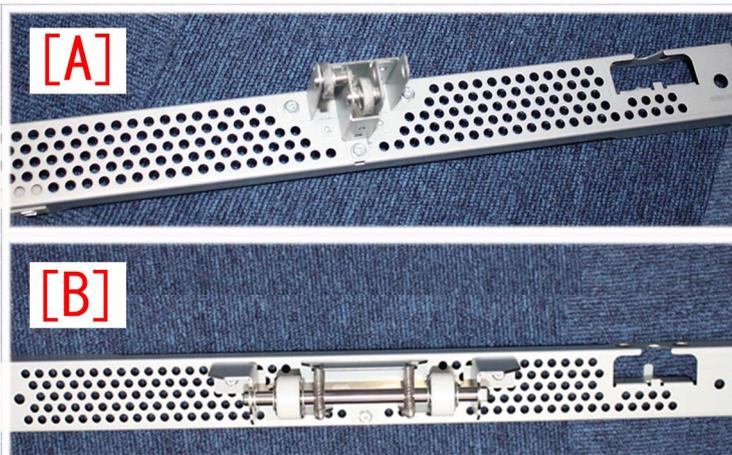
If needed, prepare the new type lower back-up crossmember unit and rotation frame.

- Lower back-up crossmember unit (FM1-D440-010 )
- Rotation frame (FM0-1556-000)

### **A.) Replacing the new type lower back-up crossmember unit and rotation frame**

1) Check to see if the types of the lower back-up crossmember unit and rotation frame are new or old.

The new type lower back-up crossmember unit and rotation frame have a resistance to abrasion from the change of its shape to make the contacting surface larger. The following picture [A] shows the former type of the lower back-up crossmember unit and [B], the new type.



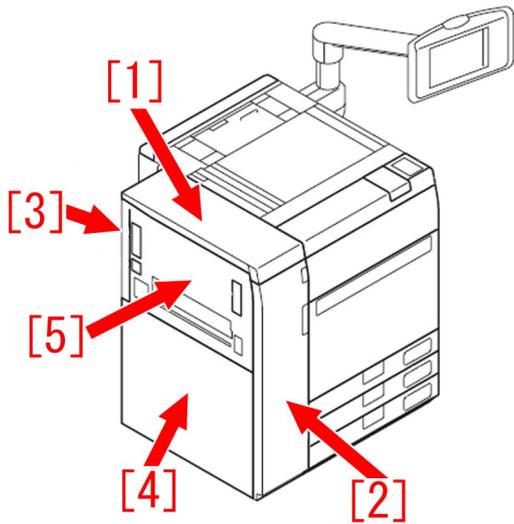
The picture [C] shows the former type of the rotation frame assembly and [D], the new type.



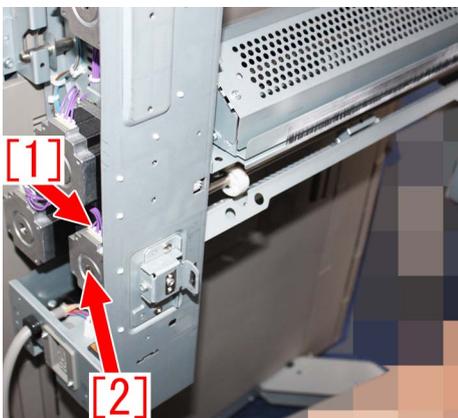
If the part has already been replaced with the new type, go to the step B.).

If the part has not been replaced with the new type, go to the step 2).

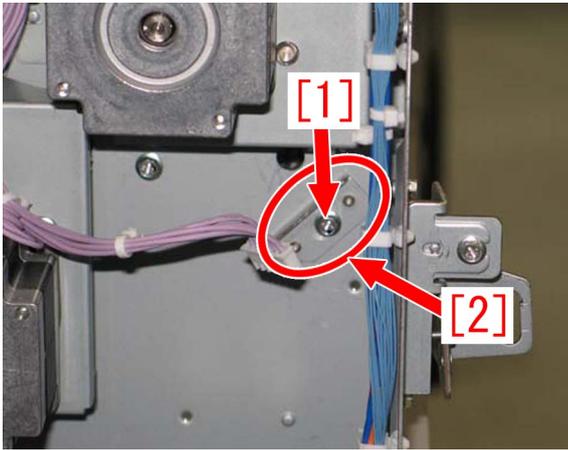
2) Remove the decurler upper cover [1], front left cover [2], decurler rear cover [3], left cover [4], decurler left upper cover [5] and decurler inner cover [6].



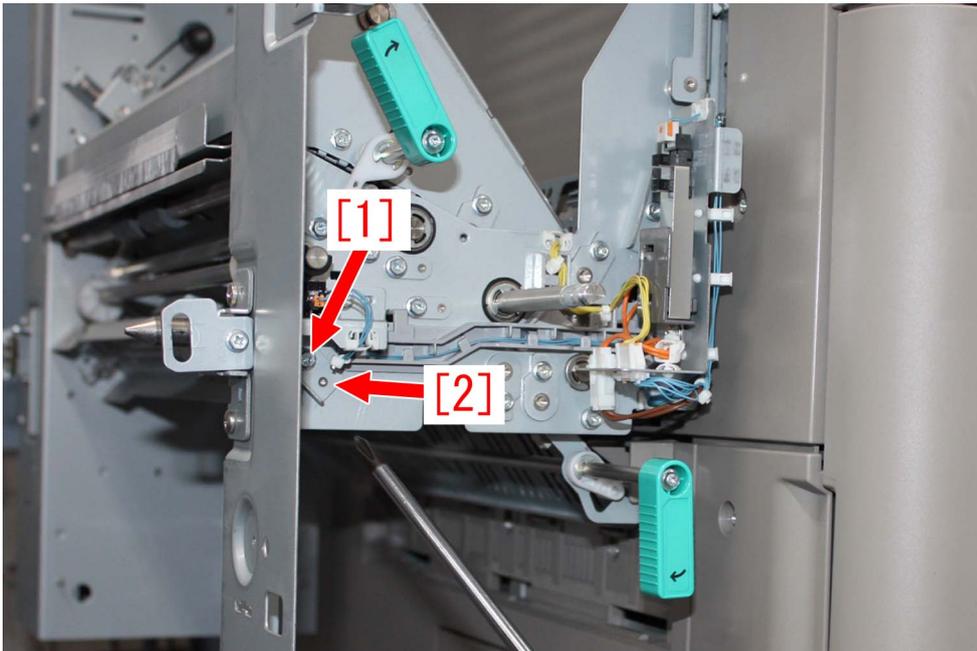
3) Disconnect the connector [1] and remove the decurler advancement adjusting motor 1 [2].



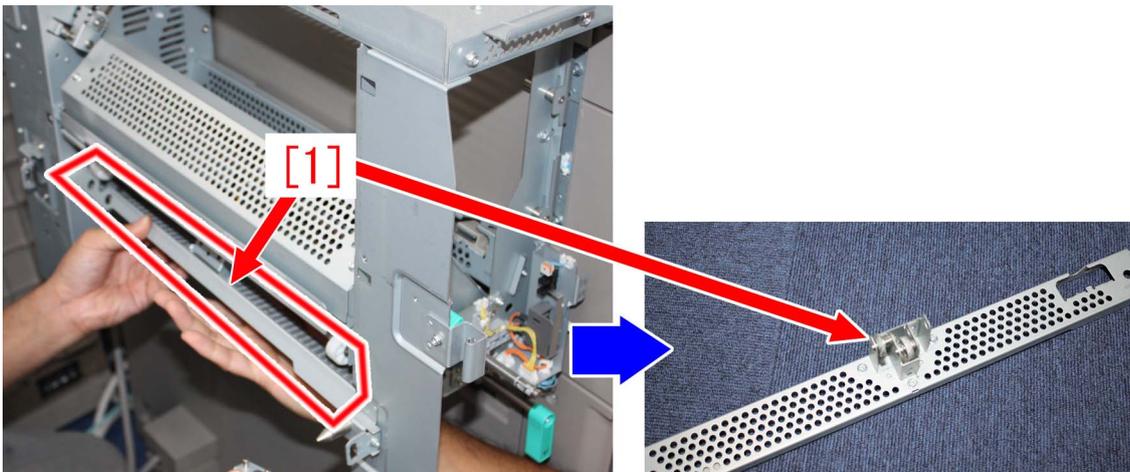
4) Remove the screw [1] and the metal plate [2].



5) Move to in front of the machine and remove the screw [1] and the metal plate [2].



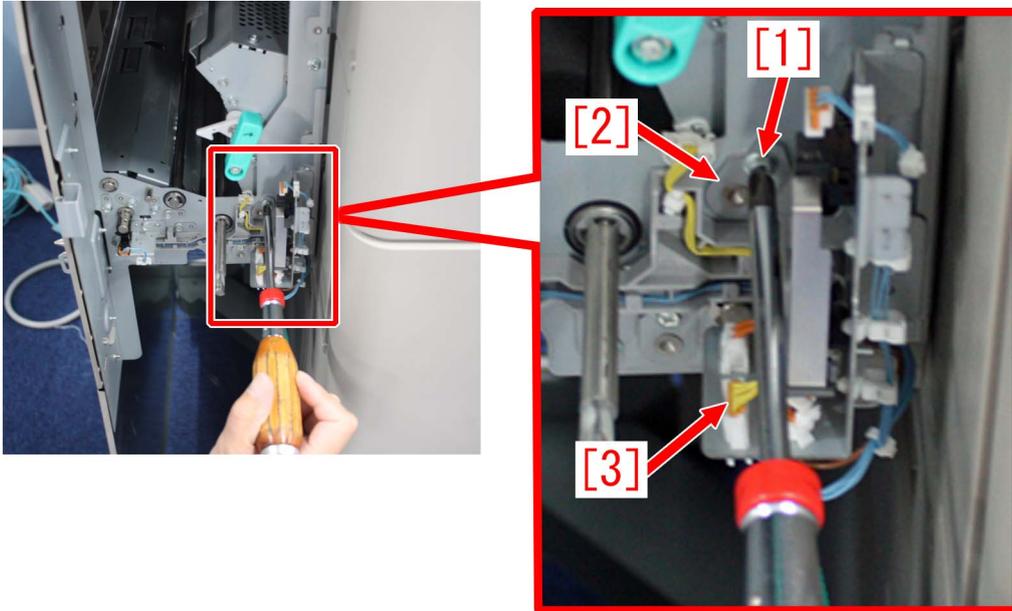
6) Remove the lower back-up crossmember unit [1].



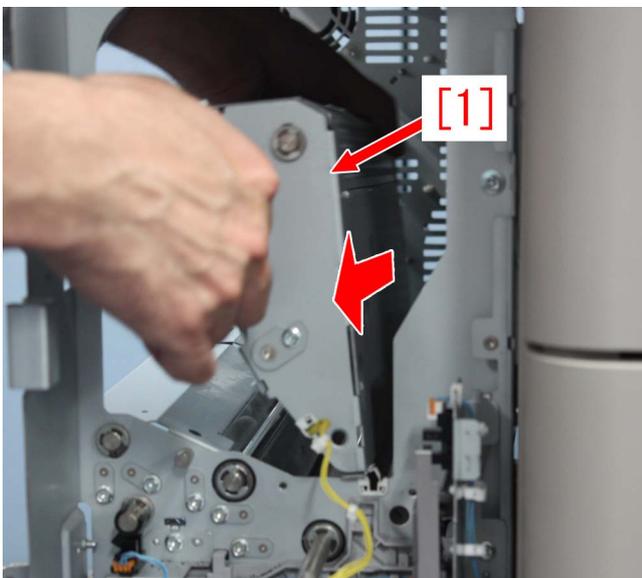
7) Replace it with the new type lower back-up crossmember unit [2].



- 8) Reassemble the parts in reverse order from the step 6) to the step 3).
- 9) Remove the screw [1], metal plate [2] and connector [3].



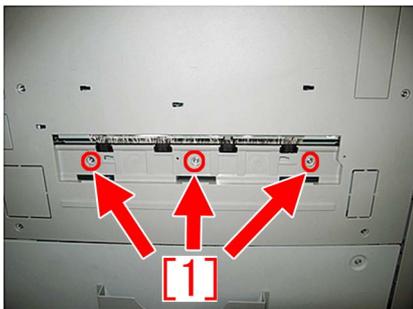
- 10) Lift the rotation frame assembly [1] and slide it towards the front side (in the direction of the arrow) to pull it out.



- 11) Replace with the new type rotation frame assembly.
  - 12) Reassemble the parts in reverse order from the step 10) to the step9).
  - 13) Reassemble the part in reverse order from the step 2).
  - 14) Go to the step B.).
- [Reference] After performing the step A.), perform the step B.) at the same time to further suppress the symptom.

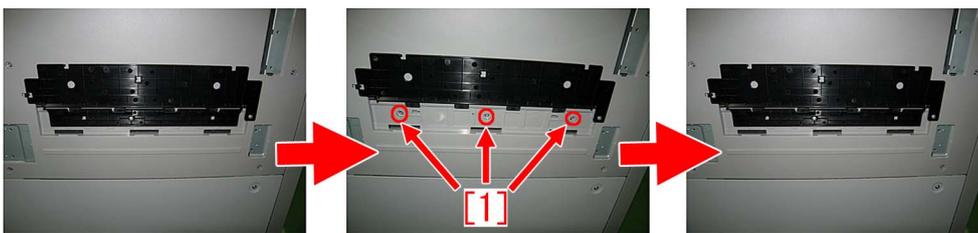
**B.) Adjustment and removal of the left upper cover**

When a finisher is not connected, temporary remove the 3 screws [1] that are fixing the left upper cover, and tighten the screws with care so that they would not be inserted too deep inside.



Meanwhile when a finisher is connected, remove the finisher from the device before performing the work following the procedure below.

- 1) Remove the screw and the lower finisher guide.
- 2) Remove the 3 screws [1] that is fixing the left upper cover. Keep the removed 3 screws.
- 3) Attach the lower finisher guide with the screw and connect the finisher.



[Service parts]

No.		Part Number	Description
1	Old	FM1-D440-000	BACK-UP CROSSMEMBER UNIT, LW.
	New	FM1-D440-010	BACK-UP CROSSMEMBER UNIT, LW.
2	Old		
	New	FM0-1556-000	ROTATION FRAME ASSEMBLY

## Points to note when replacing the lower belt assembly

### [Detail]

The lower belt assembly (FM1-C722-000) with insufficient amount of grease applied to its gear may have been distributed in the field due to the poor control of the amount of applied grease.

When an amount of grease applied is insufficient, gears may wear out, and additionally, the bearing may be displaced because of the following symptoms.

<When a gear is worn out>

- E007-0022 : Pressure Belt full displacement error

<When a bearing is displaced>

- E004-0101 : Protection circuit error

- E002-0101 : Pressure Belt temperature increase detection error

For above reason, amount of grease applied at the gears may need to be checked when replacing the lower belt assembly (FM1-C722-000).

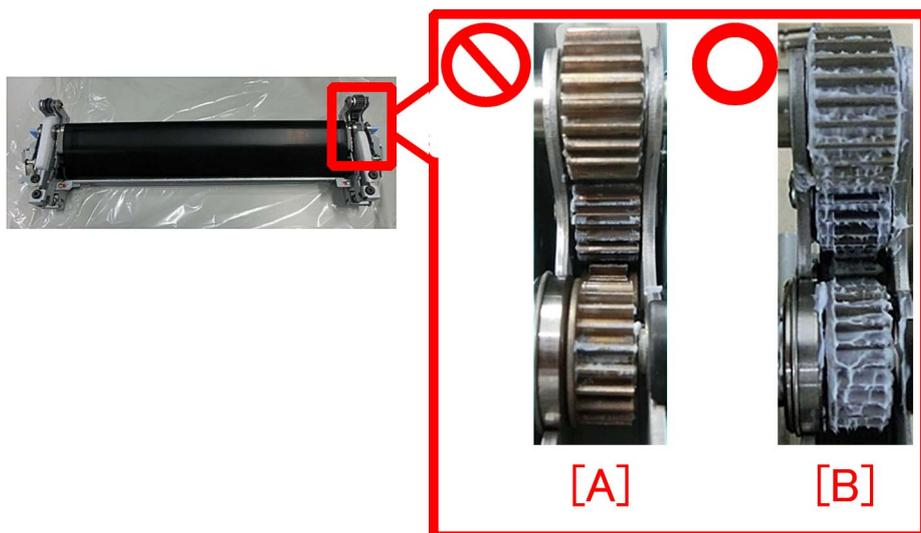
### [Service work]

When replacing the lower belt assembly (FM1-C722-000), check the amount of applied grease and apply the grease by following the procedures below:

1) Check whether the proper amount of grease is applied to the gear of the lower belt assembly (FM1-C722-000).

[A] shows the state where insufficient grease is applied, and [B] shows the state where proper amount of grease is applied.

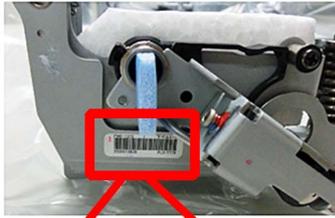
If the amount of grease is insufficient, go to the step 2). If the proper amount of grease is applied, carry on replacement.



### [Reference]

The part serial number [a] is stated on the label attached to the front side of the lower belt assembly (FM1-C722-000).

The lower belt assembly (FM1-C722-000) with the part serial number 3S00016789 or later have the proper amount of grease applied to its gear.



- If one of the target machines in the following list had no history of lower belt assembly replacement, the grease amount may be insufficient so please apply the grease.

< TargetDevice >

Model	Serial No.
IPR C850SER US 208V	XMRxxxxx are not target machines (Sufficient grease are applied to these machines)
IPR C850SER US 208V	WJC00600 to WJC01469
IPR C850SER EU/O 230V	XMSxxxxx are not target machines (Sufficient grease are applied to these machines)
IPR C850SER EU/O 230V	WJD00500 to WJD01505
IPR C850SER CN 220V	XMTxxxxx are not target machines (Sufficient grease are applied to these machines)
IPR C850SER CN 220V	WJExxxxx are not target machines (Sufficient grease are applied to these machines)
IPR C65 US 208V	XMUxxxxx are not target machines (Sufficient grease are applied to these machines)
IPR C65 US 208V	WJJ00500 to WJJ00568
IPR C650 US 208V	YCExxxxx are not target machines (Sufficient grease are applied to these machines)

NOTE : All IPR C800/C700/700L/60 Series are target machines. Be sure to apply grease.

2) Prepare SE1107 grease lube (FY9-6036), and apply the proper amount of grease to the gear of the lower belt assembly (FM1-C722-000).

Apply the grease to the whole circumference of the gear by rotating the gear with a hand.

After applying the grease, carry on replacement.

[Reference] When replacing the upper belt assembly (FM1-C721-000), be sure to apply the proper amount of grease to the gear of the lower belt assembly as stated in Service Manual.

[Service parts]

FY9-6036 LUBE, SE1107 GREASE

## Points to note when replacing the fixing belt unit

### [Detail]

When the life of the fixing belt unit advances, the greases applied to 27T gear in the fixing drive unit and 31T gear in the fixing belt unit deteriorate. Also abnormal noise (noise of meshing failure of tooth) during operation or E004-0203 may occur when the gear is worn out due to the deterioration of the greases.

Clean the deteriorated greases when replacing the fixing belt unit to prevent the above-mentioned issue.

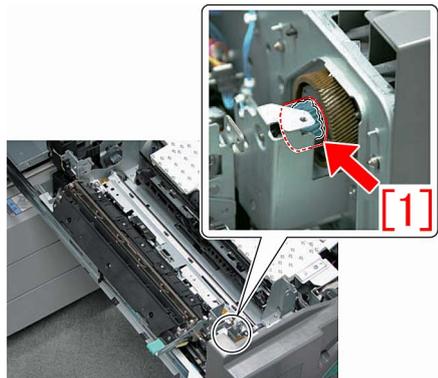
Regarding the operating steps, please refer the following Servicing Work.

- E004-0203 : Protection circuit error

### [Service work]

Clean 27T gear [1] and reapply grease by following the step A).

If any damage was observed on teeth of gears, replace the gears by following the step B).



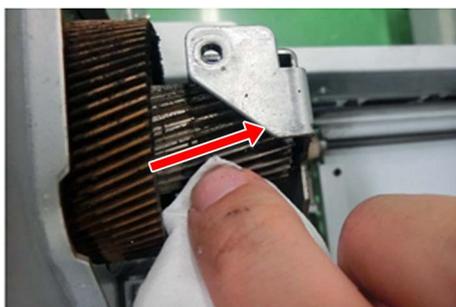
### A) Cleaning the gears and reapplying grease

1) Prepare grease SE1107 (FY9-6036-000), the lint-free paper and alcohol for cleaning.

2) Remove the fixing belt unit to get prepared for the work.

3) Wipe out the deteriorated greases which are adherent to the 27T gear with the lint-free paper moistened with alcohol.

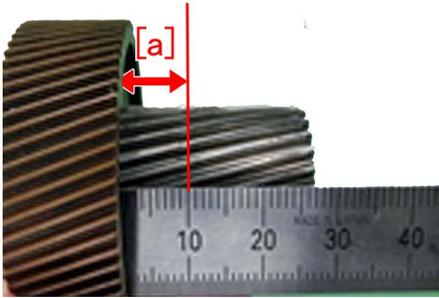
[Note] Move the lint-free paper along a tooth trace. When cleaning the gear, rotate it manually and clean all tooth traces.



4) After cleaning, apply 1.3g grease [a] evenly to make sure that the grease covers the entire circumference of the gear.



[Reference] Applying grease is not necessary to the area [a], approximately 10mm between the root of the gear. However, there is no problem if the grease is applied to this area.



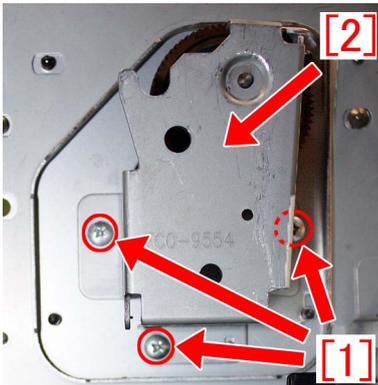
**B) Replacement of the 27T gear**

Prepare 27T gear and Grease SE1107 (FY9-6036-000) to replace it following the steps.

- 27T gear ( FL1-1282-000)

**a) Replacement of 27T gear in the fixing drive unit.**

1) Remove 3 (three) screws [1] in the fixing drive unit to detach the support plate [2].



2) Apply grease sufficiently on the entire circumference of the new 27T gear and replace the 27T gear. The method to apply grease is the same as the step 4) of **A) Cleaning the gear and reapplying grease** .

3) Assemble the parts by reversing the steps.

**[Service parts]**

No.		Part Number	Description	Q'ty	Fig.No.
1	Old	FL1-1282-000	GEAR, 27T	1 -> 1	332
	New				

## E009-0501 due to failure of detection release behavior

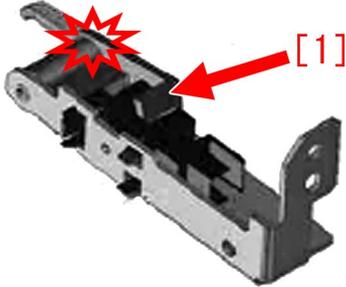
### [Symptom]

E009-0501 error may occur.

E009-0501 : Pressure Belt Unit timeout error

### [Cause]

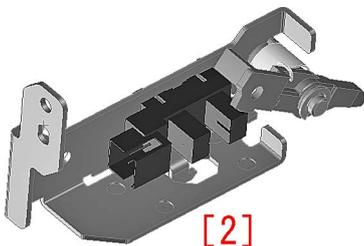
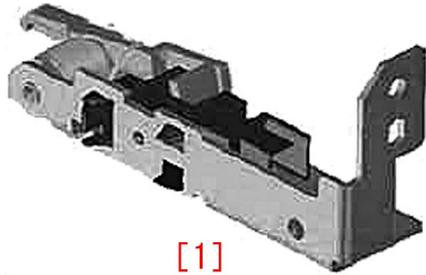
With the sensor flag rotation portion of the pressure release sensor unit with reduced sliding performance, the arm of the sensor flag [1] becomes unable to come back to the original position by its own weight after the detection and detection release behavior fails, and this leads to the aforementioned symptom.



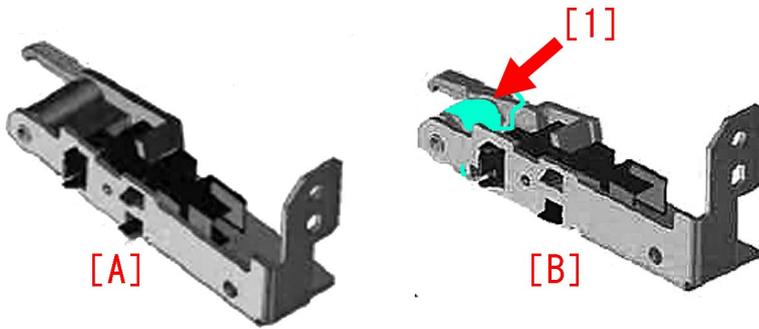
### [Service work]

When the above mentioned symptom has occurred, prepare the pressure release sensor unit newly assigned as a service part for exclusive use of service to perform the work following to the procedure below.

Model	Description	Part number	
iR-ADV C7000/C9000 Series	SENSOR UNIT, PRES-SURE RELEASE	FM3-4833-000	[1]
iPR C800 Series	SENSOR UNIT, PRES-SURE RELEASE	FM0-1382-000	[2]



[Reference] A spring [1] is added to the sensor flag of the new type pressure release sensor unit [B] and the sliding performance of the sensor flag rotation portion is improved comparing to the previous type part [A].

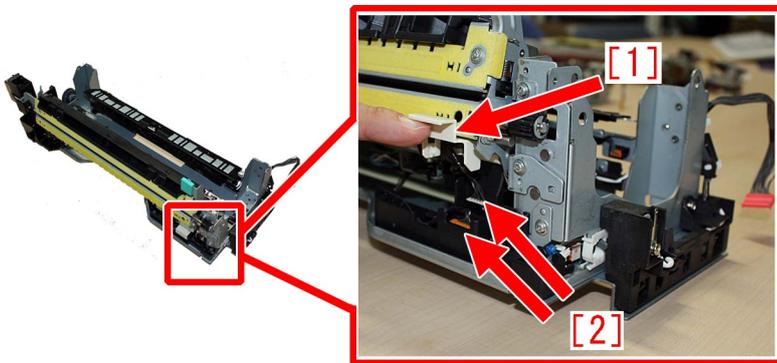


1) Referring to the service manual, remove the fixing assembly from the fixing feed unit. From the detached fixing assembly, remove the fixing IH unit, the fixing belt displacement control motor unit, the fixing belt unit, the fixing refresh roller pressure unit and the fixing lower unit.

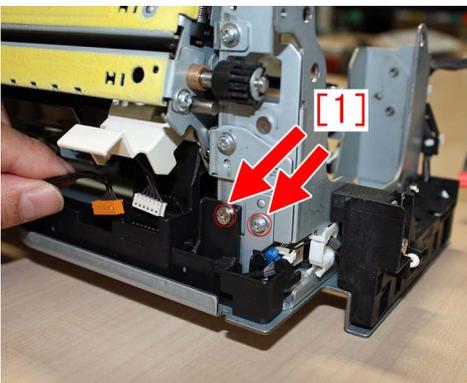
[Note] iR-ADV C7000/C9000 series does not have the fixing refresh roller pressure unit.

**a) iPR C800 Series**

a-1) Open the connector cover [1] and disconnect the 2 connectors [2].

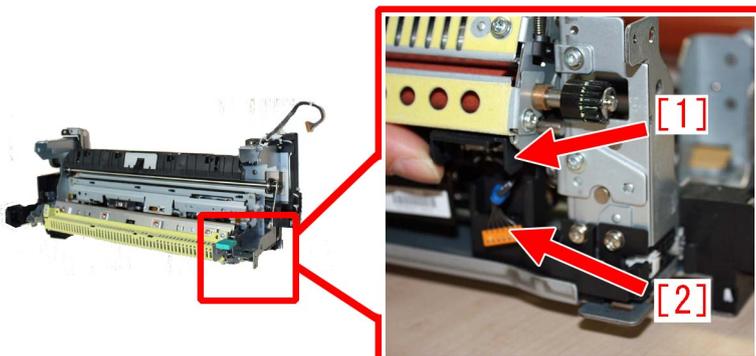


a-2) Remove the 2 screws [1] and pull the pressure release sensor unit.

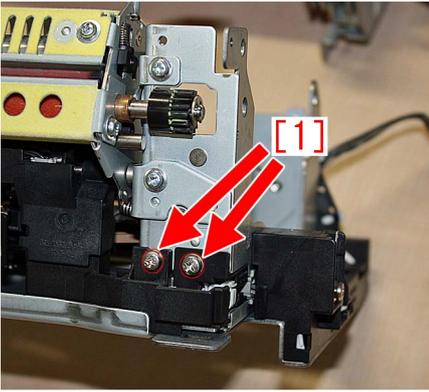


**b) iR-ADV C7000/C9000 Series**

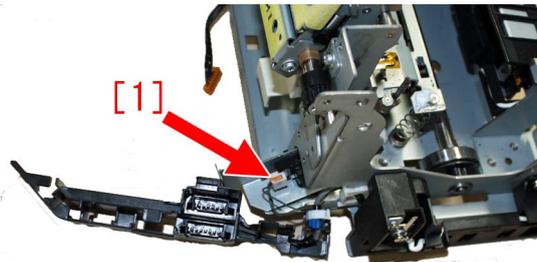
b-1) Open the connector cover [1] and disconnect the connector [2].



b-2) Remove the 2 screws [1] and pull the pressure release sensor unit [2].

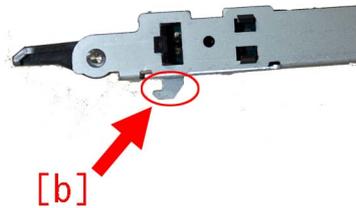
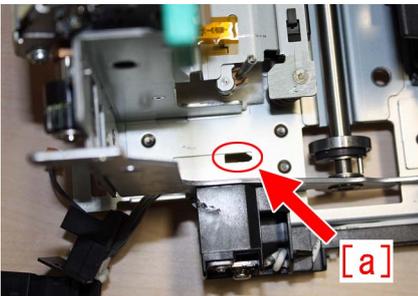


2) Disconnect the connector [1] of the pressure release sensor unit and replace with a new pressure release sensor unit.



3) Reassemble in reverse order.

[Caution] In mounting the pressure release sensor unit to the metal plate, put the claw beneath the pressure release sensor [b] into the positioning hole [a] on the metal plate.



**[Service parts]**

- iR-ADV C7000/C9000 Series

No.		Part Number	Description	Q'ty	Fig.
1	Old	-	-	-	812
	New	FM3-4833-000	SENSOR UNIT, PRESSURE RELEASE	0->1	

- iPR C800 Series

No.		Part Number	Description	Q'ty	Fig.
1	Old	-	-	-	812
	New	FM0-1382-000	SENSOR UNIT, PRESSURE RELEASE	0->1	

## Points to note when replacing timing belt set of the operation tray assembly (Staple/Booklet Finisher-C1/J1/M1/T1/U1)

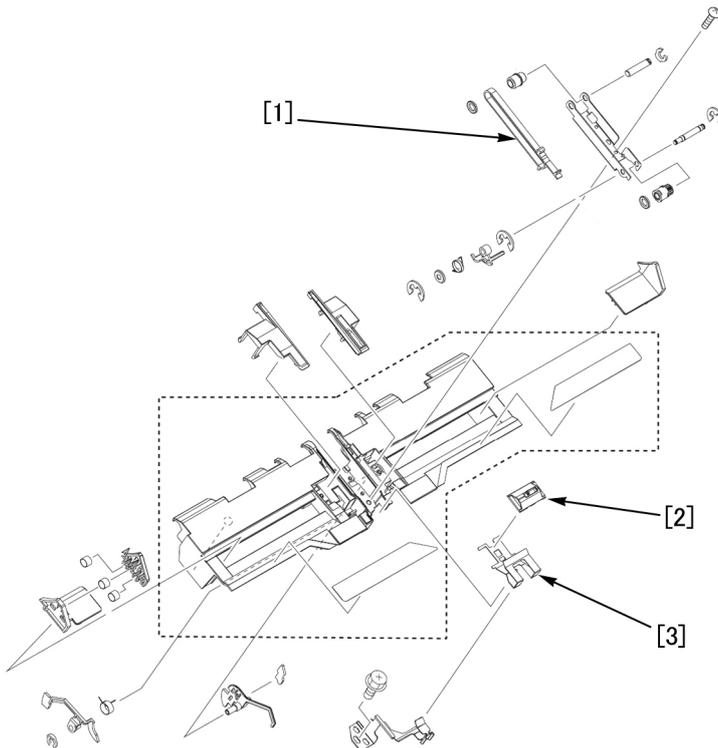
### [Detail]

If the claws attached to the cogged timing belt (FC5-3553-000) are detached due to the insufficient strength, the back end assist button (FC5-4715-000) and the back end assist plate (4F8-0088-000) are also detached, and the printed paper cannot be output, which may cause E514-8001 error.

As measures against it, the shapes of the following parts [1]to[3] are changed.

1. Timing belt [1]
2. Back end assist button [2]
3. Back end assist plate [3]

As a result, if any one of the above parts is changed, all the 3 parts need to be changed simultaneously.

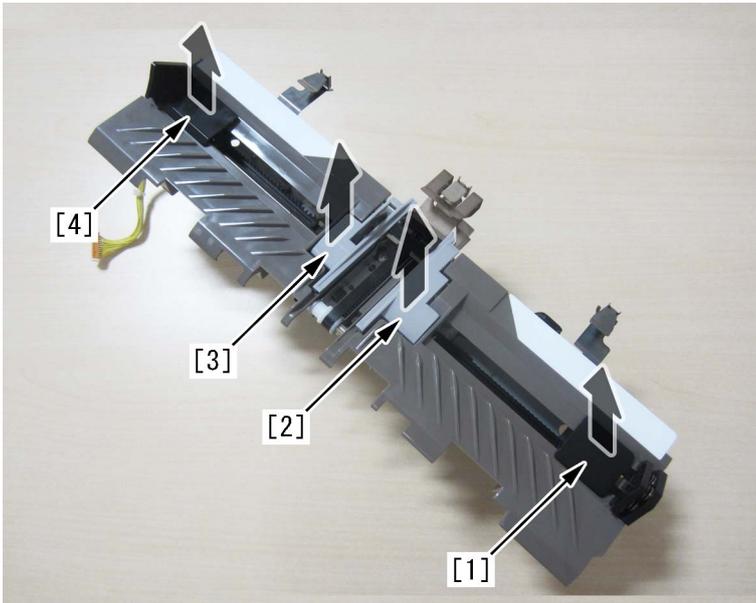


### [Service work]

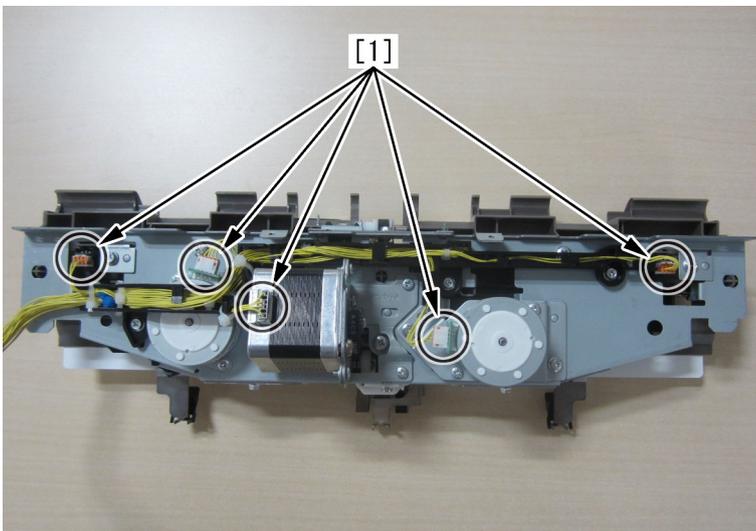
If changing any one of the timing belt [1], the back end assist button [2] and the back end assist plate [3], prepare the timing belt set (4Y8-3107-000), which is composed of the new-type parts, and replace the 3 parts simultaneously by following the steps below.

The following steps describe the steps after the finisher is separated from the copier.

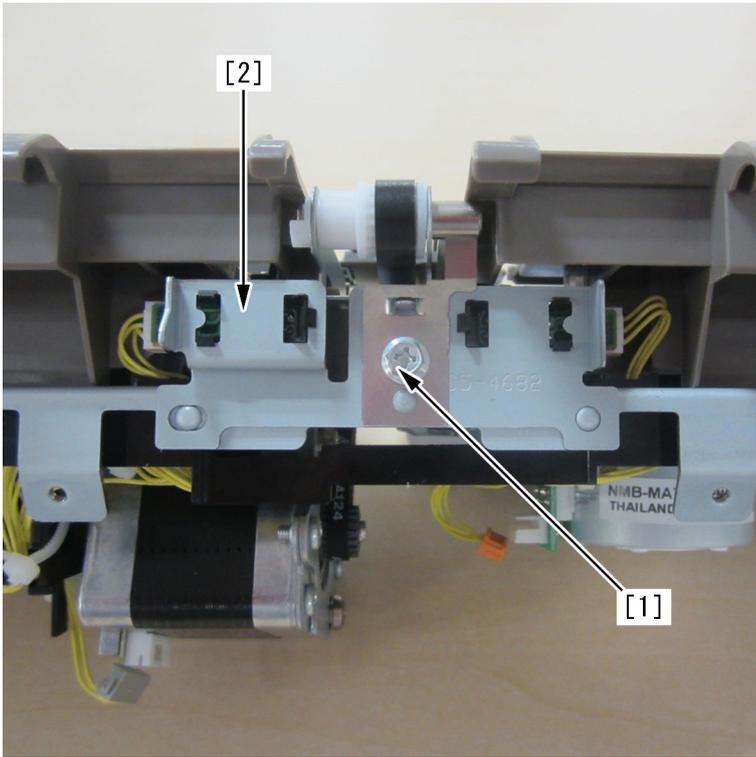
- 1) Remove the operation tray by referring to Service Manual.
- 2) Pull the operation tray adjuster guide (front) [1], the operation tray guide (front) [2], the operation tray guide (rear) [3], and the operation tray adjuster guide (rear) [4] of the operation tray assembly in the arrow direction to remove.



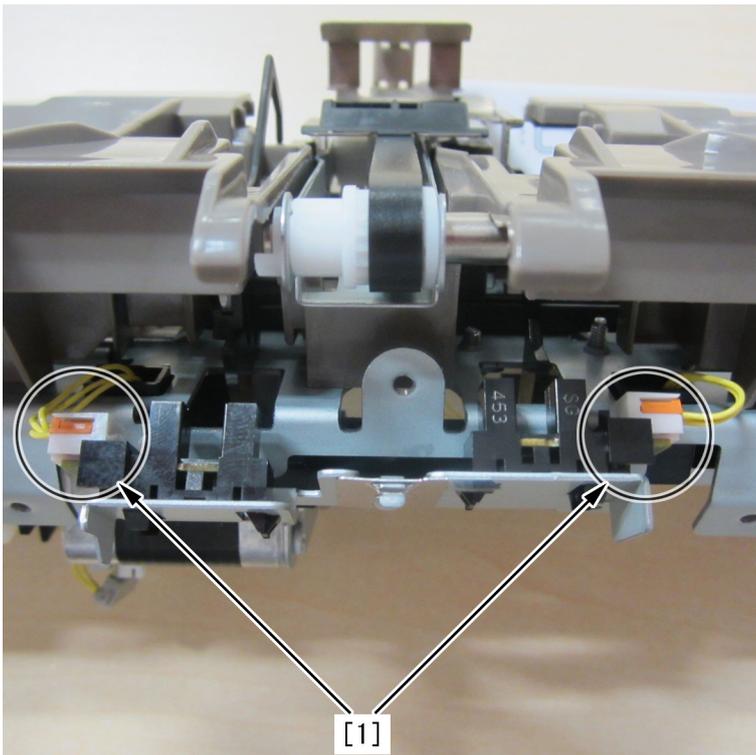
3) Remove the 5 connectors [1] on the underside of the operation tray assembly.



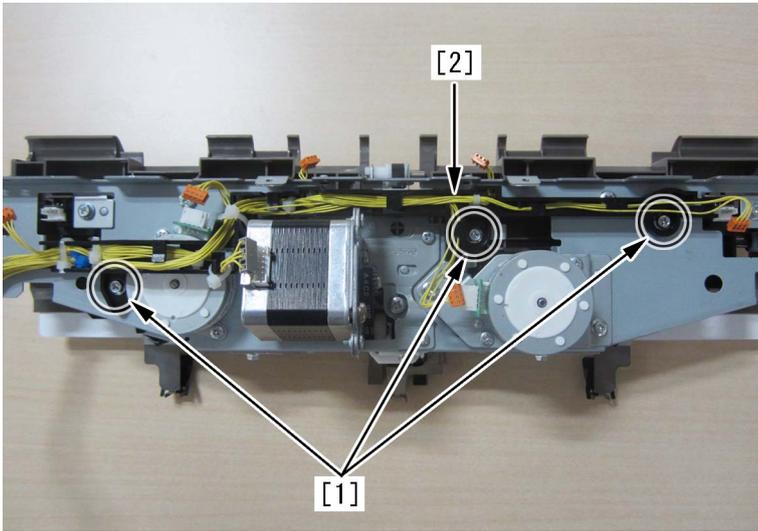
4) Remove the 1 screw [1] located in the direction of the leading edge of the operation tray assembly, and remove the sensor mount [2].



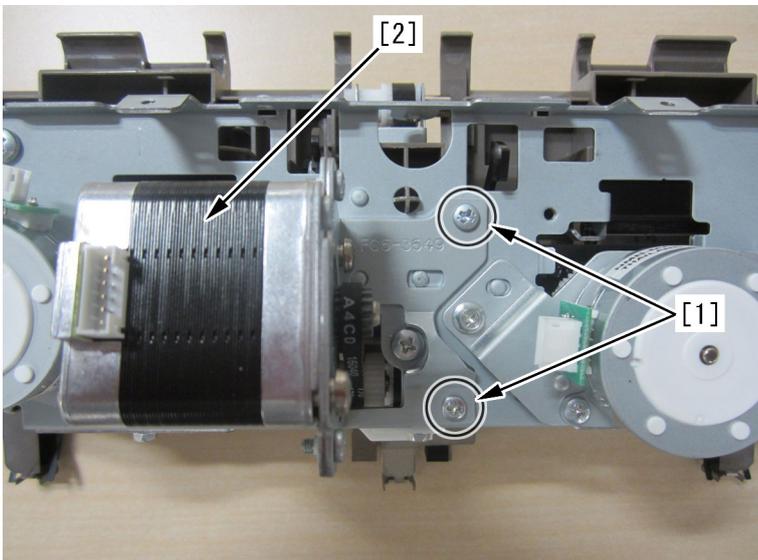
5) Remove the 2 connectors [1] of the sensor mount.



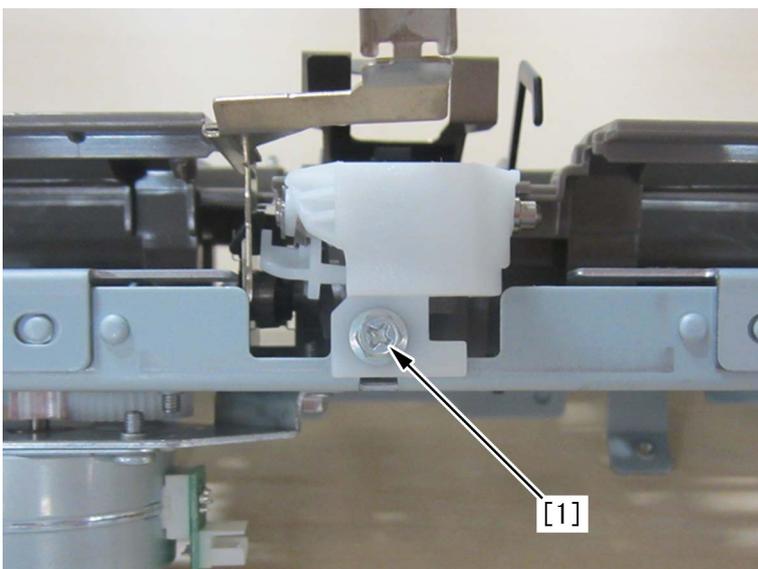
6) Remove the 3 screws [1] on the underside of the operation tray assembly, and remove the cable guide (including cables) [2].



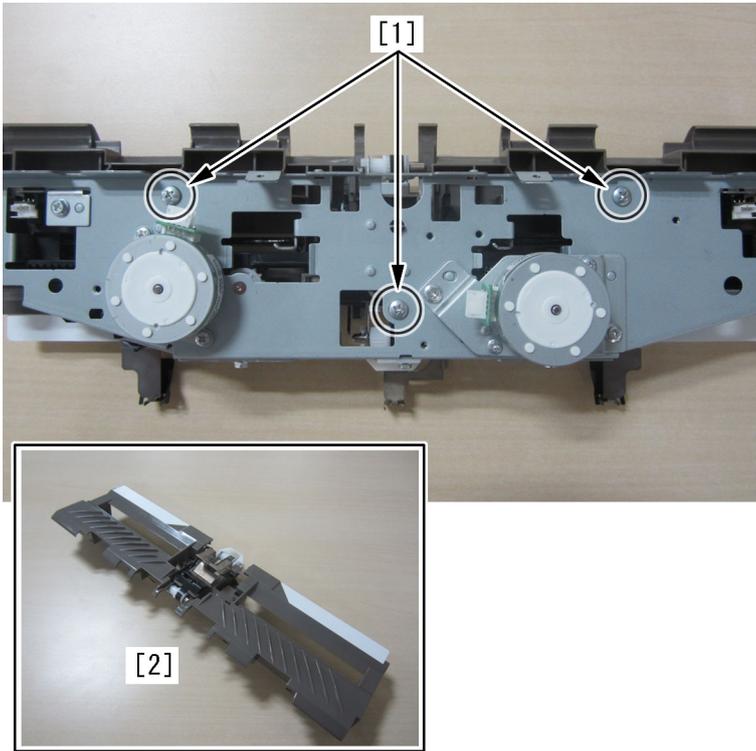
7) Remove the 2 screws [1] on the underside of the operation tray assembly, and remove the back end assist motor unit [2].



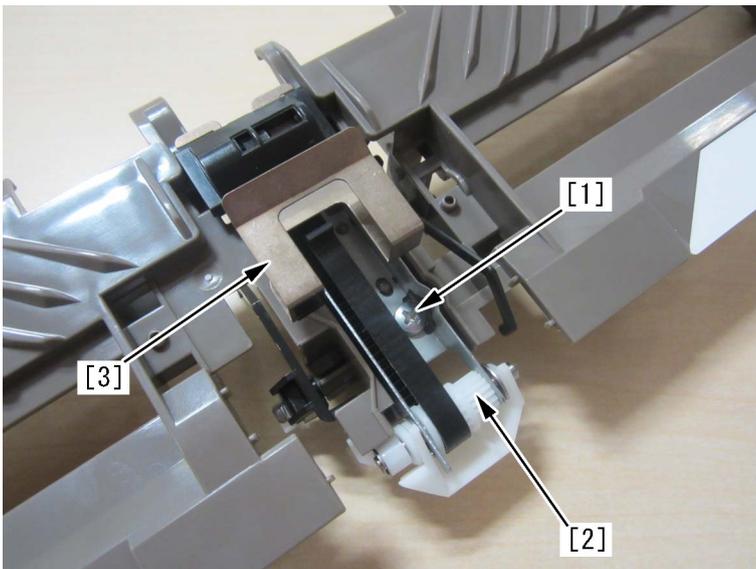
8) Remove the 1 screw [1] located in the direction of the trailing edge of the operation tray assembly.



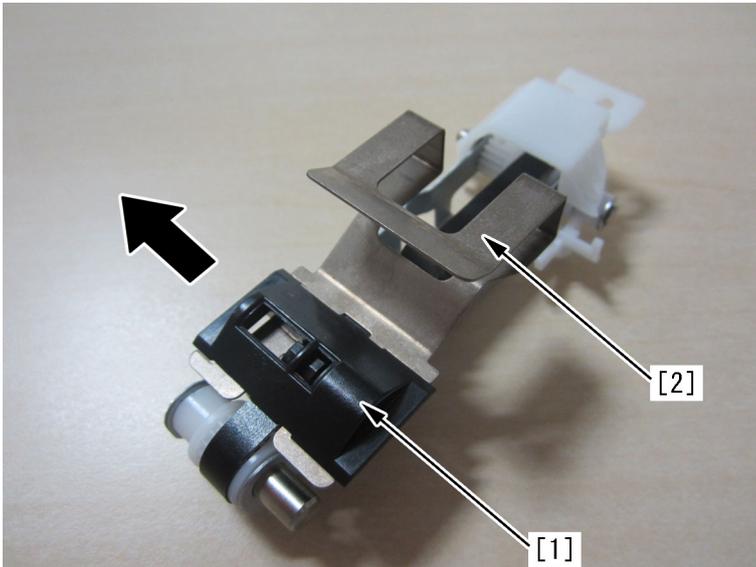
9) Remove the 3 screws [1] on the underside of the operation tray assembly, and remove the guide assembly [2].



10) Remove the 1 screw [1] near the center of the guide assembly, and remove the back end assist unit [2].  
[Reference] If the screw [1] is hidden behind the back end assist plate [3], slide the belt, move the back end assist plate, and remove the screw.



11) Slide the back end assist button [1] in the arrow direction from the back end assist unit, and remove the back end assist plate [2].

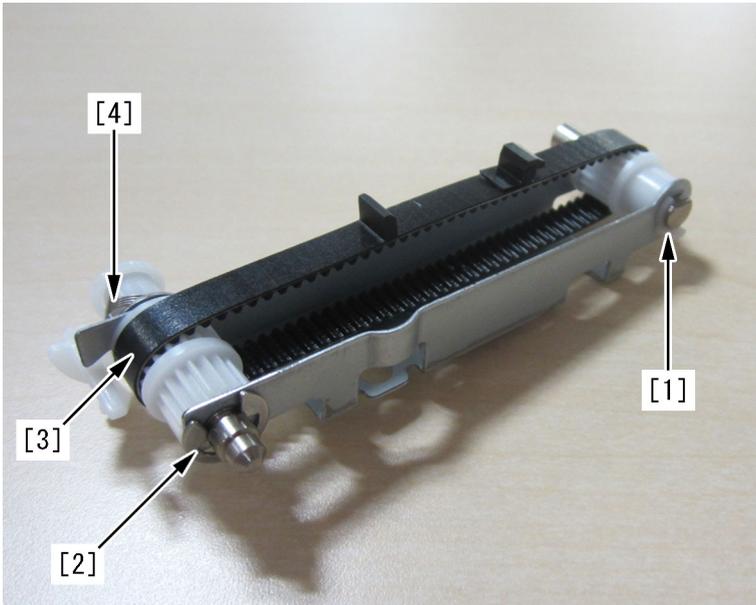


12) Pull the operation tray cover [1] in the arrow direction to remove.



13) Remove the clip [1] and the E-ring [2] from the back end assist unit, and replace the timing belt [3] with the new type.  
[Attention] Be careful not to lose the torsion spring [4].

14) Put each shaft through the back end assist unit, and attach the clip [1] and a new E-ring (XD2-1100-402) [2].



15) Attach the operation tray cover.

16) Attach the new-type back end assist button and the back end assist plate to the back end assist unit.

17) Attach the parts by reversing the procedure from the step 10).

**[Service parts]**

No.		Part Number	Description	Q'ty	Fig.No.
1	Old	FC5-3553-000	BELT, TIMING, COGGED	1->0	L20/Q20
	New	4Y8-3107-000	TIMING BELT SET	0->1	
2	Old	FC5-4715-000	BUTTON, BACK END ASSIST	1->0	L20/Q20
	New	4Y8-3107-000	TIMING BELT SET	0->1	
3	Old	4F8-0088-000	PLATE, BACK END ASSIST	1->0	L20/Q20
	New	4Y8-3107-000	TIMING BELT SET	0->1	
4	Old				
	New	XD2-1100-402	RETAINING RING (E-TYPE)	0->1	

## Measures when E5AA-000x, E5AA-800x or the trimming assembly breakage occurs (Perfect Binder-B1/D1)

### [Symptom]

E5AA-000x, E5AA-800x or the trimming assembly breakage may occur in the booklet mode.

- E5AA-000x : Error in Cutter Motor (M35) of Perfect Binder (x=1,2,3,4,5,6,7)
- E5AA-800x : Error in Cutter Motor (M35) of Perfect Binder (x=1,2,3,4,5,6)

### [Cause]

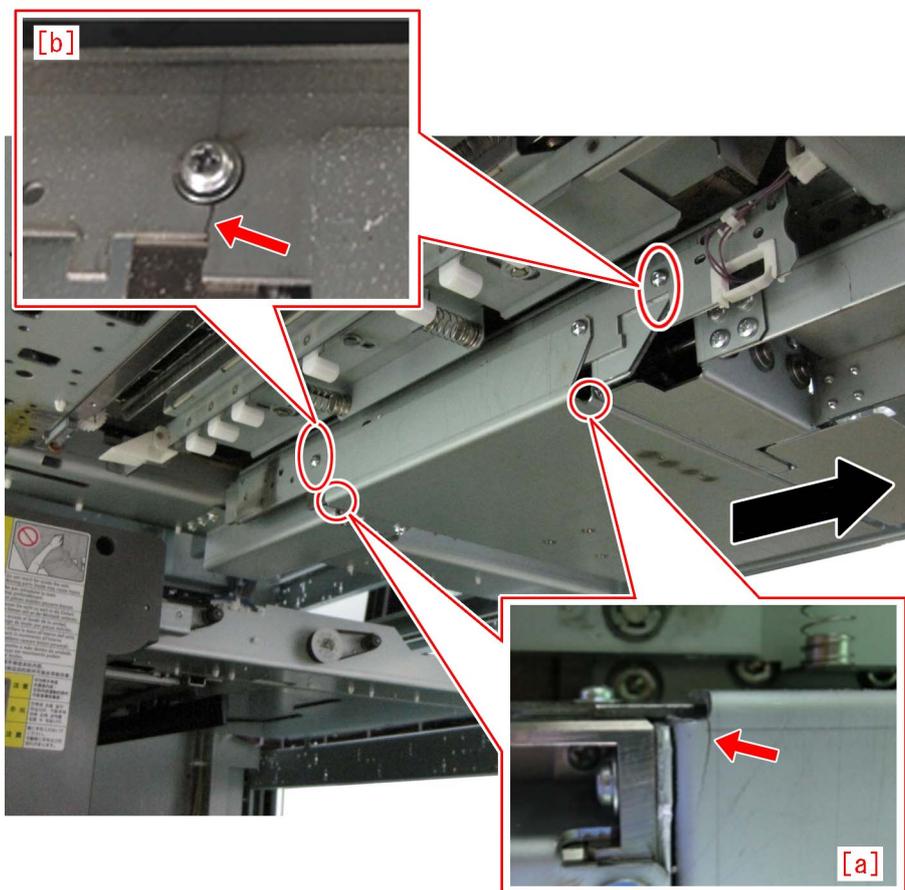
If the trimming blade continues to be used after it exceeds the expected service life of 40,000 cutting times, or if the drive torque at the time of trimming is raised due to the paper type, the above-mentioned errors occur. If continuing trimming without replacing the trimming blade even after the occurrence of the above-mentioned errors, the trimming drive assembly (including the press ball screw) and the peripheral components of the trimming drive assembly may break. (Refer to Service Information Ref.No.: F3-T01-00W-10541)

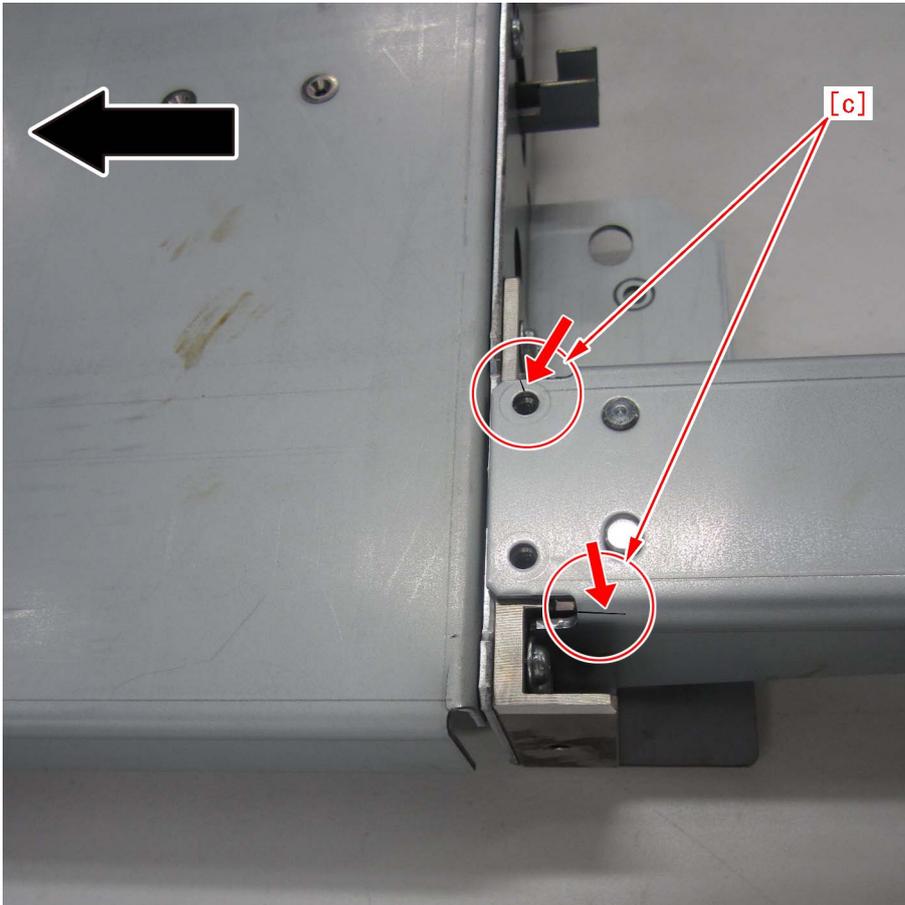
The photos below show the trimming assembly that is pulled out and seen from the lower side. The black arrows indicate the front direction.

Figure [a] shows the broken section of the trimming drive assembly.

Figure [b] shows the broken section of the peripheral component of the trimming drive assembly.

Figure [c] shows the broken section of the rear stay.





**[Service work]**

If the above-mentioned symptom occurs, pull out the trimming assembly to check the broken sections. Replace the parts corresponding to the broken sections. The replacing parts are all the service parts used only for the service work.

-If the bracket bent part of the trimming drive assembly or the press ball screw breaks, prepare a new-type cutter drive assembly (4Y3-0037-010) with its strength increased, and go to **A) Replacing the cutter drive assembly.**

[Caution] The trimming assembly needs to be removed. Be sure to perform the work by 2 people or more.

-If the rear stay breaks, prepare the rear stay kit (4Y8-3096-000), newly set up as a service part, and go to **B) Attaching the rear stay kit .**

-If the peripheral component of the trimming drive assembly breaks, prepare the reinforcement plate kit (4Y8-3097-000), newly set up as a service part, and go to **C) Attaching the reinforcement plate kit .**

-The factory measures to increase the strength of the cutter drive assembly of the trimming assembly has not been taken for the machines earlier than the countermeasure cut-in serial numbers in factory below (Refer to Service Information Ref.No.: F3-T01-00W-10541). Regarding these machines, perform **B) Attaching the rear stay kit** and **C) Attaching the reinforcement plate kit .**

Model	Serial number
Perfect Binder B1 US	CVZ00125
Perfect Binder B1 EU/O	GZK00012
Perfect Binder D1 US	QWS00001
Perfect Binder D1 EU/O	QWT00001

**[Reference]**

- Prepare the hexagonal wrench for removing and attaching the button head bolt (M4x10).
- Some works are required to be done by getting under the trimming assembly. Place the sheet on the floor if necessary.

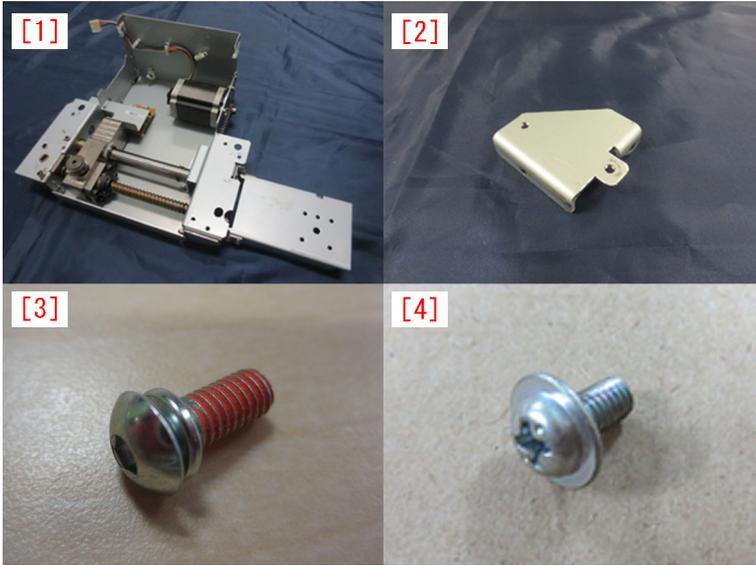
**A) Replacing the cutter drive assembly**

The work procedure starts where the perfect binder is separated from the main unit and the trimming assembly is pulled out. The black arrows in the figures indicate the front direction.

[Caution] Referring to Service Manual, be sure to remove the trimming blade and perform the work.

1) Check the contents of the cutter drive assembly (4Y3-0037-010).

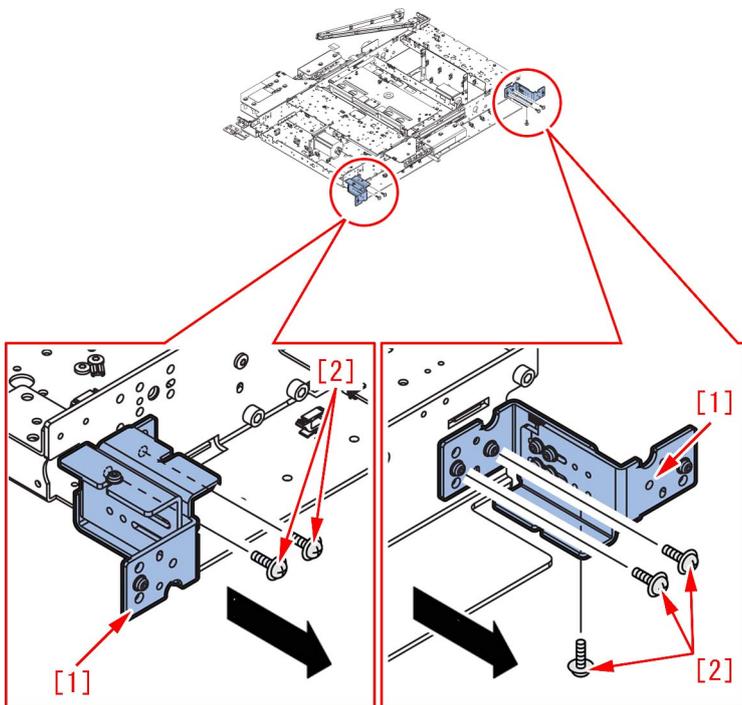
- Cutter drive assembly [1] 1pc
- Reinforcement bracket [2] 1pc
- Button head bolt (M4×10) [3] 5pcs
- Flanged pan head screw (M4×8) [4] 4pcs



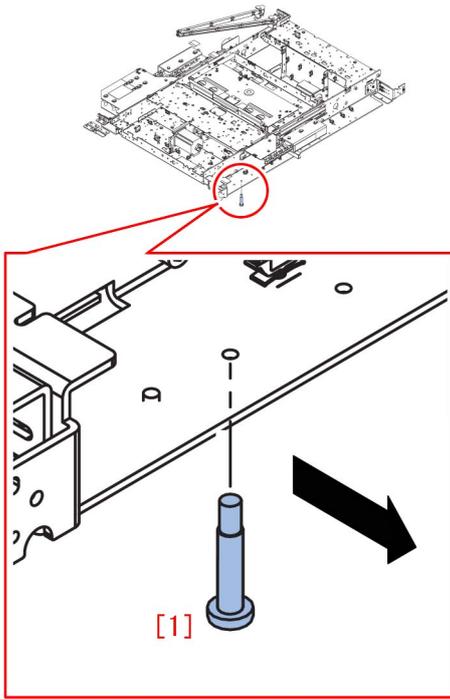
2) Referring to Service Manual, remove the stack rotation assembly.

3) Remove the 5 screws [2], and remove the 2 fixing sheet metal [1] on the both sides of the trimming assembly.

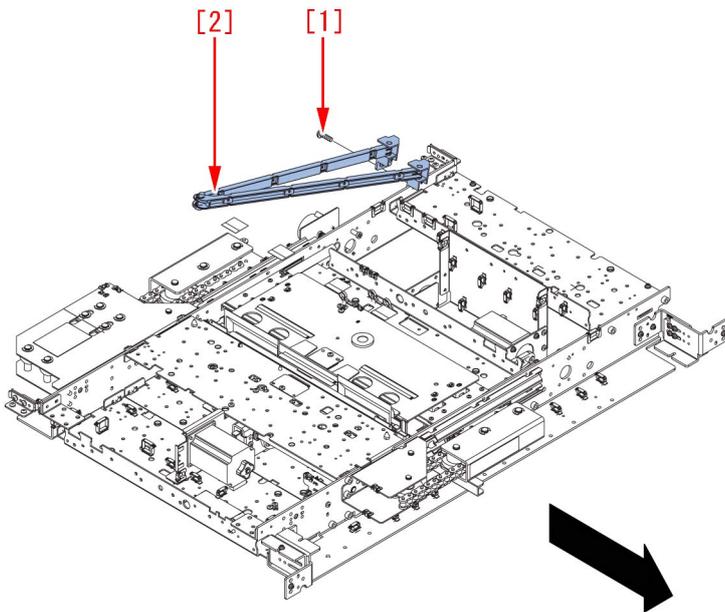
[Reference] Marking the screw holes where the screws were attached with a permanent marker etc. will be helpful to find the place to attach them later.



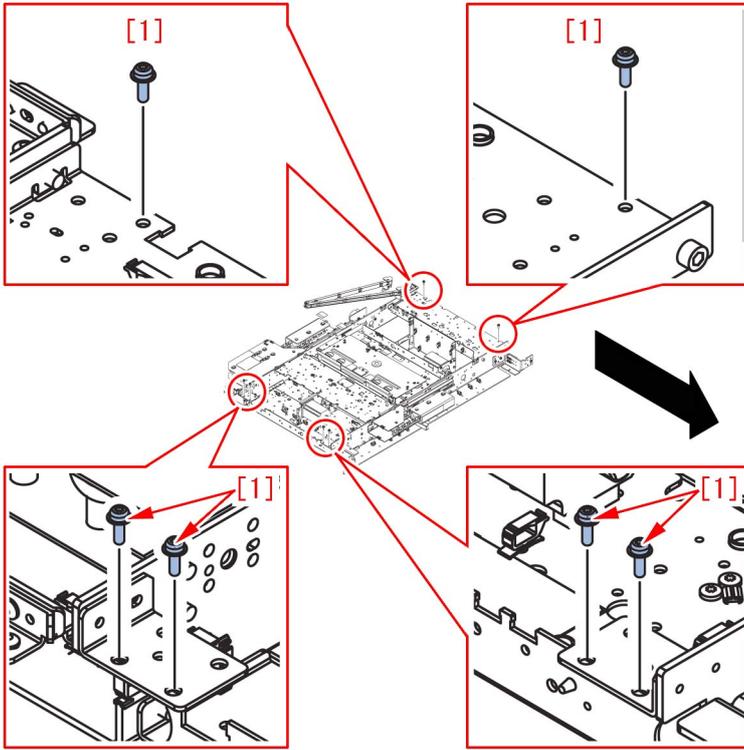
4) Remove the 1 stepped screw [1] from the lower side of the trimming assembly.



5) Remove the 1 screw [1], and remove the cable arm [2] from the trimming assembly.

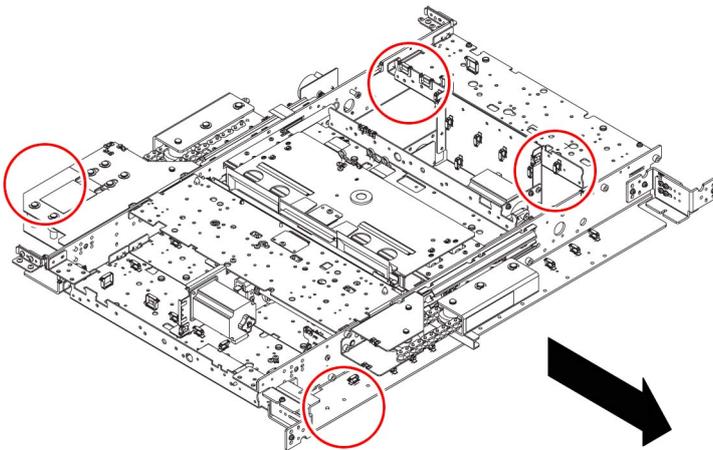


6) Remove the 6 screws [1], and remove the trimming assembly.  
[Reference] Marking the screw holes where the screws were attached with a permanent marker etc. will be helpful to find the place to attach them later.

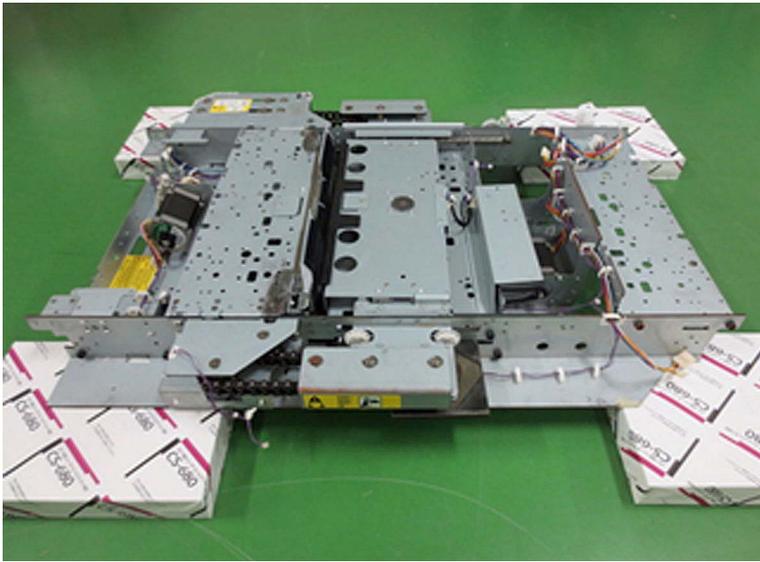


[Caution]

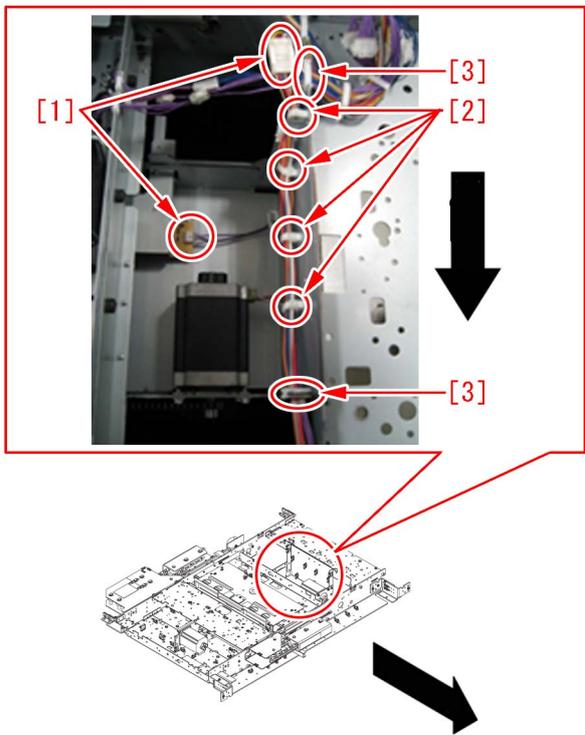
- When removing the trimming assembly, make sure that 2 people hold the circled sections indicated below.



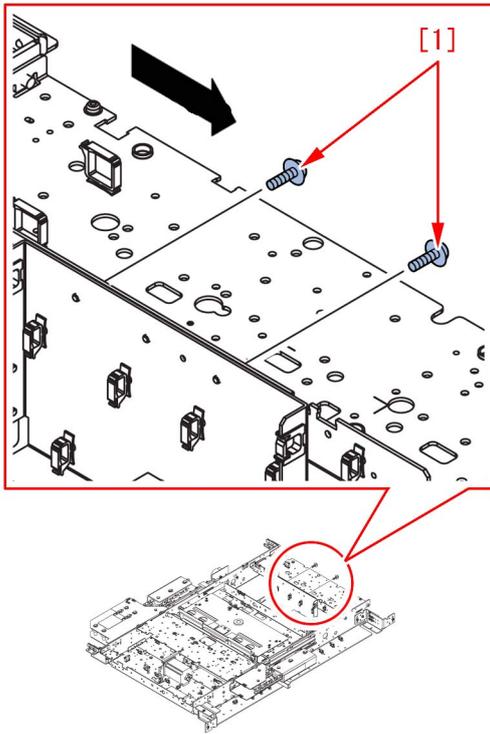
- If the removed trimming assembly is placed on the floor, do not place it directly on the floor. Due to the protrusion part on the lower side of the trimming assembly, placing it directly on the floor may result in breakage. Be sure to place the trimming assembly by using the bundles of paper etc. as shown below.



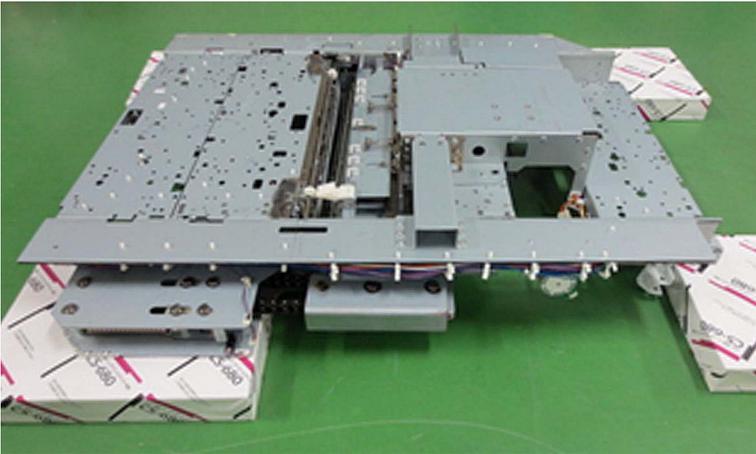
7) Disconnect the 2 connectors [1] and remove the cables from the 4 wire saddles [2] and the 2 edge saddles [3].



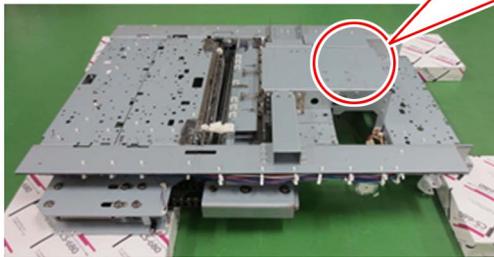
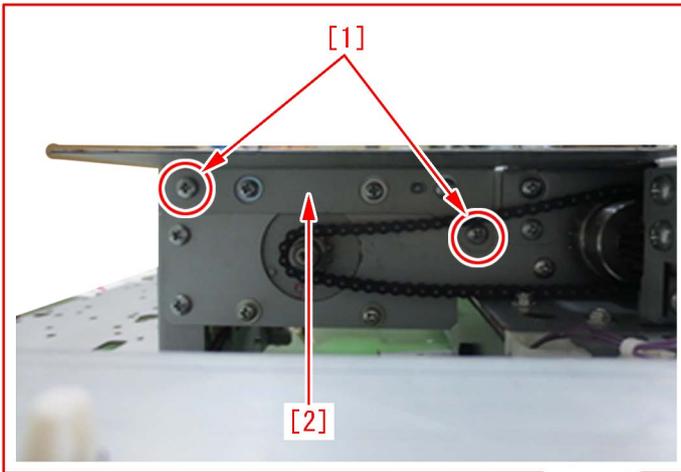
8) Remove the 2 screws [1] that fix the drive assembly.



9) Reverse the trimming assembly.

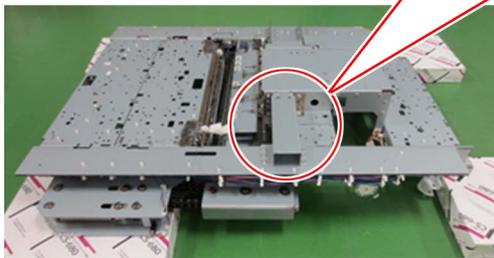
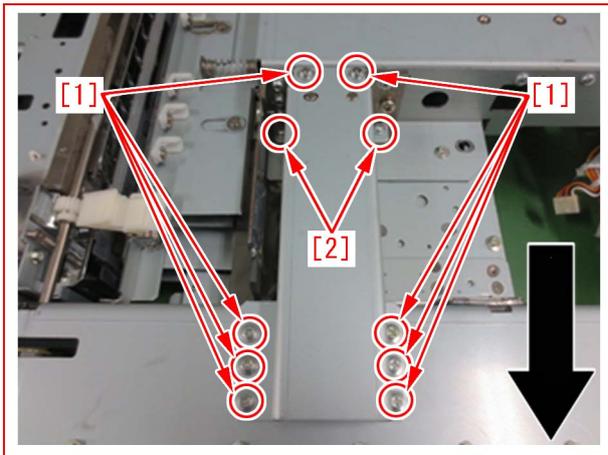


10) Remove the 2 screws [1] and remove the sheet metal part [2].

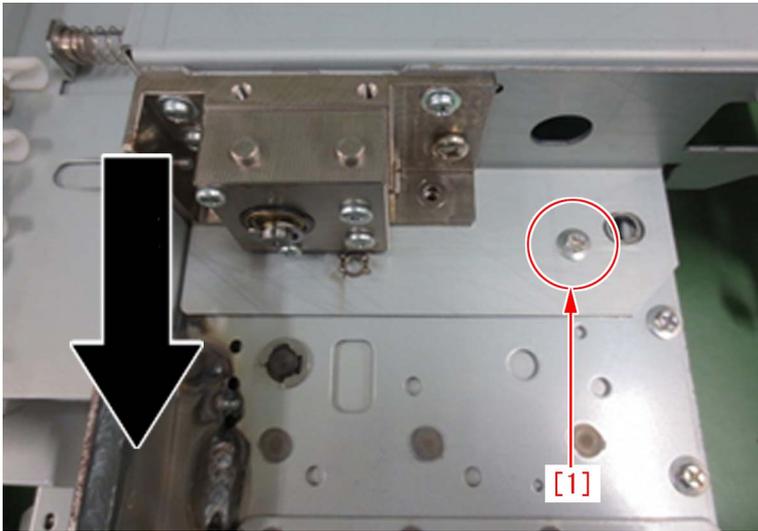


11) Remove the 10 screws [1][2] in total, and remove the rear stay [2].

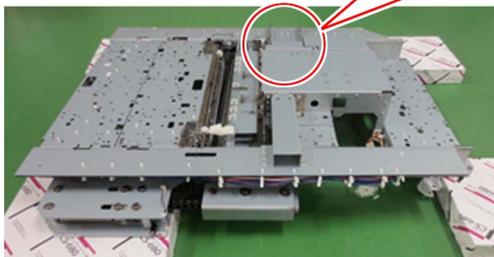
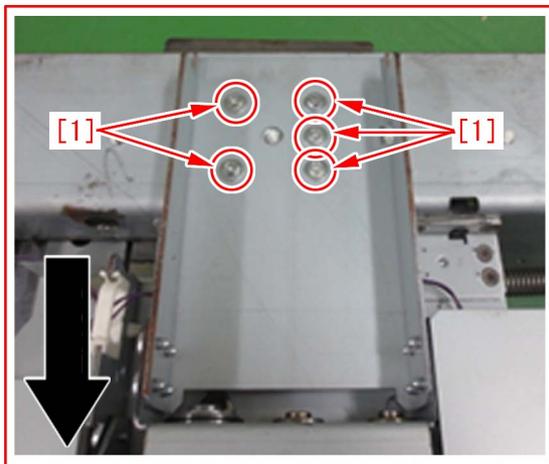
[Reference] When attaching the rear stay [2] later, the 8 screws [1] out of the removed 10 screws [1][2] are reused, and the remaining 2 screws [2] are replaced by the 2 button head bolts (M4x10) inside the kit.



12) Remove the screw [1] that fixes the cutter drive assembly.

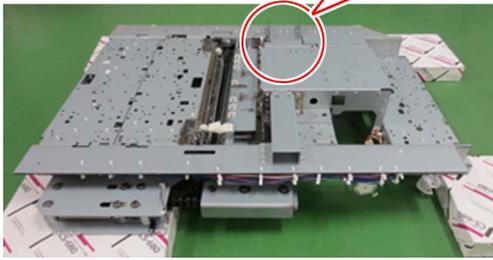
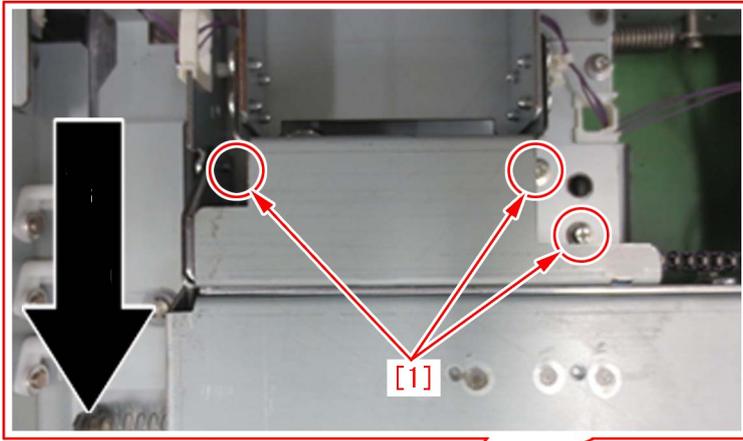


13) Remove the 5 screws [1] that fix the cutter drive assembly.

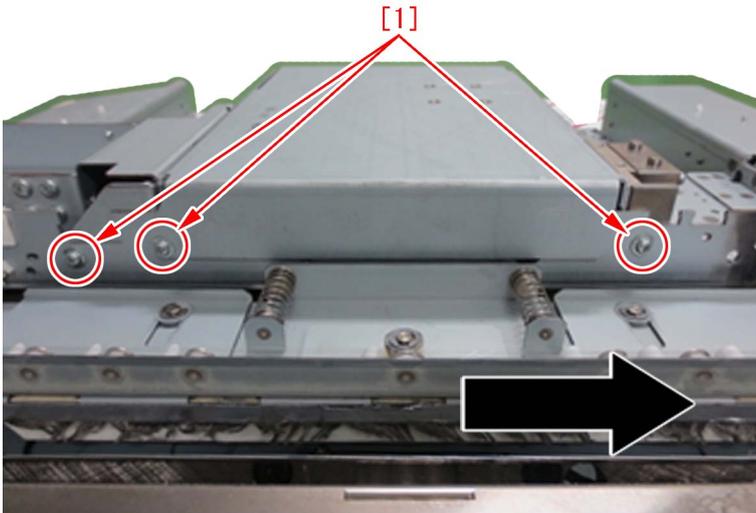


14) Remove the 3 screws [1] that fix the cutter drive assembly.

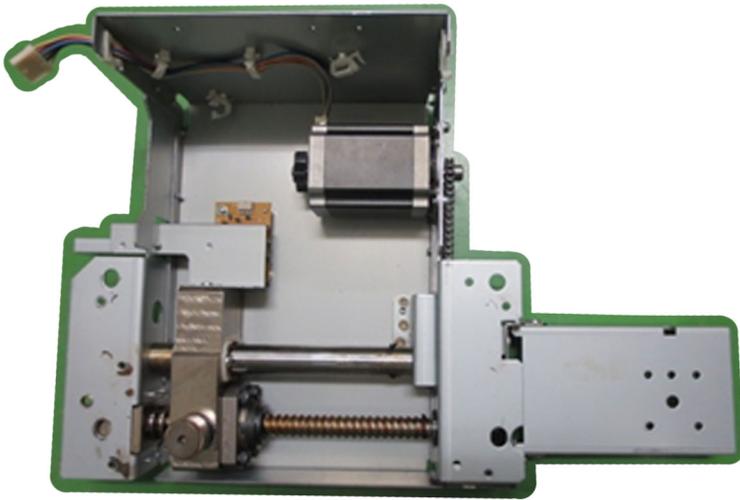
[Reference] When attaching the cutter drive assembly later, screws removed in this step are not used but the 3 flanged pan head screws (M4x8) in the kit are used.



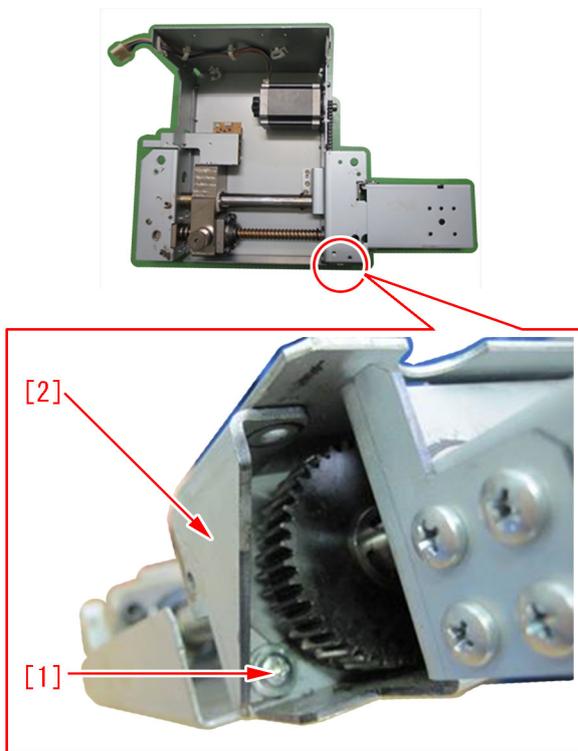
15) Remove the 3 screws [1] that fix the cutter drive assembly.  
[Reference] When attaching the cutter drive assembly later, screws removed in this step are not used but the 3 button head bolts (M4x10) in the kit are used.



16) Remove the cutter drive assembly.

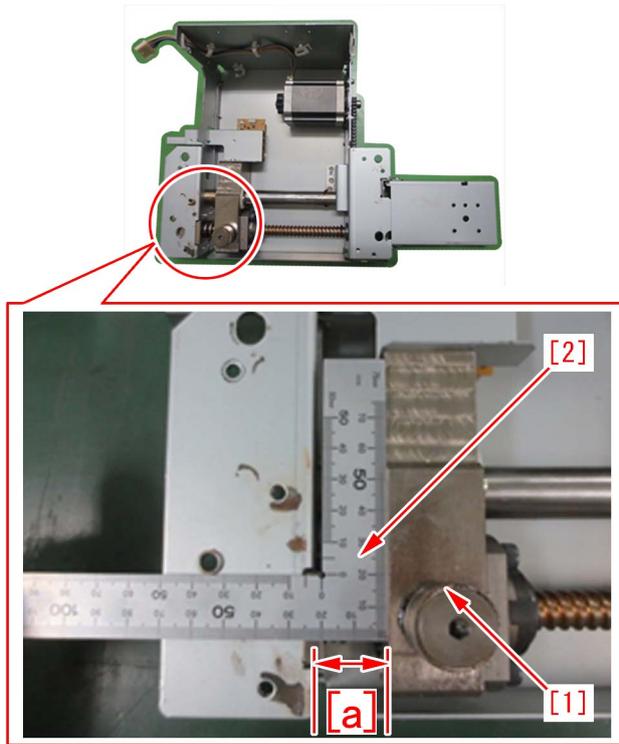


17) Remove the 1 screw [1] from the removed cutter drive assembly, and remove the reinforcement bracket [2]. If the cutter drive assembly has no reinforcement bracket, go to the next step.

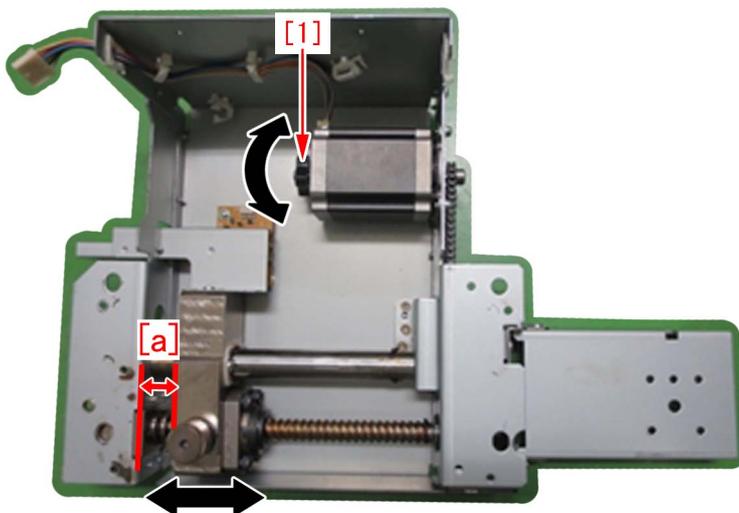


18) Attach the reinforcement bracket that was removed in the step 17) to the new cutter drive assembly inside the cutter drive assembly. If the cutter drive assembly has no reinforcement bracket, attach the reinforcement bracket inside the cutter drive assembly with the 1 flanged pan head screw (M4x8).

19) Measure the distance of the stop position [a] of the press ball screw [1] of the cutter drive assembly removed in the step 16) with a scale [2].



20) Turn the knob [1] of the cutter motor of the new drive assembly with fingers to adjust the stop position of the press ball screw to be the same distance as measured in the step 19).



[Note] Be sure to adjust the stop position of the press ball screw. Otherwise, the new drive assembly may not be attached.

21) Attach the trimming assembly to the main unit by reversing the steps from 16).

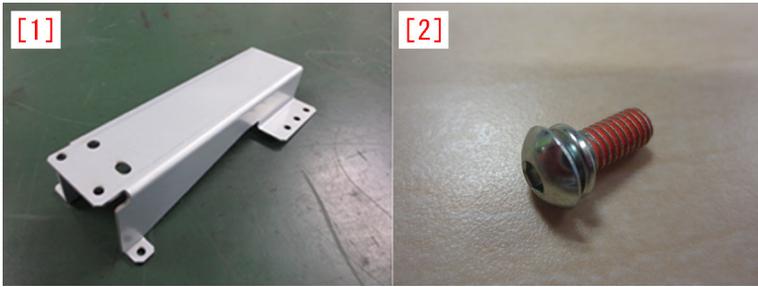
**B) Attaching the rear stay kit**

The work procedure starts where the perfect binder is separated from the main unit and the trimming assembly is pulled out. The black arrows in the figures indicate the front direction.

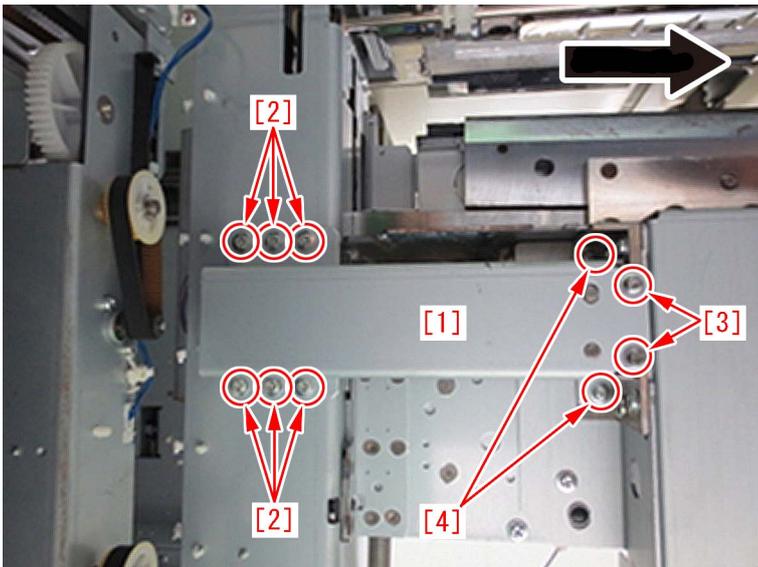
[Caution] Referring to Service Manual, be sure to remove the trimming blade to perform the work.

1) Check the contents of the rear stay kit (4Y8-3096-000).

- Rear stay [1] 1pc
- Button head bolt (M4×10) [2] 2pcs



2) Remove the 10 screws [2][3][4] in total from the lower side of the trimming assembly, and remove the rear stay [1].  
 [Reference] Some machines do not have the 2 screws [4], which depends on the time of production.



3) Attach the new rear stay inside the rear stay kit.  
 When attaching the new rear stay [1], the 6 screws [2] and the 2 screws [3] that were removed in the step 2) are reused. The 2 screws [4] are replaced by the 2 button head bolts (M4x10) inside the rear stay kit.  
 4) Attach the trimming assembly into the main unit.

**C) Attaching the reinforcement plate kit**

The work procedure starts where the perfect binder is separated from the main unit and the trimming assembly is pulled out. The black arrows in the figures indicate the front direction.

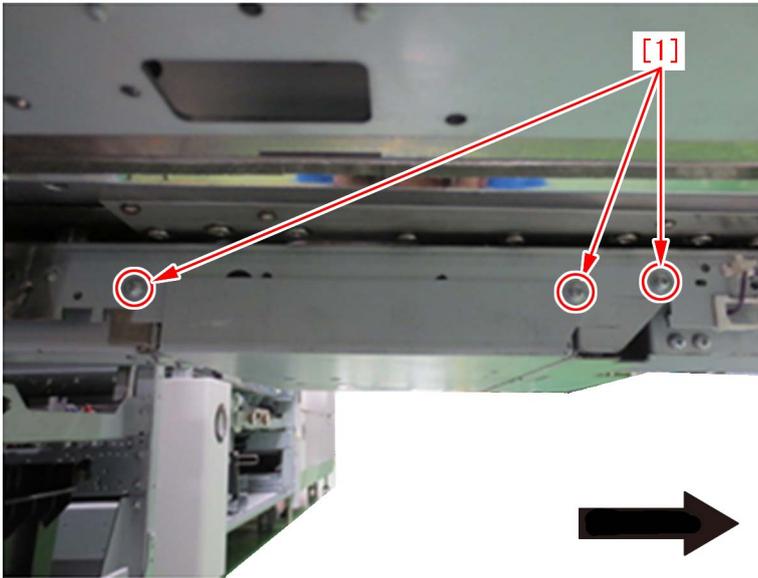
[Caution] Referring to Service Manual, be sure to remove the trimming blade to perform the work.

1) Check the contents of the reinforcement plate kit (4Y8-3097-000).

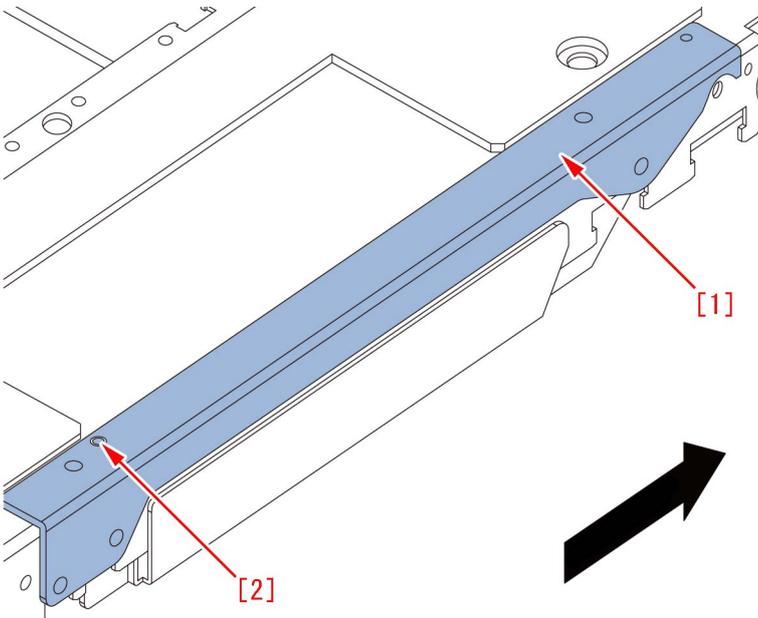
- Reinforcement plate [1] 1pc
- Screw with capative washer (M3x6) [2] 1pc
- Button head bolt (M4x10) [3] 4pcs



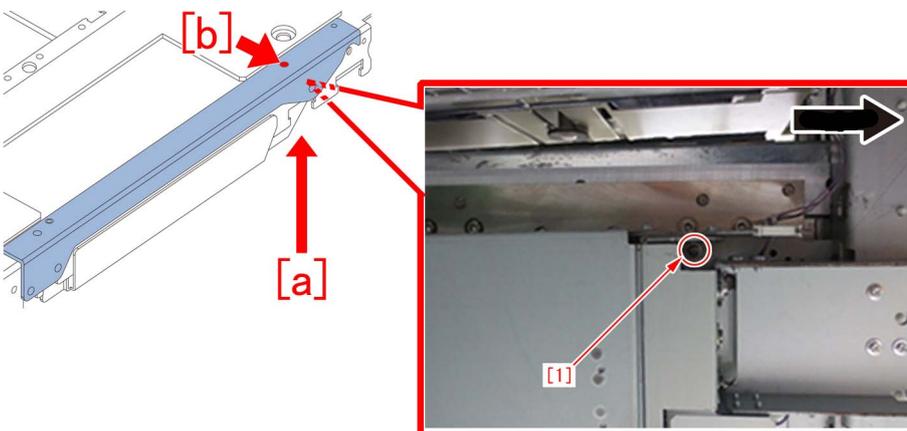
2) Remove the 3 screws [1] from the lower side of the trimming assembly.



3) Set the reinforcement plate [1] inside the reinforcement plate kit to fit the positioning pin [2] on the lower side of the trimming assembly.  
 [Reference] Check that the positioning pin [2] fits the hole of reinforcement plate [1] for sure.

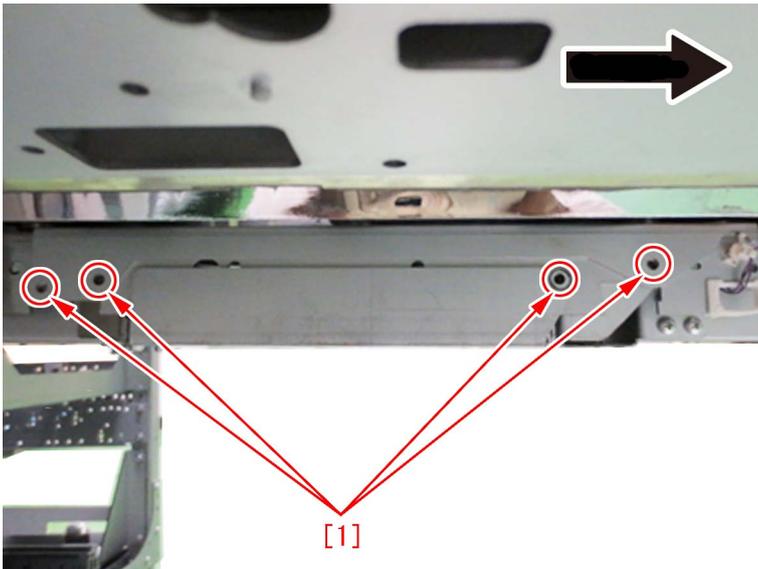


4) Insert the 1 screw with captive washer (M3x6) [1] inside the reinforcement plate kit from the lower side [a] into the screw hole [b] on the reinforcement plate attached in the step 3).



5) Attach the 4 button head bolts (M4x10) inside the kit into the screw holes [1].

[Reference] If the screw lock agent is left in the screw holes, remove it by using the tapping screw etc.



6) Attach the trimming assembly to the main unit.

**[Service parts]**

No.		Part Number	Description	Q'ty	Fig.No.
1	Old	4Y3-0037-000	CUTTER DRIVE ASSEMBLY	1->0	
	New	4Y3-0037-010	CUTTER DRIVE ASSEMBLY	0->1	
2	Old				
	New	4Y8-3096-000	STAY, REAR, KIT	0->1	
3	Old				
	New	4Y8-3097-000	PLATE, REINFORCEMENT, KIT	0->1	

## E003-0002 due to poor fitting of the claws of the paper cooling lower ducts

### [Symptom]

E003-0002 may occur due to the poor fitting of the claws of the paper cooling lower ducts.

E003-0002: Pressure Main Thermistor low temperature detection error

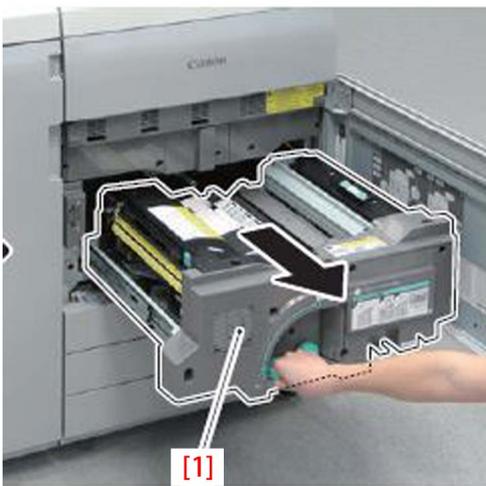
### [Cause]

If the claws at the contact of the paper cooling lower left/right ducts in the delivery reverse assembly are not properly seated, cool air leaks from the paper cooling lower ducts towards the fixing assembly and leads to the aforementioned symptom.

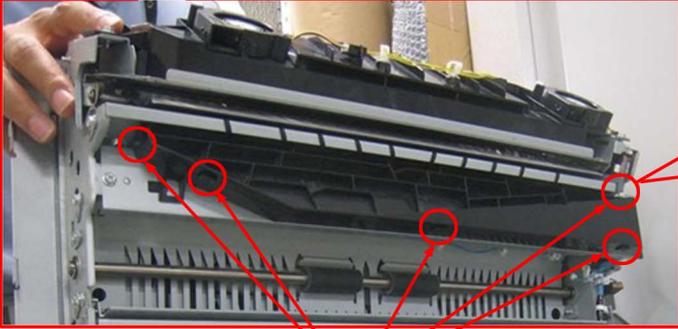
### [Service work]

If the device would not recover even after performing the remedy to the error described in the service manual, check the claws at the contact of the paper cooling lower ducts.

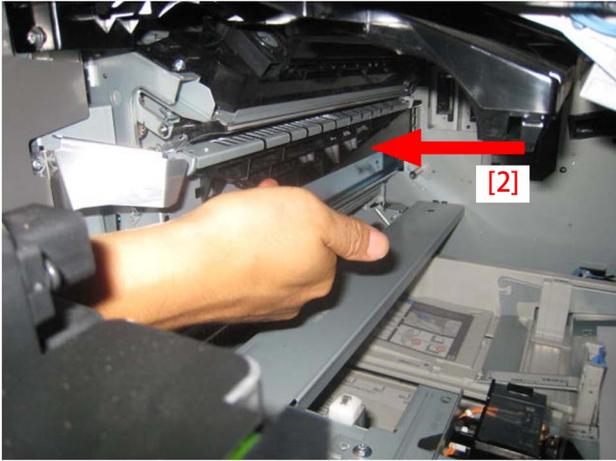
1) Pull out the fixing feeding assembly [1] referring to the service manual.



2) Check the seating of the 5 claws [1] at the contact of the paper cooling lower left duct and the paper cooling lower right duct, and if any claw is not seated properly, then push it in the direction of the arrow [2] to lock it.



[1]

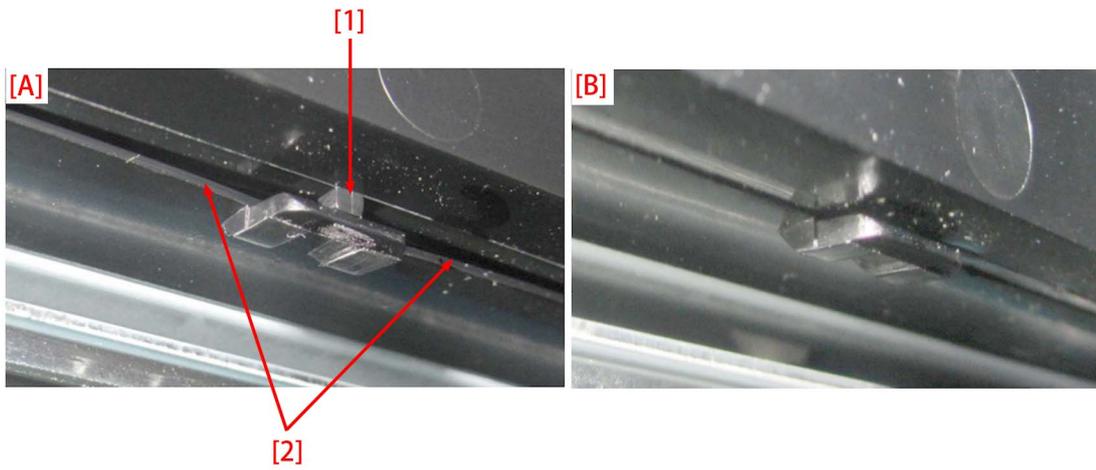


[Note]

When the claw is hooked, it clicks.

The boss [1] is seen when the claw is only half seated [A]. Also there is a gap [2] between its counterpart.

If the boss is not seen and no gap left between the counterpart, then the claw is seated fine [B].



3) Reinstall the fixing feeding assembly in reverse order of the step.

# E568-8002/Shaved gear tooth due to overloading with friction from sliding while the estrangement rack is moving (Staple-Q1/W1/Booklet-Q1/W1/Saddle-AM2/AN2/Finisher-AM1/AN1)

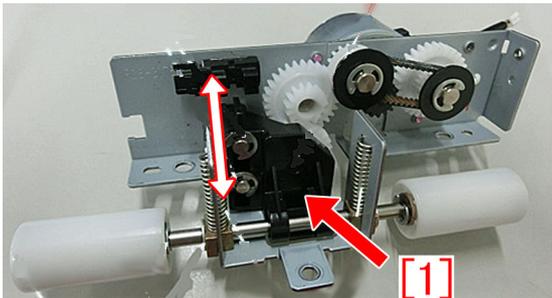
## [Symptom/Question]

E568-8002 and shaving on the gear tooth may occur in the machine earlier than the following countermeasure cut-in serial numbers in factory.

- E568-8002 : Feed Roller HP error

## [Cause]

While the feed roller shaft is moving up and down to detect home position, if the estrangement rack [1] that holds the feed roller shaft inclines, the load from sliding increases and the feed roller shaft becomes unable to go back to home position, and this brings the aforementioned symptom.



## [Remedy/Answer]

When the above-mentioned symptom occurs, perform the work either A) Replacing the upper feeder assembly with the new type or B) Applying the grease to the feed assembly.

### A) Replacing the upper feeder assembly with the new type

Prepare the new-type upper feeder assembly for each machine and perform the work by following the steps below.

A-1) Refer to Service Manual (4. Parts Replacement and Cleaning > Feed Assembly) and remove the delivery static eliminator and the upper feeder assembly.

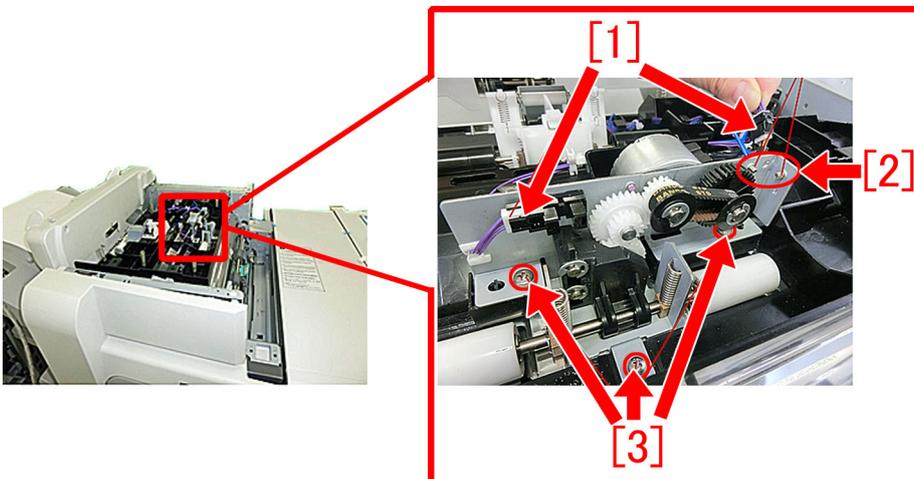
A-2) Replace the upper feeder assembly with the new type.

### B) Applying the grease to the feed assembly

Prepare Molykote EM-50L (HY9-0007-000) and e-rings (XD9-0135-000, x5pcs) and perform the work following the steps below:

B-1) Refer to the service manual (4. Parts Replacement and Cleaning > Feed Assembly) and remove the delivery static eliminator and the upper cover of the upper feeder assembly.

B-2) Disconnect the connectors [1] (x2pcs) and remove the screws (x2pcs) for grounding [2] and the screws [3] (x3pcs) to detach the feed assembly.



B-3) Remove the estrangement rack [1] in the following order:

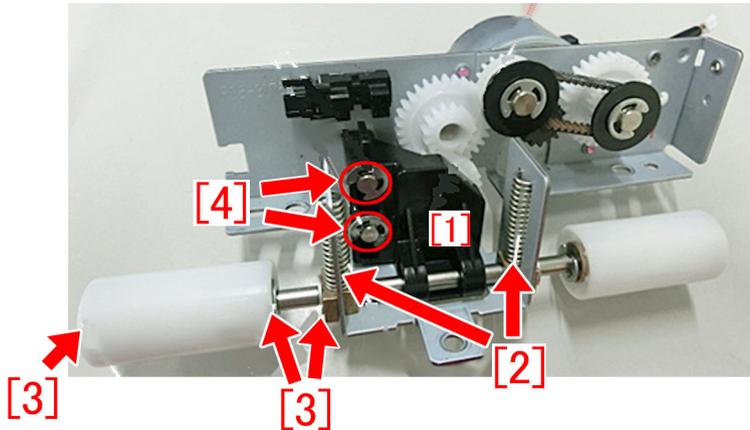
B-3-1) Remove the compression springs [2] (x2pcs).

B-3-2) Remove the e-rings [3] (x3pcs) to remove the follower roller and then draw out the feed roller.

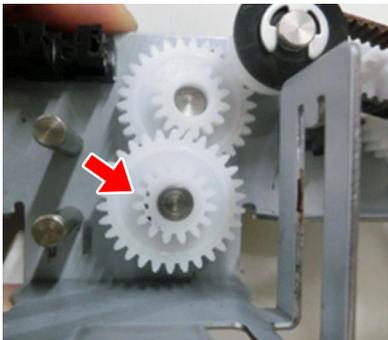
[Reference]

- Some models have only 2pcs of e-rings.
- Some models have a pin attached to the follower roller

B-3-3) Remove the e-rings [4] (x2pcs) to detach the estrangement rack [1].



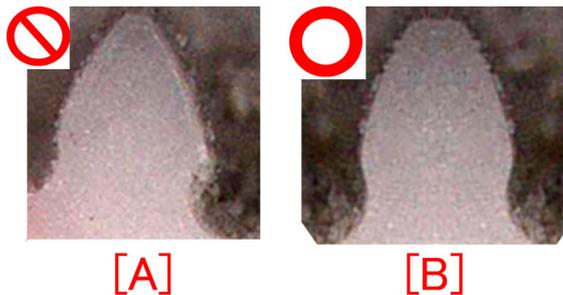
B-4) Put marks with a magic marker on the teeth of the gear meshing with the estrangement rack.



B-5) Visually, check the condition of the teeth marked in the step B-4).

If chipped/shaved teeth are observed, shift the phase of the gear position by rotating by 180 degrees at angle.

The picture [A] shows a shaved gear tooth in a triangle shape. The picture [B], a gear tooth in the normal shape.

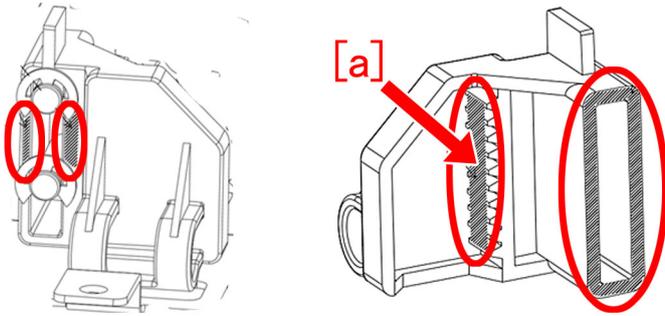


B-6) Clean up the soiling and filings attached to the estrangement rack and the gear with lint-free paper moistened with alcohol.

B-7) Apply Molykote EM-50L (HY9-0007-000) to at 4 locations on the front/back sides of the estrangement rack shown in the following illustrations.

-Apply Molykote in an amount of a grain of rice (approximate 20mg) per a portion.

-Apply all over the teeth in the rack section [a] that meshes with the gear.



B-8) Reassemble the parts in reverse order from the step B-3). Use new e-rings (XD9-0135-000) when doing so.

**[Service parts]**

(Common to models)

No.		Part Number	Description	Q'ty	Fig. No.
1	Old	XD9-0135-000	RING, E	5 -> 5	
	New				
2	Old				
	New	HY9-0007-000	LUBE, MOLYKOTE EM-50L, GREASE	0 -> 1	

(Staple Finisher-Q1 / Booklet Finisher-Q1)

No.		Part Number	Description	Q'ty	Fig. No.
1	Old	FM1-A196-000	UPPER FEEDER ASSEMBLY	1 -> 0	L38
	New	FM1-A196-010	UPPER FEEDER ASSEMBLY	0 -> 1	

(Finisher-AM1 / Saddle Finisher-AM2)

No.		Part Number	Description	Q'ty	Fig. No.
1	Old	FM1-C358-000	UPPER FEEDER ASSEMBLY	1 -> 0	L38
	New	FM1-C358-010	UPPER FEEDER ASSEMBLY	0 -> 1	

(Staple Finisher-W1 / Booklet Finisher-W1)

No.		Part Number	Description	Q'ty	Fig. No.
1	Old	FM1-K156-000	UPPER FEEDER ASSEMBLY	1 -> 0	L38
	New	FM1-K156-010	UPPER FEEDER ASSEMBLY	0 -> 1	

(Finisher-AN1 / Saddle Finisher-AN2)

No.		Part Number	Description	Q'ty	Fig. No.
1	Old	FM1-K515-000	UPPER FEEDER ASSEMBLY	1 -> 0	L38
	New	FM1-K515-010	UPPER FEEDER ASSEMBLY	0 -> 1	

**[Countermeasure cut-in serial numbers in factory]**

Model	Serial No.
Staple Finisher-Q1 UL	To be informed as soon as identified.
Staple Finisher-Q1 EU/O	To be informed as soon as identified.
Booklet Finisher-Q1 UL	To be informed as soon as identified.
Booklet Finisher-Q1 EU/O	To be informed as soon as identified.
Staple Finisher-W1 UL	SWT50905
Staple Finisher-W1 EU/OT	SWU50686
Staple Finisher-W1 CN	WJN50058
Booklet Finisher-W1 UL	SWW51842
Booklet Finisher-W1 EU/OT	SWX51362
Booklet Finisher-W1 CN	WJP50035

<b>Model</b>	<b>Serial No.</b>
Finisher-AK1 CN	NWD50030
Finisher-AK1 EU/O	NWC50342
Finisher-AK1 UL	NWB50000
Finisher-AJ1 UL	No implemented due to production discontinuance.
Finisher-AJ1 EU/OT	No implemented due to production discontinuance.
Finisher-AJ1 CN	No implemented due to production discontinuance.
Saddle Finisher-AJ2 CN	No implemented due to production discontinuance.
Finisher-AM1 UL	No implemented due to production discontinuance.
Finisher-AM1 EU/O	No implemented due to production discontinuance.
Finisher-AM1 CN	No implemented due to production discontinuance.
Saddle Finisher-AM2 UL	QWL50005
Saddle Finisher-AM2 EU/O	QWM50058
Saddle Finisher-AM2 CN	QWN50014
Finisher-AN1 US	WBP50005
Finisher-AN1 EU/OT	WBQ50116
Finisher-AN1 CN	WBR50025
Saddle Finisher-AN2 US	WBT50445
Saddle Finisher-AN2 EU/OT	WBU50220
Saddle Finisher-AN2 CN	WBV50006

# E5A3-808x/E5B5-8016 and 1FA9 jam code due to sliding failure of dust buffer (Perfect Binder-A1/B1/C1/D1/E1)

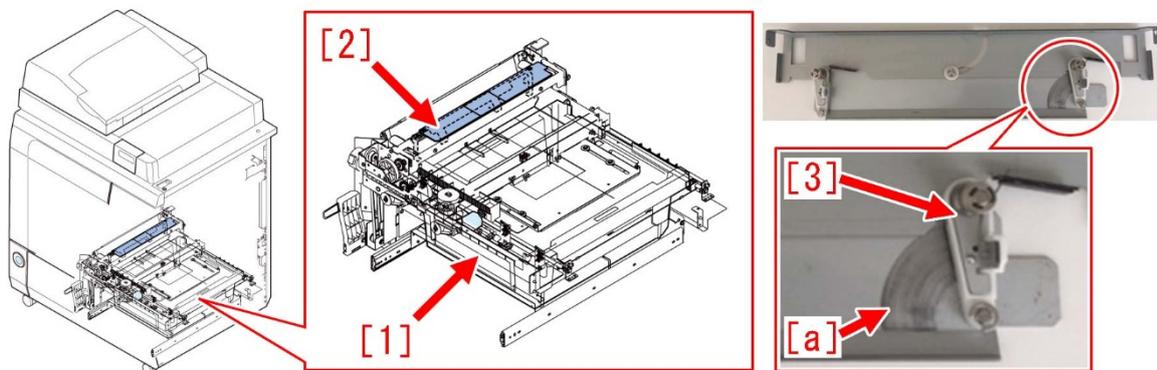
## [Symptom/Question]

In the machine earlier than the following countermeasure cut-in serial numbers in factory, when copying using perfect binder, E5A3-8081/E5A3-8082/E5B5-8016 or 1FA9 jam may occur.

- E5A3-8081: Error in the stack buffer tray motor (M39) of Perfect Binder (Stack buffer tray home position sensor (S78) is not turned OFF.
- E5A3-8082: Error in the stack buffer tray motor (M39) of Perfect Binder (Stack buffer tray home position sensor (S78) is not turned ON.)
- E5B5-8016: Error in waste paper detection of Perfect Binder
- 1FA9: Stationary jam of rotation home position sensor 1 (S95)

## [Cause]

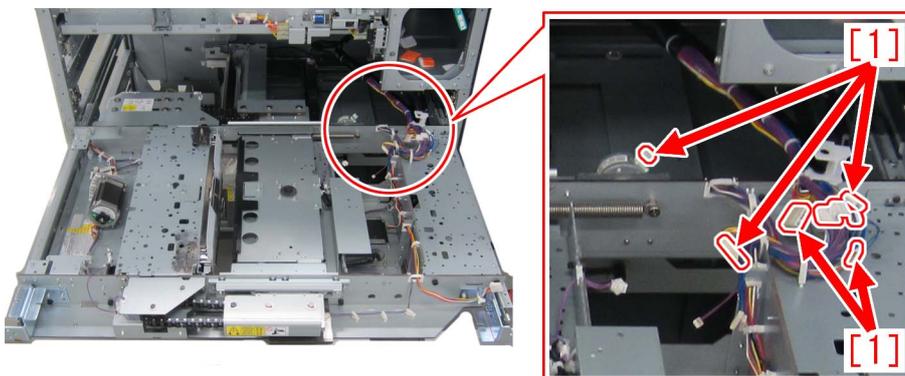
As the life of the dust buffer [2] in dust collecting area [1] advances, the surface [a] that comes in contact with the arm [3] gets shaved. This causes sliding failure of the dust buffer, resulting in the above symptom.



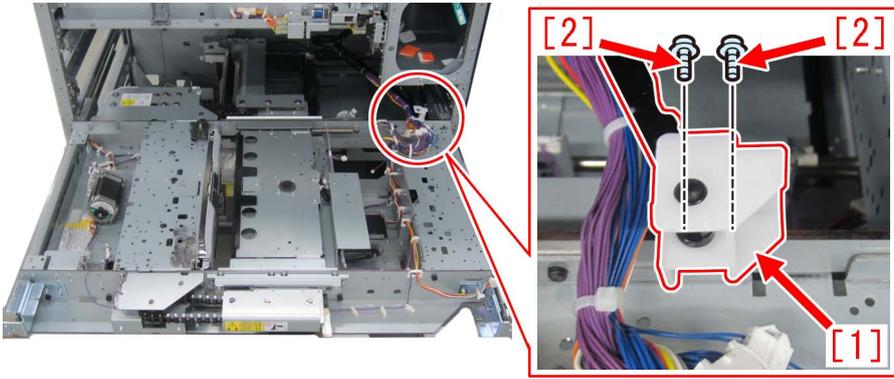
## [Remedy/Answer]

When the above symptom occurs, prepare some lint-free paper and alcohol, and clean the dust buffer in the following procedure. [Note] When bringing down the trimming assembly, be sure to do so with two people.

- 1) Refer to Service Manual and remove the rear cover.
- 2) Refer to Service Manual and remove the stack rotation assembly.
- 3) Remove all the connectors [1].

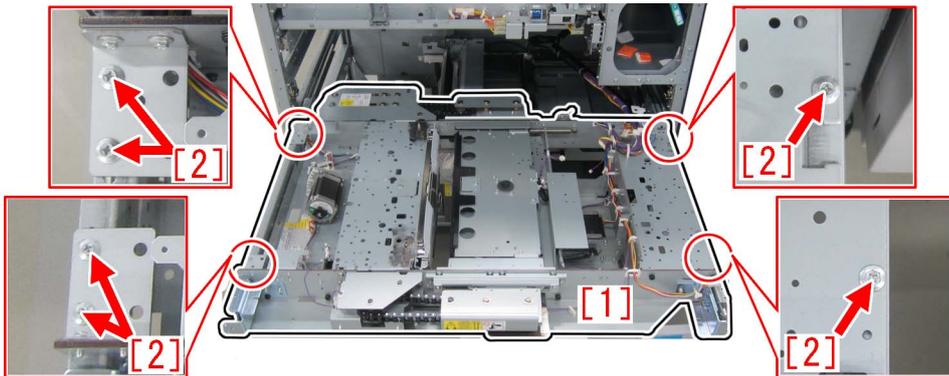


- 4) Remove the 2 screws [2], and then remove the cable arm [1] from the trimming assembly.

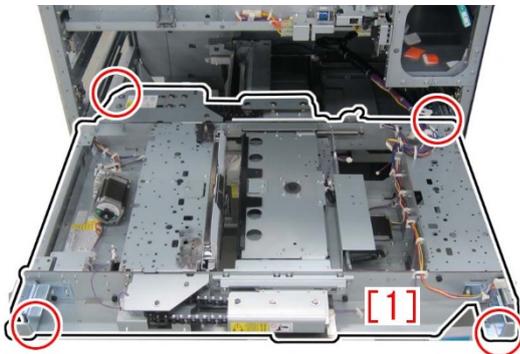


5) Remove the 6 screws [2].

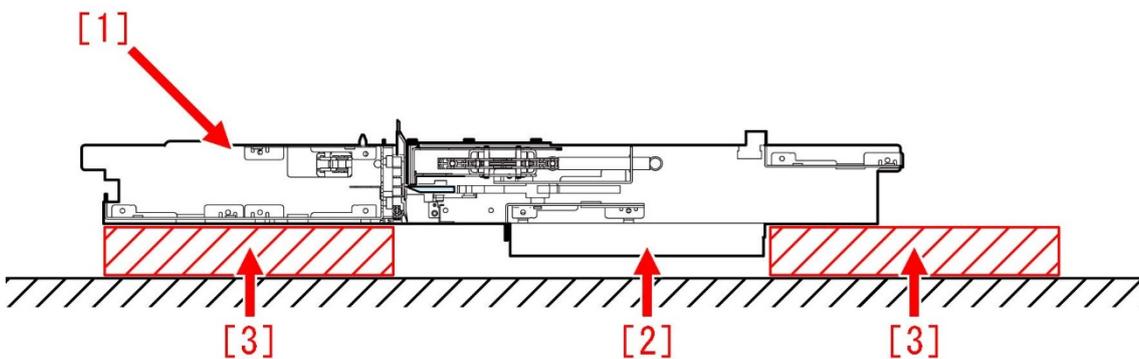
[Reference] Marking the screw holes, with a permanent marker, which the trimming assembly was secured to may be helpful when installing back the trimming assembly.



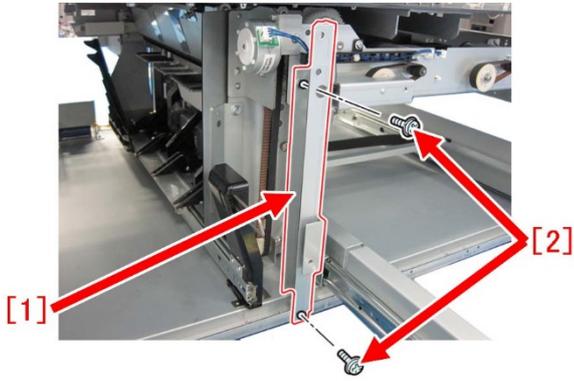
6) Hold the areas marked with red circles and remove the trimming assembly [1].



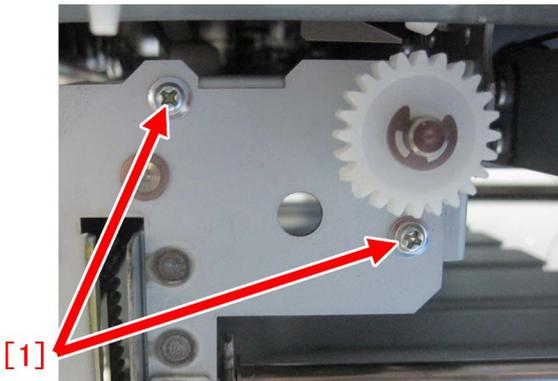
[Note] There is a protrusion [2] on the bottom side of the trimming assembly. As placing the removed trimming assembly directly on the floor may damage the trimming assembly, use 4 reams of LTR size copy paper [3] and place the assembly on top of them.



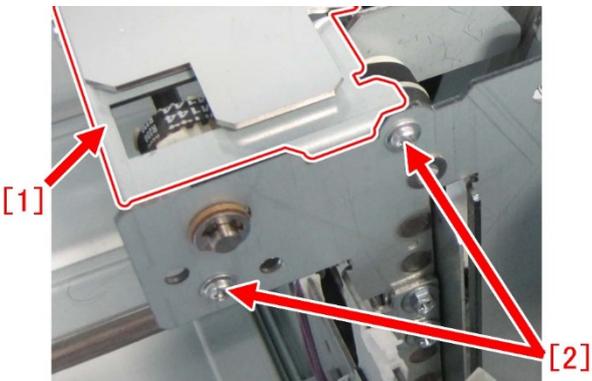
7) Remove the 2 screws [2] and then remove the bracket [1].



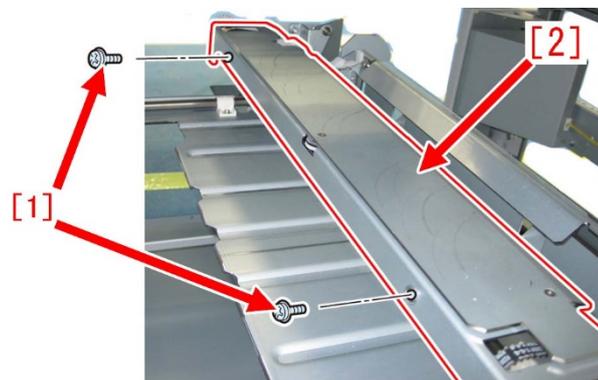
- 8) Refer to Service Manual and remove the dust buffer drive assembly.  
 9) Remove the 2 screws [1] in front securing the sub buffer unit.



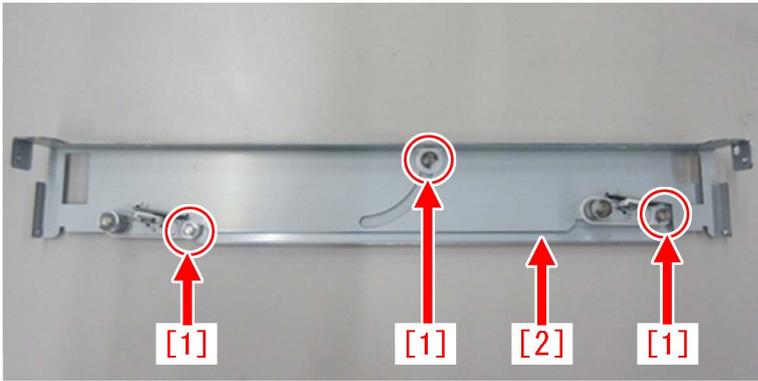
- 10) Go to the back of the machine. Refer to "Removing the dust buffer unit" in Service Manual and open the controller PCB mount.  
 11) Remove the 2 screws [2] in rear securing the sub buffer unit [1].



- 12) Remove the 2 screws [1] on the side of the sub buffer unit [2] and then remove the sub buffer unit.



- 13) Flip the sub buffer unit. Remove the 3 E-rings [1] and then remove the sub buffer [2].  
 [Reference] Do not reuse the removed E-rings and prepare new ones.

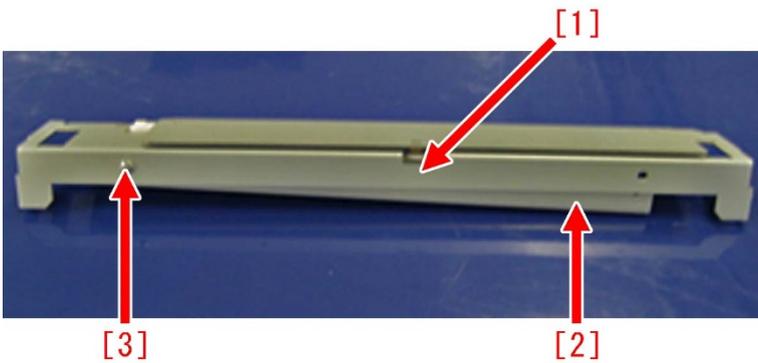


14) Moisten the lint-free paper with alcohol and clean the front side and back side of the sub buffer [1].



15) Assemble the parts from the step 13) in the reverse order.

[Reference] Temporarily securing the sub buffer [1] and the bracket [2] with the screw [3] makes attaching the sub buffer unit easy.



[Service parts]

No.		Part Number	Description	Q'ty	Fig.No.
1	Old	FL0-0656-000	PLATE	1->0	P82
	New	FL1-5817-000	PLATE	0->1	P82
2	Old	FM1-B017-000	DUST CATCH ASSEMBLY	1->0	P82
	New	FM1-U699-000	DUST CATCH ASSEMBLY	0->1	P82

\* In this text, the plate is referred to as the sub buffer.

\* In this text, the dust catch assembly is referred to as the sub buffer unit.

**[Countermeasure cut-in serial numbers in factory]**

Model	Serial No.
Perfect Binder-A1 US	No implemented due to production discontinuance
Perfect Binder-A1 EU/O	No implemented due to production discontinuance

Model	Serial No.
Perfect Binder-B1 US	No implemented due to production discontinuance
Perfect Binder-B1 EU/O	No implemented due to production discontinuance
Perfect Binder-C1 US	EGX20512
Perfect Binder-C1 EU/O	EGZ20535
Perfect Binder-D1 US	No implemented due to production discontinuance
Perfect Binder-D1 EU/O	No implemented due to production discontinuance
Perfect Binder-E1 US	WBX00556
Perfect Binder-E1 EU/ASIA	WBY00538

# Alarm Code

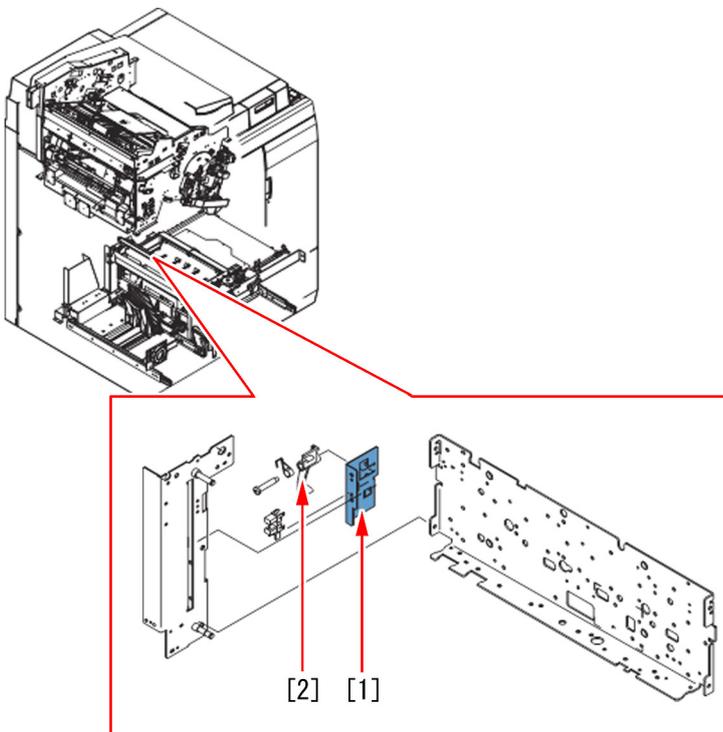
A warning message may be displayed and stay on even if the waste paper box is housed. Caused by the detection sensor bracket deformed.(PerfectBinder-B1/PerfectBinder-D1/PerfectBinder-E1)

## [Symptom]

A warning message "The trim waste unit of the Perfect Binder is pulled out." may be displayed and stay on even if the waste paper box is housed.

## [Cause]

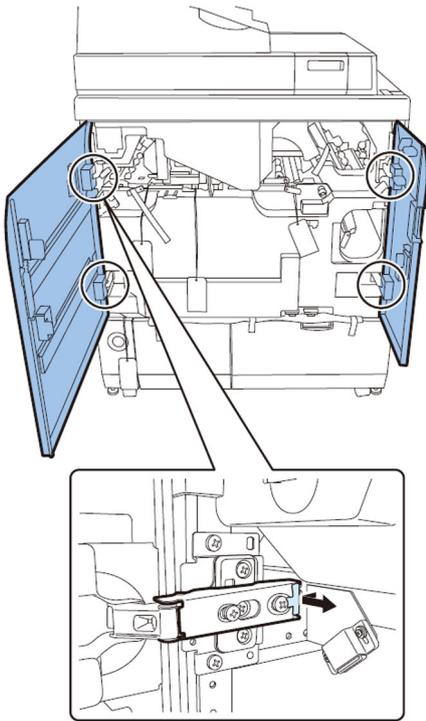
If the waste paper box is housed roughly, the bracket [1] that fixes the sensor to detect open/close state of the waste paper box gets deformed. Because of this, the waste paper box open/close detection sensor flag [2] stops to operate normally, and this leads to the aforementioned symptom.



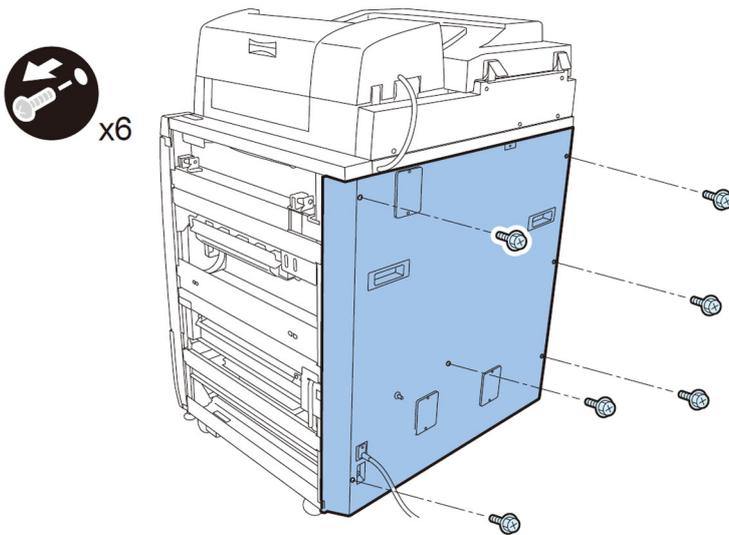
## [Service work]

If the symptom occurs, prepare the new type detection sensor bracket(FE4-9766-000). By following the procedure below, replace the detection sensor bracket with this new type. Note that the following description starts from the step in which Perfect Binder is disconnected from the Main Body of MFP.

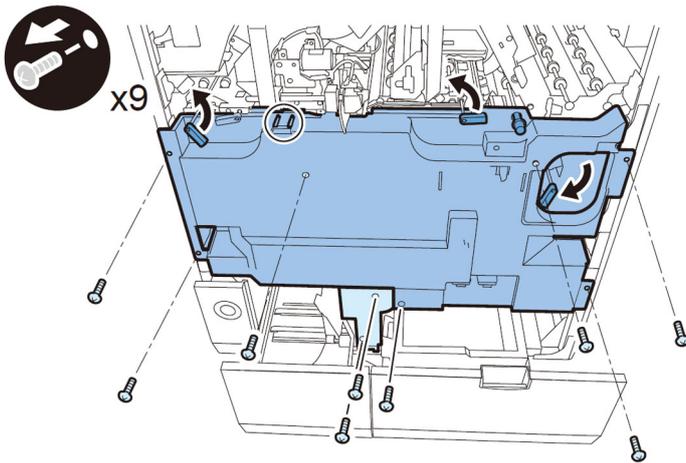
- 1) Remove the front cover (Right/Left)
  - 1-1) Open the front cover (Right/Left).
  - 1-2) While holding the front cover (Left), remove the upper/lower hinges to remove the front cover (Left). Pull the hinge in the direction of arrow while pushing the black lever to remove the hinge.
  - 1-3) Remove the front cover (Right) in the same manner.



2) Remove the rear cover.  
- 6 screws



3) Remove the inner cover (Lower)  
3-1) Pull the Waste paper unit. Remove the Waste paper box.  
3-2) Release the lock of the Book stacking assembly and pull the Book stacking assembly.  
3-3) Remove the jam removal knob, and remove the inner cover (Lower) with the 3 jam removal levers released.  
- 9 screws



[Note]: To remove the inner cover (Lower), lift it so that the stopper is not stuck.

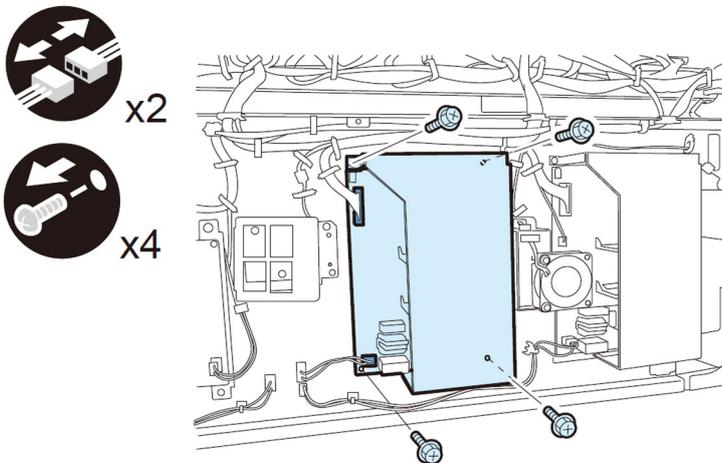
#### 4) Removal of the power supply mount

For the Perfect Binder-D1, go to the step 4-1) as it has the stack cooling fan (stack rotation assembly).

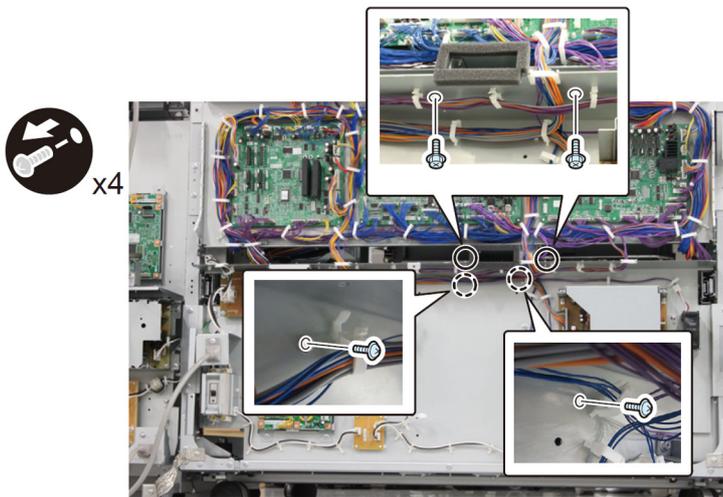
For the Perfect Binder-A1/B1/C1, go to the step 4-7) as they do not have the stack cooling fan (stack rotation assembly).

##### 4-1) Remove the power supply unit 1.

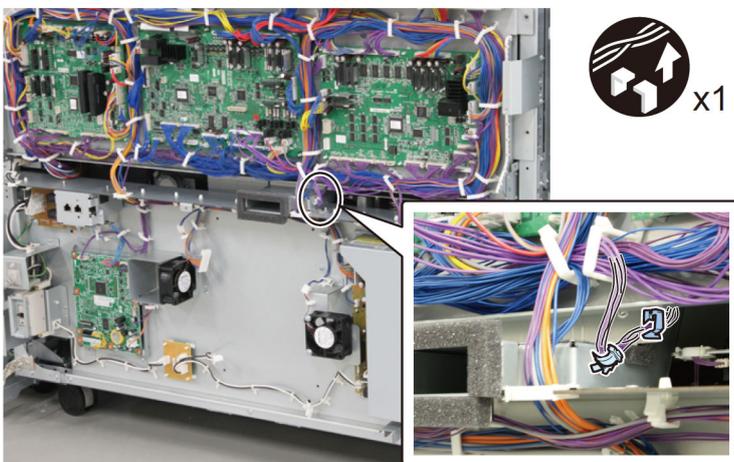
- 2 connectors
- 4 screws



4-2) Remove the 4 screws on the cooling fan unit.

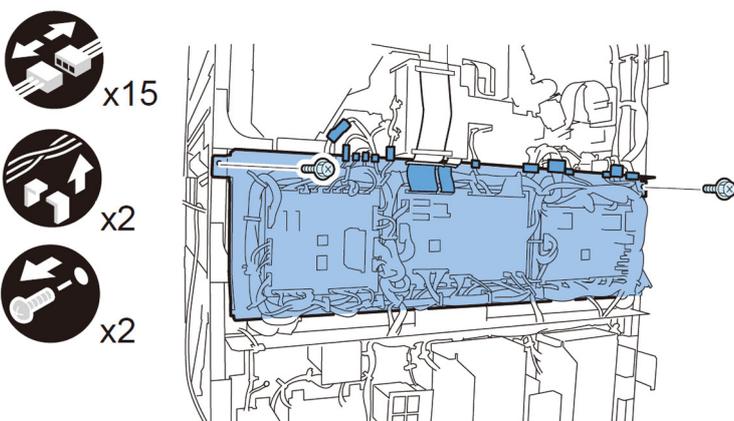


4-3) Disconnect the 1 connector and release the cable from the 1 reuse band.



4-4) Open the Controller PCB Mount.

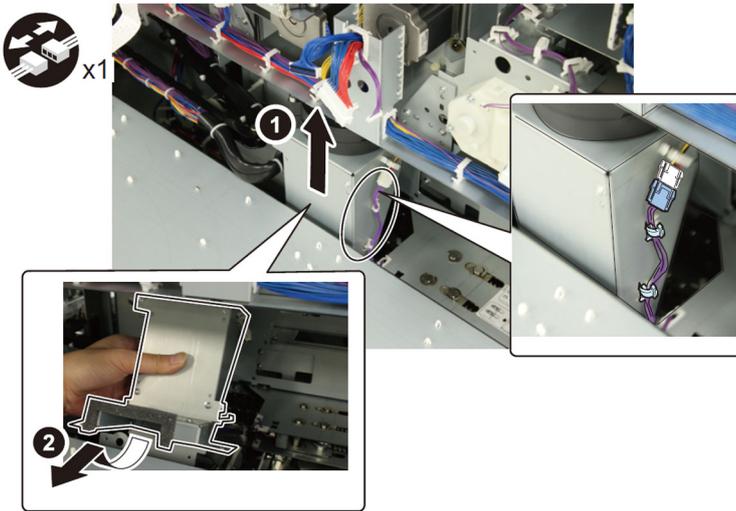
- 13 connectors
- 2 ribbon cables
- 2 ribbon cable holders
- 2 screws



4-5) Pull the Trimming assembly out.

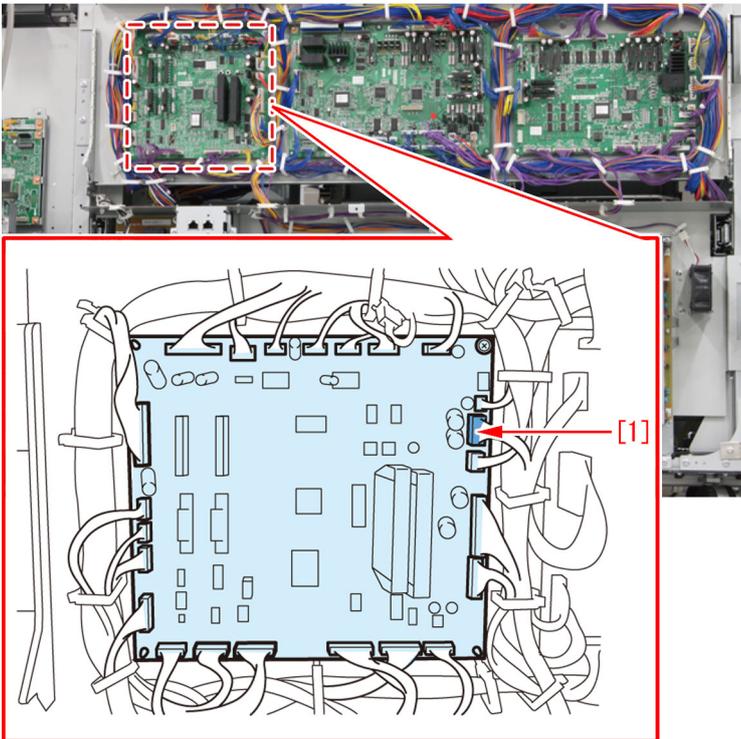
4-6) Remove the Cooling fan unit.

- 1 connector
- 2 Reuse bands



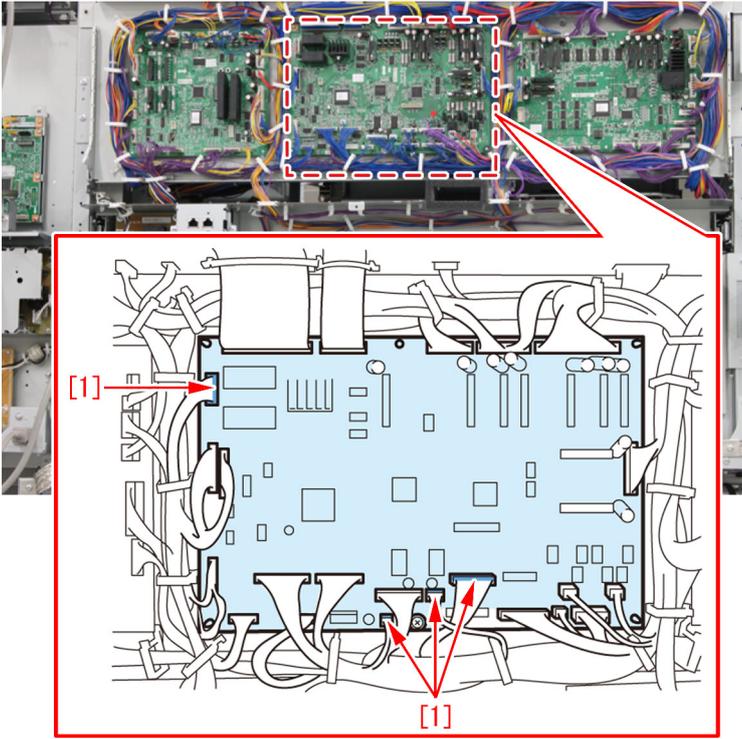
4-7) Disconnect the 1 connector [1] of the Cutter controller PCB.

[Note] The connector can easily be located by following the cable from the Power supply PCB mount to the PCB mount.

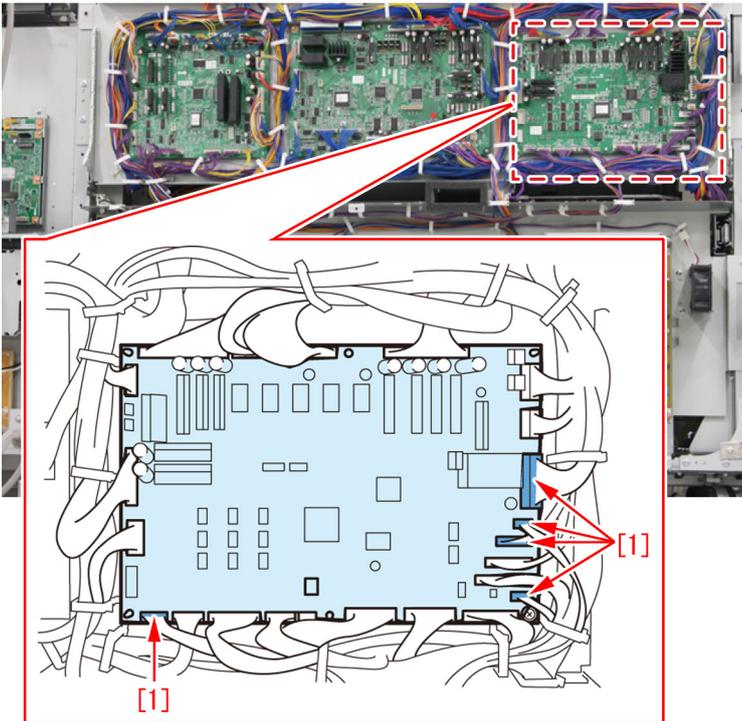


4-8) Disconnect the 4 connectors [1] of the Slave controller PCB.

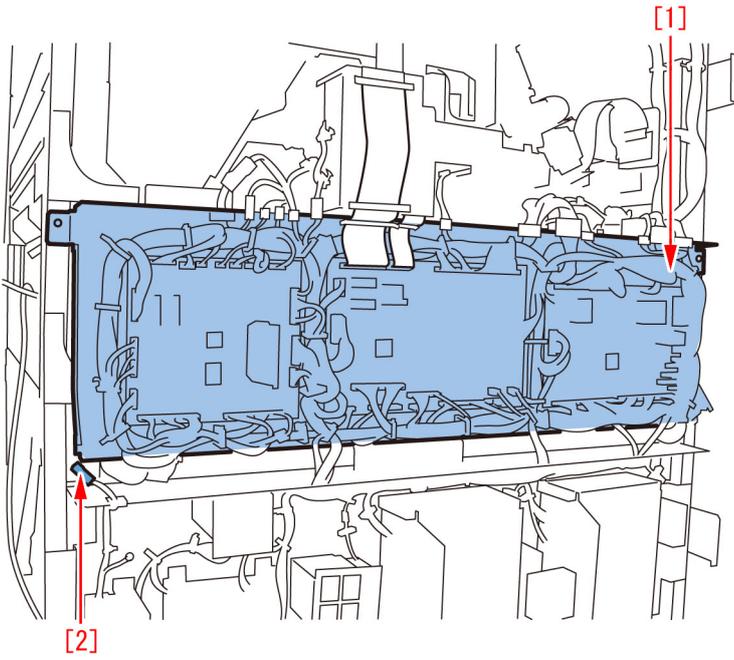
[Note] The connector can easily be located by following the cable from the Power supply PCB mount to the PCB mount.



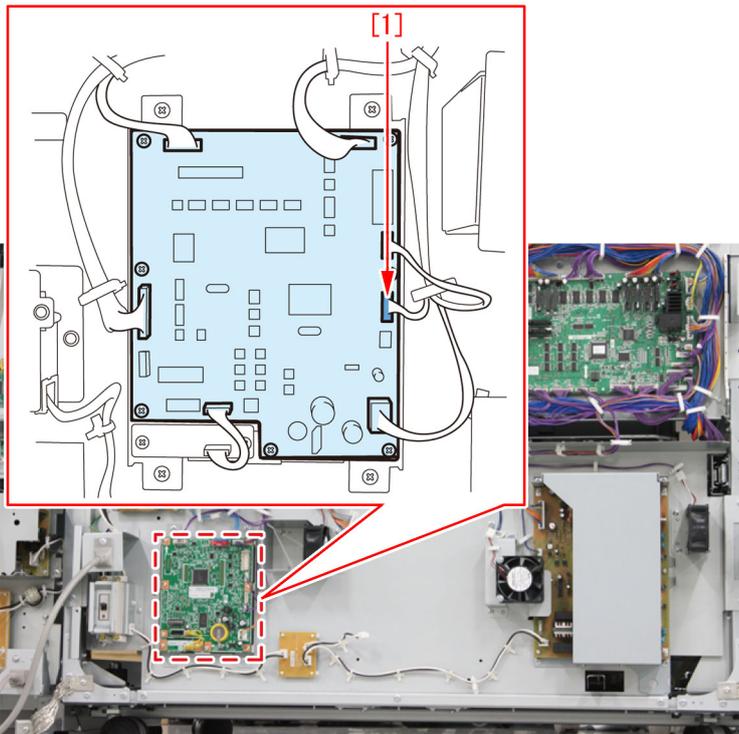
4-9) Disconnect the 5 connectors [1] of the Master controller PCB.  
 [Note] The connector can easily be located by following the cable from the Power supply PCB mount to the PCB mount.



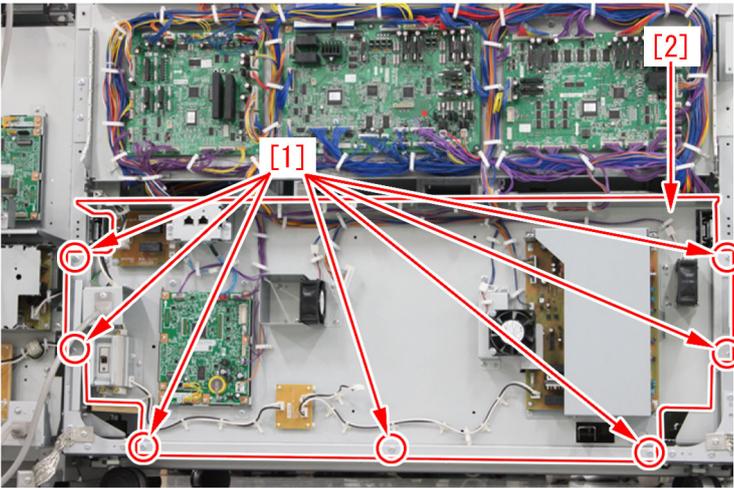
4-10) Disconnect the 1 connector [2] at the lower-left corner of the PCB mount [1].



4-11) Disconnect the 1 connector [1] of the Relay PCB (option controller).

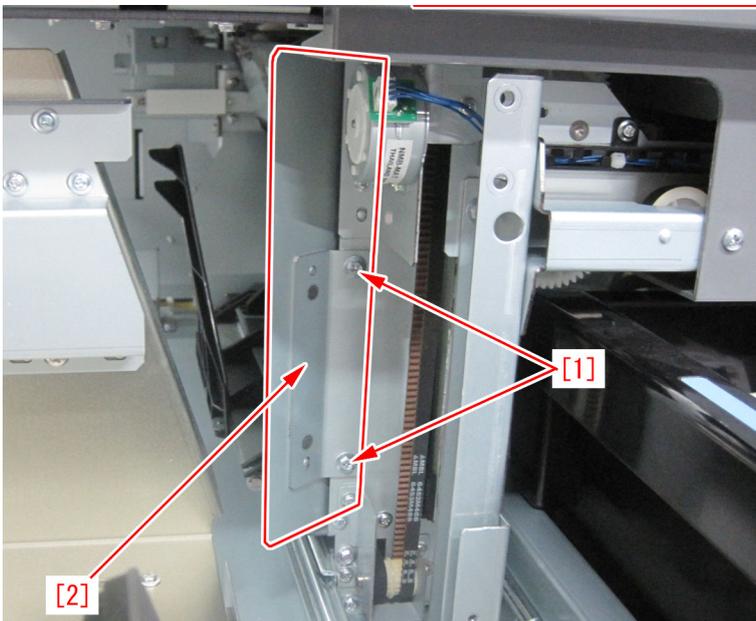


4-12) Remove the 7 screws [1] to remove the Power supply PCB mount [2].

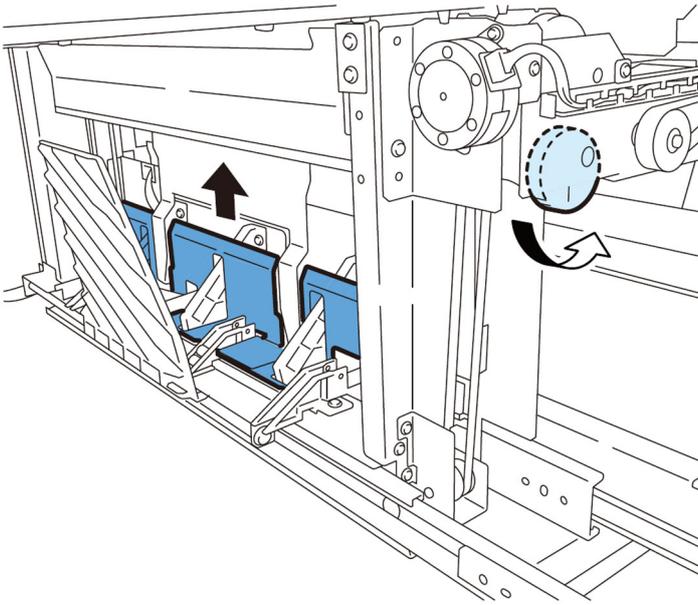


5) Replacement of the detection sensor bracket

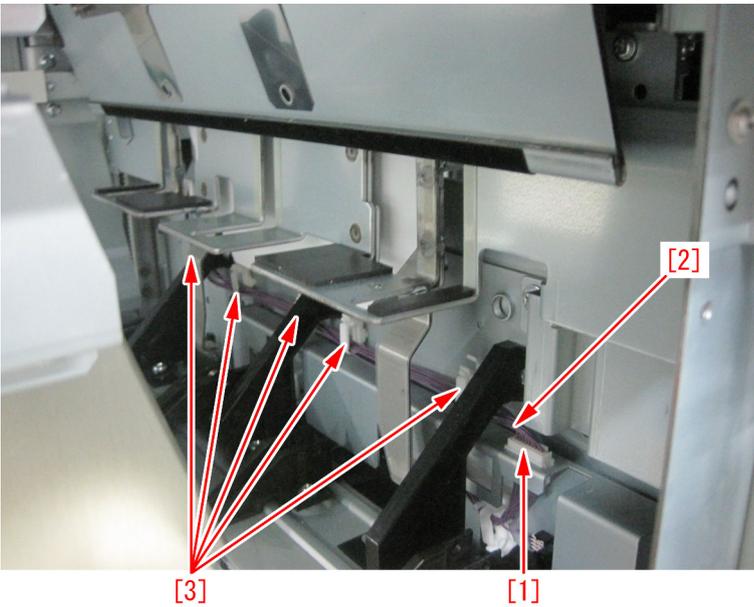
5-1) Move to in front of the machine, remove the 2 screws [1] and the metal plate [2].



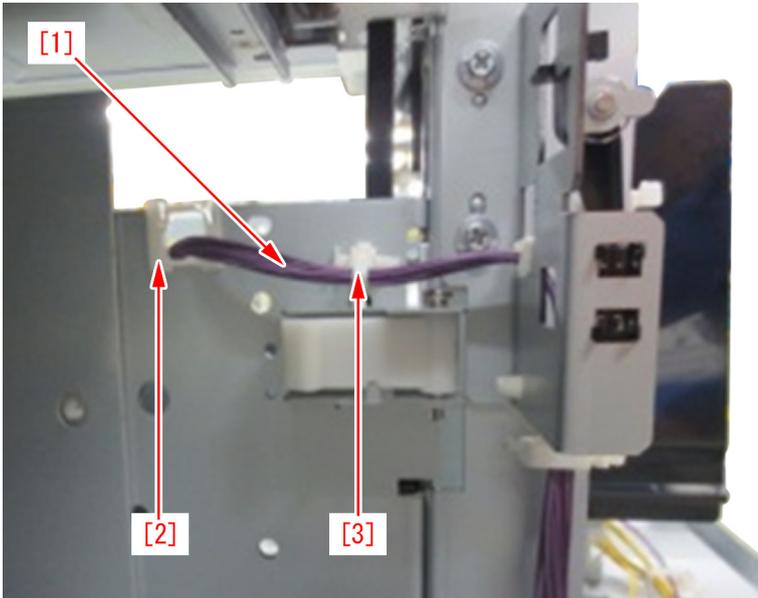
5-2) Rotate the gear of the Waste paper buffer drive unit counterclockwise and move the Stack buffer tray to the upper limit.



5-3) Disconnect the Sensor connector[1], release cable [2] from 5 wire saddles [3].

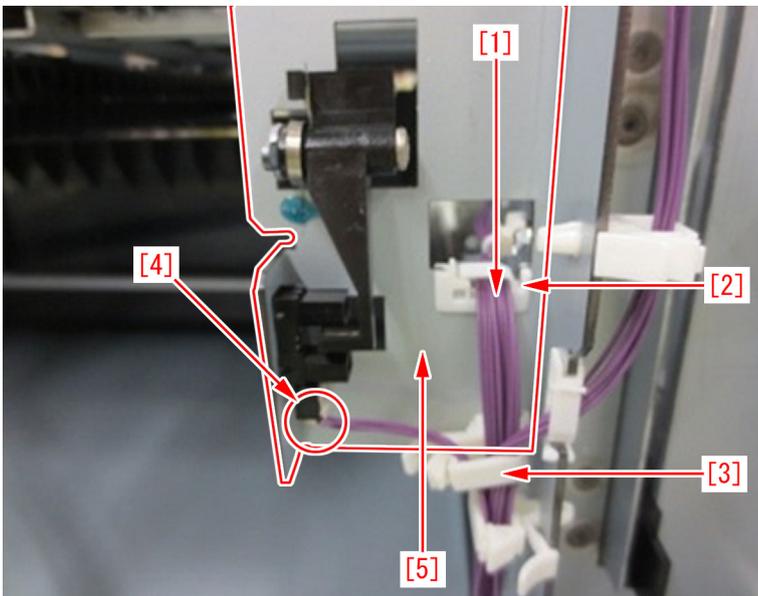


5-4) Move to at the back of the machine, release the cable [1] from the edge saddle [2] and the reuse band [3].



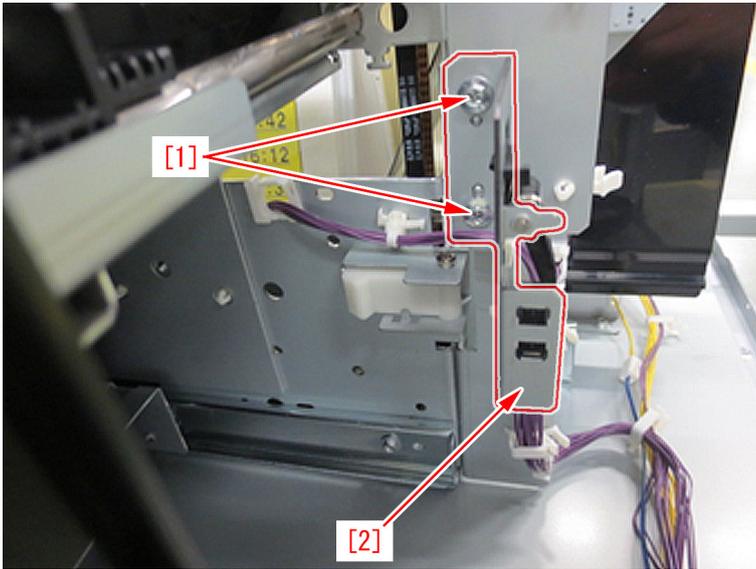
5-5) Release the cable [1] from the edge saddle [2] and the wire saddle [3].

5-6) Disconnect the sensor connector [4] and release the cable from the detection sensor bracket [5].



5-7) Remove the 2 screws [1] and the detection sensor bracket [2].

The photo shows the detection sensor bracket viewed from the left side.



5-8) Attach the sensor and the sensor flag those were attached on the detection sensor bracket to the new type detection sensor bracket (FE4-9766-000).

6) Reassemble the parts in reverse order from the step 5-7).

# Specifications-Related

Copier Color | imagePRESS C800/C700/C60 Series |

## When printing from USB memory, output is not delivered to finisher due to specify output destination default setting

### [Symptom]

On a main body with finisher and high capacity stacker connected, when it is desired to print a file in a USB memory and to deliver an output to the finisher, configuring the settings only by manipulating the UI of Main Menu does not allow the output to be delivered to the finisher. The output is delivered to the upper tray of the stacker.

### [Cause]

The above symptom occurs because the following is set to the stacker as a default.

(Settings/Registration) Top > Print > Setting the Machine (PS/PCL/UFRII Printer) > Settings Menu (Common Settings) > Specify Output Destination

### [Service work]

In order to deliver an output to the finisher during printing from a USB memory, change the above Specify Output Destination to set the finisher.

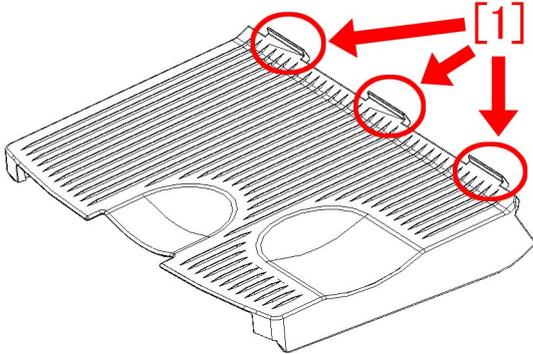
### [Caution]

- This setting is NOT the following: (Settings/Registration) Top > Function Settings > Common > Paper Output Settings > Output Tray Designation.
- The stacker cannot be used for printing from a USB memory. On the UI of Main Menu, it appears the Finisher is selected. However, actual operation is performed according to the above Specify Output Destination setting.

# The breakage of copy tray hooks due to an overloading of output paper (Copy Tray-P1/R1/R2/Output Tray-A1 )

## [Symptom]

The copy tray hooks (claws) [1] may break on an engine whose serial number is earlier than the following countermeasure cut-in serial numbers in factory.



## [Cause]

An overloading of output paper overcomes the designed strength of copy tray, and this induces the above mentioned symptom. The said symptom would not occur in the use where the stack volume in the tray is within the specification.

[Reference] The specifications of number of sheets stacked in the copy tray for each basis weight for paper is as per the followings:

- 80 g/m<sup>2</sup> or less: 250 sheets (50 for long strips)
- 128 g/m<sup>2</sup> 120 sheets (30 for long length papers)
- 105 g/m<sup>2</sup> 190 sheets
- 220 g/m<sup>2</sup> 90 sheets
- 256 g/m<sup>2</sup> 70 sheets
- 300 g/m<sup>2</sup> 60 sheets (20 for long length papers)

## [Service work]

When the aforementioned symptom has occurred, replace the copy tray 1 [1] with new type which changed shape of the hooks (claws) and enhanced strength against weight.

Main body	Model	Part number of new type copy tray 1
iR-ADV C7000/C7200/C9000/C9200 Series	Copy Tray P1	FC9-6183-010
image PRESS C800/C650 Series	Output Tray A1	FE2-0250-020
iR-ADV C7500 Series	Copy Tray R1	FE4-5914-010
image PRESS C850 Series	Copy Tray R2	FE4-5914-010

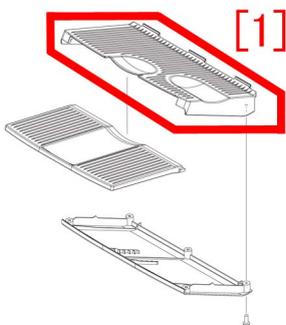
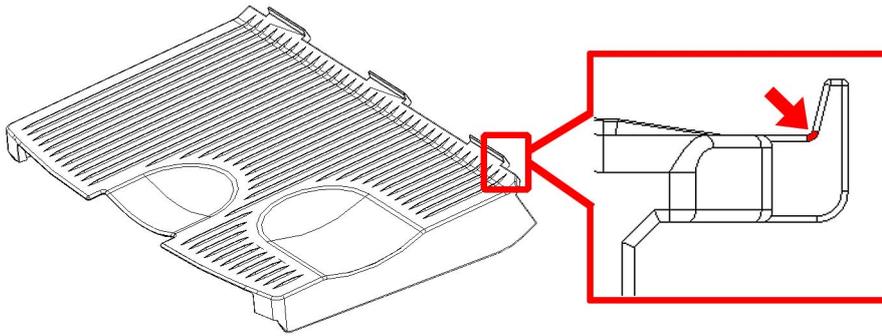
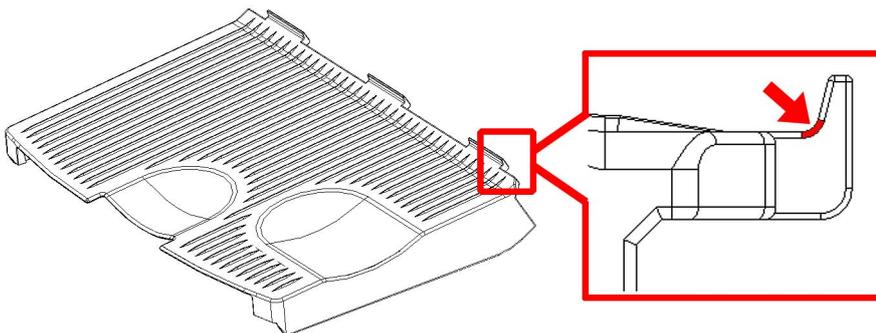


Figure [A] is the previous copy tray 1 and [B], the new type copy tray 1.



[A]



[B]

Besides above, explain the customer's attention not to overload the copy tray with the output paper.

**[Service parts]**

- Copy Tray R1/ R2

No.		Part Number	Description	Q'ty	Fig.No.
1	Old	FE4-5914-000	TRAY, COPY, 1	1->0	L10
	New	FE4-5914-010	TRAY, COPY, 1	0->1	

- Copy Tray P1

No.		Part Number	Description	Q'ty	Fig.No.
1	Old	FC9-6183-000	TRAY, COPY, 1	1->0	L01
	New	FC9-6183-010	TRAY, COPY, 1	0->1	

- Output Tray A1

No.		Part Number	Description	Q'ty	Fig.No.
1	Old	FE2-0250-010	TRAY, COPY, 1	1->0	L10
	New	FE2-0250-020	TRAY, COPY, 1	0->1	

**[Countermeasure cut-in serial numbers in factory]**

Model	Serial number
Copy Tray R1	70203101
Copy Tray R2	70202101
Copy Tray P1	70202101
Output Tray A1	70203101 or later 70202101 or later

## Notice when replacing the fixing gears.

### [Detail]

When grease applied on fixing belt unit was deteriorated or the applied amount was insufficient, gears may wear out. Therefore, follow the instructions below carefully when replacing the fixing belt unit with a new one.

### [Service work]

Prepare the following gears, new type of E-ring (XD9-0136-000) and grease SE1107 (FY9-6036-000). Follow the steps below to replace them with new ones.

- 31T GEAR (FL1-0579-000) 1pc
- 37T/42T GEAR (FU9-0977-000) 1pc

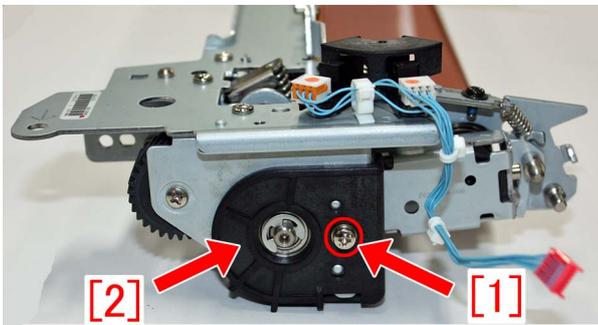
[Reference] Switch to the new type 31T gear (FL1-0579-000) which is integrated with the bearing and strengthened.

In addition, check the status of 27T gear, which is the counterpart of 31T gear, located inside the fixing drive unit. If any damage was observed on its teeth, replace the 27T gear to new one at the same time.

- 27T GEAR (FL1-1282-000) 1pc

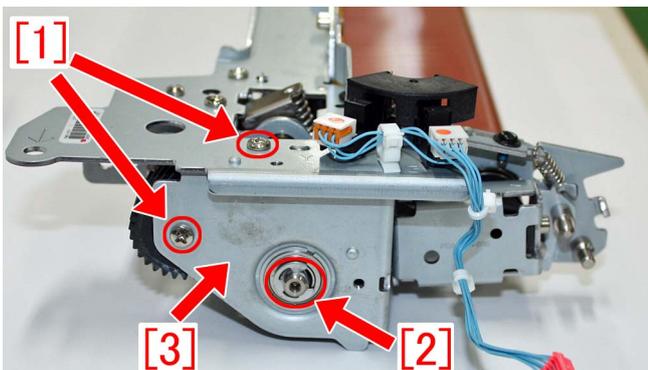
### a) Replacement of 31T gear and 37T/42T gear in the fixing belt unit

- 1) Remove the fixing belt unit referring the Service Manual.
- 2) Remove one screw [1] to detach the cover [2].



- 3) Remove one E-ring [2] and two screws [1] to detach the support plate [3].

[Note] Pay attention not to lose the bearing attached to the support plate. This bearing shall be reused.



- 4) Apply grease on entire circumference of the prepared 31T gear and 37T/42T gear, before replacing the 31T gear [1] and 37T/42T gear [2]. Apply 1.3g grease [a] for each gear.

[Reference]

- The 2 bearings attached to the old type 31T gear whose color is black will be redundant after the replacement.
- The new type 31T gear (FL1-0579-000) [2] is brass colored and integrated with the bearings.



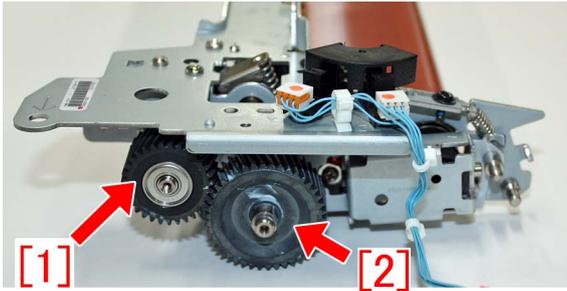
[1]



[2]



[a]



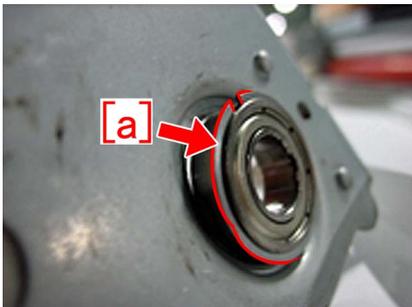
[1]

[2]

5) Reassemble the parts in reverse order from step 3).

[Note]

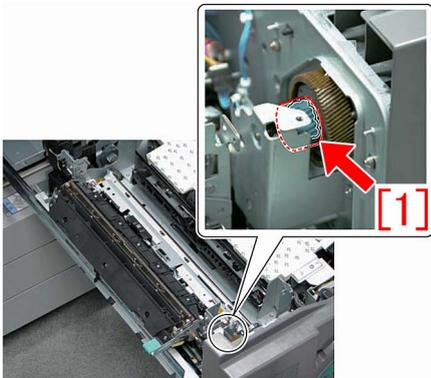
- Put the bearing which was removed at the step 3) to the support plate before fixing the support plate with screws.
- Do not reuse the E ring. Replace with a new one.
- When installing the bearing, be sure the flange [a] comes outward.



[a]

**b) Cleaning, grease application and replacement of 27T gear in the fixing drive unit**

Refer to the issued Service Information (F01476) and perform cleaning and grease application for 27T gear [1]. If necessary, replace with a new 27T gear [1].



[1]

**[Service parts]**

No.		Part Number	Description	Q'ty	Fig.No.
1	Old	FU0-0126-000	31T GEAR	1 -> 0	811
	New	FL1-0579-000	31T GEAR	0 -> 1	

No.		Part Number	Description	Q'ty	Fig.No.
2	Old	FU9-0977-000	37T/42T GEAR	1->1	811
	New				
3	Old	FL1-1282-000	27T GEAR	1->1	332
	New				
4	Old	XD9-0136-000	RING, E	1->1	811
	New				
5	Old	XG9-0499-000	BEARING, BALL R-1560X2ZZR	2 -> 0	811
	New	FL1-0579-000	31T GEAR	0 -> 1	

# Controller Specification

## Mixed media setting does not work properly for VDP job. (imagePRESS Server F200/G100)

### **[Symptom/Question]**

When printing VDP (Variable Data Print) job with using Mixed media setting, the Mixed Media setting does not work expectedly.

### **[Cause]**

This is a known limitation of Mixed Media and VDP job.

The Fiery server treats each VDP record as a separate job when applying Mixed Media settings to a VDP job. Consequently, you will get unexpected output result depending on the condition.

### **[Remedy/Answer]**

There are two way for solution.

1. When FreeForm 1 Record Length is set to "FreeForm master", you have to define Mixed media settings to the range of master page length.
2. If you wish to apply Mixed media settings to variable data, change FreeForm 1 Record Length from "FreeForm master" to "Job" in Configure. Then, the job might be printed according to the Mixed Media settings.

### **[Actual case]**

Defined Mixed media settings to print each page from different paper deck, and apply it to FreeForm(VDP) job. As a result, all pages are printed from the same paper deck that is assigned for page 1.

## "BookletFinisher-W1" and "BookletFinisher-AM2" do not exist in Available options. (imagePRESS Server F200/G100)

### [Symptom/Question]

"BookletFinisher-W1" & "BookletFinisher-AM2" do not exist in Available options in Configuration tab of printer driver properties. It is unable to configure correct device options.

### [Cause]

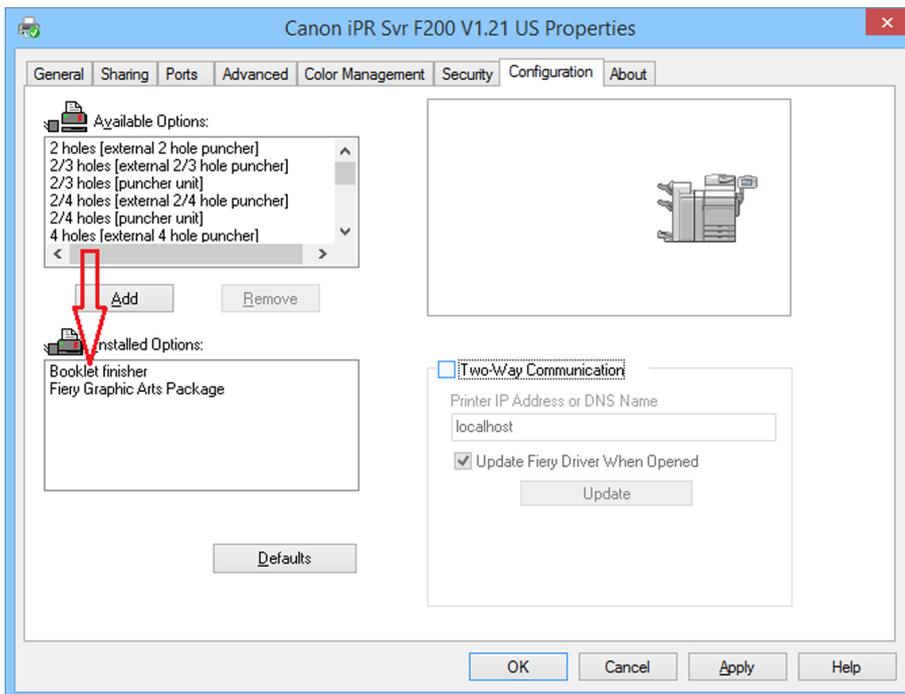
That is a specification.

There is "BookletFinisher" in Available Options instead.

It corresponds to both "BookletFinisher-W1" (for iPR C850 series) and "Booklet Finisher-AM2" (for iPR C800 series).

### [Remedy/Answer]

Please select "BookletFinisher" from Available Options and add it to Installed Option. Or, enable Two-way Communication, and press Update button. Then, you can use all functions of BookletFinisher-W1/AM2.



## Cannot staple for multiple worksheets in Excel ( Print Server )

### **[Symptom/Question]**

You can print whole book or selected worksheets in Excel.

However, when you print multiple worksheets in Excel, you cannot staple for multiple worksheets.

Only the selected worksheet is stapled, other worksheets are printed as another job without the staple setting.

All versions until Excel 2016 are reproducible. (At the moment of Feb 2018)

### **[Cause]**

A limitation of Excel.

Excel has print settings per worksheet, so print settings are applied for the selected worksheet and other worksheets are printed without the print settings.

### **[Remedy/Answer]**

No workaround. Cannot staple for multiple worksheets.

You need to use other applications that have the pages you want to print.

## imagePRESS Server shuts down when MFP shuts down by auto shutdown timer. ( imagePRESS Server-F200 / H300 )

### **[Symptom/Question]**

When auto shutdown timer is activated in user mode of MFP, imagePRESS Server shuts down automatically when MFP shuts down by auto shutdown timer.

### **[Cause]**

It is correct behavior by design.

imagePRESS Server shuts down when MFP shuts down by auto shutdown timer except the conditions described below.

- 1) imagePRESS Server is booting up.
- 2) imagePRESS Server is running setup mode.

### **[Remedy/Answer]**

#### **Workaround:**

No workaround is available to avoid auto shutdown of imagePRESS Server except the condition 1) or 2) above mentioned.

#### **Note:**

Auto shutdown functions are not visible in user mode of MFP at shipping condition except the model for Europe region. It requires changing service mode to activate.

Before activating auto shutdown functions in the service mode, please accept all descriptions in this document.

## Fiery server does not apply the Virtual Printer job settings to a PCL job. ( imagePRESS Server G100 )

### **[Symptom/Question]**

Users may not get expected output when they are printing a PCL job with a Virtual Printer.

### **[Cause]**

The Virtual Printer does not support PCL jobs.

### **[Remedy/Answer]**

Use the PostScript driver which is supported by your Fiery server instead of a PCL driver. The Virtual Printer job settings will be applied to the job generated by the PostScript driver.