Preventative Maintenance Procedure
Purpose
Increase the following items.
- FCFR (First Call Fix Rate)
- Uptime
- MCBC (Mean Copies Between Calls)
- Customer Satisfaction

How to use

Pre-Visit Service 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

**Procedure**

**Detail**

1. Log into Snapshot:

   - Firmware Version
   - Event History
   - Part Counters
   - Service Mode Settings

   - Understand the machine's current condition (jams and error, needed consumable parts) before visiting EM call or PM-Call.
   - 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.
   - Take the necessary actions for the jamming and errors.

**Note**

- 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

**Time**

- 6 min
<table>
<thead>
<tr>
<th>Procedure</th>
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</tr>
</thead>
<tbody>
<tr>
<td>C1</td>
<td><strong>Verify Customers’ Concern</strong>&lt;br&gt;Ask the customer about the condition of the machine and validate any issues they have.&lt;br&gt;Ask Questions to find out if there are any following issues on the machine?&lt;br&gt;1. Copy Quality&lt;br&gt;2. Jamming&lt;br&gt;3. ERROR&lt;br&gt;4. Other issues (Copier Only)&lt;br&gt;5. No Problem</td>
<td>◆ Point:&lt;br&gt;- To perform efficient maintenance, we need to ask the customer about the machine condition.</td>
<td></td>
</tr>
<tr>
<td>C2</td>
<td><strong>Check the Serial Number</strong>&lt;br&gt;Ensure the serial number on the machine matches the serial number that you are dispatched to.</td>
<td>◆ Point:&lt;br&gt;- If the serial number is incorrect and there is more than one machine at the account that is down please notify dispatch.</td>
<td></td>
</tr>
<tr>
<td>C3</td>
<td><strong>Perform COM-TEST</strong>&lt;br&gt;➢ COPIER &gt; Function &gt; INSTALL &gt; COM-TEST</td>
<td>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.</td>
<td></td>
</tr>
<tr>
<td>Procedure</td>
<td>Detail</td>
<td>Note</td>
<td>Time</td>
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</tbody>
</table>
| **C4** | 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  
➢ COPIER>DISPLAY>VERSION  
General Population: Update the system software to latest version.  
FXO: Verify the current FedEx Firmware is installed. | ◆ Point:  
The latest firmware version should be installed on the machine. Please visit e-Support for the latest version. | Visual Check | 1 min |
| **C6** | Check Service history  
➢ COPIER>DISPLAY>ERR  
➢ COPIER>DISPLAY>JAM | Address all Error and Jams. | Visual Check | 1 min |

If Snapshot was used successfully, skip steps **C5** through **C8**
<table>
<thead>
<tr>
<th>Procedure</th>
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</tr>
</thead>
<tbody>
<tr>
<td>C7</td>
<td>Check the Drum counter.</td>
<td>Replace the drums refer to the value below to eliminate drum over life related issue.</td>
<td><strong>1</strong> min</td>
</tr>
<tr>
<td></td>
<td>&gt; COPIER&gt;COUNTER&gt;LF</td>
<td>COPIER&gt;COUNTER&gt;LF</td>
<td><strong>10 min</strong></td>
</tr>
<tr>
<td>If Snapshot was used successfully, skip steps C5 through C8</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>C8</td>
<td>Check the roller counters. DRBL-1&gt;M-PU-RL</td>
<td>Replace the rollers over 100% to eliminate parts over life related JAM. COPIER&gt;COUNTER</td>
<td></td>
</tr>
<tr>
<td>Cassette 1, 2, 3, 4, Bypass Rollers:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>&gt; COPIER&gt;COUNTER&gt;DRBL-1</td>
<td>DRBL-1&gt;C1-FD-RL</td>
<td></td>
</tr>
<tr>
<td></td>
<td>&gt; COPIER&gt;COUNTER&gt;DRBL-2</td>
<td>DRBL-1&gt;C1-SP-RL</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>DRBL-1&gt;C2-FD-RL</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>DRBL-1&gt;C2-SP-RL</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>DRBL-1&gt;M-PU-RL</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>DRBL-1&gt;M-SP-RL</td>
<td></td>
</tr>
<tr>
<td>ADF Rollers:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(ADV5551, 5545)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>&gt; DRBL-1&gt;2TR-ROLL</td>
<td>DRBL-2&gt;C3-FD-RL</td>
<td></td>
</tr>
<tr>
<td></td>
<td>&gt; DRBL-1&gt;TR-BLT</td>
<td>DRBL-2&gt;C3-SP-RL</td>
<td></td>
</tr>
<tr>
<td></td>
<td>&gt; DRBL-1&gt;T-CLN-BD</td>
<td>DRBL-2&gt;C4-FD-RL</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>DRBL-1&gt;M-PU-RL</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>DRBL-1&gt;M-SP-RL</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>DRBL-2&gt;DF-PU-RL</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>DRBL-2&gt;DF-SP-RL</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>DRBL-2&gt;LNT-TAP1</td>
<td></td>
</tr>
<tr>
<td>If Snapshot was used successfully, skip steps C5 through C8</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>C9</td>
<td>See the Parts counter. COPIER&gt;COUNTER&gt;DRBL-1/DRBL-2</td>
<td>Replace the following parts over 100%. COPIER&gt;COUNTER</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Transfer</td>
<td>Developer</td>
<td></td>
</tr>
<tr>
<td></td>
<td>&gt; DRBL-1&gt;TR-BLT</td>
<td>DRBL-1&gt;DV-UNT-BK</td>
<td></td>
</tr>
<tr>
<td></td>
<td>&gt; DRBL-1&gt;T-CLN-BD</td>
<td>DRBL-1&gt;DV-UNT-M</td>
<td></td>
</tr>
<tr>
<td></td>
<td>&gt; DRBL-1&gt;2TR-ROLL</td>
<td>DRBL-1&gt;DV-UNT-C</td>
<td></td>
</tr>
<tr>
<td></td>
<td>&gt; DRBL-1&gt;TR-ROLK/TR-ROLC</td>
<td>DRBL-1&gt;DV-UNT-Y</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Fixing</td>
<td>Filter</td>
<td></td>
</tr>
<tr>
<td></td>
<td>&gt; DRBL-1&gt;FX-UP-FR</td>
<td>DRBL1&gt;TN-FIL1</td>
<td></td>
</tr>
<tr>
<td></td>
<td>&gt; DRBL-1&gt;FX-LW-RL</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Made Samples (Before Sample)

- Take following Copy/Print samples from ADF and Copy Glass.
  - PG10
  - CA7

### Inspect paper Feed

- Take copies from All Cassette at least 5 each from ADF.
  - Cassette 1
  - Cassette 2
  - Cassette 3
  - Cassette 4
  - Bypass tray
  - Side Paper Deck

### Perform C10 and C11 at the same time to save time

- 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 C5500 series Advance Maintenance Guide

### Maintenance Process

#### M1

**Clean DADF Rollers / Sensors**

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

<table>
<thead>
<tr>
<th>Procedure</th>
<th>Detail &amp; Action</th>
<th>Note</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clean DADF Rollers / Sensors</td>
<td>Clean the rollers (Pick up, Feed, Sep)</td>
<td>Do not use alcohol to clean the rollers. Use water, roller cleaner or soap and water.</td>
</tr>
</tbody>
</table>

**◆ 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.*

#### M2

**Clean the Glass/Platen roller**

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

<table>
<thead>
<tr>
<th>Procedure</th>
<th>Detail &amp; Action</th>
<th>Note</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clean the Glass/Platen roller</td>
<td>1. Copy Glass 2. ADF Reading Glass 3. Platen 4. 2nd Side Glass</td>
<td>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.</td>
</tr>
</tbody>
</table>

*Visually Inspect the Rollers and only clean if necessary. If the Rollers were recently replaced or cleaned they may be fine.*
<table>
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<tr>
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<th>Time</th>
</tr>
</thead>
</table>
| **M3** Clean Rollers on Cassettes  
* Do not use alcohol to clean the rollers. Use water, roller cleaner or soap and water. | 1. Clean the rollers if you didn’t replace them in C8.  
Clean the rollers with lint free paper with soap and water.  
*Visually Inspect the Rollers and only clean if necessary. If the Rollers were recently replaced or cleaned they may be fine | | **3 min** |
| **M4** Clean Inside of the machine | 1. Pull out P-Kit and vacuum excess toner near on Yellow Developer. (Check All)  
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. | • Point: | |
### M5

**Clean the patch sensor / Check the sensor shutter**

1. Remove the ITB Ass’y to see the Patch Sensor shutter.
2. Check and clean the Patch Sensor shutter with lint-free towel.

If the patch Sensor shutter is broken, replace it with new one. Patch registration sensor unit (FM1-G546-000).

**Point:**
1. When you clean the patch sensor, do not bend the Mylar on the right side. It causes smearing image.
2. Check for proper operation of the patch solenoid for binding/damage to arm solenoid is a part of Patch Drive Assembly FM1-N636-000.

### M6

**Clean the Laser slit Glass[4]**

Use the Dust-Blocking glass cleaning tool to clean the laser glass.

If the pad is worn out, replace it with new one (FL2-9476-010).

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**Maintenance Process**

- **M5**
  - Time: 1 min
  - Description: Check
  - Description: Clean

- **M6**
  - Time: 3 min
  - Description: Clean
  - Description: Replace
## iR ADV C5500 series Advance Maintenance Guide

### Maintenance Process

**M7**

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

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Open the Fixing cover, inspect and clean the Fixing Inlet Guide, Delivery Roller, Delivery Guide.</td>
<td><strong>Point:</strong> &lt;br&gt;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, FC0-4934-000. &lt;br&gt;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.</td>
<td><strong>Visual Check</strong> 1 min <strong>Clean</strong> 5 min</td>
</tr>
</tbody>
</table>

**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-8102 (HP300); QY-0035 (HP300) and FY9-6036 (SE1107)] See Service Manual

**Check**

**Clean**
<table>
<thead>
<tr>
<th>Procedure</th>
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<th>Note</th>
<th>Time</th>
</tr>
</thead>
</table>
| **M8**   | Clean the Reg Roller (inner & outer side), Pre-Reg Guide (inner & outer), Reg sensor & prism, Clean the Duplex Feed rollers also. | ☐ Point Clean all areas with lint free paper moistened with alcohol. | Visual Check 1 min
Clean 5 min |
| **M9**   | Clean Secondary Transfer Roller Area | ◆ Point; Make sure springs under Secondary Transfer Roller Assembly are in correct position. Clean the secondary transfer guide with lint free paper moistened with alcohol. Clean the feed contact guide with lint free paper moistened with alcohol. | Clean 2 min |
| **M10**  | Empty the Waste toner bottle | With the introduction of the iRAC5500 Series machines the waste toner container has been designed to have a higher capacity / yield. | Visual Check 1 min |
## Emptying the Waste toner bottle

Follow step by step process on how to empty the waste toner container.

### Step 1 & 2
Check the customer’s inventory of waste toner bottles.

### Step 3
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)

### Step 4 & 5
Step 3 Place the waste container on a flat surface
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
### C12
#### Check the ITB POS

- Check iTB-POS & iTB-POS2 value; if not in range, execute iTB Alignment Adj. (See Service Manual)

<table>
<thead>
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<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Check ITB-POS &amp; iTB-POS</td>
<td>If not in range, execute iTB Alignment Adj. (See Service Manual)</td>
<td>♦ Point: 1. If the value of service mode is out of range, perform the ITB Alignment Adjustment.</td>
<td>5 min</td>
</tr>
</tbody>
</table>

#### 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)

### C13
#### Check Finishing devices

- Check Finishing devices

<table>
<thead>
<tr>
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<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Check Finishing devices</td>
<td>Ensure there are no boxes or waste bin inhibiting the travel of the trays up and down movement. Ensure all paper clips and staples are cleaned out of the finishing device.</td>
<td>♦ Point:</td>
<td>5 min</td>
</tr>
</tbody>
</table>

#### Note:
- 1. If error message shows up when performing Auto Correct Color Mismatch, patch registration shutter could be broken. Check patch registration shutter.
- 2. If the customer use the heavy paper, perform Auto Adjust Gradation with plain and heavy paper.
- 3. If the machine has imagePASS P1, perform calibration for imagePASS after performing Auto Correct Color Mismatch/Auto Adjust Gradation.

### C14
#### Perform Auto Correct Color Mismatch/Auto Adjust Gradation / Auto Correct Color Tone Setting

<table>
<thead>
<tr>
<th>Procedure</th>
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<th>Note</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Perform Auto Correct Color Mismatch</td>
<td><strong>Settings/Registration &gt; Adjustment/Maintenance &gt; Adjust Image Quality &gt; Auto Correct Color Mismatch</strong></td>
<td>♦ Point:</td>
<td>5 min</td>
</tr>
</tbody>
</table>

#### Note:
- 1. If error message shows up when performing Auto Correct Color Mismatch, patch registration shutter could be broken. Check patch registration shutter.
- 2. If the customer use the heavy paper, perform Auto Adjust Gradation with plain and heavy paper.
- 3. If the machine has imagePASS P1, perform calibration for imagePASS after performing Auto Correct Color Mismatch/Auto Adjust Gradation.
<table>
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<tr>
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<th>Note</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>C15</strong> Make Samples (After Sample)</td>
<td>Take following Copy/Print samples from ADF and Copy Glass. 1. PG5 2. CA7</td>
<td>If you still find following PCQ, check the ADV Topics.</td>
<td></td>
</tr>
</tbody>
</table>
◆ **Point:**  
Make following jobs.  
1. Double sided  
2. Staple  
3. Hole punch  
If you see the JAM, find the cause and fix that issue. | **Check** 5 min |
| **C17** Complete Documentation | 1. Service Log 2. FSR 3. P-PRINT |  
◆ **Point:**  
1. Let the customer print the test prints from their PC while completing the documentation.  
2. Write down detail action and all parts name and parts # 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 and User data list. | **Fill Out** 3 min P-PRINT 2 min |
### C18 Perform COM-TEST

1. Check the ADS and make sure the Monitor symbol is indicated.
2. If the Monitor symbol is indicated, execute COM-TEST. If not, do not execute COM-TEST.
   - **COPIER > Function > INSTALL > COM-TEST**

   If COM-TEST is NG, fix this issue at first. If you can’t fix this issue, get assistance.

### C19 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.