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imagePRESS C750 C850

Preventative Maintenance Procedure

Last update 05/30/2019

> ## Purpose

Increase the following items.

- ◆ **FCFR** (*First Call Fix Rate*)
- ◆ **Uptime**
- ◆ **MCBC** (*Mean Copies Between Calls*)
- ◆ **Customer Satisfaction**

FCFR, MCBV, Uptime

Parts Cost

Visits, Labor
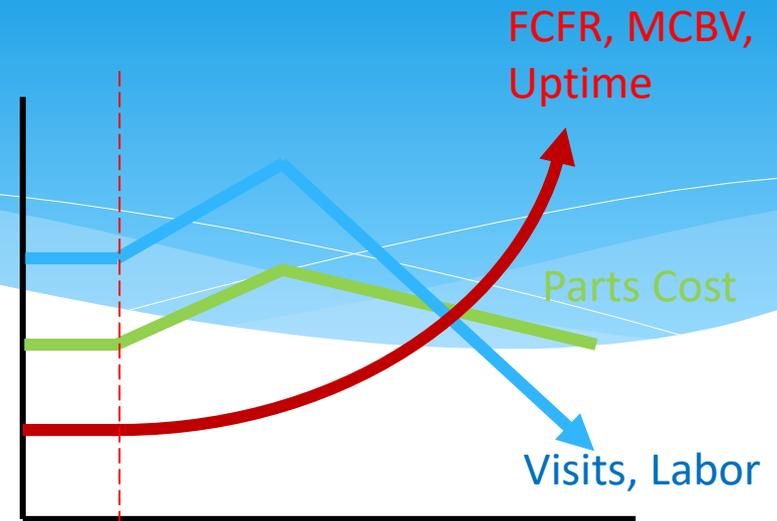
Implementation of the Preventative Maintenance Procedure

> ## How to use

| Pre-Visit Serviced History Check | Common Process (Before) | Maintenance Process | Common Process (After) |

This document was developed by Canon USA Engineering Services and Solutions to perform consistent, effective and efficient maintenance on all Canon products.

Service History Check – [Pre Visit]

Procedure	Detail	Note	Time
Action Prior to Customer Visit: **Whenever possible, Check Snapshot for :** • Firmware Version • Event History • Part Counters • Service Mode Settings	1. Log into Snapshot : 	• Enter the machine Serial Number to check the following: 1. Firmware Version – **Prepare Firmware if necessary** 2. Communications 3. Counters – **Machine Usage** 4. Event History – **Check History for Errors, Alarms and Jams** 5. Consumable Part Counters - **Prepare Consumable and Durable Parts** 6. Service Modes **ITB Belt Position [disp_misc ITB-POS]** 1. Understand the machine's current condition (jams and error, needed consumable parts) before visiting EM call or PM-Call. 2. Prepare all consumable parts that exceeded Target and replace them on a PM-call, replace any parts that exceeded life you have now at the EM call. 3. Take the necessary actions for the jamming and errors.	**Check** **6 min**

Common Process (Before)

Procedure	Detail	Note	Time
C1 Verify Customers' Concern	Ask the customer about the condition of the machine and validate any issues they have. Ask Questions to find out if there are any following issues on the machine? 1.Copy Quality 2.Jamming 3.ERROR 4.Other issues (Copier Only) 5.No Problem [Check]	◆ **Point:** - To perform efficient maintenance, we need to ask the customer about machine condition.	Check **1 min**
C2 Check the Serial Number	Scan the barcode of the machine and change the status to "Arrive". [Scan]	◆ **Point:** - If the serial number is incorrect and there is more than one machine at the account that is down please notify dispatch.	Scan **1 min**
C3 Perform COM-TEST	➢ COPIER > Function > INSTALL>COM-TEST [COM TEST] [Check]	If COM-TEST is NG, fix this issue at first. If you can't fix this issue please insure the issue is resolved prior to leaving the account.	Check **1 min** COM TEST **1 min**
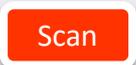
Common Process (Before)

Procedure	Detail	Note	Time
C4 Check Service Log	1. Check Service Log ADVANCED Maintenance Service Log iR ADV 7/9000 s For Cycle Clinic Ver1 Serial # Date Installed Account Name Contact Name DO NOT THROW AWA. TT&S and Service Planning **Check**	◆ **Point:** 1. Check the log to see if there is any reoccurring issues. If you see the same issues listed on the log, then the root cause hasn't been fixed. 2. Check what parts were replaced recently. These parts should not be replaced again for the same issue. 3. If the problem seems to be related to the previous call, check what the previous tech did.	**Visual Check** **1 min**
C5 Check Service History **If Canon Snapshot tool was used successfully, skip steps C5 through C9** If you see repeating ERR/JAM/ALARM codes, find the cause and fix that issue.	1. Check ERR/JAM/ALARM history ➢ COPIER>DISPLAY>ERR ➢ COPIER>DISPLAY>JAM ➢ COPIER>DISPLAY>ALARM **Check**	If you find a lot of intermittent or same ERR/JAM codes shown below, check the ADV Topics. **ERR** 1. E-023 5. E007 2. E-540 6. E008 3. E-004 7. E503 4. E-006 8. E194 **JAM** 1. 112F 2. 0110 3. 110F **ALARM** 040xxx Cassette Retry/Deck Lift Errors 060002 Fixing Belt End Of Life 060004 Pressure Belt Torque 1001xx Patch Sensors Dirty 1100xx Waste Toner 34000x Patch Reading Issue 500010 ADF Separation Fault 64000x Neat Stacking Issue	**Visual Check** **1 min**
C6 Check System Software Version **If Canon Snapshot tool was used successfully, skip steps C5 through C9**	Check System Software Version ➢ COPIER>DISPLAY>VERSION Update the system software to latest version. **Before updating the System Software on the machine side please check version compatibility of all accessory. (Fiery & PrismaSync)** **Check** **Update**	◆ **Point:** **General Population:** The latest firmware versions as of 10_18_16 iPC750/C850 v36.01.03 **TP16-238** iPC 700/800- v36.01.02 **TP16-212** iP C700/800 w/PrismaSync-v30.52.01 See **TP16-175** for envelope support **When imagePRESS Server G100 or F200 with ver 1.1 is connected to an iPC60/C700/C800, the System Software must be at ver 10.23 or higher.** **If the iPC60/C700/C800 is connected to a PRISMA sync Controller, The System Software version 12.0 is NOT Supported.**	**Check** **1 min** **Update** **20 min**

Common Process (Before)

Procedure	Detail	Note	Time
C6 Check System Software Version (continued)	Check System Software Version ➤ COPIER>DISPLAY>VERSION [Check] [Update]	Ensure up to date version is on the device.	

Procedure	Detail	Note	Time

Common Process (Before)

C7

Check the Image Formation Counters

Reset the counters if parts are replaced.

Check that physical condition of the part matches the counter

If Snapshot tool was used successfully, skip steps C5 through C9

1. Check the Drum, Corona and Cleaning Blade counters.

[Check]

[Replace]

➢ COPIER>COUNTER>DRBL-1
➢ COPIER>COUNTER>DRBL-2

◆ **Point:**
*Replace any parts at or above 100%
Drums and Developer may exceed rated life, change based on counter, print quality and customer needs

Drum
COPIER>COUNTER>LF
➢Y-DRM-LF = %
➢M-DRM-LF = %
➢C-DRM-LF = %
➢K-DRM-LF = %

Developer
COPIER>COUNTER
➢DRBL-1>DV-UNT-C
➢DRBL-1>DV-UNT-Y
➢DRBL-1>DV-UNT-M
➢DRBL-1>DV-UNT-K

Coronas
COPIER>COUNTER
➢PRDC-1 >PRM-WIRE
➢PRDC-1 >PRM-CLN
➢PRDC-1 >PRM-CLN2
➢PRDC-1 >PO-WIRE
➢PRDC-1 >PO-CLN
➢PRDC-1 >PO-CLN2
➢PRDC-1 >PRM-GRID
➢PRDC-1 >GRID-PAD

Drum Cleaning
COPIER>COUNTER
➢DRBL-1 >CLN-BLD
➢SU-SHT-K
➢EDGE-F-K(2)

Visual Check
1 min

Replace
10 min

C8

Check the P/U Roller Counters

Reset the counters if parts are replaced

Check that physical condition of the part matches the counter

If Snapshot tool was used successfully, skip steps C5 through C9

Check the roller counters.
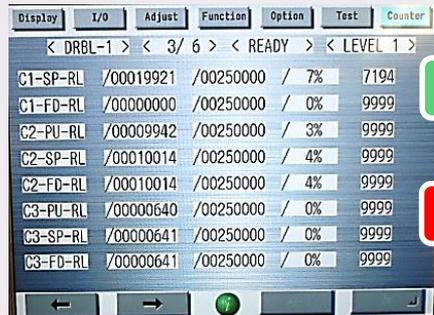
[Check]

[Replace]

◆**Point:**
*Replace any rollers at or above 100%
Cassette 1,2,3,4, Bypass: COPIER>COUNTER>DRBL-1
➢C1/C2/C3/C4 - SP/FD/PU-RL
➢M-SP-RL
➢M-FD_RL
Multi Drawer Deck: COPIER>COUNTER>DRBL-2
➢PD-PU/SP/FD-RL (Upper Deck)
➢PD-PU/SP/FD-R2 (Middle Deck)
➢PD-PU/SP/FD-R3 (Lower Deck)
ADF: COPIER>COUNTER>DRBL-2
➢DF-PU-RL
➢DF-FD-RL
➢DF-SP-RL
➢LNT-TAP1
➢LNT-TAP2

Visual Check
1 min

Replace
10 min

Common Process (Before)

Procedure	Detail	Note	Time
C9 **Check Transfer, Fixing and Filter Counters** **Reset the counters if parts are replaced* **Check that physical condition of the part matches the counter* **If Snapshot tool was used successfully, skip steps C5 through C9**	1. See the Parts counter. COPIER>COUNTER>DRBL-1 COPIER>COUNTER>PRDC-1 Check Replace	◆ **Point:** <u>Replace any parts at or above 100%</u> COPIER>COUNTER>DRBL-1/PRDC-1 **ITB/2nd Transfer** ➢ 2TR-ROLL ➢ TR-BLT ➢ 2TR-INRL ➢ 1TR-RL-Y ➢ 1TR-RL-M ➢ 1TR-RL-C ➢ 1TR-RL-K ➢ TR-STC-H ➢ ITBCLN-U ➢ ITB-SCRP **Fixing** ➢FX-BLT-U ➢FX-BLT-L ➢FXLW-TH1 ➢FXLW-TH2 ➢CLEANING/FX1-RFRL ➢FIXING/FX-RF-RL **Filters** ➢OZ-FIL1 ➢AR-FIL1 ➢AR-FIL2	**Visual Check** 1 min **Replace** 60 min

Common Process (Before)

Procedure	Detail	Note	Time
C10 Make Samples (Before Sample)	Take following Print/Copy samples. Copy from ADF and Copy Glass. PG5(Y,M,C,K) PG10 CA-8 Check Check	Address any issues found. 1. Black band on 2nd side 2. Light or missing image on rear side from developing roller coating failure 3. White band 4. White line 5. White spots (Y, M or C) 6. Color Displacement (Main or Sub scanning direction)	**Check** **5 min**
C11 Test Paper Feed	**Perform C10 and C11 at the same time to save time** Take copies from All Cassette at least 5 each from ADF. Check 1. Cassette 1 2. Cassette 2 3. Cassette 3 4. Cassette 4 5. Bypass Tray or Paper Deck	Take copies from following cassette. ◆Point: Make following jobs. 1.Double sided 2.Staple 3.Hole punch If the machine jams, find the cause and fix that issue.	

Maintenance Process

Procedure	Detail & Action	Note	Time
M1 Clean the DADF Paper Dust Collection Tapes	 Clean	◆ **Point:** 1. Remove the **Side Left Cover** and the **Inner Cover** and clean the paper dust from the **Paper Dust Collecting Tapes.** 2. The **Paper Dust Collecting Tapes** are contained in the Side Left Cover: (**side cover blanking #FC8-5733-000** Qty: 1)and Inner Cover: (**Cleaner dust sheet #FC8-5727-000** Qty: 8)	Clean **5 min**
M2 Clean DADF Rollers /Sensors *** Do not use alcohol to clean the rollers. Use water, roller cleaner or soap and water.**	Clean the rollers if you didn't replace them in step 5. 1. P/U, Sep Rollers 2. Delivery Rollers Clean	◆ **Point:** 1. Clean the **Rollers** using a lint free cloth with soap and water. Sensors should be cleaned using a blower brush. 2. Check that Document Guide Assembly is installed/not missing. Guide FM3-6234 and Sheet FC8-5773. See TP10 206.	Clean **3 min**
M3 Clean the Glass/Platen roller	 Clean	◆ **Point:** 1. If the **2nd side Glass in ADF** is dirty or there are a lot of Alarm codes for this Glass (Alarm code: 020021), take out the **2nd side glass** and clean both side of it. 2. Clean the **ADF Reading Glass** and **Copy Glass** with Oil cleaner (**FY9-6020-000**). 3. Clean the **Platen Roller** with Alcohol.	Clean **3 min**
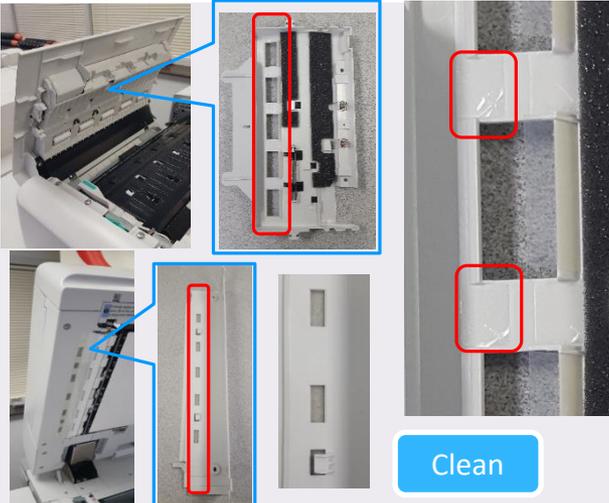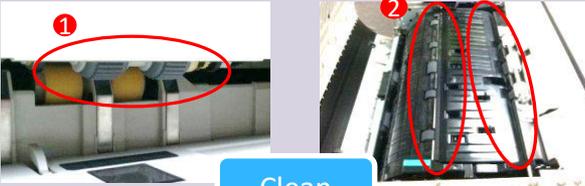
Maintenance Process

Procedure	Detail & Action	Note	Time
M4 Clean the Primary and Pre Transfer Corona Assembly (Bk only)	**Primary Corona** **Pre Transfer Corona** Clean 	◆ **Point:** **Primary Corona:** 1. Inspect / Clean the **Grid, Wire, Blocks** and **Shell** **Pre Transfer Corona:** 1. Inspect / Clean the **Wire, Blocks** and **Shell**	Clean **3 min**
M5 Clean the Dust Proof Glass (Bk and Color)	Clean the Dust Proof Glass for both YMC and BK **YMC** Clean **Black** Clean	◆ **Point:** **YMC:** Use the **Dust Proof Glass Cleaning Tool** mounted to the inside of the **Upper Front Cover**. Insert the cleaning tool pad side down. The **Dust Proof Glass Cleaning Pad (FL2-4425)** should be replaced if worn. **Black:** Slide out the **Dust Proof Glass** and wipe clean using a soft lint free cloth.	Clean **4 min**

Procedure	Detail & Action	Note	Time

Maintenance Process

M6

Clean the Black and Color Drum and Developer areas

*Step M6 and M7 should be done at the same time. The Black Drum and ITB need to be removed for better access to the Patch Sensors

Clean

3 **1** **2**

<Black>

Clean

<Color>
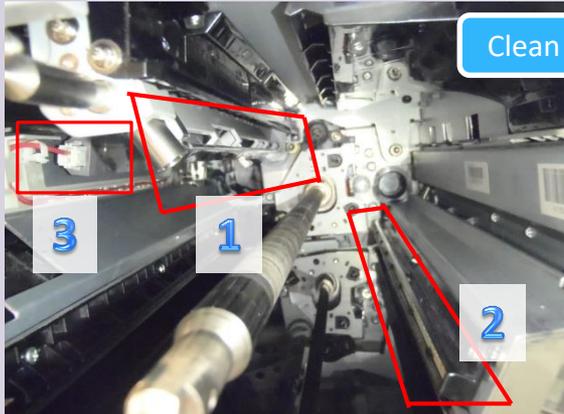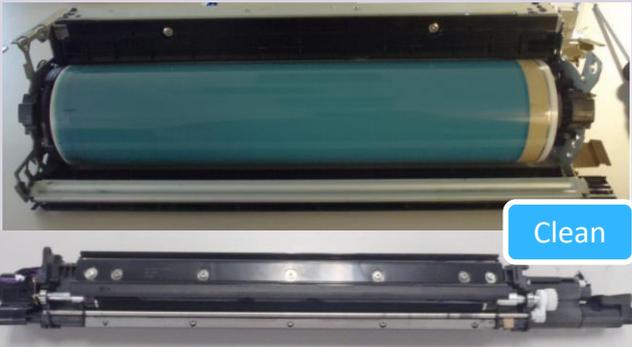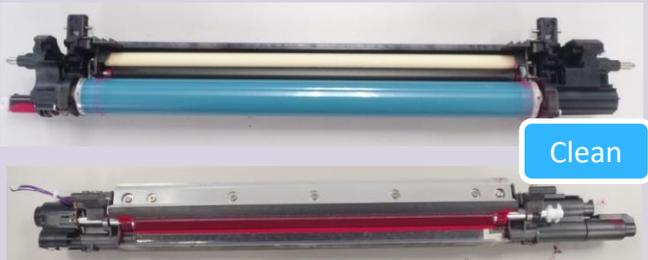
Clean

◆ **Point:**
Clean any toner or debris found around:
1. **Drum Potential Sensor, Thermopile and Thermistor** area
2. **Drum Cleaning Pre-Exposure LED**
If there is excess toner in these areas, please inspect the **Black Drum and Developer Units** thoroughly to determine the cause.

Also check
3. Ensure BK Developer bias contacts is in correct position (see pic below)

◆ **Point:**
Inspect / Clean the following:
1. Drums – Check the entire surface for wear / damage and remove any debris that may be stuck on the edges of the **Drum**. If the **Drum** is not being cleaned properly, remove and inspect the **Cleaning Assembly.**
2. **Clean Toner Catch Tray under Black Drum and Patch Sensor for Black Drum.**
3. Developing Assembly – Inspect Mylar Seals and clean any excess toner from the **Toner Collecting Sheet** and **Bias Roller**

Clean

10 min

Procedure	Detail & Action	Note	Time

Maintenance Process

M7

Clean the ITB and Patch Sensors

*Step M6 and M7 should be done at the same time. The Black Drum and ITB need to be removed for better access to the Patch Sensors

TP15-010
The new ITB Cleaning Assembly does not include the rear side c block unit or the heat shield. When replacing the ITB Cleaner assembly it is also necessary to move the contact block unit and Heat Shield from the old ITB Cleaner assembly to the new one.

Clean

Clean

Note
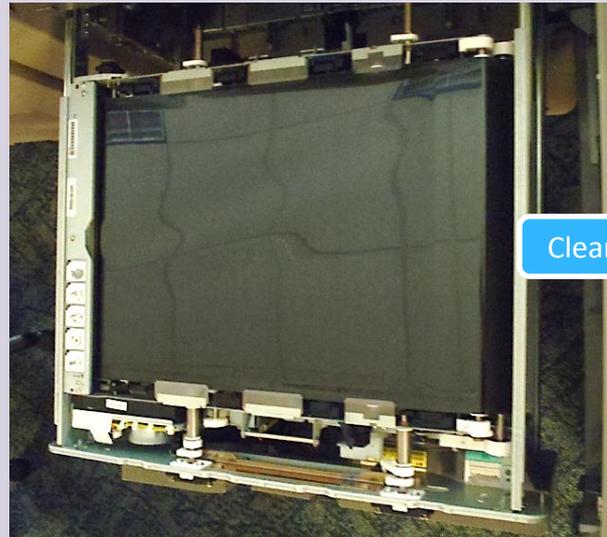
◆ **Point:**
1. Clean any toner or debris found around the edges of the **ITB Assembly** and **Cleaning Unit**.
2. If the surface of the **ITB** is covered with toner, remove and inspect the **Cleaning Unit**.
3. Inspect the surface of the ITB Belt for marks and scratches
4. While ITB Assembly is out of machine:

Clean Secondary Transfer Inlet Guide and Thin Paper Wraparound Guide.

Clean ITB Rail Frame.

◆ **Point:**
1. Check /clean the **Patch Sensors**. Remove any excess toner found around the **Shutters**. Use your finger to slide open the **Shutters** to inspect the **Patch Sensors**.

Clean

10 min

Procedure	Detail & Action	Note	Time

Maintenance Process

M8

Clean the Fixing Feeder Frame and Registration area

"010C" Jams on 2nd sided copies only: Check registration guide. Clean the guide plate of any surface deposits. Contact TT&S if cleaning doesn't improve jamming.

Recommended to clean the paper guides in the registration vigorously with alcohol to remove any glue or adhesives from Envelopes or Label Paper to minimize the occurrences of "010C" (See Fig 1)

Clean

Clean

[B] [2]
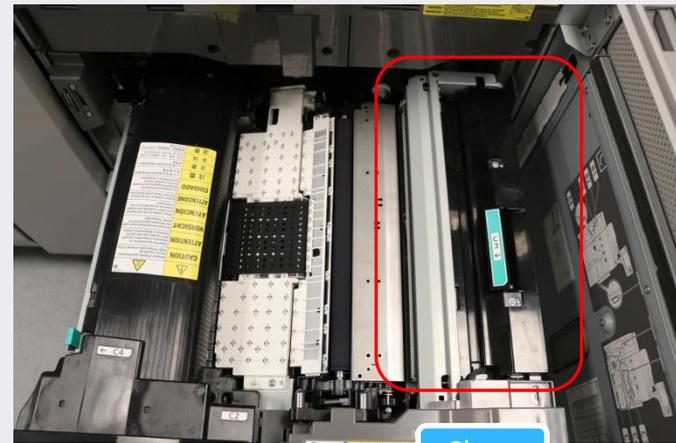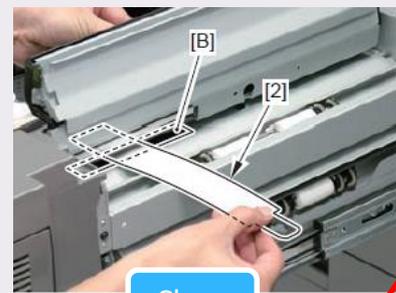
Clean

Clean Registration Guides and Rollers. Clean Secondary Transfer Guide and Pre-Fixing Belt Areas.

Figure 1 below:

010C Jams

There are surface deposits on the guide plate
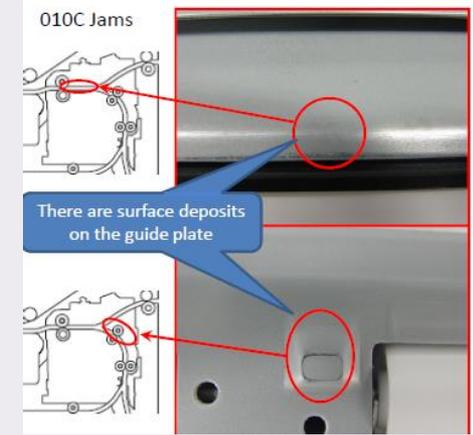
Clean CIS Unit with Tool. Check for paper jam remains under guides. Remove and Clean both sides of Secondary Transfer Static Eliminator.

Remove Secondary Transfer Roller and clean cavity.
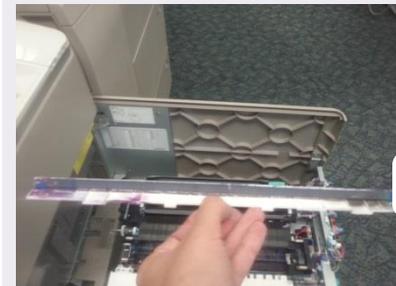
Clean

Rear side of Static Eliminator.

Clean

5 min

Procedure	Detail & Action	Note	Time

Maintenance Process

M9

Clean the Fixing Area

Clean

Check

Depending on the user environment, the Refresh Roller may engage with the Fixing Belt more frequently. In this case, stains might adhere, but they can be easily cleaned off with alcohol and a lint free rag. If the Refresh Roller is damaged, more than likely the Fixing Belt will become damaged as well. In such a case, both the Fixing Roller and Refresh Roller should be replaced at the same time.
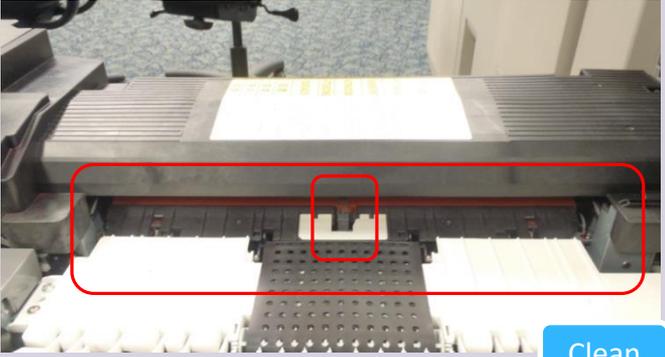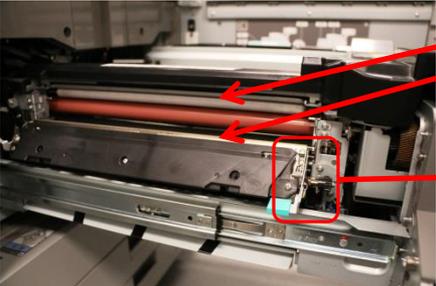
◆**Point:**
Clean the **Fixing Assembly Entrance Guide** and check the **Fixing Inlet Sensor** FE3-6321.

◆**Point:**
Inspect the **Bearings** in both the **Upper and Lower Belt Assemblies.**
Bearing failure can cause the Halogen Lamp to break and cause **E002, E003, E004 and E006** codes

Check/Clean Refresh Roller.
Clean Inner Delivery Unit Separation Plate

020F Jams: Rotate One-Way Gear and confirm that top Delivery Roller rotates. Remove and clean and lube Bushings/Roller Shaft Ends.
Check inner delivery upper roller bushings TP15-232

Clean

3 min

Visual Check

1 min

Maintenance Process

Procedure	Detail & Action	Note	Time

M9

Fixing area continued

Check Gears: Manually rotate gears and clean all the gears between the teeth and grease it
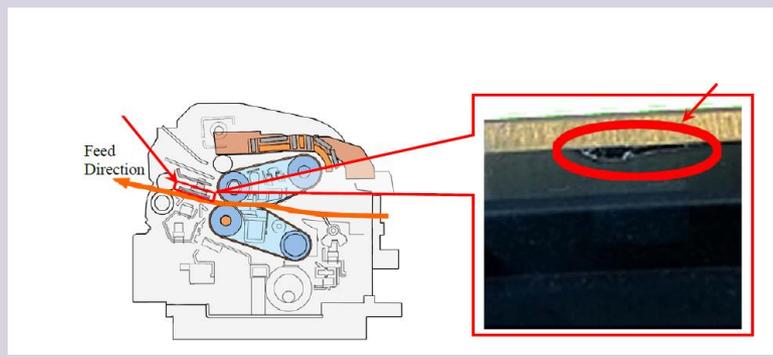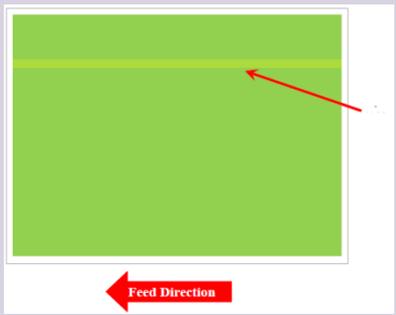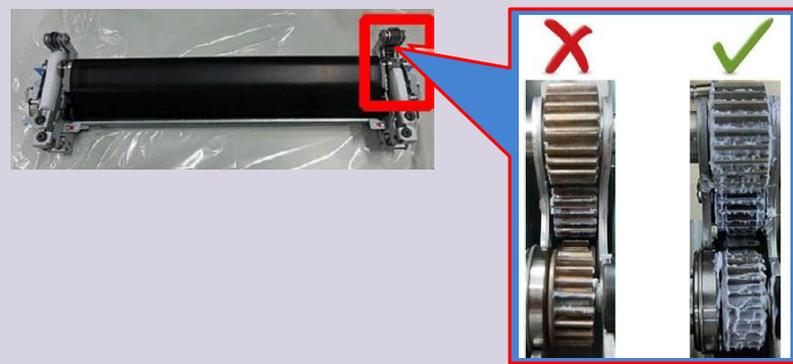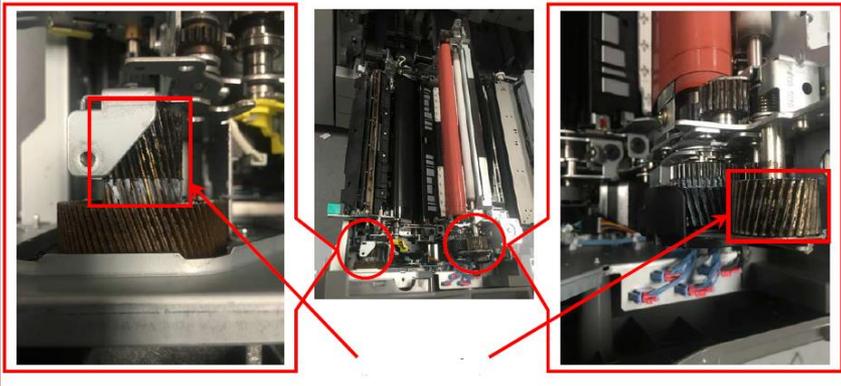
TP16-172 : Precaution when replacing Fixing Belt.
27T Gear in the fixing drive unit and 31T Gear in the Fixing Belt unit needs to be greased.

TP16-173 : When the upper belt assembly is replaced, be sure to apply the proper amount of Grease to the Gears on the Lower Belt Assembly.

Use Lube SE1107 Grease #FY9-6036-000

Check

5 min

Feed Direction

TP16-116 :Countermeasure for non glossy streaks in High Density Prints. Check Mylar tape on separation plate in the Fix assembly

Procedure	Detail & Action	Note	Time
M9 Fixing area continued	 Check	◆**Point:** (a) Check the **Fixing Drawer** connector and (b) halogen lamp wiring (front and rear sides) if the following Error Codes are found: **E004-0205/0501/0502** **E006** **E007-9902**	
	 Check	◆**Point:** Inspect the **Fixing Feeder Assembly Open/Close Switch Holder.** A – Incorrect B – Correct 2 – Boss	**Check** 5 min
	 Check	◆**Point:** Inspect the **Fixing Feeder Assembly Open/Close Switch Holder. (Front view)** A – Incorrect B – Correct	

Maintenance Process

Procedure	Detail & Action	Note	Time

Maintenance Process

M10

Clean the Paper Feed Area

* Do not use alcohol to clean the rollers. Use water, roller cleaner or soap and water.

There are several areas in the iPC800 series Engines that are susceptible to contamination from Paper Dust, Toner, and Carrier.   See **TP16-063** for precautionary measure and cleaning measures.

Clean (image top)

Check **Clean**
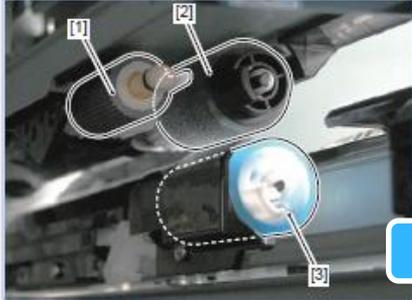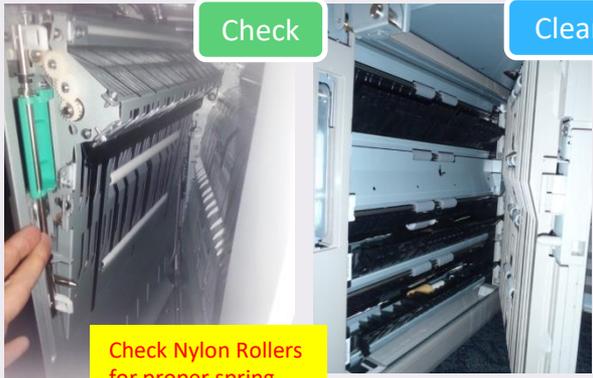
Check Nylon Rollers for proper spring tension

Clean

◆ **Point:**
Clean the **Pick up**, **Feed**, and **Separation Rollers** for each paper tray

Clean Take-Up Rollers in Multi-Drawer and Pod Deck Lite.

◆ **Point:**
Clean the Rollers and Paper Path in the **Vertical Paper Path, Reverse Delivery** and the **Duplex Area**
Broken spring causes 0114 JAM **Tension Spring FU5-2139-040**

Check the reverse guide ribs
TP15-184 ("0114" jams)
TP16-213 (skew on 2ⁿᵈ side)
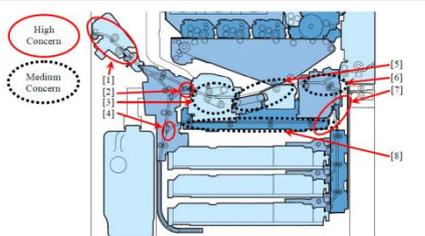
◆ **Point**
Clean the Auto Gradation Sensors.

Clean the **Duplex Paper Path** and **Rollers**

Clean

5 min

Check

1 min

Maintenance Process

Procedure	Detail	Note	Time
M11 Empty the Waste Toner Bottle		◆**Point:** 1.Empty the **Waste Toner Bottle** into the **Toner Waste Bag (Supply # : 18X24-1.5MIL)** 2.<u>**Do Not**</u> empty the waste toner into a trash can without a bag Waste Toner Bottle Part Number: FM0-4910 Prism Part Number: FL3-7570 *Very Important!* **After emptying out the waste toner, remove the prism section from the waste toner bottle and clean the area around the prism and itself before putting it back together.**	Check 1 min
M12 **Very Important!** Check Wall Clearance and Clean/Replace Filters	 Check Clean Replace	◆**Point:** **To Prevent Developing Assembly Failures:** 1.Make sure the back of the machine is at least **4 Inches** from the wall 2.Remove the **Filter Cover(1)** and clean/replace **Ozone Filters(3)** and all **Dust Filters (2) and(4)** (2)Filter, DustFL3-7553-000 (3)Filter, Ozone FL3-4101-000 (4)Filter, DustFL2-0439-000 **Verify Filters are in correct orientation. Cross side up and Large Foam around sides makes seal.**	Check 1 min Clean 5 min Replace 5 min
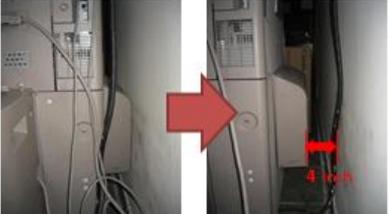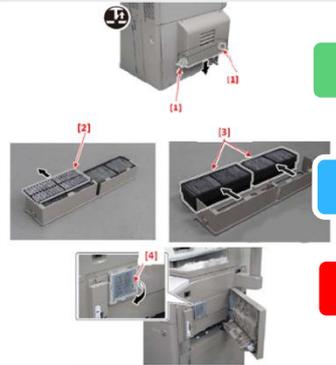
Maintenance Process

Professional Puncher – B1 w/ integration unit–C1

Procedure	Detail	Note	Time
M13 **E503 Error Prevention** (IPC700/C800 series only) **(Professional Puncher –B1)**	Secure the cables at the rear of the Pro Punch and Integration Unit to prevent them from being pulled loose **Check**	◆ **Point:** 1. Advise the end user to make sure the **Power Cables** remain securely fastened 2. Advise the customer to instruct the cleaning personnel not to disconnect any **Power Cables**	**Clean** **Visual Check** 5 min
M14 **Inspect the Front Door Actuator of Pro Punch** (IPC700/C800 series only) **(Professional Puncher –B1)**	**Check**	◆ **Point:** If the **Front Door Actuator** is loose even a little, machine vibration can cause the switch to open intermittently	**Check** 5 min
M15 Install the 3 Hole Punch Die (where applicable). Clean the Pro Punch and Finisher rollers (IPC700/C800 series only) **(Professional Puncher –B1)**	**Test**	◆ **Point:** Remove dirt, paper dust, NCR residue and toner from the Pro Punch, Integration Unit and Finisher rollers	**Test** 5 min
M16 Clean any loose chads around the Pro Punch back gauge assembly (IPC700/C800 series only) **(Professional Puncher –B1)**	**Clean**		**Clean** 5 min
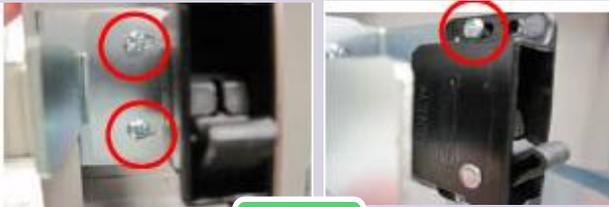
Maintenance Process
Multi-Function Professional Puncher-A1

Procedure	Detail	Note	Time
M17 **Multifunction Professional Puncher- A1** **Install Punch Die Set & Test** (IPC750/C850 series only) **Run several sheets of the customer's paper through the punch and inspect the holes**		Set the Die set on a table and press the top plate [1] straight down at both ends at the same time and look for a smooth operation. The top plate and pins should retract fully when you release.	**Visual Check** **1 min**
M18 **Multifunction Professional Puncher- A1** **DIE Maintenance** (IPC750/C850 series only) - Clean Drum - Original Scanning Area Cleaning Method - Initialize After Puncher Unit Die Lubrication Did you lubricate the puncher unit die? Press [Yes] to remove the warning message about lubrication. Continuing to use the die without lubricating it may cause paper jams and shorten its lifetime. After lubrication, print a few pages to check that the output paper is not greasy before performing jobs. Yes No	**To lubricate Die Set pins that do not have felt pads:** 1. Depress the Die Set so that the pins protrude from the bottom plate. 2. Apply a drop of high quality machine oil to the end of each pin. 3. Wipe clean, leaving a light coat of oil on them. 4. Oil from the die may blemish the first few punched sheets after oil has been applied. Run test punched copies until clean copies can be made. **To lubricate Die Set pins that have felt pads:** 1. Lubricate with a high quality machine oil. 2. Apply oil lightly along the length of the pad [1], but do not over saturate. 3. Do not use spray lubricants because they tend to dry up quickly and leave sticky residue. 4. Oil from the die may blemish the first few punched sheets after oil has been applied. Run test punched copies until clean copies can be made. [1]	Die Set Service The Die Set assembly is not serviceable other than inspection and periodic lubrication. If a Die Set is at its end of life, it will tend o cause paper jam due to hanging chips. This is a result of a die plate wear, and not pin wear, which cannot be corrected. When this occurs, the Die Set should be replaced with a new one. Felt pad(on some Die Sets) Punch pins **Test** Die Set Life Expectancy Minimum life expectancy of **750,000** times of punching when periodic lubrication is performed. Use the Die Cycles feature on the user interface to view the number of cycles on the Die Set. Variable life expectancy due to variety and types of paper, cover stock being punched and length of avg. job plus other environment conditions. **Inspect & Lubricate every 200K**	**Check** **5 min**
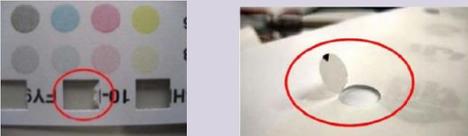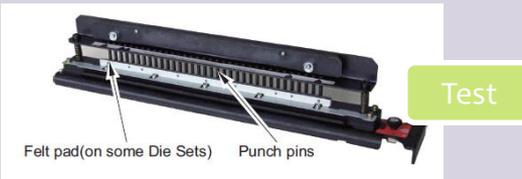
Maintenance Process
Multi- Function Professional Puncher-A1

Procedure	Detail	Note	Time

M18
 	
 Multifunction professional Puncher- A1
 DIE Maintenance continued.
 (IPC750/C850 series only)
	
	 Die Set Shoulder Bolts Lubrication.
	 1. Lubricate with high quality Teflon-based grease.
	 2. Apply grease to Shoulder Bolts and Springs [1]
	 3. Wipe up any excess grease.
	
		✓ Every **200K** copies should be inspected and lubricated
		
		 DIE Cycles: This displays the # of cycles punched with the Die set that is currently installed in the machine.
		
		 ```DIE CYCLES *↑```
		 ```501,175 ↓```	
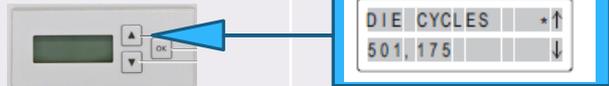
M19 **Multifunction professional Puncher- A1** Clean any loose chads inside the Pro Punch (IPC750/C850 series only) Do not need to do this every service call. Recommended at 500K. depending on customer use and environment.	**1**. Occasionally remove the covers and remove paper dust and chips. Paper dust can accumulate throughout the punch including around the motor and other electrical components. Use vacuum cleaner if possible. A small paintbrush can also be used but extreme care should be used around electrical components. **2**. Clean non-electrical components with alcohol, an approved cleaner, or soft cloth moistened with mild detergent and warm water. **3**. Clean the Rollers with alcohol. **CAUTION: Make sure you disconnect the Professional Puncher from its power source before cleaning. Failure to observe this warning could result in death or injury.** <u>Base Cleaning</u> : Chips and paper dust falls to the bottom of the punch. Clean every service call. (Clean with a vacuum cleaner) <u>Chip Bin Cleaning</u>: Empty out the bin every service call. Clean, especially at the holes on the sides of the bin **Clean**	◆ Empty Hole Punch Waste ◆ Remove dirt, paper dust, NCR residue and toner from the Pro Punch and Finisher rollers Die Guide Cleaning: every **500k** cycles 1. Remove the Die Set and clean the guide[1] with a vacuum cleaner.	

Maintenance Process

Multi- Function Professional Puncher-A1

Procedure	Detail & Action	Note	Time

M20

Multifunction Professional Puncher- A1

Optical sensor Cleaning
(IPC750/C850 series only)

Do not need to do this every service call. Recommended at 500K. depending on customer use and environment.
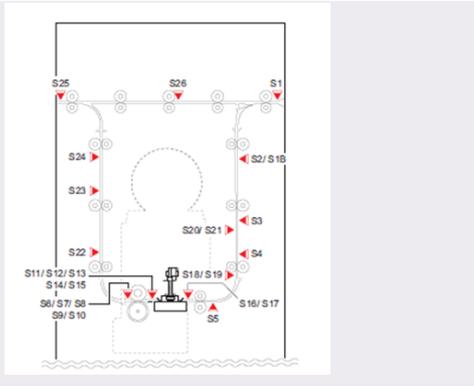
Use canned air to blow the debris off each sensor.
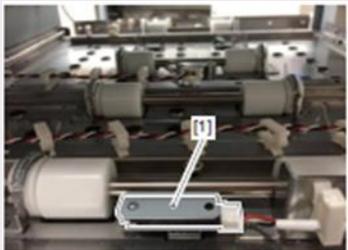
Clean

5 min

M21

Multifunction Professional Puncher- A1

Idler Roller & Springs, Steering Idler Roller & Springs, Drive Roller & Steering Drive Roller Inspection & Cleaning
(IPC750/C850 series only)

Do not need to do this every service call. Recommended at 500K. depending on customer use and environment.

Idler Roller (Outside rollers)

Drive Roller (inside rollers)

Steering Idler Roller

Idler Roller (Outside rollers)

Steering Drive Roller
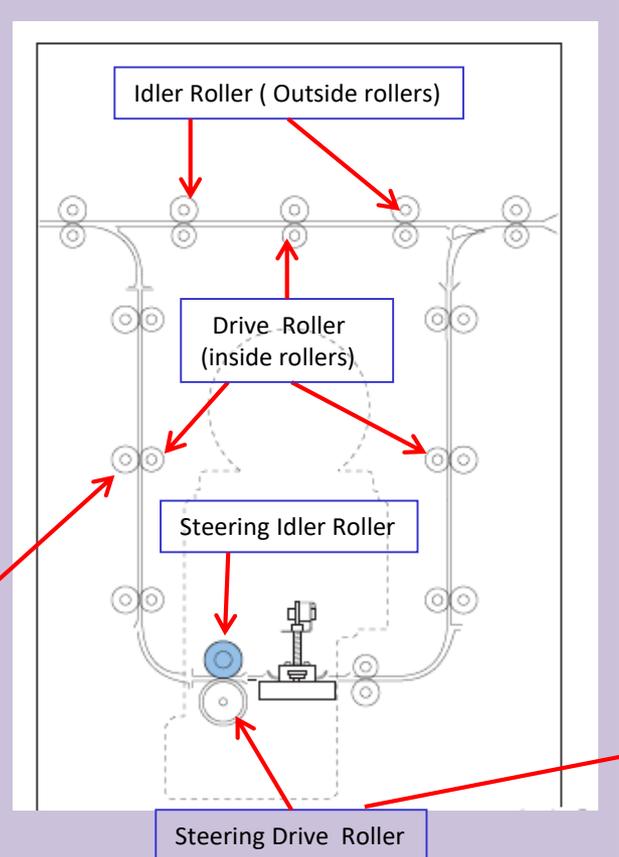
Inspect the springs at the end of each idler rollers. Make sure they are correctly hooked, Inspect the Bearing housing
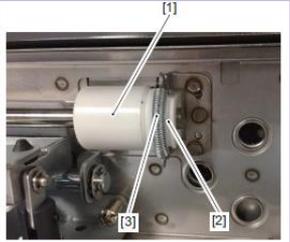
Clean the Idler Rollers with a soft cloth and alcohol. Inspect for wear patterns or grooves. Roller surface should be smooth.

Clean all Drive Rollers with a clean cloth and alcohol. Should be free of toner deposits, wear marks, scuff marks, dents, etc.

Clean

10 min

Maintenance Process
Multi- Function Professional Puncher-A1

Procedure	Detail & Action	Note	Time
M22 **Multifunction professional Puncher- A1** • Door Latch Inspection • Panel Latch Inspection (IPC750/C850 series only) Do not need to do this every service call. Recommended at 500K. depending on customer use and environment.		**Door Latch:** ✓ Ensure latch holds door closed. ✓ Ensure switch is activated when the door is closed **Panel latch:** Magnetic latches on the Entrance & Exit Idler Panels, and Upper Bypass Idler Assy' hold the Idler Panels in place, which in turn keep even pressure on the idler rollers	**Visual Check** **3 min**
M23 Check to make sure the Machine and Accessories are all leveled 	 Check Secure the cables at the rear of the Pro Punch to prevent them from being pulled loose 	◆ **Point:** 1. The **Vertical Gaps** between the Machine and all of the accessories should be **Even from Top to Bottom.** 2. If necessary, first make sure the machine is level, then level each accessory starting with the one closest to the machine then proceed downstream. ✓ Advise the end user to make sure the **Power Cables** remain securely fastened ✓ Advise the customer to instruct the cleaning personnel not to disconnect any **Power Cables**	**Visual Check** **5-15 min**

Procedure	Detail & Action	Note	Time
M24 Check and Clean Finisher		1. Check Neat Stack Paddles for Upper and Lower Trays. 2. Check Neat Stack Joggers for Upper and Lower Trays. 3. Clean Feed Belts. Quantity 4.	**Visual Check** 5-15 min
C12 Check to make sure Prisma Sync Server Kit Installed **(Prisma)**	Check	Check to see that Prisma Sync Server is not sitting on floor and that cables are straightened up to prevent debris and damage. Kit Part Number 1070033463. See TP14 281.	**Visual Check** 3 min
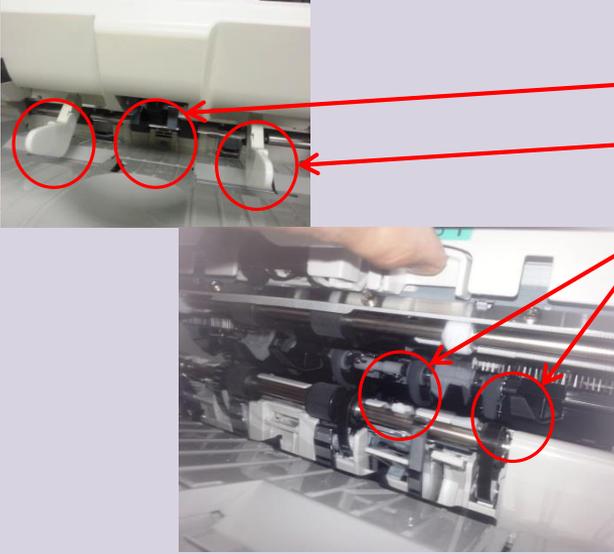
Maintenance Process

Common Process (After)

Common Process (After)

Procedure	Detail	Note	Time
C13 PrismaSync:Execute Cleaning / Auto Color Mismatch in User Mode **(Prisma)**	System>Maintenance>Start Maintenance>Enter 12345 for P/W> 1. Clean Inside The Main Unit 2. Refresh the Fixing Belt 3. Auto Color Mismatch Correction		**Clean** **7 min**
C14 PrismaSync: Auto Adjust Gradation / Shading Correction **(Prisma)**	System>Maintenance>Go To Service Mode>Enter 675756 for P/W>Engine Service 1. Run COPIER/FUNCTION/MISC-P/SPIT-EX 2. Color Adjustment>Auto Gradation Adjustment 3. Color Adjustment>Shading Corrections 	◆ **Point:** 1. Auto Gradation requires 11x17 paper loaded.	**Adjust** **3 min**
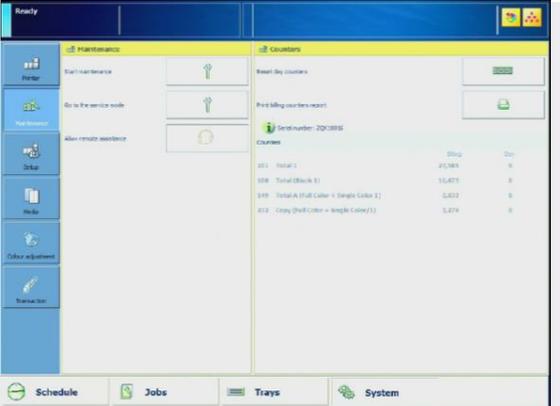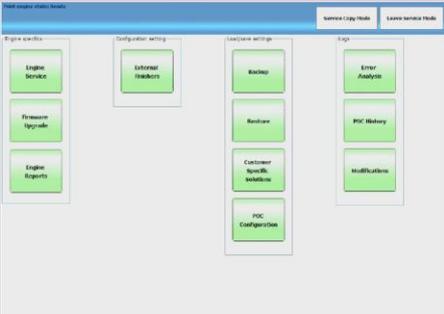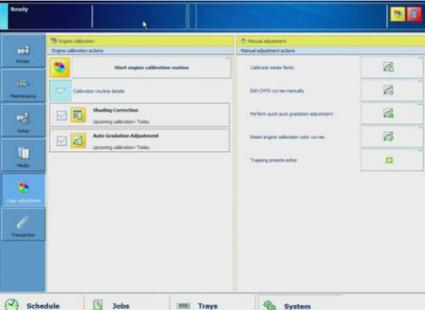
Common Process (After)

Procedure	Detail	Note	Time
C15 Execute Cleaning in User Mode	Settings/Registration>Adjust/Maintenance> 1. Clean Inside Main Unit 2. Clean Roller 3. Refresh Fixing Belt 		**Clean** **7 min**
C16 Auto Color Mismatch / Auto Adjust Gradation	1. From Service Mode: Run COPIER/FUNCTION/MISC-P/SPIT-EX 2. Auto Correct Color Mismatch Settings/Registration > Adjustment/Maintenance > Adjust Image Quality➤ Auto Correct Color Mismatch 2. Auto Adjust Gradation Settings/Registration>Adjustment/Maintenance > Adjust Image Quality➤ Auto Adjust Gradation 3. Shading Correction 4. Auto Correct Color Tone Settings Settings/Registration>Adjustment/Maintenance > Adjust Image Quality➤ Register Correction Pattern 	◆ **Point:** 1. Perform Auto Color Mismatch, then perform Auto Adjust Gradation for all paper types. 2. If the machine has an imagePress Server, perform calibration for imagePress Server after performing Auto Adjust Gradation.	**Adjust** **3 min**
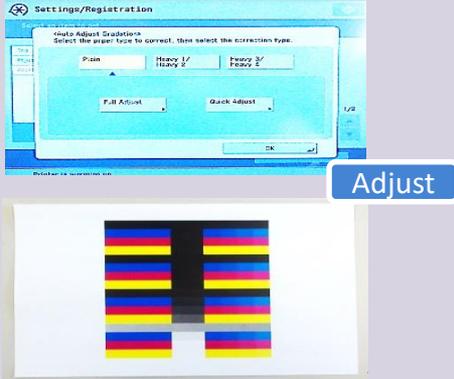
Common Process (After)

Procedure	Detail	Note	Time
C17 Make Samples (After Sample)	Take following Copy/Print samples from Copy from ADF and Copy Glass. PG5(Y,M,C,K) PG10 CA-8 Check Check	Check all areas and address CQ issues.. PCQ 1. Black band on 2nd side 2. Light or missing image on rear side from developing roller coating failure 3. White band 4. White line 5. White spots (Y, M or C) 6. Color Displacement (Main or Sub scanning direction)	**Check** **5 min**

Perform C17 and C18 at the same time to save time

Procedure	Detail	Note	Time
C18 Test paper Feed	Take copies from All Cassette at least 5 each from ADF. 1. Cassette 1 2. Cassette 2 3. Cassette 3 4. Cassette 4 5. Bypass tray 6. Side Paper Deck Check	◆**Point:** Make following jobs. 1.Double sided 2.Staple 3.Hole punch If you see a JAM, find the cause and fix that issue.	
C19 Complete Documentation and have Customer Test the Machine	1. Service Log Fill out 2. P-PRINT P-PRINT	◆ **Point:** 1. Let the customer print the test prints from their PC while completing the documentation. 2. Write down <u>detail action and all parts name and parts #</u> in service log for next visits. 3. If you change the service mode value or update the system software, take the P-Print and keep with the Service Log.	**Fill out** **3 min** **P-Print** **2 min**

Common Process (After)

Procedure	Detail & Action	Note	Time
C20 Perform COM-TEST	➤ COPIER > Function > INSTALL>COM-TEST COM TEST	If COM-TEST is NG, resolve this issue.	**Check** 1 min **COM TEST** 1 min
C21 Communicate to the customer that you are leaving	Ask the customer if everything was addressed. Do they have the necessary supplies and ask if they are satisfied with your service.	◆ Address all customer issues with your service manager. Ensure they are resolved or addressed, whether they are administrative, service related or sales oriented.	**Scan** 1 min