



Troubleshooting Guide

imageRUNNER ADVANCE

C5560 Series

April, 2017
OIP Field Quality Assurance Div.

New Arrival Information

[Regarding Troubleshooting Guide]

Please be advised of the release of Troubleshooting Guide for image RUNNER ADVANCE C5560 Series. Troubleshooting Guide is a booklet compiled from FAQs issued by Canon Inc.

[Additional case(s)]

There is no additional case at April, 2017.

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Image Faults

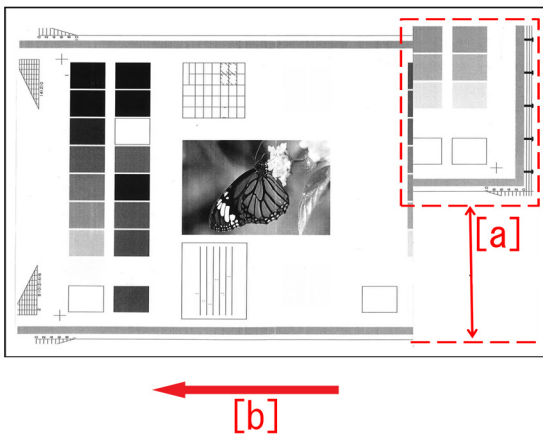
Copier Color | iR-ADV C5560/C5550/C5540/C5535 Series | imageRUNNER ADVANCE C5535, imageRUNNER ADVANCE C5535F, imageRUNNER ADVANCE C5535i, imageRUNNER ADVANCE C5540, imageRUNNER ADVANCE C5540F, imageRUNNER ADVANCE C5540i, imageRUNNER ADVANCE C5550, imageRUNNER ADVANCE C5550F, imageRUNNER ADVANCE C5550i, imageRUNNER ADVANCE C5560, imageRUNNER ADVANCE C5560F, imageRUNNER ADVANCE C5560i
Copier Color | iR-ADV C5255/C5250/C5240/C5235 Series | iR_ADV C5235i, iR_ADV C5255, iR_ADV C5255F, iR_ADV C5255I, iR_ADV C5250, iR_ADV C5250F, iR_ADV C5250I, iR_ADV C5240, iR_ADV C5240F, iR_ADV C5240I, iR_ADV C5235, iR_ADV C5235F, iR_ADV C5240A, iR_ADV C5235A

Image displacement when using ADF due to broken grounding sheet

For CE

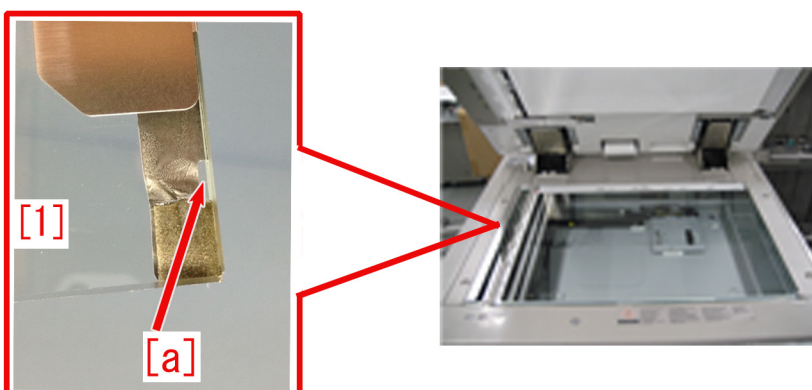
[Symptom]

When reading single-sided pages from ADF consecutively, image displacement [a] may occur on output images. "[b] indicates the feed direction."



[Cause]

The machine malfunction and it result in the above symptom when not properly grounded because the grounding sheet [a] located in the stream read glass unit [1] of the reader unit is broken or torn.



[Service work]

- 1) Prepare a new stream read glass (FL3-4769-000) and replace the old one.
- 2) Output the image having shown the symptom, and check that the symptom does not occur. If the symptom does not improve, then check other factors.

[Service part] FL3-4769-000 Stream read glass

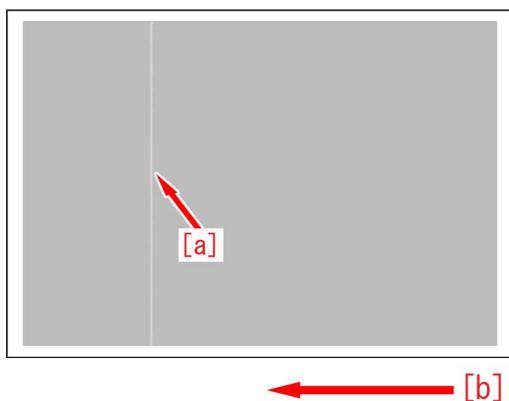
Horizontal white line appears at 120mm from the leading edge of the sheet with a Bk halftone image

For CE

[Symptom]

When a halftone image is printed out in Bk mode with the setting of Heavy 1 (106-128g/m²), a horizontal white line [a] may appear at 120mm from the leading edge of the sheet.

The arrow [b] indicates the direction of feeding.



[Cause]

The above mentioned symptom occurs when a sheet of paper rushes into the secondary transfer roller, its impact is propagated through the ITB to the drum and the speed of the drum fluctuated.

Due to the difference in the primary transfer engagement/disengagement operation, setting up Bk mode Heavy1 (106-128g/m²) exposes the symptom.

[Service work]

Print out after setting Paper Settings to Heavy2 (129-150gmm²).

Horizontal lines with 94mm pitch on a halftone image

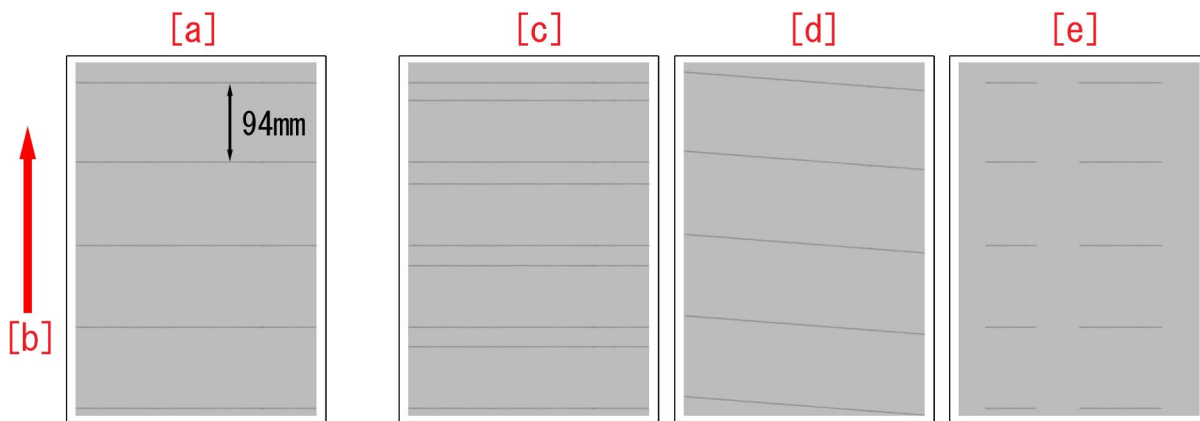
For CE

Symptom

Horizontal lines with 94mm pitch [a] may occur when a halftone image is output.

The arrow [b] indicates the direction of feeding.

[Reference] In this symptom, the horizontal lines may occur as bunches of plural lines [c] / diagonal lines [d] / lines with dropped part [e].



[Cause]

The inside of main body infinitesimally vibrates when the main body is operating.

The friction force of surface of the drum becomes uneven due to the vibration which the drum gets.

Therefore the several thousand paper feeding may make the difference of shaved surface condition of the drum.

Since there are different shaved conditions on the surface of the drum, uneven potential is generated at the each point and then cause the foregoing symptom.

The shaved condition on the drum surface becomes even gradually with the advancement of life of the drum, and then the symptom will be improved.

[Service work]

1) Select Settings/Registration > Adjustment/Maintenance > Maintenance > Clean Inside Main unit, and press "Start" button.

[Reference] The cleaning takes about 130 sec.

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

If the improvement of the symptom is not sufficient, a couple of implementations of Procedure 1) are required.

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

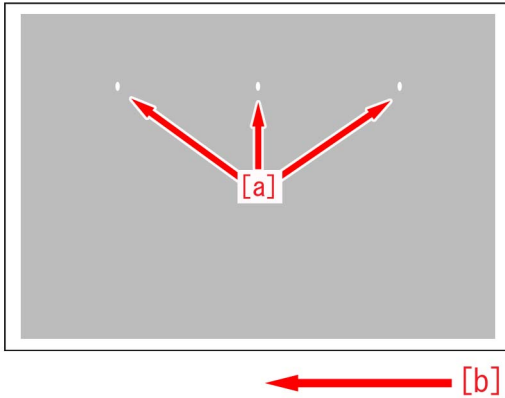
If the symptom does not improve, check other causes.

Image failure occurring repeatedly at the same interval (xx pitch)

For CE

[Symptom]

Repeating image failure [a] whose intervals are same pitch may occur.
 The arrow [b] indicates the direction of feeding.



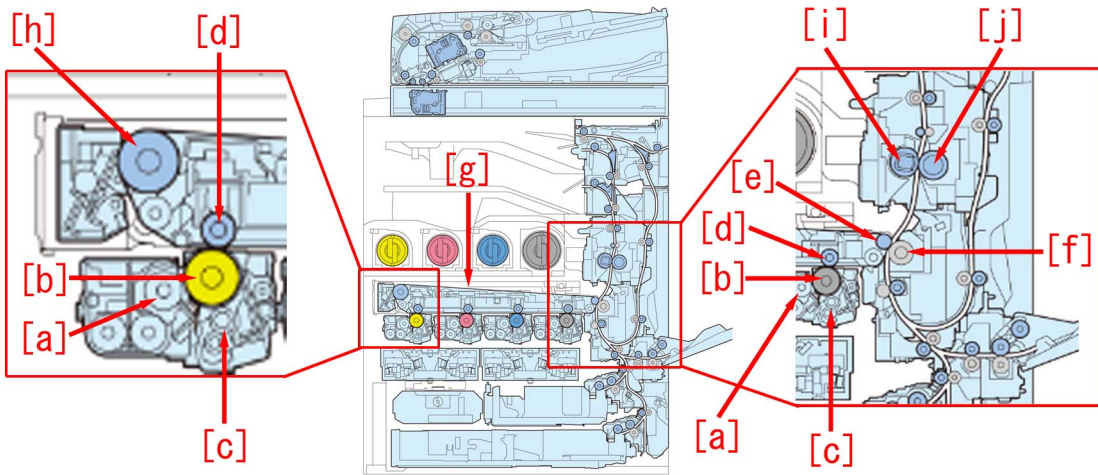
[Cause]

The image failure occurs when rollers have foreign matters or flaws.

[Service work]

Check the rollers or Belts of a) to j) below.

No	Interval (xx pitch)	Parts	Parts No
a	34.9mm	Developing Cylinder	FM1-N370 (DEVELOPING ASSEMBLY, Y)
			FM1-N371 (DEVELOPING ASSEMBLY, M)
			FM1-N372 (DEVELOPING ASSEMBLY, C)
			FM1-N373 (DEVELOPING ASSEMBLY, BK)
b	94.2mm	Photosensitive Drum	Drum Unit
c	44.0mm	Charging Roller	Drum Unit
d	55.0mm	Primary Transfer Roller	FC0-0257
e	50.3mm	Secondary Transfer Inner Roller	FL0-4164
f	77.7mm	Secondary Transfer Roller	FE4-8322
g	893.1mm	ITB	FM1-N265
h	101.7mm	ITB Drive Roller	FC8-4403
i	94.2mm	Fixing Film	FM1-N253 (100V : Film Assembly)
			FM1-N254 (120V : Film Assembly)
			FM1-N255 (230V : Film Assembly)
j	94.2mm	Fixing Pressure Roller	FM1-N252 (Pressure Roller Kit)



- a) When the interval is 34.9 mm pitch, check Developing Cylinder [a] in Developing Assembly (FM1-N370/-N371/-N372/-N373).
- b) When the interval is 94.2 mm pitch, check Drum [b].
- [Note] If the failure occurs in all the colors, check Fixing Film [i] or Fixing Pressure Roller [j].
- c) When the interval is 44 mm pitch, check Charging Roller [c] of the Drum Unit.
- d) When the interval is 55.0 mm pitch, check Primary Transfer Roller [d] (FC0-0257).
- e) When the interval is 50.3 mm pitch, check Secondary Transfer Inner Roller [e] (FL0-4164).
- f) When the interval is 77.7 mm pitch, check Secondary Transfer Roller [f] (FE4-8322).
- g) When the interval is 893.1 mm pitch, check ITB (Intermediate Transfer Belt) [g] (FM1-N265).
- [Note] When the paper whose size is A3 or 11x17 is used, the image failure occurs at a frequency of once in 2 sheets.
- h) When the interval is 101.7 mm pitch, check ITB Drive Roller [h] (FC8-4403).
- i) When the interval is 94.2 mm pitch, check Fixing Film [i] in Film Assembly (FM1-N253/-N254/-N255).
- [Note] If the failure occurs only for any color of Y/M/C/BK, check Photosensitive Drum of the Drum unit.
- j) When the interval is 94.2 mm pitch, check Fixing Pressure Roller [j] in Pressure Roller Kit (FM1-N252).
- [Note] If the failure occurs only for any color of Y/M/C/BK, check Photosensitive Drum of the Drum unit.

Faulty Feeding

Copier Color | iR-ADV C3330/C3325/C3320 Series | imageRUNNER ADVANCE C3320F, imageRUNNER ADVANCE C3320i, imageRUNNER ADVANCE C3320, imageRUNNER ADVANCE C3320L, imageRUNNER ADVANCE C3325, imageRUNNER ADVANCE C3325i, imageRUNNER ADVANCE C3330, imageRUNNER ADVANCE C3330F, imageRUNNER ADVANCE C3330i

Copier Color | iR-ADV C5560/C5550/C5540/C5535 Series | imageRUNNER ADVANCE C5535, imageRUNNER ADVANCE C5535F, imageRUNNER ADVANCE C5535i, imageRUNNER ADVANCE C5540, imageRUNNER ADVANCE C5540F, imageRUNNER ADVANCE C5540i, imageRUNNER ADVANCE C5550, imageRUNNER ADVANCE C5550F, imageRUNNER ADVANCE C5550i, imageRUNNER ADVANCE C5560, imageRUNNER ADVANCE C5560F, imageRUNNER ADVANCE C5560i

Poor stacking/wrinkles/tear of paper due to inappropriate position of the aligning plate of the processing tray unit (Inner Finisher-G1/H1)

For CE

[Symptom]

When taking copy with single sheet output using inner finisher, this may lead to a poor stacking [A] or wrinkles/tear [B] at the center of the trailing edge of paper due to unfinished delivery of paper to the tray.

The arrow [a] indicates the direction of feeding.



[Cause]

A poor adjustment of the aligning plate of the processing tray unit encumbers a proper delivery of paper and this ends in the aforementioned symptom.

[Service work]

When the above mentioned symptom has occurred, adjust the width of the aligning plate following the procedure below.

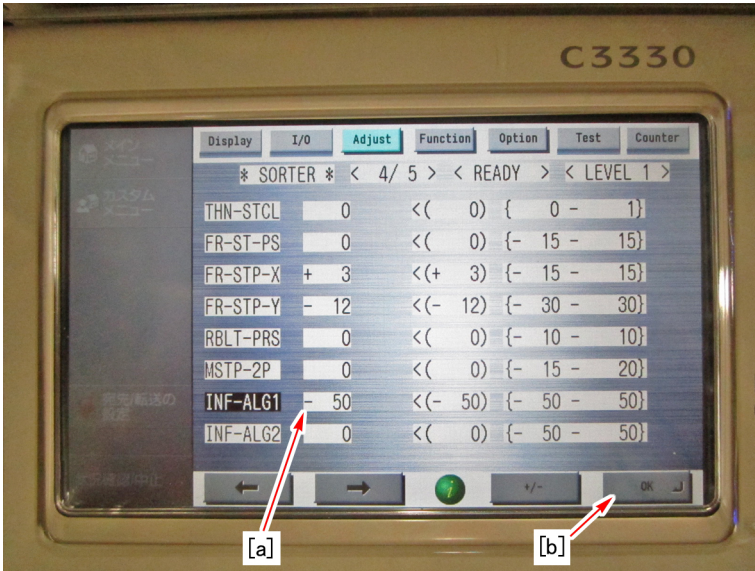
1) Select the paper to be set in the processing tray unit from Service Mode.

In case of A4 size : Service mode > SORTER > ADJUST > INF-ALG1

In case of LTR size : Service mode > SORTER > ADJUST > INF-ALG2

[Note] The paper size used for the width adjustment of the alignment plate is A4 size or LTR size.

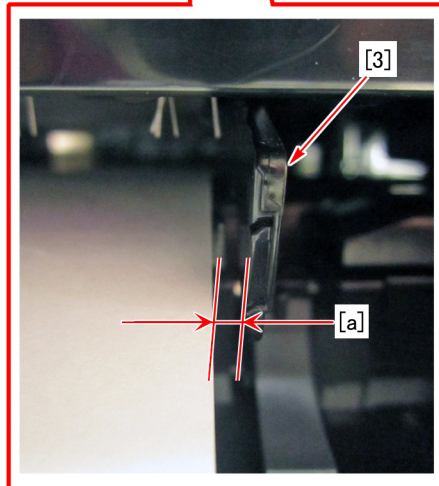
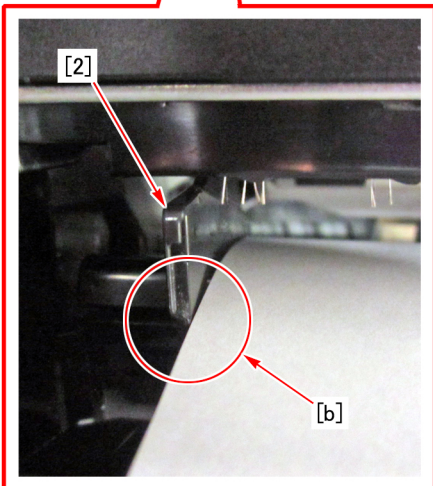
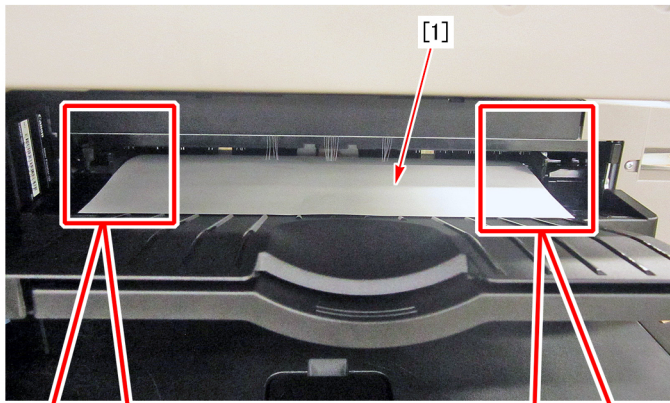
2) Enter -50 in the section for entering the adjusted value [a] of the target paper and press OK [b] (the image below is the case of A4)



[Note] This operation stops the alignment plate at the alignment position +5.0mm.

3) Set one sheet of paper [1] in the processing tray unit, fit it to the edge [b] of the rear alignment plate [2], and then measure the gap [a] between the edge of the front alignment plate [3] and the paper with a scale.

[Note] Since the alignment plate is installed a bit tilting toward the delivery direction, set the paper to be fitted to the edge (on the delivery side).



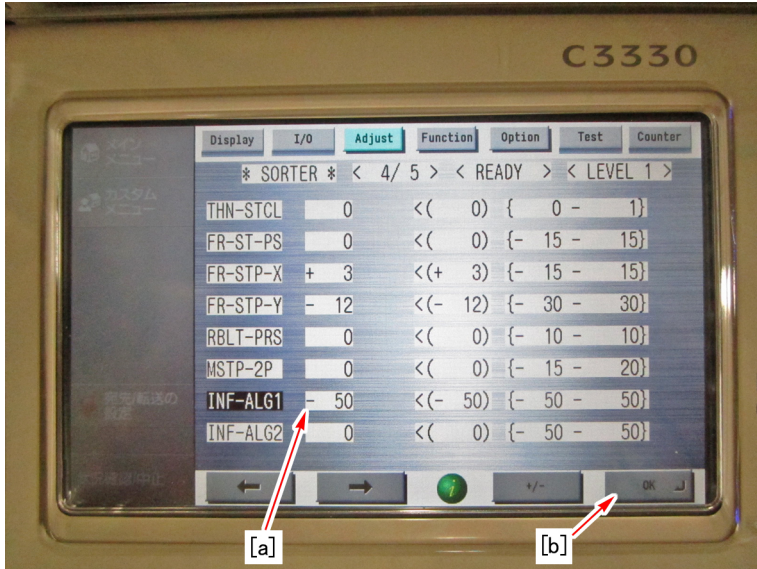
4) Enter the gap value measured in the above step 3) in the calculation formula below, enter the calculated adjusted value [a] and press OK [b].

$$\text{Adjusted value} = \text{gap (mm)} \times 10 - 50$$

[Note] Correspondence table of measured gap value and adjusted value.

Gap mm (measured value)	adjusted value
2.0	- 30

	2.5	- 25
	3.0	- 20
	3.5	- 15
	4.0	- 10
	4.5	- 5
	5.0	0



5) Take copy with a single sheet of original into 10 sets of output to verify if the symptom does not occur any more.

Malfunction

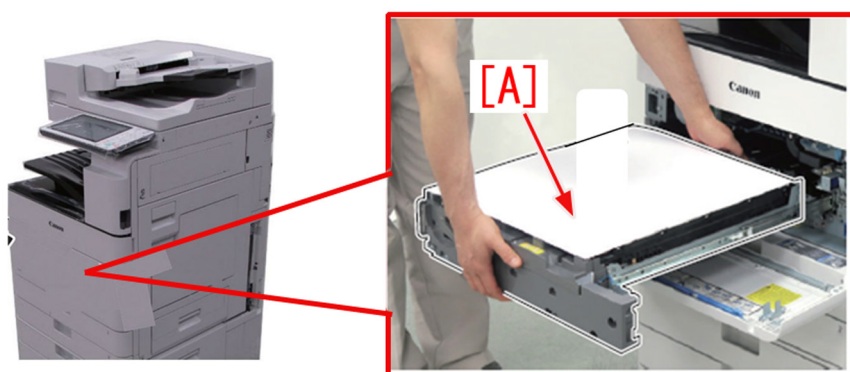
Copier Color | iR-ADV C5560/C5550/C5540/C5535 Series | imageRUNNER ADVANCE C5535, imageRUNNER ADVANCE C5535F, imageRUNNER ADVANCE C5535i, imageRUNNER ADVANCE C5540, imageRUNNER ADVANCE C5540F, imageRUNNER ADVANCE C5540i, imageRUNNER ADVANCE C5550, imageRUNNER ADVANCE C5550F, imageRUNNER ADVANCE C5550i, imageRUNNER ADVANCE C5560, imageRUNNER ADVANCE C5560F, imageRUNNER ADVANCE C5560i

Toner leakage from the bottom of the process unit due to the spring in the shutter coming off

For CE

[Symptom]

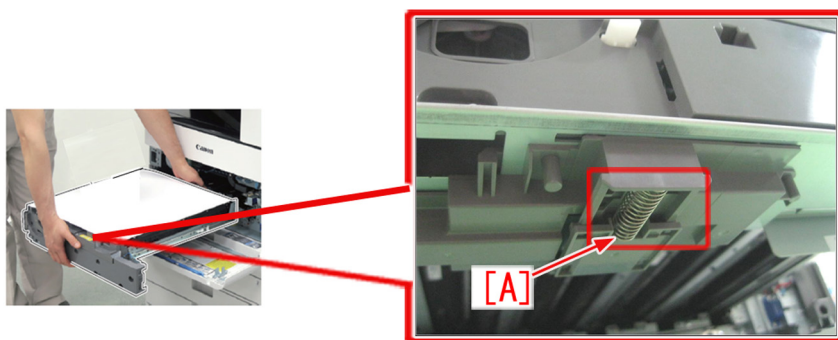
Waste toner may leak when pulling out the process unit [A] from the main body.



[Cause]

When removing the process unit from the main body, the shutter spring [A] located at the back of the process unit may come off if touched. The process unit is installed to the main body with no spring and is pulled out, the shutter does not close and it results in the above symptom.

[Reference] The shutter of the process unit is designed to open when the unit is installed to the main body, and to close when the unit is removed from the main body.



[Service work]

- 1) Check the shutter unit and if the shutter spring has come off, prepare and attach a new spring [FU2-1194-000].
- 2) Check the operation of the shutter, and install the process unit to the main body.
- 3) When removing and installing the process unit in the future, be sure not to touch the spring in the shutter as it tends to come off easily.

[Service part] FU2-1194-000 SPRING TENSION

"Insert the toner container" is displayed caused by half-insertion of the front door SW connectors

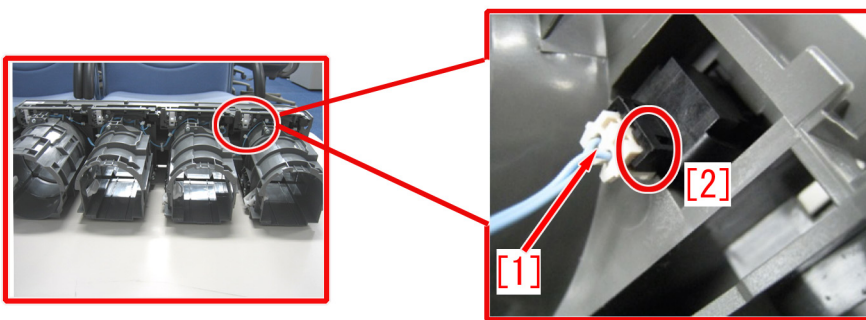
For CE

[Symptom]

When starting the main body, "Insert the toner container" may be displayed.

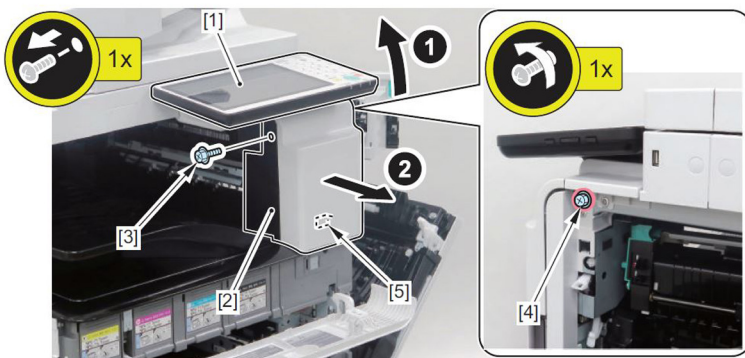
[Cause]

The connector [1] on the inner side of the toner bottle inner door interferes with the mold of the bottle front inner guide [2], and the connector cannot be fully inserted and the above-mentioned symptom may occur.

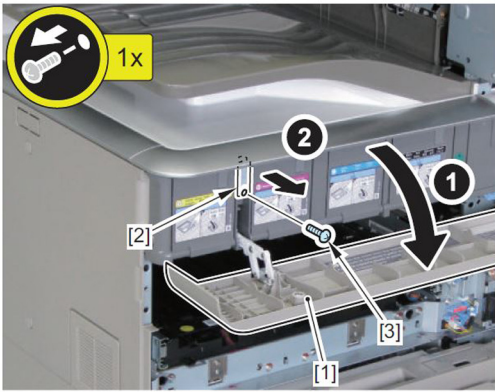


[Service work]

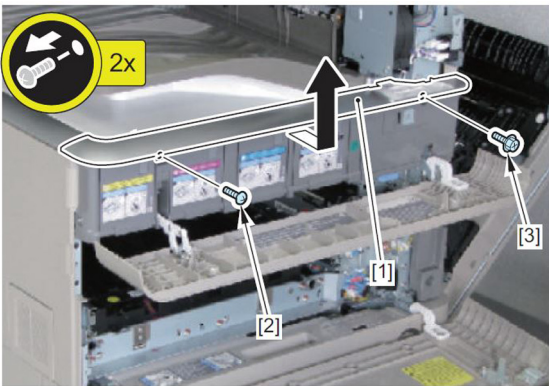
- 1) Removing the ITB Unit
- 2) Removing the Process Unit
- 3) Pull up the Control Panel [1] and remove the Right Front Cover [2].
 - 1 Screw [3] (to remove)
 - 1 Screw [4] (to loosen)
 - 1 Claw [5]



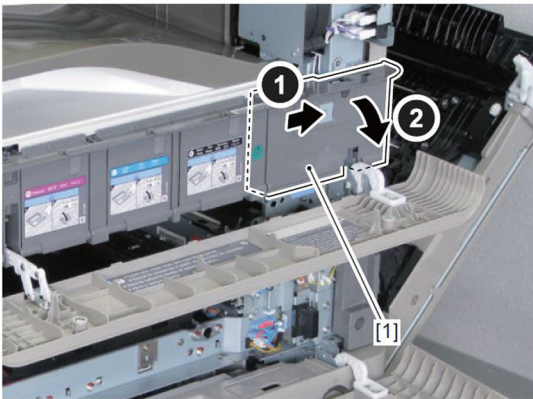
- 4) Open the toner replacement cover [1], remove the 1 screw [3] and remove the 1 small plate [2].



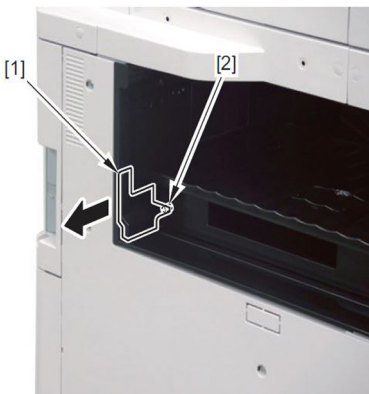
5) Remove the 1 screw [2] and 1 screw [3], and remove the right upper cover [1].



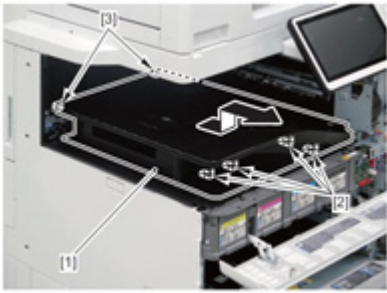
6) Remove the front upper right cover [1].



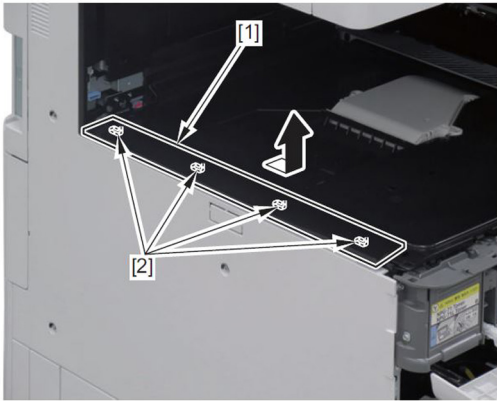
7) Remove the 1 boss [2] and remove the inner delivery cover (left rear) [1].



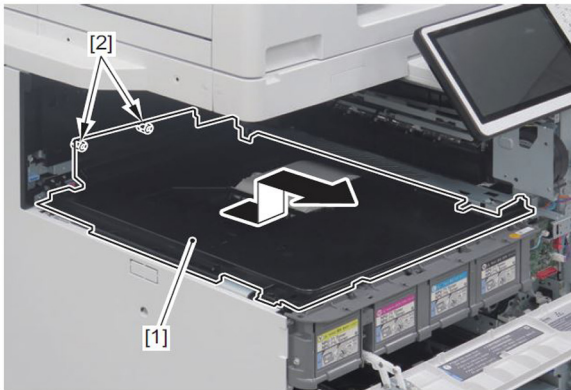
8) Remove the delivery tray [1] by removing the 4 hooks [2] and the 2 projections [3].



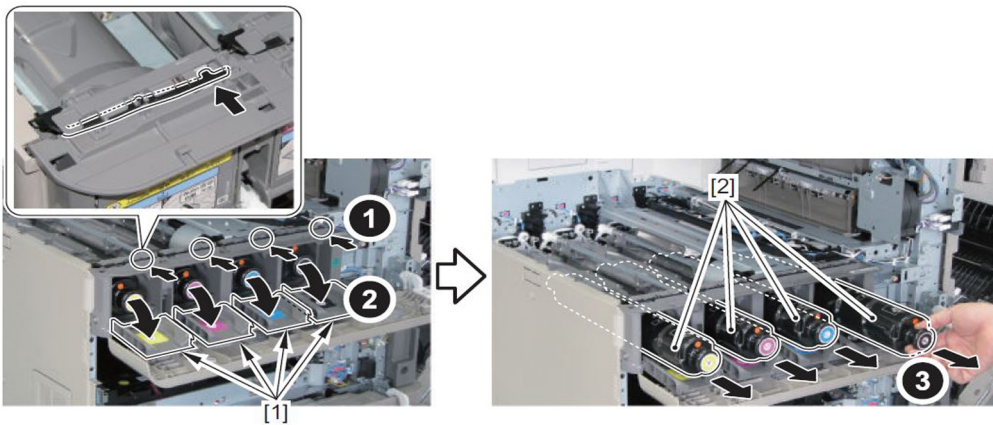
9) Remove the 4 hooks [2] and remove the inner delivery cover (left) [1].



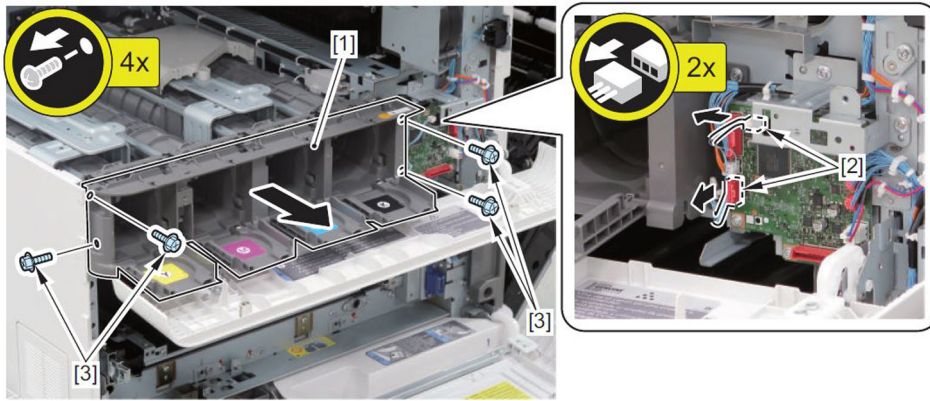
10) Remove the 2 bosses [2] and remove the inner delivery middle cover [1].



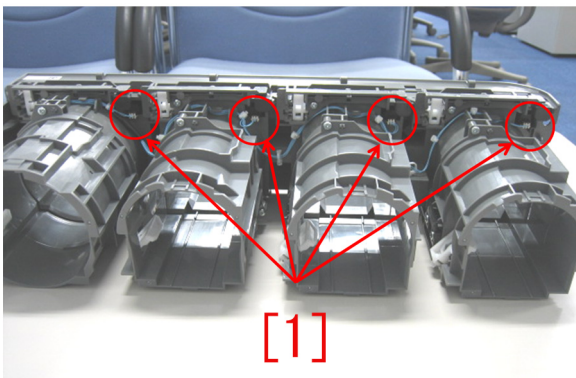
11) Open the 4 small covers [1] and remove the 4 toner containers [2].



12) Remove the 4 screws [3], remove the 2 connectors [2] and remove the toner container front inner cover [1].



13) Check whether the 4 connectors [1] on the inner side of the toner bottle inner door are half inserted. If the connectors are half inserted, push them. If they are not half inserted, look for other causes.



14) Attach the parts by reversing the steps from 12).
 15) Start the main body and confirm that the symptom does not occur.

Points to note when installing the rail unit (Inner Finisher-H1)

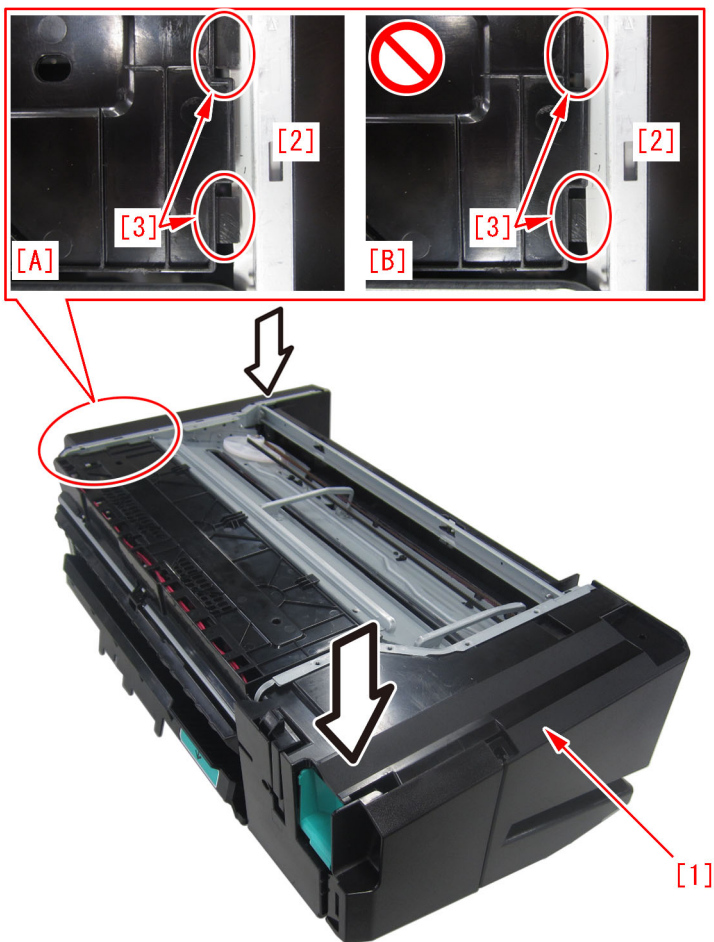
For CE

[Symptom]

When installing the rail unit to the inner finisher [1], the frame of the finisher would be twisted if a downward force is applied to the area shown with the arrow while the finisher is faced upside down.

When a gap is created between the front end plate and the back end plate due to twist on the frame, the craw [3] of the molded part [2] may come off.

Fig. [A] is the normal state and Fig.[B] is where the craw of the molded part [2] came off.



[Service work]

When the craw of the molded part is off, install the rail unit after placing the craw of the molded part back in the correct place by firmly pressing the area shown with the arrow.

Jam (Delivery options)

Copier Color | iR-ADV C5051/C5045/C5035/C5030 Series | imageRUNNER ADVANCE C5030i, imageRUNNER ADVANCE C5030, imageRUNNER ADVANCE C5030F, imageRUNNER ADVANCE C5035, imageRUNNER ADVANCE C5035i, imageRUNNER ADVANCE C5035F, imageRUNNER ADVANCE C5045, imageRUNNER ADVANCE C5045i, imageRUNNER ADVANCE C5045F, imageRUNNER ADVANCE C5051, imageRUNNER ADVANCE C5051F, imageRUNNER ADVANCE C5051i, imageRUNNER ADVANCE C5051F_R, imageRUNNER ADVANCE C5035F_R

Copier Color | iR-ADV C5255/C5250/C5240/C5235 Series | iR_ADV C5235I, iR_ADV C5255, iR_ADV C5255F, iR_ADV C5255I, iR_ADV C5250, iR_ADV C5250F, iR_ADV C5250I, iR_ADV C5240, iR_ADV C5240F, iR_ADV C5240I, iR_ADV C5235, iR_ADV C5235F, iR_ADV C5240A, iR_ADV C5235A

Copier Color | iR-ADV C5560/C5550/C5540/C5535 Series | imageRUNNER ADVANCE C5535, imageRUNNER ADVANCE C5535F, imageRUNNER ADVANCE C5535i, imageRUNNER ADVANCE C5540, imageRUNNER ADVANCE C5540F, imageRUNNER ADVANCE C5540i, imageRUNNER ADVANCE C5550, imageRUNNER ADVANCE C5550F, imageRUNNER ADVANCE C5550i, imageRUNNER ADVANCE C5560, imageRUNNER ADVANCE C5560F, imageRUNNER ADVANCE C5560i

0211/0212/110A jam code caused by disengaged timing belt (Buffer Pass Unit)

For CE

[Symptom]

Printing using the buffer pass unit may cause the following jam in the machine earlier than the following countermeasure cut-in serial numbers in factory.

BUFFER PASS UNIT-G1

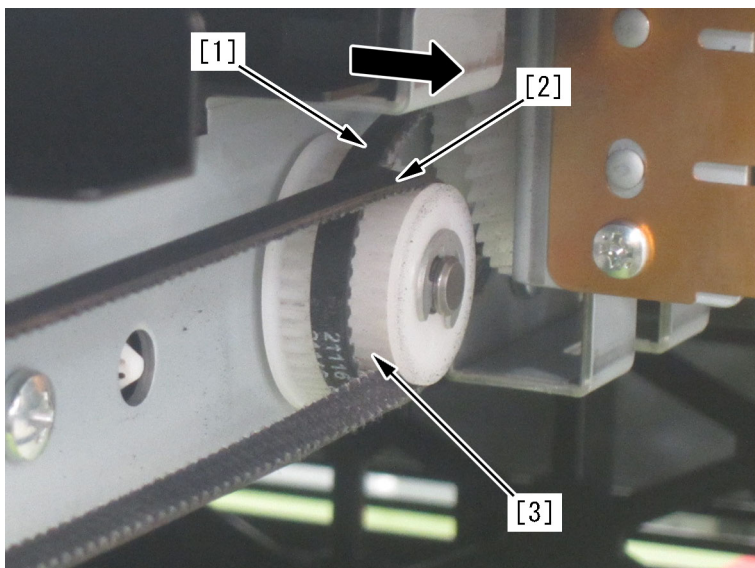
- 0211: buffer pass inlet sensor (PS1) stationary jam
- 0212: buffer pass outlet sensor (PS2) stationary jam

BUFFER PASS UNIT-L1

- 110A: buffer pass inlet sensor (PS401) stationary jam

[Cause]

If the timing belt [1] on the rear side shifts in the arrow direction, it comes in contact with the timing belt [2] on the front side, and the timing belt on the front side is disengaged from the 30T/40T pulley [3], resulting in the above-mentioned symptom.



[Service work]

If the above-mentioned symptom occurs, remove the buffer pass unit and check whether the timing belt at the back of the machine is disengaged.

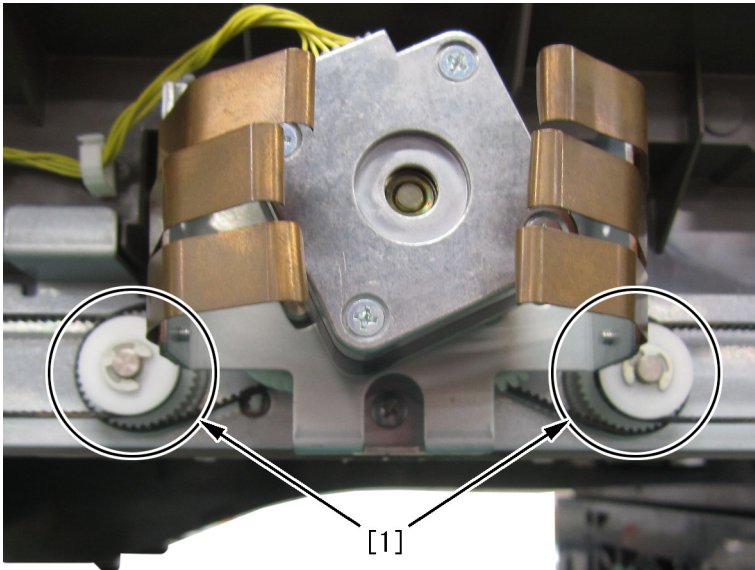
If the timing belt is disengaged, prepare a flange (FE8-8792-000) and a new E ring (XD9-0136-000).

Referring to Service Manual, remove the buffer pass unit from the copier, and attach the flange to the 30T/40T pulley by following the steps below.

[Attention] The number of flanges and E rings is different depending on the model.

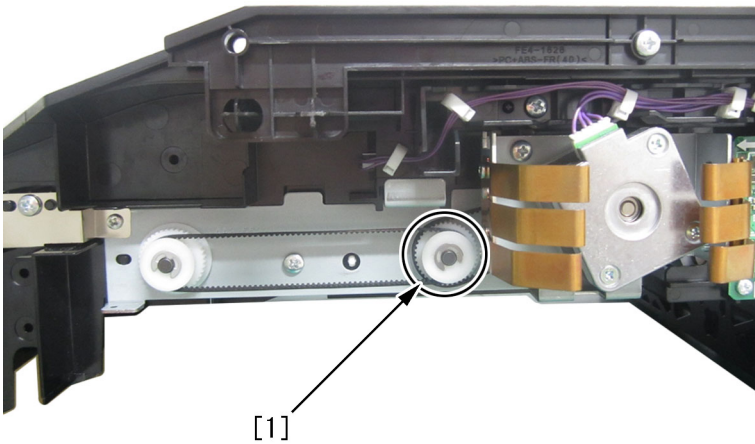
BUFFER PASS UNIT-G1

The flange is attached to the 30 T/40 T pulley [1] in 2 places.
Prepare 2 flanges and 2 E rings.

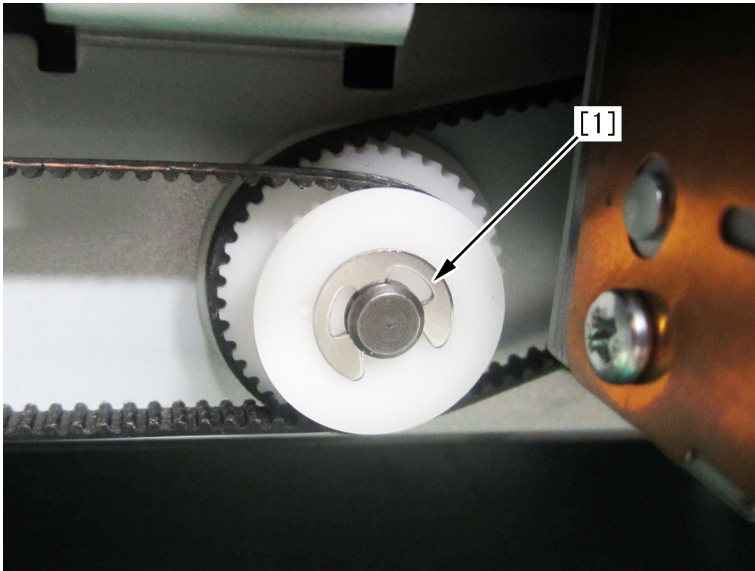


BUFFER PASS UNIT-L1

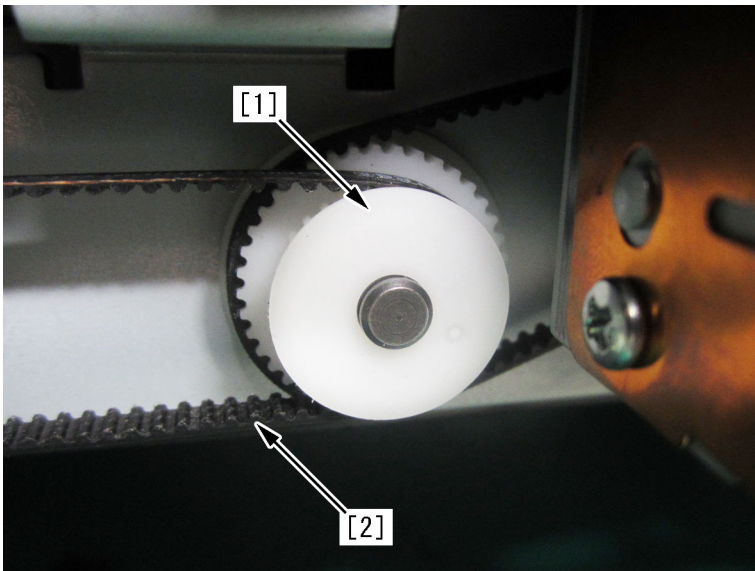
The flange is attached to the 30 T/40 T pulley [1] in 1 place.
Prepare 1 flange and 1 E ring.



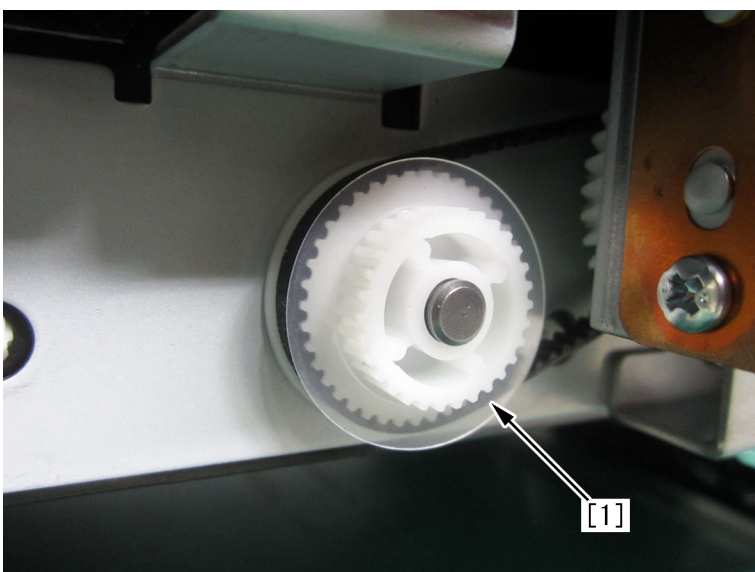
1) Remove the E ring [1] at the back of the buffer pass unit.



2) Remove the spacer [1] and the timing belt [2].



3) Attach the flange [1] to the 30 T/40 T pulley.
In the case of the buffer pass unit -G1, attach the flange to the 30 T/40 T pulley in 2 places in the steps above.



4) Attach the parts by reversing the procedure from the step 2).

[Service parts]

BUFFER PASS UNIT-G1

No.		Part Number	Description	Q'ty	Fig.No.
1	Old				N10
	New	FE8-8792-000	Flange	0->2	
2	Old				
	New	XD9-0136-000	RING, E	0->2	

BUFFER PASS UNIT-L1

No.		Part Number	Description	Q'ty	Fig.No.
1	Old				N10
	New	FE8-8792-000	Flange	0->1	
2	Old				
	New	XD9-0136-000	RING, E	0->1	

[Countermeasure cut-in serial numbers in factory]

Model	Serial number
BUFFER PASS UNIT-G1	TMP80898
BUFFER PASS UNIT-L1	WFE17009

Error Code

Copier Color | iR-ADV C5560/C5550/C5540/C5535 Series | imageRUNNER ADVANCE C5535, imageRUNNER ADVANCE C5535F, imageRUNNER ADVANCE C5535i, imageRUNNER ADVANCE C5540, imageRUNNER ADVANCE C5540F, imageRUNNER ADVANCE C5540i, imageRUNNER ADVANCE C5550, imageRUNNER ADVANCE C5550F, imageRUNNER ADVANCE C5550i, imageRUNNER ADVANCE C5560, imageRUNNER ADVANCE C5560F, imageRUNNER ADVANCE C5560i

E583-8001/E583-8002 due to malfunction of the front/rear tray auxiliary guides(Staple/Booklet Finisher_Y1)

For CE

[Symptom]

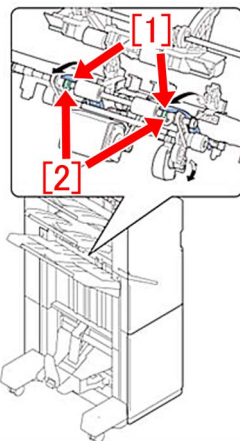
In the machines prior to the countermeasure cut-in serial number in factory described below E583-8001 or E583-8002 may occur.

- E583-8001 : Error in the Tray Auxiliary Guide Motor. The tray auxiliary guides don't come off the Front/Rear Tray Auxiliary Guide HP Sensors when the Tray Auxiliary Guide Motor has been driven for 1 second.
- E583-8002 : Error in the Tray Auxiliary Guide Motor. The Front/Rear Tray Auxiliary Guide HP Sensors don't detect the tray auxiliary guides when the Tray Auxiliary Guide Motor has been driven for 1 second.

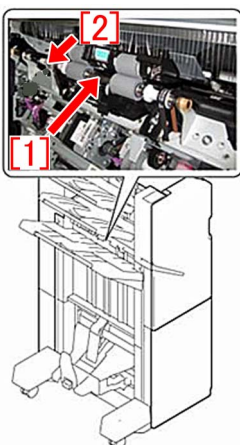
[Cause]

Due to the following 2 operation failure of the front/rear tray auxiliary guide, the above-mentioned symptom occurs.

- 1) Operation failure of the front/rear tray auxiliary guide due to shift in engagement of the rack and the pinion [2] of the front/rear tray auxiliary guide [1]



- 2) Operation failure of the front/rear tray auxiliary guide due to large clearance of the mount of the lower delivery roller [1] dislocating the bushing [2] on the rear side.



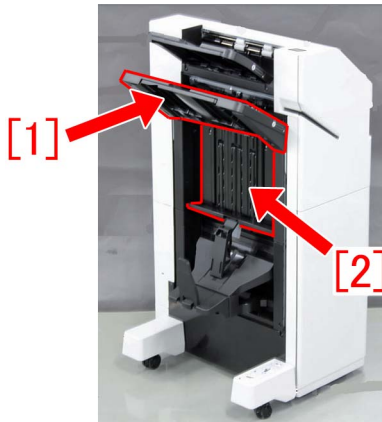
[Service work]

If the above-mentioned symptom occurs, check whether the front/rear tray auxiliary guide operates normally.

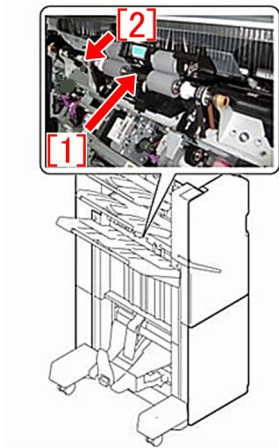
If the front/rear tray auxiliary guide does not operate normally, prepare the washer (XD1-1106-235), modify the bushing of the lower delivery roller and adjust the assembly of the front/rear tray auxiliary guide holder by following the procedures below.

However, in case of replacement by the new-type lower delivery roller, washer (XD1-1106-235) is not necessary.

1) Remove the stack tray [1] and the grate-shaped lower guide [2] by referring to the Service Manual.

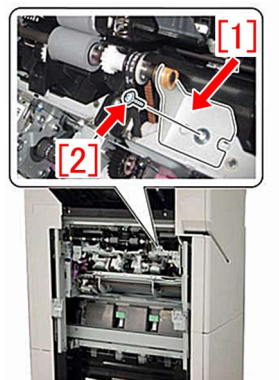


2) If the bushing [2] on the rear side of the lower delivery roller [1] is detached from the supporting plate, go to the step 3). If the bushing [2] is not detached, go to the step 7).

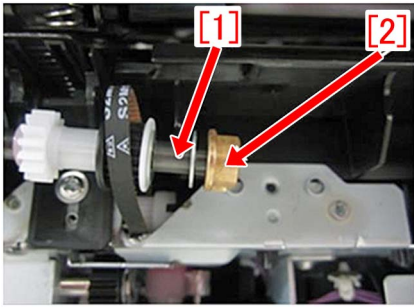


3) Remove the supporting plate [1] of the bushing on the near side.

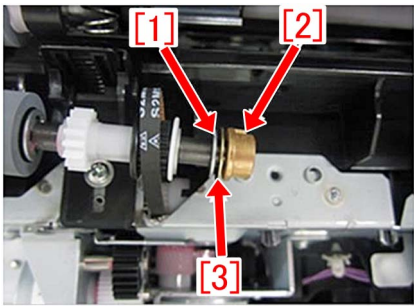
- Screw [2] 1 pcs



4) Remove the bushing [2] from the lower delivery roller shaft [1].



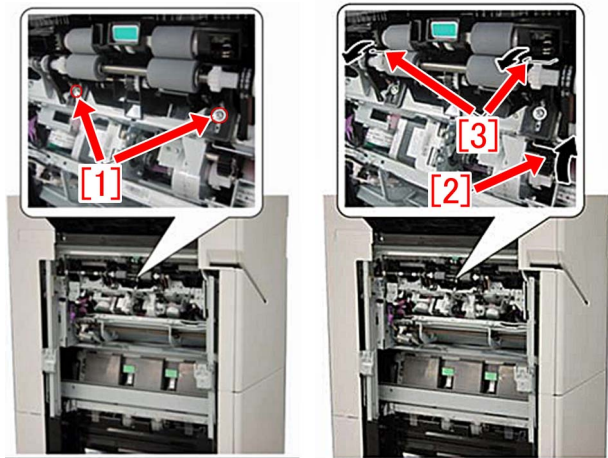
5) Attach the washer (XD1-1106-235) [3] between the E-ring [1] and the bushing [2] of the lower delivery roller. However, if the lower delivery roller is a new type, attaching the washer (XD1-1106-235) [3] is not required.



6) While attaching the bushing on the rear side of the lower delivery roller, attach the supporting plate [1] which was removed in the step 3).

- Screw [2] 1 pcs

7) Loosen the 2 screws [1], rotate the gear [2] in an arrow direction with a hand, pull out the front/rear tray auxiliary guide [3] for approx. 10 mm, and then tighten the 2 screws [1].



8) Assemble the parts by reversing the step 1).

9) Select the motor to check operation.

Service Mode (Level1) SORTER > FUNCTION > MTR-CHK enter "17" and press "OK".

[Reference] After "17" is entered, the tray auxiliary guide motor (M109) is selected.

10) Service Mode (Level1) SORTER > FUNCTION > MTR-ON press "OK" to drive the tray auxiliary guide motor (M109) and check the operation of the tray auxiliary guide.

[Service parts]

No.		Part Number	Description	Q'ty	Fig.No.
1	Old	FM1-H272-000	ROLLER, DELIVERY,LOWER	1->0	L20
	New	FM1-H272-010	ROLLER, DELIVERY,LOWER	0->1	
2	Old				L20
	New	XD2-1100-505	RETAINING RING (E-TYPE)	0->1	

[Countermeasure cut-in serial number in factory]

Model	Serial number
Staple Finisher Y1	WEU02657
Booklet Finisher Y1	WEY00839