



imageRUNNER
ADVANCE DX
6000i



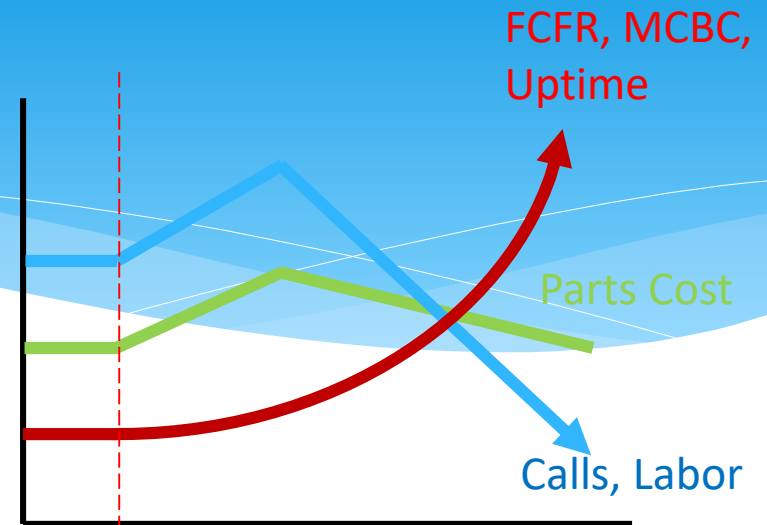
Preventative Maintenance Procedure

Last update 09/20/2020

➤ Purpose

Increase the following items.

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



Implementation of the Preventative Maintenance Procedure






➤ How to use



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


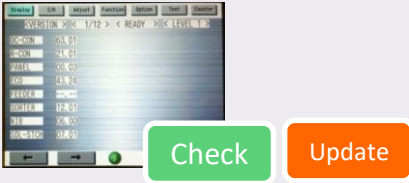


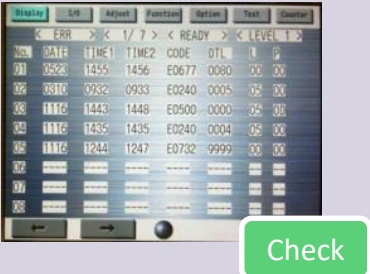

iR ADV DX 6000i Maintenance Guide

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 	◆ Point: - To perform efficient maintenance, we need to ask the customer about machine condition.	Check 
C2 Check the Serial Number	Ensure the serial number on the machine matches the serial number that you are dispatched to.	◆ Point: If the serial number is incorrect and there is more than one machine at the account that is down please notify dispatch.	Scan 
C3 Perform COM-TEST	➤ COPIER > Function > INSTALL>COM-TEST	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  COM TEST 




iRADV DX C5760 C5750 C5740 C5735 Preventative Maintenance Procedure

Common Process (Before)

Procedure	Detail	Note	Time
C4 Check Service Log	1. Check Service Log	◆ 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 System Software Version If Snapshot tool was used successfully, skip steps C5 through C9	1. Check System Software Version > COPIER>DISPLAY>VERSION Update the system software to latest version. 	◆ Point: The latest firmware versions on e-Support.	Visual Check  Update  20 min
C6 Check Service history If Snapshot tool was used successfully, skip steps C5 through C9	1. Check ERR/JAM history > COPIER>DISPLAY>ERR > COPIER>DISPLAY>JAM 	Address all Error and Jams.	Visual Check  1 min

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Common Process (Before)

Procedure	Detail	Note	Time
<p>C7 Check the Drum counter</p> <p>If Snapshot tool was used successfully, skip steps C5 through C8</p>	<p>1. Check the Drum counter.</p> <p>➤ COPIER>COUNTER>LF</p>  <p>59</p> <p>Check Replace</p>	<p>◆ Point: Replace the drums refer to the value below to eliminate drum over life related issue.</p> <p>COPIER>COUNTER>LF</p> <p>➤ K-DRM-LF = 200 % or above</p>	<p>Visual Check</p> <p>1 min</p> <p>Replace</p> <p>10 min</p>
<p>C8 Check the P/U roller counters</p> <p>If Snapshot tool was used successfully, skip steps C5 through C8</p> <p><i>Reset the counters if parts are replaced.</i> <i>*Check that physical condition of the part matches the counter</i></p>	<p>Check the roller counters. DRBL-1>M-PU-RL</p> <p>➤ COPIER>COUNTER>DRBL-1 ➤ COPIER>COUNTER>DRBL-2</p>  <p>Check Replace</p> <p>Clear Counter</p>	<p>◆ Point: Replace the rollers <u>over 100%</u> to eliminate parts over life related JAM. COPIER>COUNTER</p> <p>Cassette 1,2,3,4, Bypass Rollers:</p> <ul style="list-style-type: none"> ➤ DRBL-1>C1-FD-RL ➤ DRBL-1>C1-SP-RL ➤ DRBL-1>C2-FD-RL ➤ DRBL-1>C2-SP-RL ➤ DRBL-1>M-PU-RL ➤ DRBL-1>M-SP-RL ➤ DRBL-2>C3-FD-RL ➤ DRBL-2>C3-SP-RL ➤ DRBL-2>C4-FD-RL ➤ DRBL-2>C4-SP-RL <p>ADF Rollers:</p> <ul style="list-style-type: none"> ➤ DRBL-2>DF-PU-RL ➤ DRBL-2>DF-FD-RL ➤ DRBL-2>DF-SP-RL 	<p>Visual Check</p> <p>1 min</p> <p>Replace</p> <p>10 min</p>
<p>C9 Check the other durable counters</p> <p><i>Reset the counters if parts are replaced.</i> <i>*Check that physical condition of the part matches the counter</i></p>	<p>1. See the Parts counter. COPIER>COUNTER>DRBL-1/DRBL-2</p>  <p>Check Replace</p> <p>Clear Counter</p>	<p>◆ Point: Replace the following parts over 100%.</p> <p>COPIER>COUNTER</p> <p>Transfer</p> <ul style="list-style-type: none"> ➤ DRBL-1>TR-BLT ➤ DRBL-1>T-CLN-BD ➤ DRBL-1>2TR-ROLL ➤ DRBL-1>TR-ROLK/TR-ROLK <p>Developer</p> <ul style="list-style-type: none"> ➤ DRBL-1>DV-UNT-BK <p>Filter</p> <ul style="list-style-type: none"> ➤ DRBL1>TN-FIL1 <p>Fixing</p> <ul style="list-style-type: none"> ➤ DRBL-1>FX-UP-FR ➤ DRBL-1>FX-LW-FR 	<p>Visual Check</p> <p>1 min</p> <p>Replace</p> <p>Up to 60 min</p>

iR ADV DX 6000i Maintenance Guide

Common Process (Before)

Procedure

Detail

Note

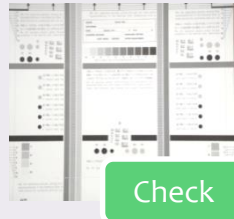
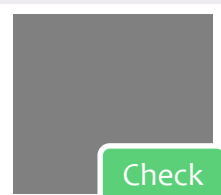
Time

C10

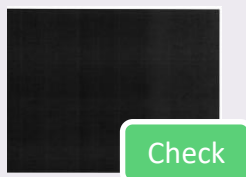
Make Samples
(Before Sample)

Take following Copy/Print samples from Copy from ADF and Copy Glass.

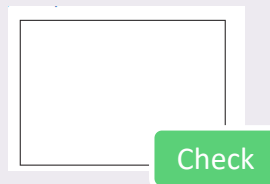
1. PG5
2. NA3



3. PG7



4. PG4



Check for any spots, lines, density inconsistency using the ADF and off the glass.

1. Repeating Marks down the page / Spots
2. Black Band on 2nd side
3. Crepe Marks (Wrinkles)
4. Skew (2mm)
5. Not Fusing
6. Drum Cleaning Failure
7. Faded Copy / Banding

Check



C11



Perform C10 and C11 at the same time to save time

Inspect paper Feed

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
6. Side Paper Deck

Take copies from following cassette.

◆Point:

Make following jobs.

1. Double sided
2. Staple
3. Hole punch

If you see the JAM, find the cause and fix that issue.

iR ADV DX 6000i Maintenance Guide

Procedure

Detail & Action

Note

Time

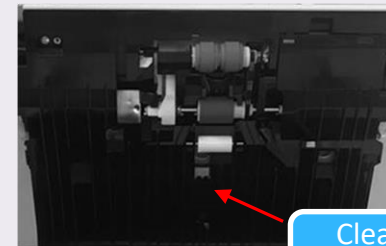
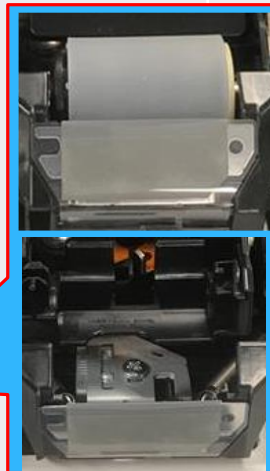
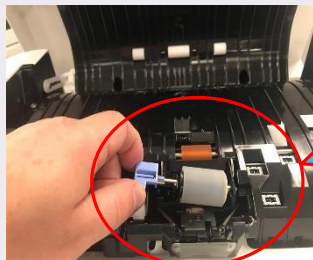
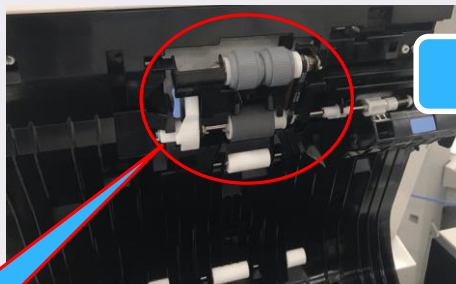
M1

Clean DADF Rollers / Sensors / Sep Pad

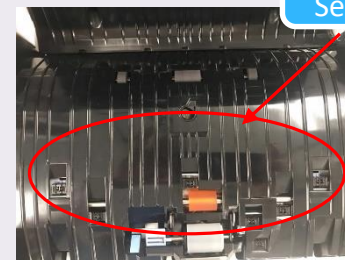
Do not use alcohol to clean the rollers. Use water, roller cleaner or soap and water.



Clean the rollers (Pick up, Feed, Sep) & check Sep Pad



Clean Sensors



◆ Point:

Clean the Rollers using a lint free cloth with soap and water. Sensors should be cleaned using a blower brush.

- *Visually Inspect the Rollers and only clean if necessary. If the Rollers were recently replaced or cleaned they may be fine.
- *Clean Sensor with blower brush

Clean



M2

Clean the Glass/Platen roller

1. Copy Glass
2. ADF Reading Glass
3. Platen
4. 2nd Side Glass



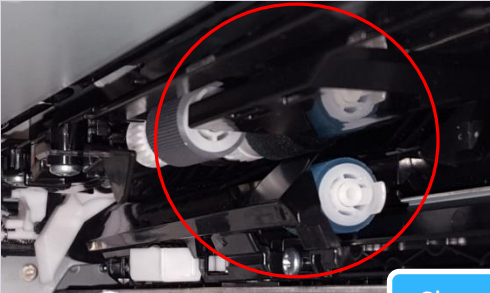



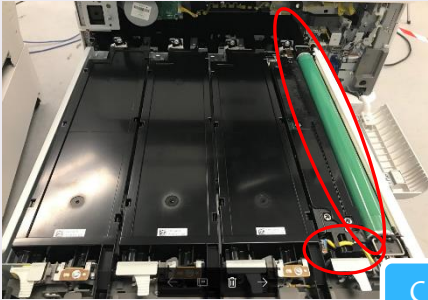


◆ Point:

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. Remove and clean the under side of the Copy Glass and clean the Optics
3. Clean the ADF Reading Glass and Copy Glass with Oil cleaner (FY9-6020-000) [TP12 181]
4. Clean the Platen Roller with Alcohol.

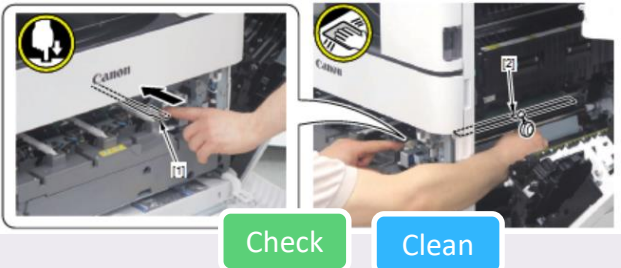
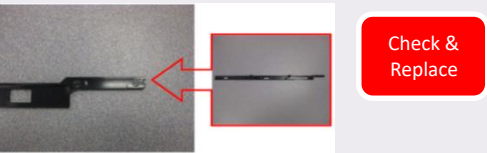
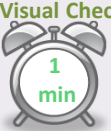


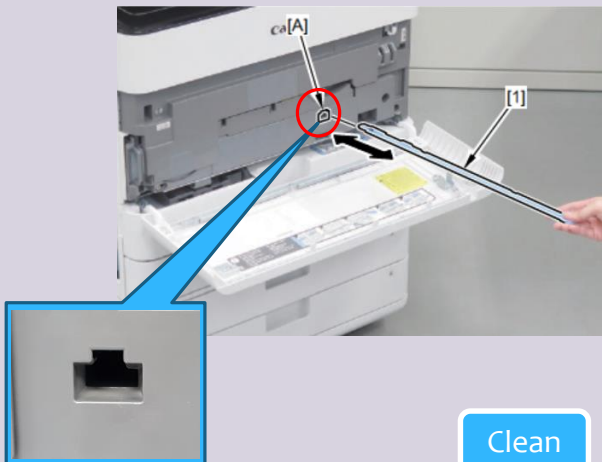

Clean



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Procedure	Detail & Action	Note	Time
<p>M3</p> <p>Clean Rollers on Cassettes</p> <p>* Do not use alcohol to clean the rollers. Use water, roller cleaner or soap and water.</p>	<p>1. Clean the rollers if you didn't replace them in C8.</p>  <p>Clean</p>	<p>Clean the rollers with lint free paper with soap and water.</p> <p>*Visually Inspect the Rollers and only clean if necessary. If the Rollers were recently replaced or cleaned they may be fine</p>	<p>Clean</p>  <p>3 min</p>
<p>M4</p> <p>Clean Inside of the machine</p> <p>Visually check if there is toner spills. As only black developer, may not need to clean every visit. clean if necessary.</p>	<ol style="list-style-type: none"> 1. Pull out P-Kit and vacuum excess toner 2. Remove the P-Kit and ITB A'ssy. 3. Clean the top cover of the Laser A'ssy with vacuum. 4. Vacuum the roof of this cavity if needed.  <p>Check</p> <p>Clean</p>	<ul style="list-style-type: none"> • Only Black Developer   <p>Clean</p>	<p>Check</p>  <p>1 min</p> <p>Clean</p>  <p>5 min</p>

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Procedure	Detail	Note	Time
<p>M5</p> <p>Clean the patch sensor / Check the sensor shutter</p> 	<ol style="list-style-type: none"> Remove the ITB Ass'y to see the Patch Sensor shutter. Check and clean the Patch Sensor shutter with lint free towel. Do not wipe the sensor lens with dry cloth as the sensor lens may be electrified and attract paper dust. Do not use alcohol also. <p>◆Point;</p> <ol style="list-style-type: none"> When you clean the patch sensor, do not bend the Mylar on the right side. It causes smearing image. Check for proper operation of the patch solenoid for binding/damage to arm. Solenoid is a part of Patch Drive Assembly FM1-N636-000 	<p>If the patch Sensor shutter is broken, replace it with new one. Patch registration sensor unit</p>  <ol style="list-style-type: none"> Adjust the target value of S-wave light intensity of patch sensor. Copier>Function> Install>Patch-S Execute Auto Gradation Check Alarm Log for 10-0006/10-0007/10-0022 has not occurred. 	<p>Visual Check</p>  <p>Clean</p>  <p>Replace</p> 
<p>+ Perform M5 to M6 at the same time to save time</p>			
<p>M6</p> <p>Clean the Laser slit Glass[1] ONLY Black Laser</p>	<p>Use the Dust-Blocking glass cleaning tool to clean the laser glass.</p>  <p style="text-align: right;">Clean</p>	<p>If the pad is worn out, replace it with new one (FL2-9476-010).</p>	<p>Clean</p> 

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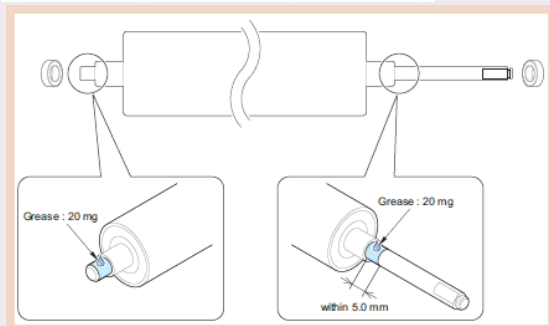
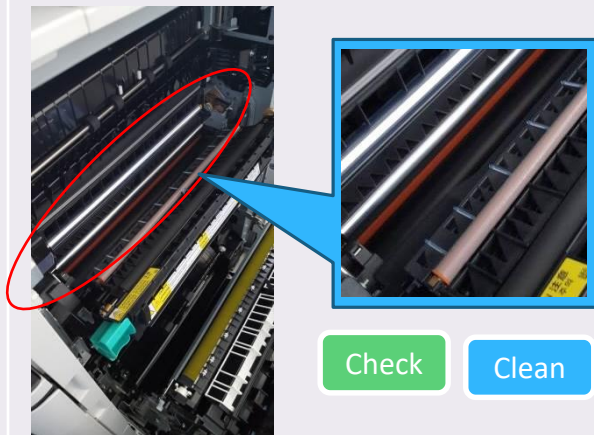
Procedure

M7

Clean the Fixing Delivery Guide, Delivery Roller and Inlet Guide.

Detail

1. Open the Fixing cover, inspect and clean the Fixing Inlet Guide. Delivery Roller, Delivery Guide



Note

◆ **Point;**

Removal of Fixing Inlet Guide is not needed. The Fixing Inlet Guide could be cleaned when inside of machine. If very contaminated and Scratched replace the Fixing Inlet Guide, FC0-4934-010.

Also rotate/check the orange Delivery Roller (FE4-3689-000) and Bushings (FS5-1943-000 Qty 2 for noise/wear. Lube the bushings with high temp grease to stop noise. Bushings will become oval instead of round over time.

- If you install the Fixing Separation Guide (FC8-5043-030) (Not part of the Fixing film unit. You must remove from old to put on new). Be sure to check that it is installed properly. if Upside down, 0107 JAM will occur.

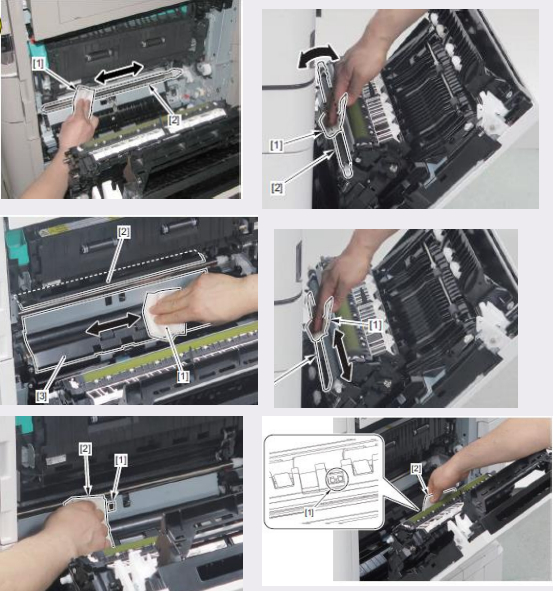


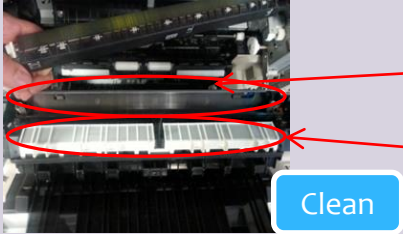



Action at Replacement: In order to prevent abnormal noise, be sure to apply a small amount of grease to the bearing fitting part of the Fixing Pressure Roller Shaft. Grease that can be used (CK-8012 (HP300) and FY9-6036 (SE1107) **See Service Manual**

Time



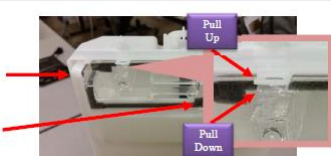




Visual Check



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Procedure	Detail	Note	Time
<p>M8</p> <p>Clean the Reg Roller (inner & outer side), Pre-Reg Guide (inner & outer),Reg sensor & prism,</p> <p>Clean the Duplex Feed rollers also.</p>		<p>❖ Point Clean all areas with lint free paper moistened with alcohol.</p>	<p>Visual Check</p>  <p>Clean</p> 
<p>M9</p> <p>Clean Secondary Transfer Roller Area</p>	<ol style="list-style-type: none"> 1. Remove the Outer Secondary Transfer Roller 2. Clean toner from the cavity. 3. Clean Feed contact guide 	<p>◆ Point; Make sure springs under Secondary Transfer Roller Assembly are in correct position.</p> <p>Clean the secondary transfer guide with lint free paper moistened with alcohol.</p> <p>Clean the feed contact guide with lint free paper moistened with alcohol.</p>	<p>Clean</p> 
<p>M10</p> <p>Empty the Waste toner bottle</p>	<ol style="list-style-type: none"> 1. Check the customer's inventory of waste toner bottles. 	<p>It will be the responsibility of the technician to empty out the waste toner container as per the Complete Call Process.</p>	<p>Visual Check</p> 

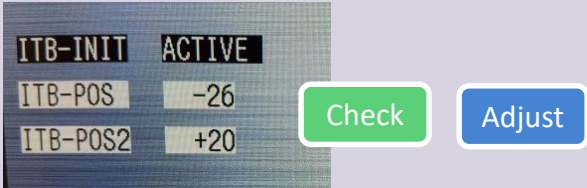




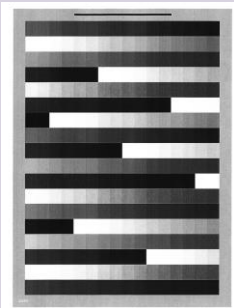

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Procedure	Detail	Note	Time
M10 Continued	Check the customer's inventory of waste toner bottles.		
Emptying the Waste toner bottle	Step 1 & 2 	Step 1 Open the waste toner door Step 2 Remove the waste toner container from the machine. (DO NOT TILT Waste Toner Container to prevent false recognition of waste toner sensor)	
Follow step by step process on how to empty the waste toner container.	Step 3 	Step 3 Place the waste container on a flat surface	
	Step 4 & 5 	Step 4 Place the waste container vertically to expose the waste toner container window Step 5 In order to remove the plastic window pull up slightly on the upper latch while pushing down slightly on the lower clear plastic latch.	
	Step 6 	Step 6 Remove plastic waste container window. Pull slightly to the front and unhook the rear protrusion of the plastic window . Clean off the waste toner container window of all accumulated toner.	
	Step 7 	Step 7 Empty the waste toner from the container into a plastic waste toner bag.	
		Clean off the waste toner container of all accumulated toner.	
		Reverse the process in step 6 to reinstall the plastic waste container window. Reinstall in machine and clear waste toner counters in service mode. MAKE SURE TO CLEAR THE WASTE TONER COUNTER UNDER COPIER>COUNTER>DRBL-1>WST-TNR	



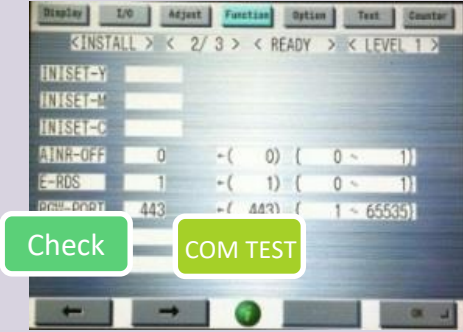


iR ADV DX 6000i Maintenance Guide

Common Process (After)

Procedure	Detail & Action	Note	Time
<p>C12</p> <p>Check the ITB POS</p> <p>Check iTB-POS & iTB-POS2 value; If not in range, execute iTB Alignment Adj. (See Service Manual)</p>	<ol style="list-style-type: none"> 1. Execute COPIER>FUNCTION>MISC-P>ITB-INIT. 2. See the COPIER>DISPLAY>MISC>ITB-POS. 3. Repeat 1 and 2 for 3 times. 	<p>◆ Point:</p> <ol style="list-style-type: none"> 1. If the value of service mode is out of range, perform the ITB Alignment Adjustment. <p>Note: Since this product is not affected by the tilt of the floor, adjustment of the adjuster height is not valid. Therefore, if it is out of range, perform "ITB adjustment". (See Service Manual)</p>	<p>Check</p>  <p>Adjust</p> 
<p>C13</p> <p>Check Finishing devices</p>	 <ol style="list-style-type: none"> 1. If E540-8002, E542-8002, 110F, or 1104 is shown in the error or jam list ensure there are no boxes or waste bin inhibiting the travel of the trays up and down movement. 2. Ensure all paper clips and staples are cleaned out of the finishing device. <p>Check</p>	<p>◆ Point:</p>	<p>Check</p> 
<p>C14</p> <p>Perform Auto Correct Color Mismatch/Auto Adjust Gradation / Auto Correct Color Tone Setting</p>	<ol style="list-style-type: none"> 1. Auto Adjust Gradation (Pick Paper Type & use Full Adjust) <p>Settings/Registration>Adjustment/Maintenance > Adjust Image Quality> Auto Adjust Gradation></p>  <p>Adjust</p>	<p>◆ Point:</p> <ol style="list-style-type: none"> 1. If the customer use the heavy paper, perform Auto Adjust Gradation with plain and heavy paper. 	<p>Adjust</p> 

iR ADV DX 6000i Maintenance Guide

Common Process (After)

Procedure	Detail & Action	Note	Time
<p>C18</p> <p>Perform COM-TEST</p>	<p>➤ COPIER > Function > INSTALL>COM-TEST</p> 	<p>If COM-TEST is NG, fix this issue at first. If you can't fix this issue, get assistance.</p>	<p>Check</p>  <p>COM TEST</p> 
<p>C19</p> <p>Communicate to the customer that you are leaving</p>	<p>Ask the customer if everything was addressed. Do they have the necessary supplies and ask if they are satisfied with your service.</p>	<p>◆ Address all customer issues with your service manager. Ensure they are resolved or addressed, whether they are administrative, service related or sales oriented.</p>	<p>Scan</p> 