



Troubleshooting Guide

imageRUNNER ADVANCE

8500/6500 Series

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OIP Field Quality Assurance Div.

New Arrival Information

[Regarding Troubleshooting Guide]

Please be advised of the release of Troubleshooting Guide for image RUNNER ADVANCE 8500/6500 Series. Troubleshooting Guide is a booklet compiled from FAQs issued by Canon Inc.

[Additional case(s)]

- Stained image (at regular intervals of 63mm) due to scratches on the developing upper/lower cylinder

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

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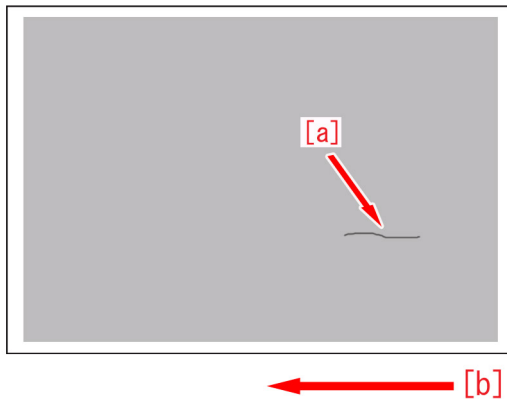
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Image Faults

Black Line appearing in sub scanning direction on image due to fluff adhered to the leaser exposure path.

[Symptom]

Black line in sub scanning direction [a] may occur.
The arrow [b] indicates the direction of feeding.

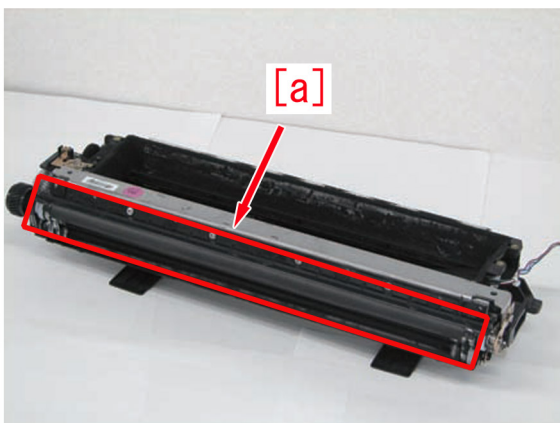


[Cause]

If fluffy foreign matter is adhered to the leaser exposure path which is located between the Laser Scanner Unit and the Developing Unit, the laser light is blocked and a latent image cannot be formed. As a result, the symptom occurs.

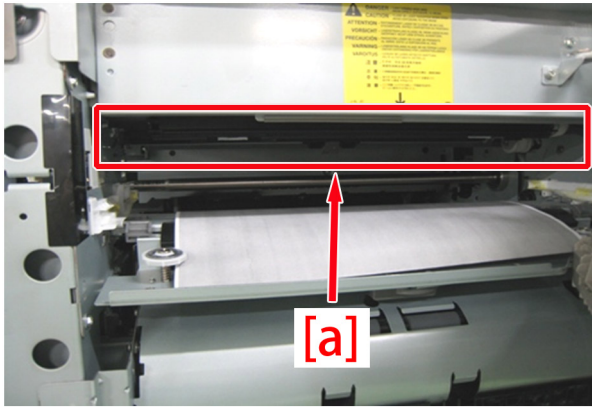
[Service work]

- 1) Remove the process unit by following the steps in Service Manual "Parts Replacement and Cleaning > Image Formation System > Cleaning the Process Unit".
- 2) Remove the developing unit by following the steps in Service Manual "Parts Replacement and Cleaning > Image Formation System > Removing the Developing Assembly".
- 3) Check to see if any fluffy foreign matter is attached to the developing sleeve [a] in the developing assembly and remove if found.



If no fluffy foreign matter is attached, proceed to Step 4).

- 4) Remove the laser scanner unit by following the steps in Service Manual "Parts Replacement and Cleaning > Laser Exposure System > Removing the Laser Scanner Unit".
- 5) Check to see if any fluffy foreign matter is attached to the area near [a] the laser scanner unit and remove if found.



6) Install the laser scanner unit, developing assembly and process unit by following the steps in Service Manual "Parts Replacement and Cleaning > Image Formation System.

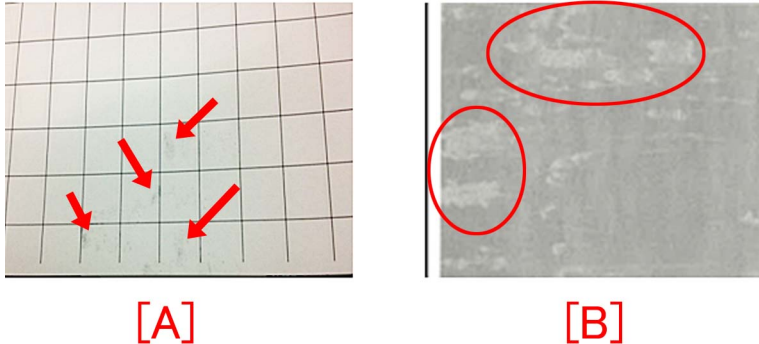
7) Output the image having shown the symptom, and check that the symptom does not occur.

If the symptom does not improve, check other causes.

Measure against soiled image or blank image due to a fault in the surface finishing of the developing assembly lower sleeve

[Symptom]

On the machines with the serial number earlier than the following countermeasure cut-in serial number in factory, soiled image [A] or blank image [B] may occur directly after machine installation or developing assembly replacement.



[Cause]

If there is a fault in the surface finishing of the developing assembly lower sleeve, the toner is charged more than necessary. Therefore, toner clump [a] may occur especially in the environment of low temperature and low humidity, resulting in the above-mentioned symptom.



[Service work]

Prepare the new-type developing assembly (FM4-5429-010) with the surface finishing process of its lower sleeve changed, and replace it by referring to service manual.

[Service parts]

No.		Part Number	Description	Q'ty	Fig.No.
1	Old	FM4-5429-000	DEVELOPING ASS'Y	1 -> 0	640
	New	FM4-5429-010	DEVELOPING ASS'Y	0 -> 1	

[Countermeasure cut-in serial numbers in factory]

Model	Serial number
iR-ADV 8505 series 230V AS	SWD00727
iR-ADV 8505 series 230V EUR	SWC01247
iR-ADV 8505P series 230V EUR	TMF00543
iR-ADV 8505i 120V USA	SWA01933
iR-ADV 8585i 120V USA	SWN01050
iR-ADV 8505i 120V USA G	SWB00512
iR-ADV 8585i 120V USA G	SWP00505
iR-ADV 8505 series 220V CN	WRX00520

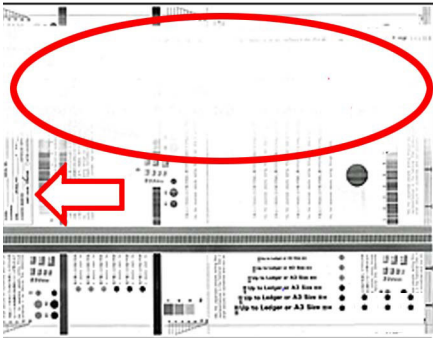
- iR-ADV 8105 series /8205 series : No implemented due to production discontinuance.

Poor density or white band image due to the boss breakage of the stirring rod

[Symptom]

Poor density or white band image may occur in the machine earlier than the following countermeasure cut-in serial numbers in factory.

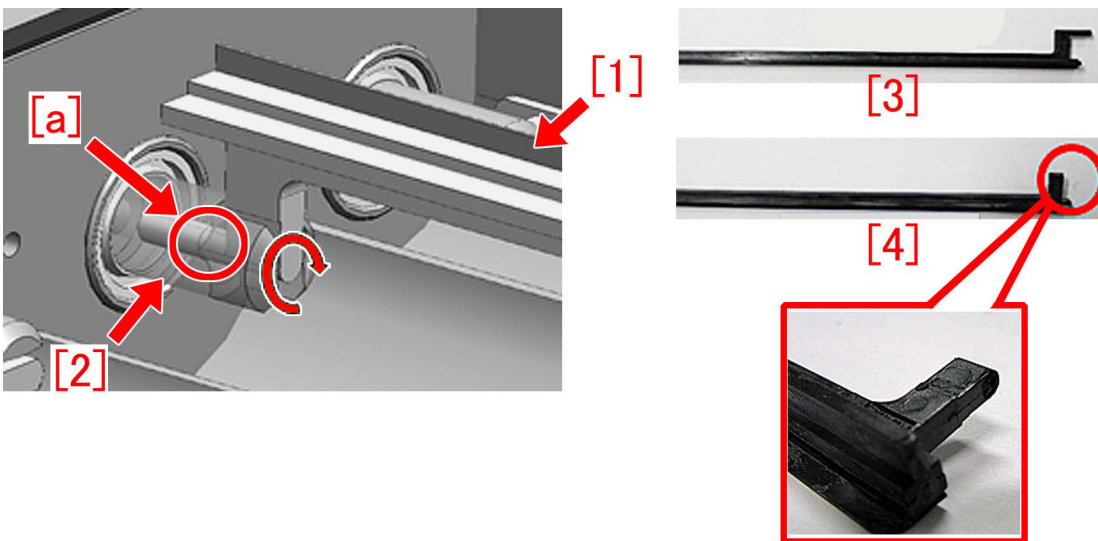
Below is a sample of image with white band phenomenon. Arrow shows the paper feeding direction.



[Cause]

When the stirring sheet [1] of the second stirring rod contacts the container, a stress concentrates to the base of the boss, which is connected to the 20T gear [2]. Repetitive stress may lead to breakage of the stirring rod, and toner will no more be stirred or supplied, resulting in the above mentioned phenomenon.

Figures below shows the configuration around the 20T gear and the second stirring rod, normal stirring rod [3] and the broken stirring rod [4].

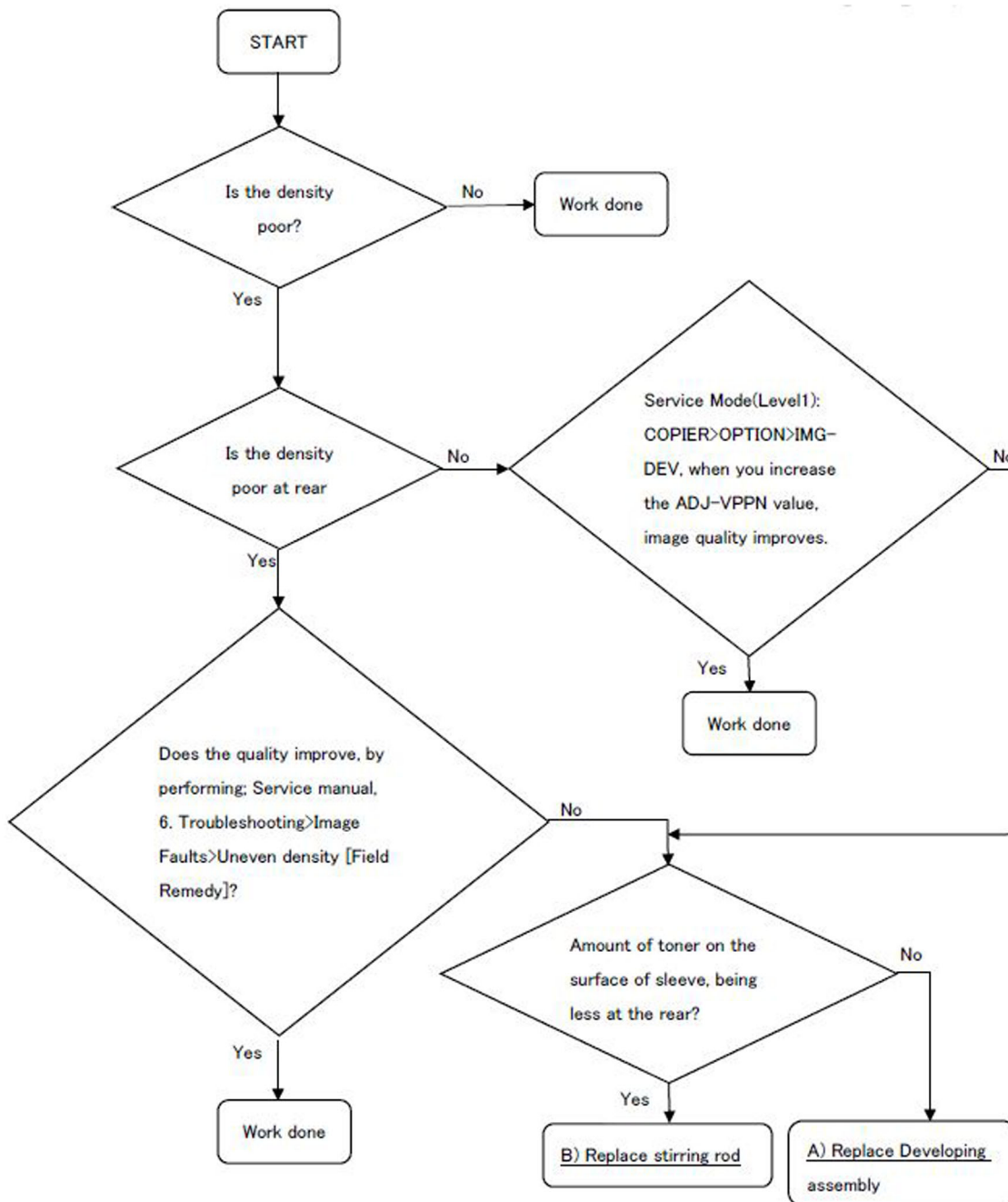
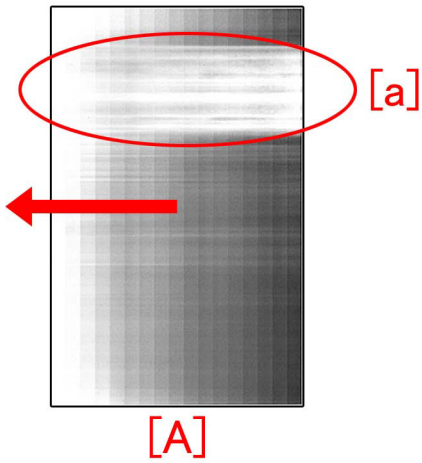


[Service work]

When the above symptom occurs, follow the steps below and perform the works.

- 1) Service Mode(Level1): COPIER > TEST > PG, set value to 3 and conduct test print.
- 2) Check the test print above 1) and follow the flow chart below to decide what to do.

Figure [A] is a sample of test print with a white band[a] formed in the rear side. Arrow shows the paper feeding direction.



3) If necessary, prepare and replace with a new type of either a stirring rod (FL3-2163-010) or a developing assembly (FM3-7384-020).

A) Replacement of developing assembly (FM3-7384-020)

Refer to the service manual and replace with a new type of developing assembly (FM3-7384-020).

B) Replacement of stirring rod (FL3-2163-010)

B-1) Refer to service manual to pull out the developing assembly.

B-2) Remove 4 pcs of screws and remove the lid.

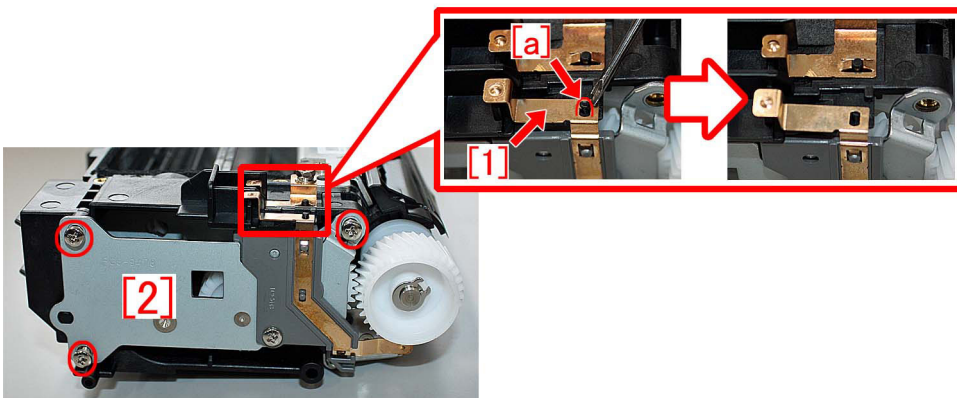


[Reference] To remove the lid, displace the boss [a] from a hole, and then slide the lid towards direction [b].



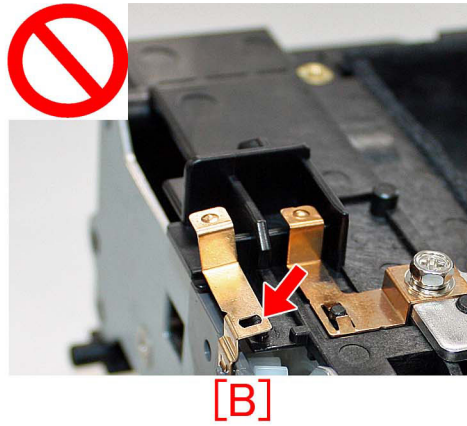
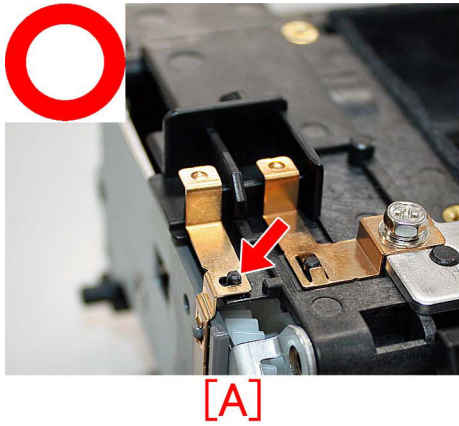
B-3) Use a vacuum cleaner to remove all toner left in the developing assembly.

B-4) Remove 3pcs of screws, then remove roller bias plate [1] from the boss [a] and remove a metal sheet [2] from the side of the developing assembly.

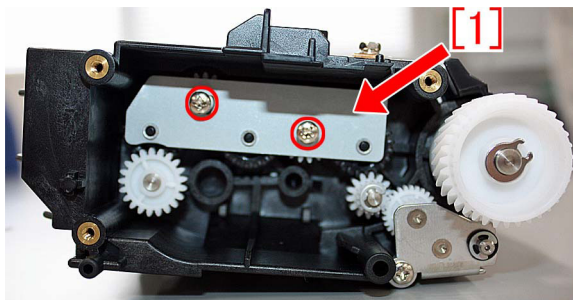


[Caution] When you install a metal sheet, be sure the roller bias plate fits into the boss properly.

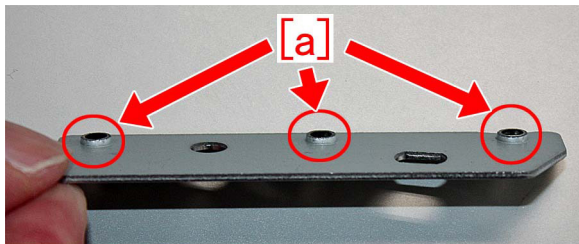
[A] Roller bias plate in a correct position of boss, [B] Roller bias plate not fitting properly.



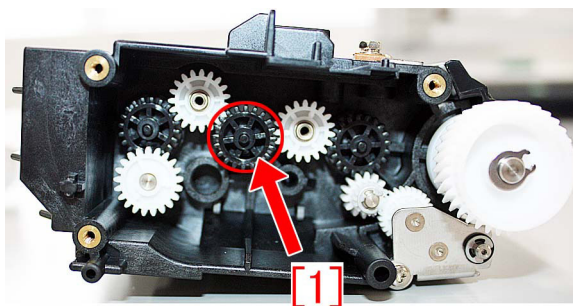
B-5) Remove 2pcs of screws and remove metal sheet [1].



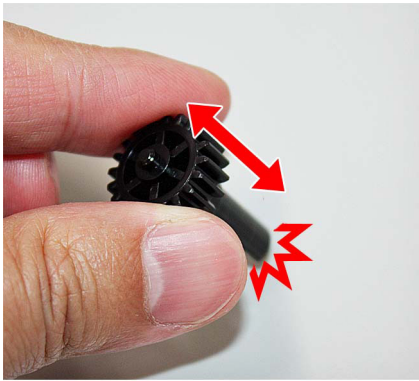
[Caution] When installing a metal sheet, be sure the protrusions [a] come to outer side to fit it.



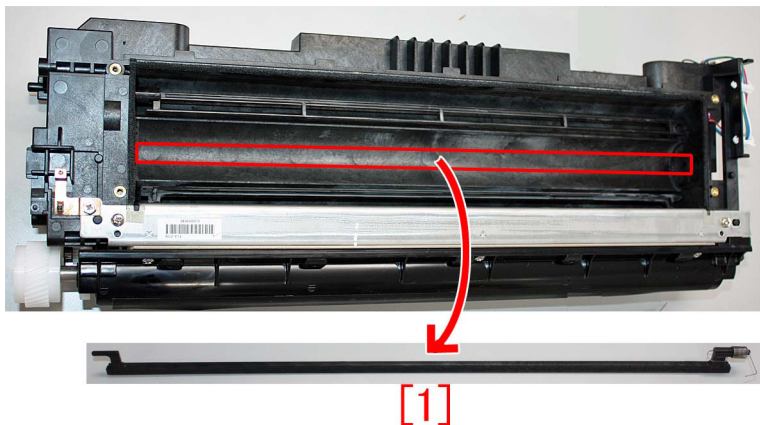
B-6) Pull out 20Tgear [1].



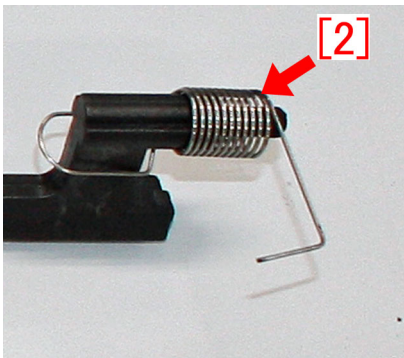
B-7) Toner or flake of broken part of stirring rod may exist inside the 20Tgear. Set the center hole downward and hit the gear on a desk several times to cleanup inside the 20Tgear.



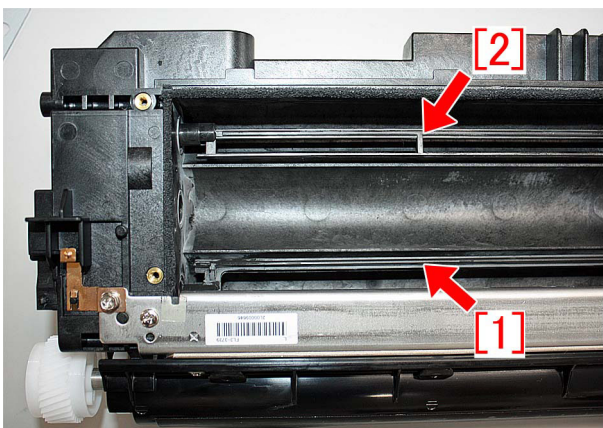
B-8) Pull out a stirring rod [1] where it is at the second stirring rod position in the developing assembly.
 [Reference] Photo below shows the normal status of stirring rod [1]. Note that even the stirring rod [1] detached is the normal status, old type of stirring rod shall be replaced with a new type.



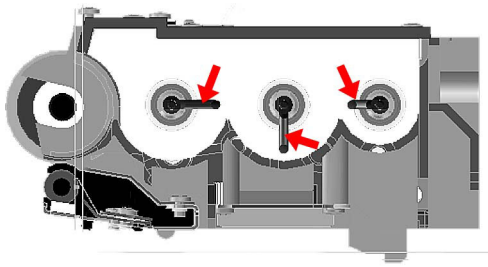
Detach a compression spring [2] from the stirring rod which was taken out, and install it to a new type of stirring rod (FL3-2163-010).



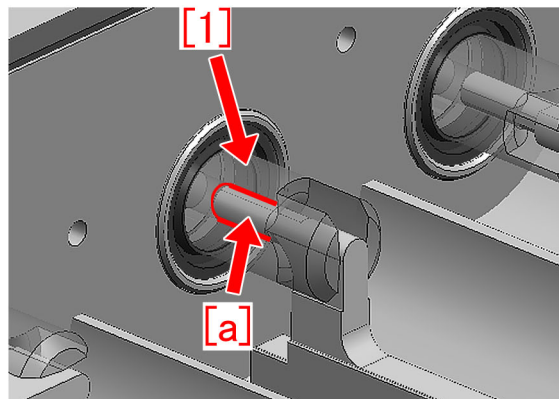
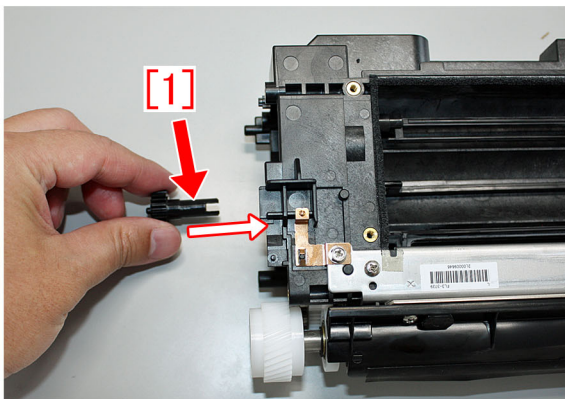
B-9) Let the first stirring rod [1] and the third stirring rod [2] in the developing assembly face each other.



B-10) When you install a new type of stirring rod (FL3-2163-010), make sure that the stirring part comes at the downward position.
 [Reference] Below is the cross section of the developing assembly. Check the direction of the stirring parts for all 3 rods and install them in correct positions as below.



B-11) Install the detached 20T gear [1] (procedure B-6), so that its slit comes in a vertical position. In addition, make sure that the boss [a] of a stirring rod, which was installed in procedure B-10), fits into the middle of the hole on 20T gear [1].



B-12) Reassemble the parts in reverse order from the step B-5).

[Service parts]

No.		Part Number	Description	Q'ty.	Fig. No.
1	Old	FM3-7384-010	DEVELOPING ASS'Y	1->0	640B
	New	FM3-7384-020	DEVELOPING ASS'Y	0->1	
2	Old	FL3-2163-000	ROD, STIRRING	1->0	640B
	New	FL3-2163-010	ROD, STIRRING	0->1	

[Countermeasure cut-in serial numbers in factory]

Model	Serial number
iR-ADV 6575 230V AS	SMU00864
iR-ADV 6565 230V AS	SMK01046
iR-ADV 6555 230V AS	SMB01890
iR-ADV 6575 230V EUR	SMZ01870
iR-ADV 6565 230V EUR	SMQ02248
iR-ADV 6555 230V EUR	SMF04649
iR-ADV 6555i 230V EUR PRT	TAU00610
iR-ADV 6575i 120V USA	SMT05183
iR-ADV 6565i 120V USA	SMJ04153
iR-ADV 6555i 120V USA	SKA11176
iR-ADV 6575i 120V USA G	SMX00670
iR-ADV 6565i 120V USA G	SMN00598
iR-ADV 6555i 120V USA G	SMD00668
iR-ADV 6575 220V KR	SMV00521
iR-ADV 6565 220V KR	SML00551
iR-ADV 6555 220V KR	WCN00644

Model	Serial number
iR-ADV 6575 220V CN	SPA00563
iR-ADV 6565 220V CN	SMR00617
iR-ADV 6555 220V CN	SMG00697
iR-ADV 6575i 120V TW	SMW00513
iR-ADV 6565i 120V TW	SMM00510
iR-ADV 6555i 120V TW	SMC00692
iR-ADV 6575i 230V IND	SMY00560
iR-ADV 6565i 230V IND	SMP00521
iR-ADV 6555i 230V IND	SME00872

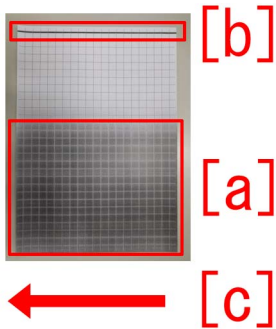
- iR-ADV 6075/6275 Series: No implemented due to production discontinuance.

Foggy image/black lines due to detached dustproof glass inside the laser scanner unit

[Symptom]

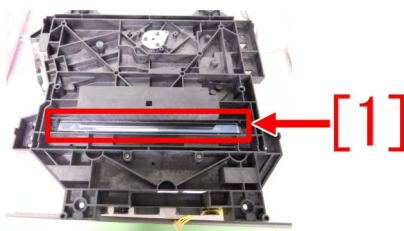
Foggy image [a] and black lines [b] may occur when copying and printing. The number of black lines and the location may not be constant.

The arrow [c] indicates the paper feed direction.



[Cause]

The double-sided tape attaching the dustproof glass [1] inside the laser scanner unit (FM3-7526-010/FM3-7531-010) is peeled off due to insufficient pressure, the dustproof glass detaches and drops inside the machine and it obstructs the optical path, resulting in the above-mentioned symptom.



[Service work]

- 1) Remove the laser scanner unit by following Service Manual.
- 2) Check the dustproof glass inside the laser scanner unit. If the dustproof glass is detached, replace it with the new laser scanner unit. If it is not detached, look for another factor.
- 3) Return the laser scanner unit.

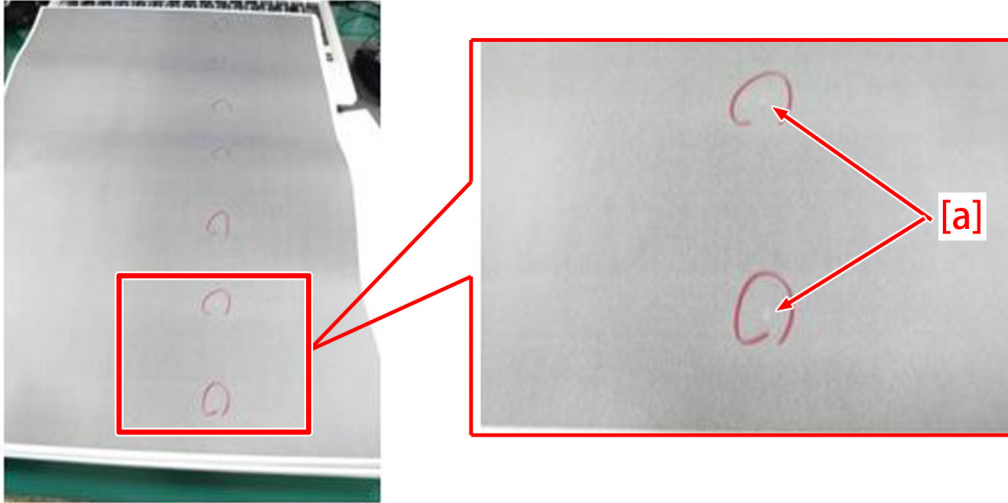
[Service parts]

- imageRUNNER ADVANCE 6500 series : FM3-7526-010
- imageRUNNER ADVANCE 8500 series : FM3-7531-010

Stained image (at regular intervals of 63mm) due to scratches on the developing upper/lower cylinder

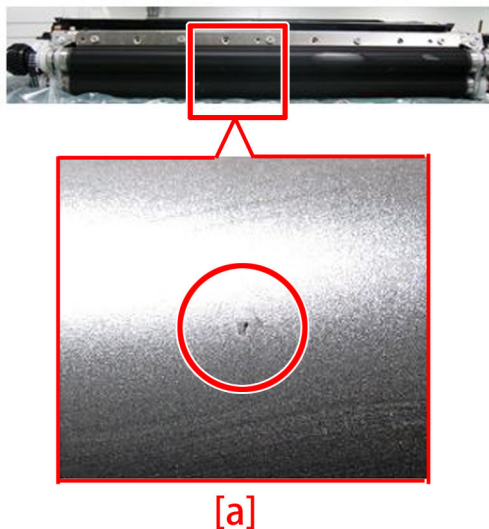
[Symptom]

Stain (at regular intervals of 63mm) [a] may appear on image when printing.



[Cause]

Scratches [a] on the developing upper/lower cylinder result in the aforementioned symptom.



[Service work]

Prepare and replace with a new developing assembly (FM4-5429-010).

[Attention] Be sure not to scratch on the developing upper/lower cylinder when opening the packing of the developing assembly.

[Service parts]

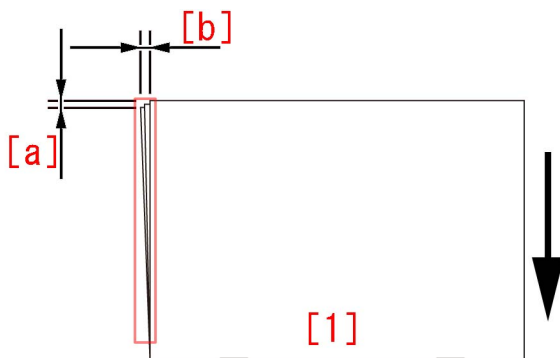
FM4-5429-010 Developing assembly

Faulty Feeding

Inconsistent folding position when using booklet mode with a small number of sheets due to deflected paper inside the processing tray (Booklet Finisher-V1/V2/Y1/AA1)

[Symptom]

When using the booklet mode with a small number of sheets in the machine earlier than the following countermeasure cut-in serial numbers in factory, the folding position ([a] and [b]) of the output products [1] may be displaced and inconsistent as shown in the Figure below. The arrow indicates the feeding direction.

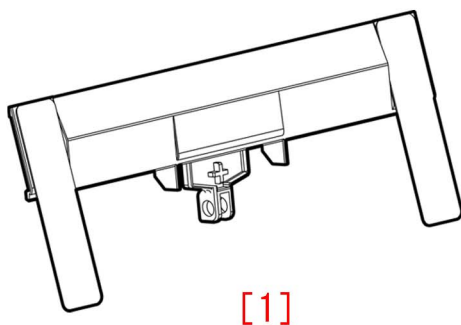


[Cause]

When the paper fed from the feeding unit is stacked on the saddle processing tray, the paper is deflected inside the processing tray, resulting in the above-mentioned symptom.

[Remedy]

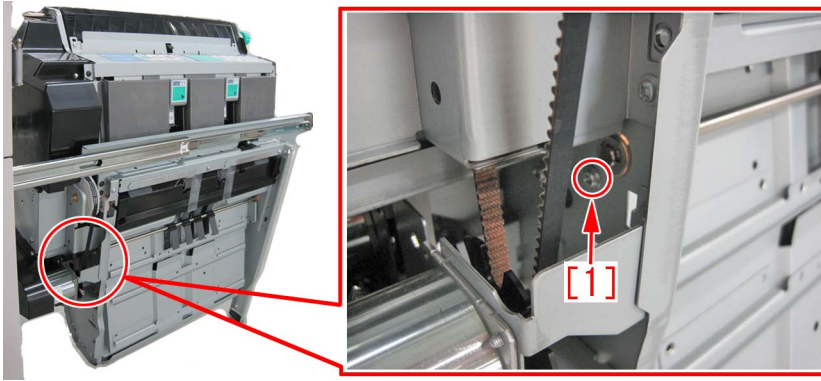
If the above-mentioned-symptom occurs, prepare the new-type roller guide [1] (FL1-5052-000), the new E ring (XD2-1100-325) and the saddle stopper assembly [2] (FM1-R635-000) which was newly set up as a service part to replace by following the procedure below. This procedure starts with the step after the booklet finisher is separated from the copier.



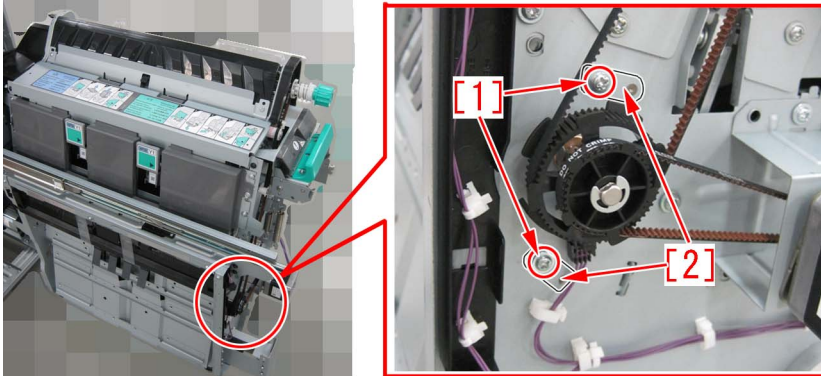
1) Step to replace the roller guide

1-1) Referring to "Pulling Out the Saddle Unit (Service Position)" of Service Manual, pull out the saddle unit.

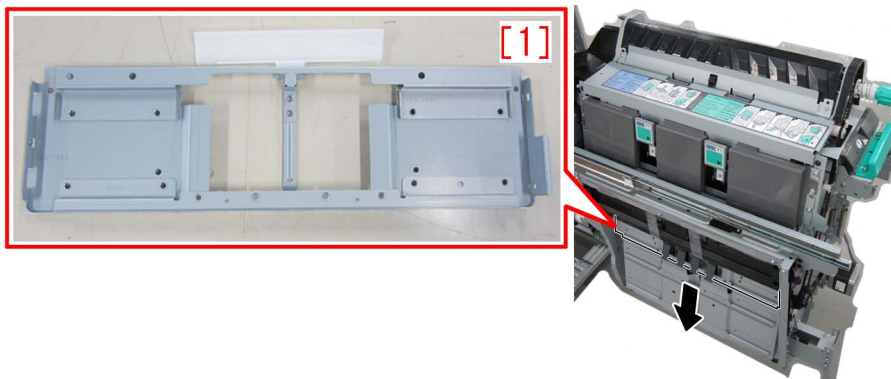
1-2) Remove 1 screw [1] on the rear side of the saddle unit.



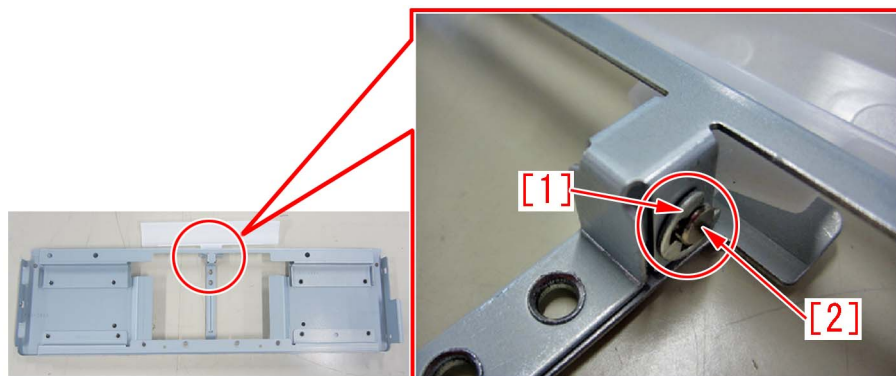
1-3) Remove the 2 screws [1] on the front side of the saddle unit, and remove the 2 support plates [2].



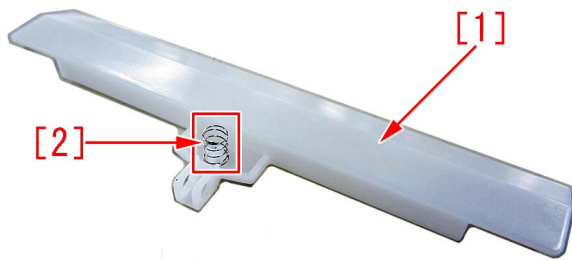
1-4) Remove the roller guide unit [1] in the arrow direction.



1-5) Remove the 1 E ring [1], and remove the 1 shaft [2].
 [Attention] The E ring should be replaced with a new one instead of reusing it.



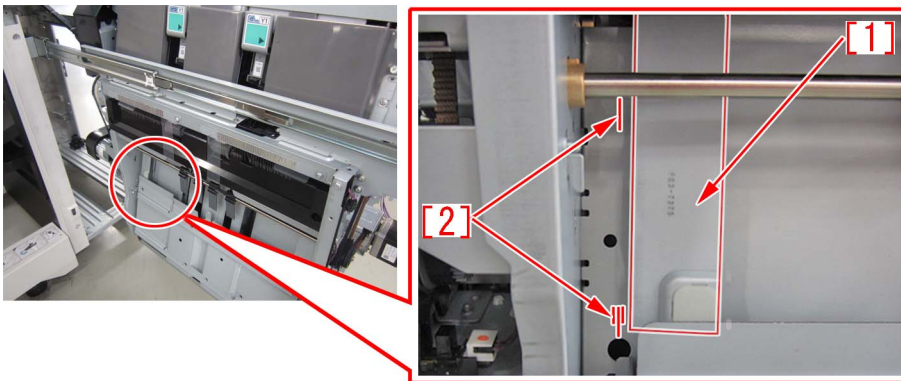
1-6) Remove the compression spring [2] attached to the roller guide [1].



1-7) Replace the roller guide with the new-type roller guide (FL1-5052-000).

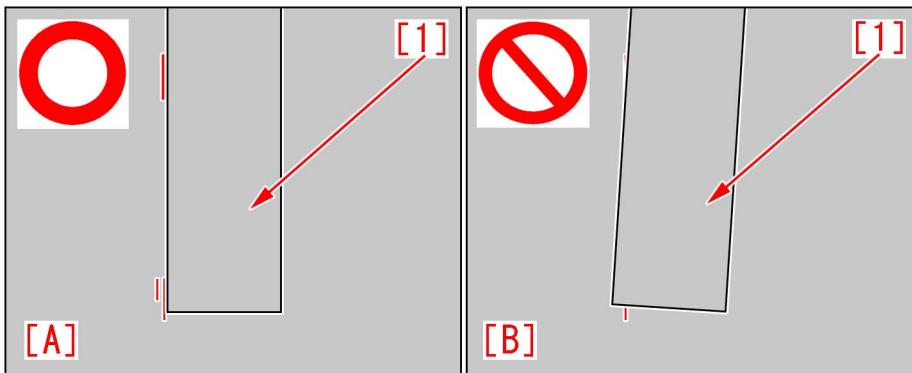
1-8) Checking the rear saddle alignment plate

1-8-1) Move the rear saddle alignment plate [1] by hands to the 2 markings (top & bottom) [2] seen on the saddle bracket. Then, check if it is properly moved to the markings. (Marking at the top and bottom. The bottom marking is located in the center.)



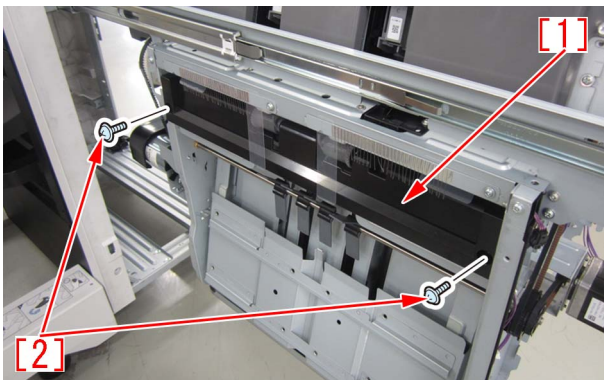
[A] shows the rear saddle alignment plate in the correct position located at the markings at the top and bottom. (The bottom marking is located in the center.)

[B] shows the skewed rear saddle alignment plate.



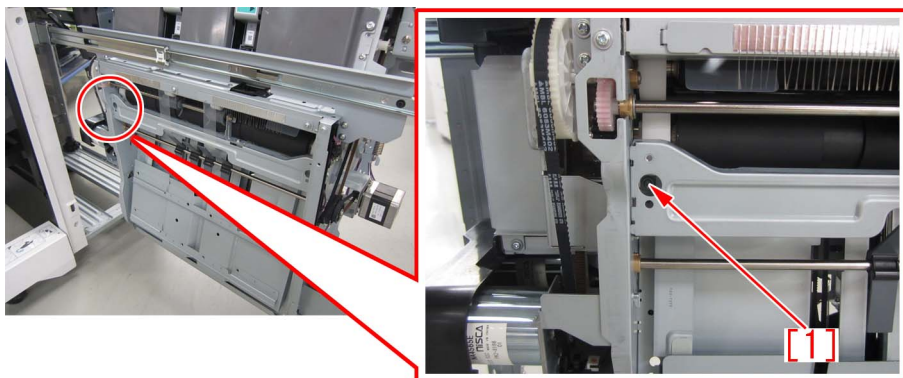
1-8-2) If the rear saddle alignment plate is skewed, proceed to next step. If it is in the correct position, proceed to 1-9).

1-8-3) Remove the 2 stepped screws [2] on the delivery guide unit [1].

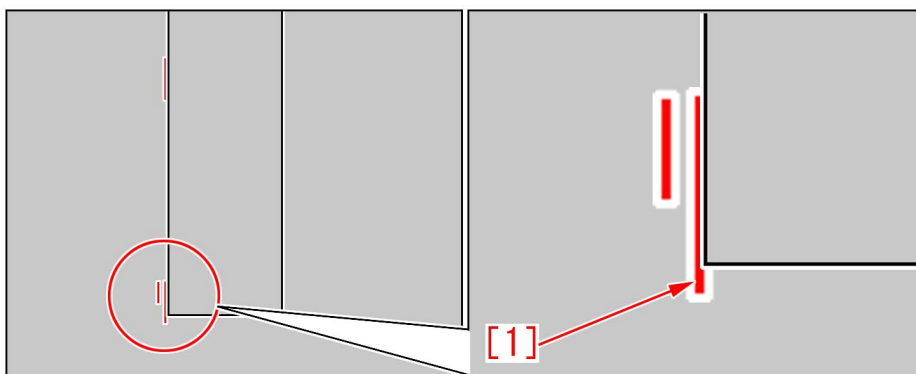


1-8-4) Loosen the fixing screw [1] of the rear saddle alignment plate and fix it according the markings on the bracket.

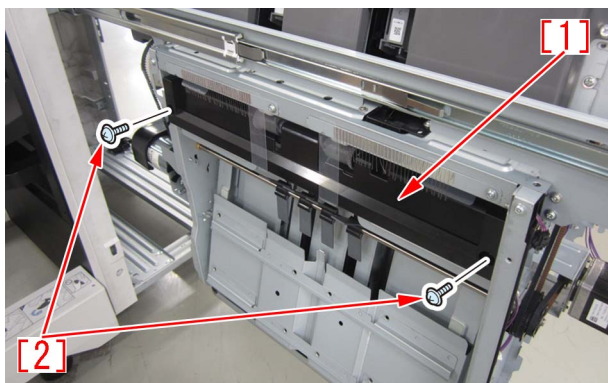
[Note] When fixing the rear saddle alignment plate, hold the rear saddle alignment plate to avoid having it attached in a skewed position.



[Note] When attaching the part, match the bottom marking to the marking in the center [1].



1-8-5) Attach the delivery guide unit [1] with the 2 stepped screws [2].

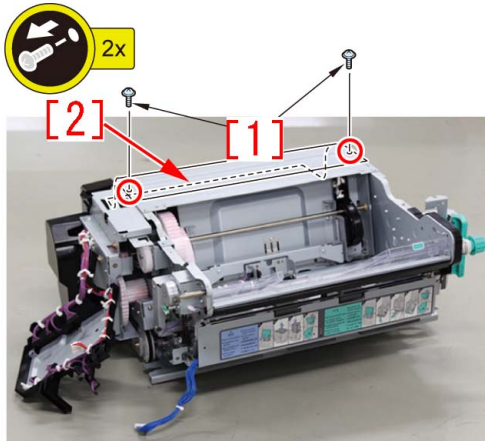


1-9) Attach the parts by reversing the procedure from the step 1-6)

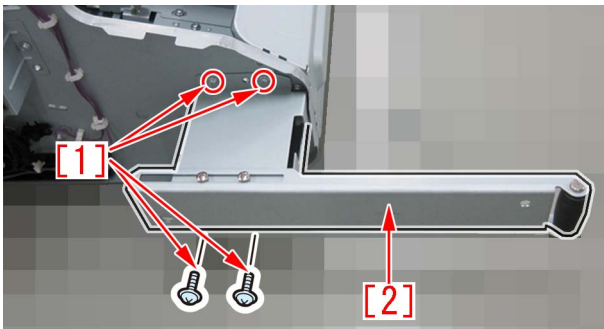
2) Step to replace the saddle stopper assembly

2-1) Referring to "Removing the Saddle Unit" of Service Manual, remove the saddle unit.

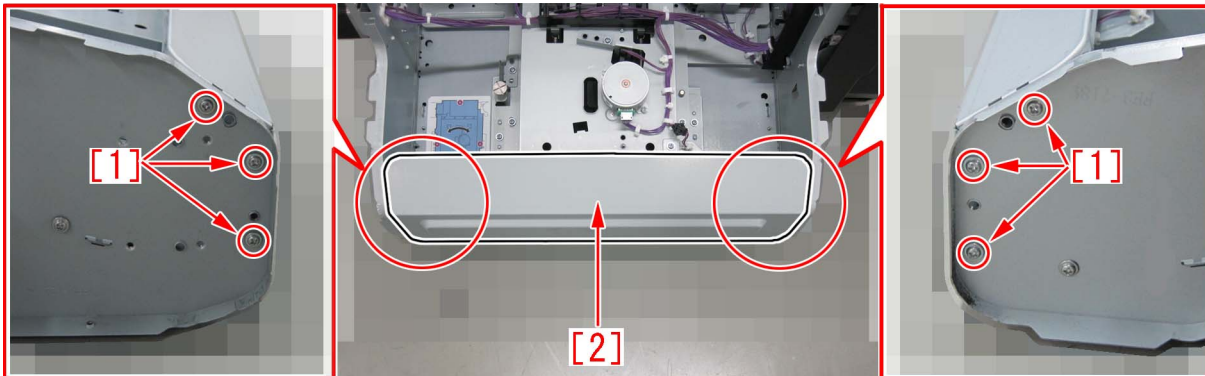
2-2) Remove the 2 screws [1], and remove the saddle lower guide [2].



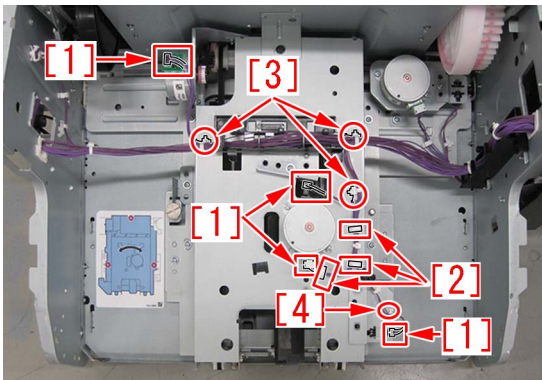
2-3) Remove the 4 screws [1], and remove the saddle unit auxiliary caster [2].



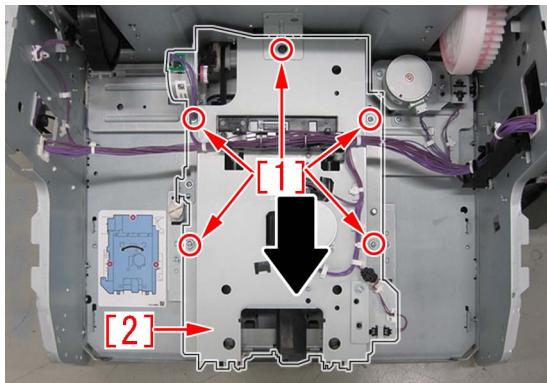
2-4) Remove the 6 screws [1], and remove the cover [2] on the lower side of the saddle unit.



2-5) Remove the 4 connectors [1], 3 wire saddles [2], 3 wire clamps [3] and 1 edge saddle [4].



2-6) Remove the 5 screws [1], remove the saddle stopper assembly [2] in the arrow direction, and replace the saddle stopper assembly with the saddle stopper assembly (FM1-R635-000) which was newly set up as a service part.
[Attention] When pulling out the assembly, don't catch the harness.



2-7) Referring to "Adjusting the Saddle Paper End Stopper Installation Angle" of Service Manual, adjust the saddle paper end stopper installation angle.

2-8) Referring to Service Manual, perform "Adjusting the folding position of the saddle stitcher unit" and "Adjusting the stitching position of the saddle stitcher unit".

2-9) Attach the parts by reversing the procedure from the step 2-5).

[Service parts]

No.		Part Number	Description	Q'ty	Fig.No.
1	Old	FE3-7245-000	GUIDE,ROLLER	1 -> 0	L50
	New	FL1-5052-000	GUIDE,ROLLER	0 -> 1	
2	Old				
	New	FM1-R635-000	Saddle Stopper Assembly	0 -> 1	
3	Old	XD2-1100-325	RING, E	1 -> 1	
	New				

[Countermeasure cut-in serial numbers in factory]

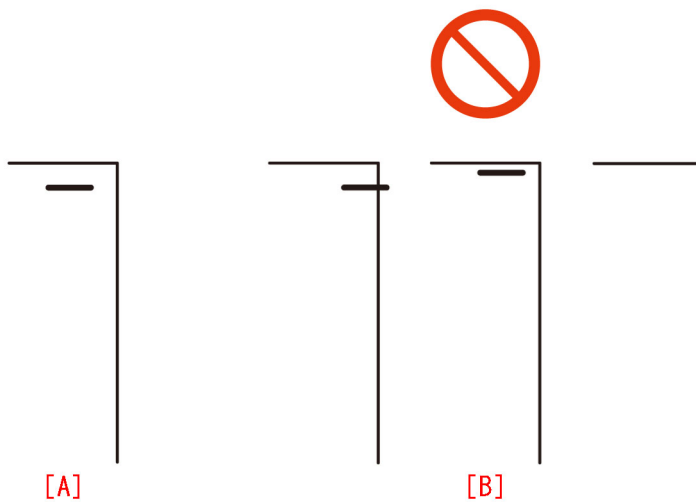
Model	Serial number
Booklet Finisher-V1	No implemented due to production discontinuance
Booklet Finisher-V2	WXB04698
Booklet Finisher-Y1	WEY14510
Booklet Finisher-AA1 EX	WWD01265

Malfunction

When using the manual stapler, staple position is shifted and sheets are not stapled due to a spring coming off. (Staple Finisher-V1, Booklet Finisher-V1)

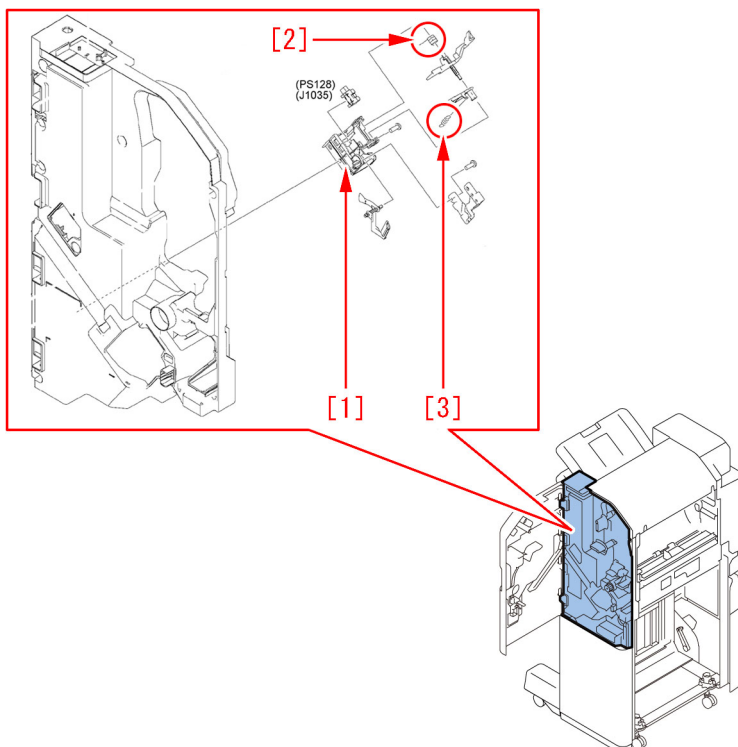
[Symptom]

When using the manual stapler, staple position may be shifted and sheets may not be stapled due to a spring coming off. Fig.[A] shows correct stapling. Fig.[B] shows incorrect staple positions and missing staples.



[Cause]

The torsion spring [2] or the tension spring [3] of the sensor holder [1] in the inner cover assembly comes off. It results in misdetection by sensor flags causing the above symptom.

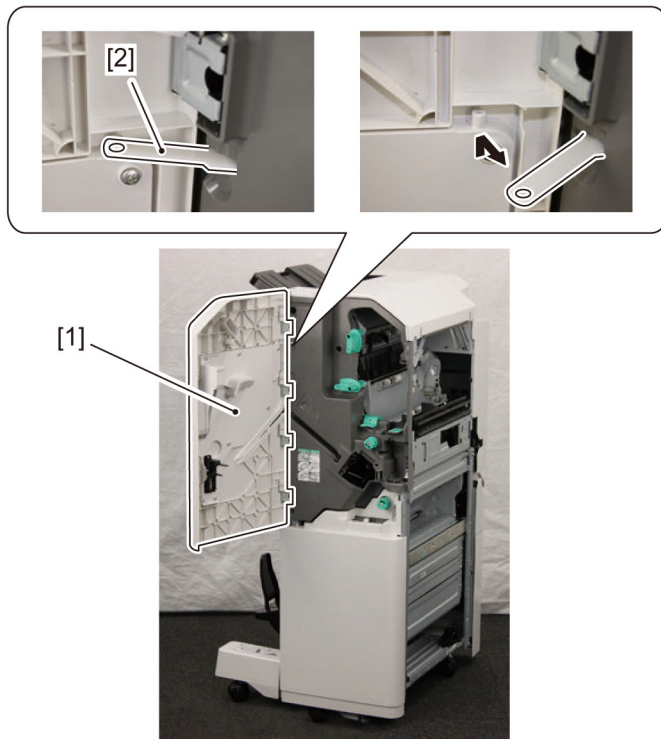


[Service work]

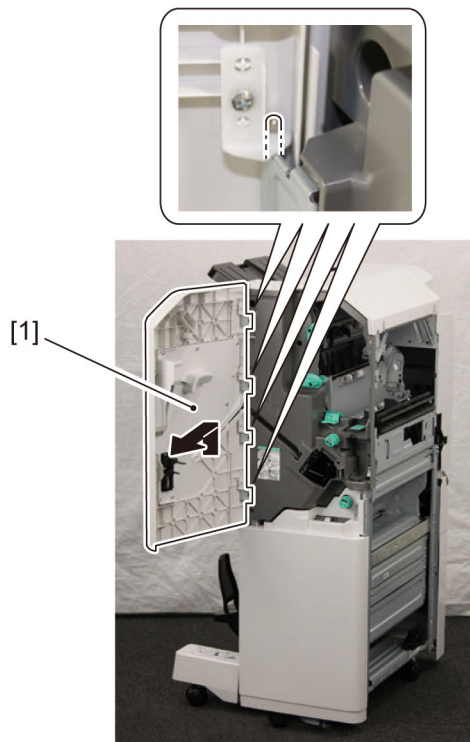
When the above symptom occurs, follow the steps below.

The procedure starts from where the finisher is removed from the main body.

- 1) Open the front cover [1], and remove the link [2].



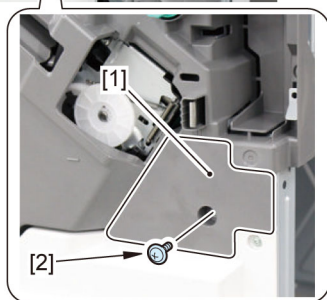
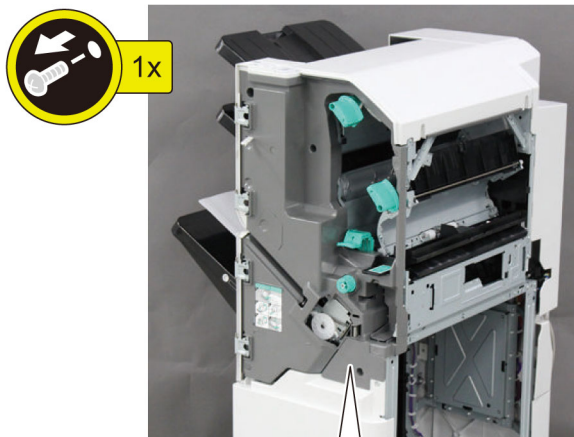
- 2) Remove the front cover [1].



- 3) Remove the face cover [1].

- 1 screw [2]

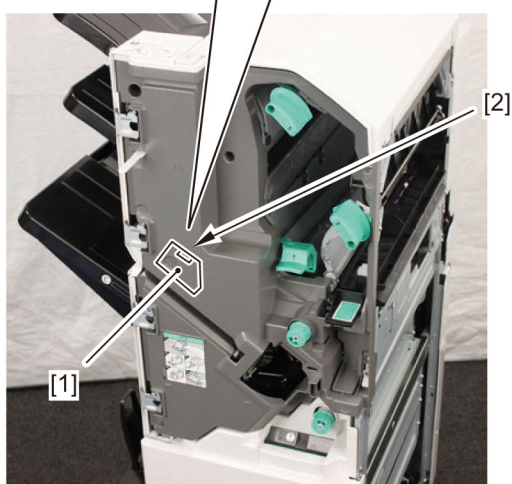
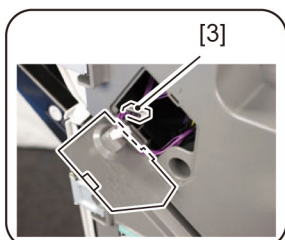
[Note] The face cover [1] is connected only to the staple finisher.



4) Remove the face plate [1].

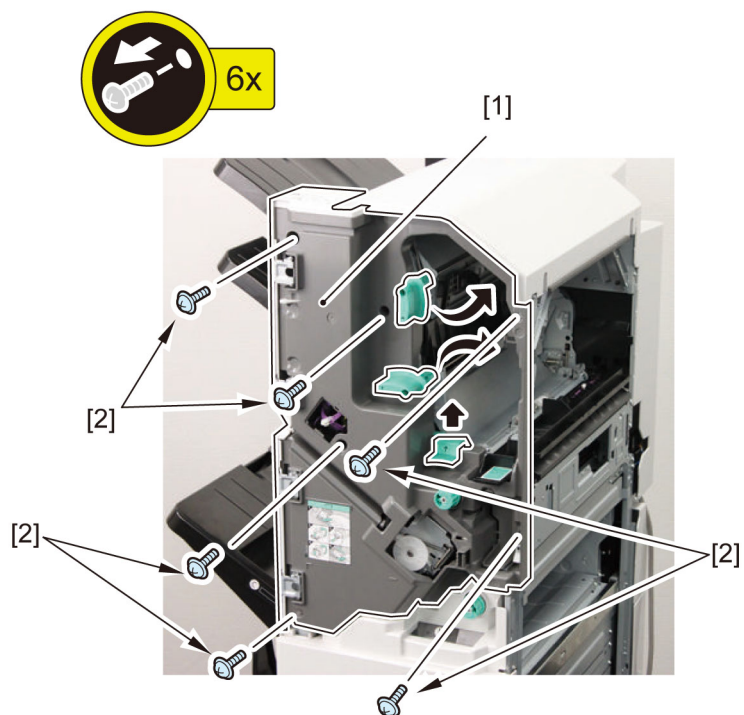
- 1 claw [2]

- 1 connector [3]

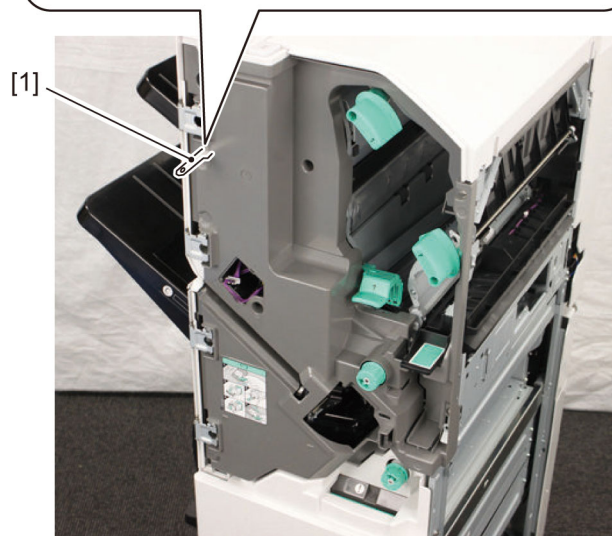


5) Avoid the guide, and remove the front inner cover [1].

- 6 screws [2]

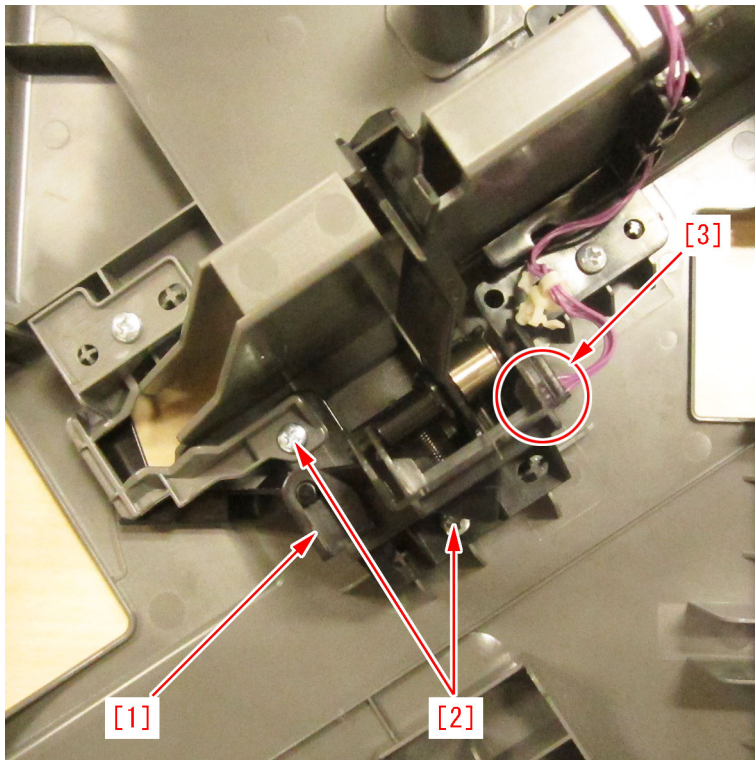


[Note] Be careful not to drop the link [1] as it comes off easily.

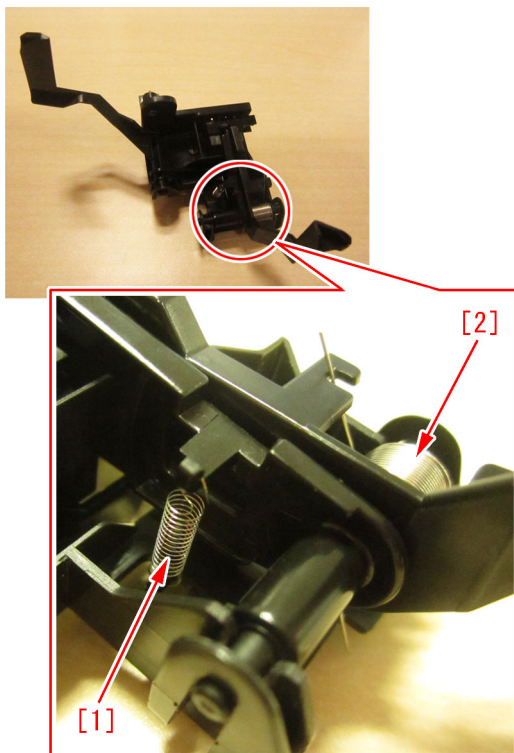


[Note] Escape the punch unit when it is installed.

- 6) Remove the sensor holder [1] located in back of the front inner cover.
- 2 screws [2]
 - Connector [3]



7) Check whether the torsion spring [1] and tension spring [2] in the sensor holder come off. If the springs are not in normal place, place them back in the correct positions.



8) Attach all the parts in the reverse order from the step 6).

Message is wrongly displayed due to the displaced waste staple case (Staple Finisher-X1 / Booklet Finisher-X1 / Staple Finisher-N1 / Booklet Finisher-N1)

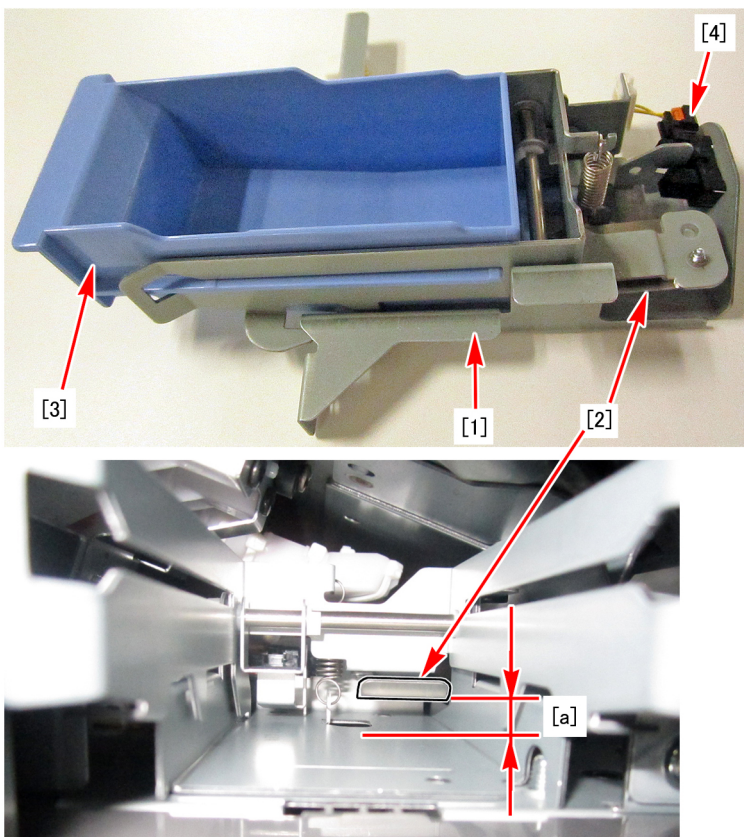
[Symptom]

Even though the waste staple case is not full, the following message may be displayed.

Model	Message
iR-ADV 8200 Series	Check the staple waste tray.
iR-ADV 8500 Series	

[Cause]

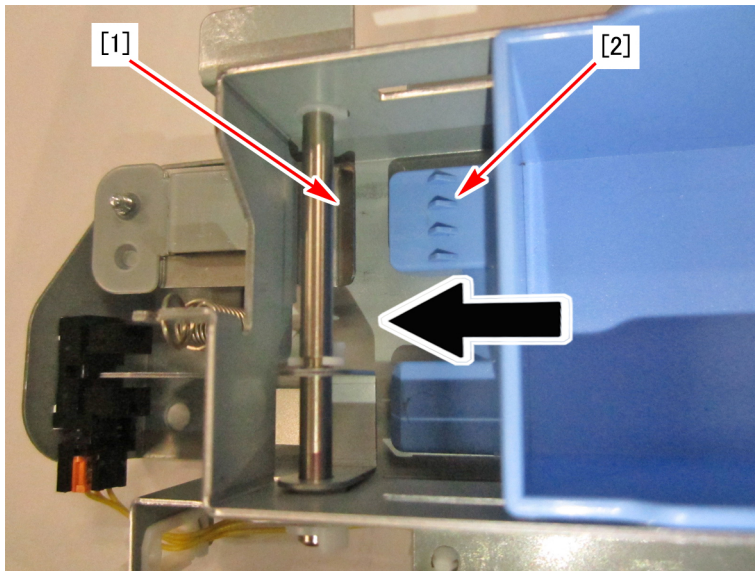
Due to the high position [a] of the leaf spring [2] of the staple collect unit [1], the waste staple case [3] is loosely fixed, the waste staple case is displaced, and the needle chip full sensor [4] detects falsely, which causes the above-mentioned symptom.



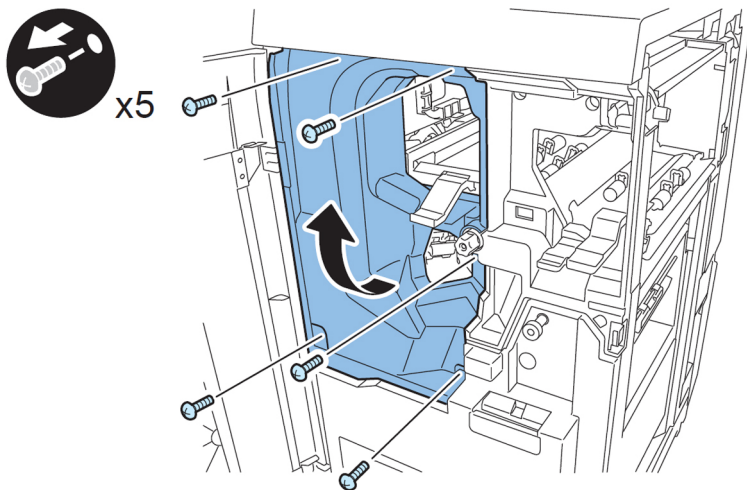
[Service work]

If the above-mentioned symptom occurs, add the shim (XD1-1104-635) by following the procedures below.

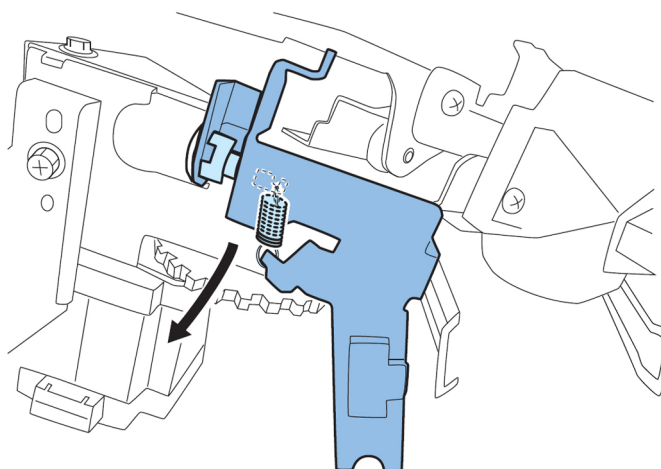
Adding the shim and lowering the position of the leaf spring [1] will fix the waste staple case [2] more firmly and it will become less prone to be displaced.



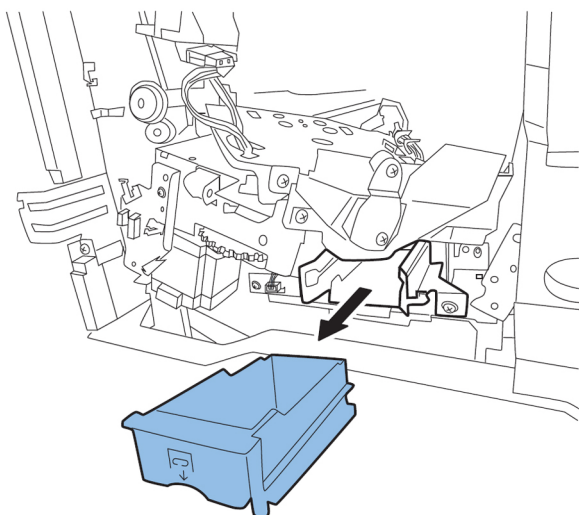
- 1) Open the front door.
- 2) Remove the 5 screws and remove the left inner cover.



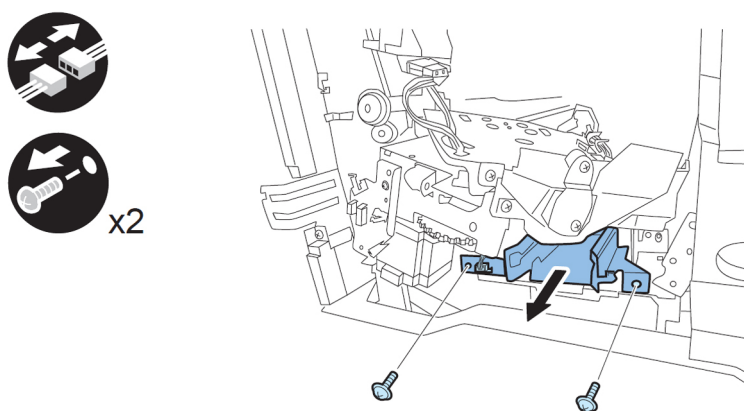
- 3) Remove the clip, shaft and spring to remove the stapler stopper.



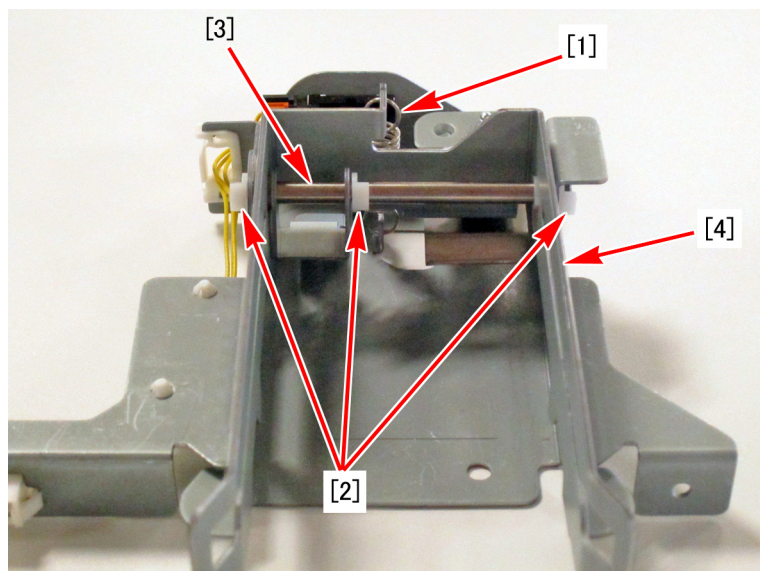
- 4) Remove the waste staple case.



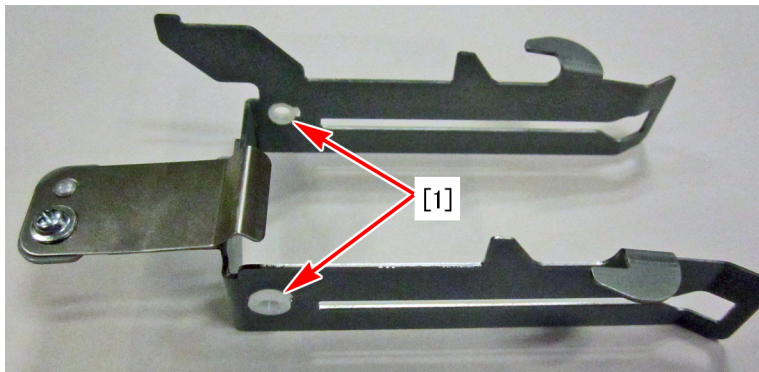
5) Remove the one connector and two screws to remove the staple collect unit.



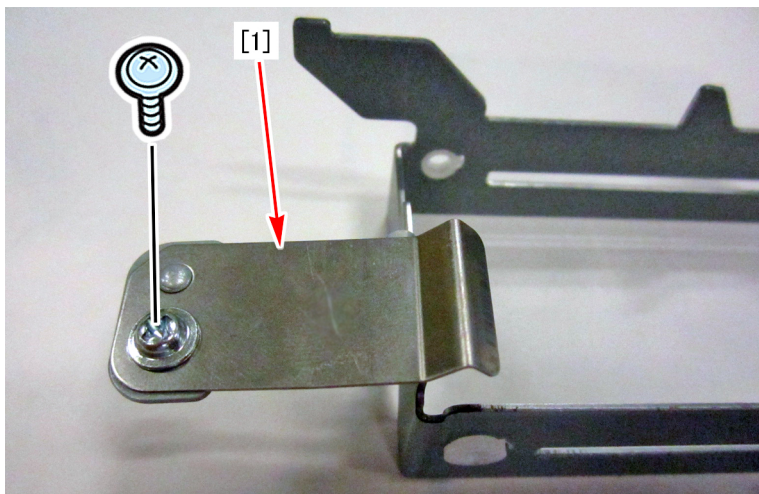
6) Remove the tension spring [1], 3 clips [2] to pull out the shaft [3], and then remove the waste staple case bracket [4].



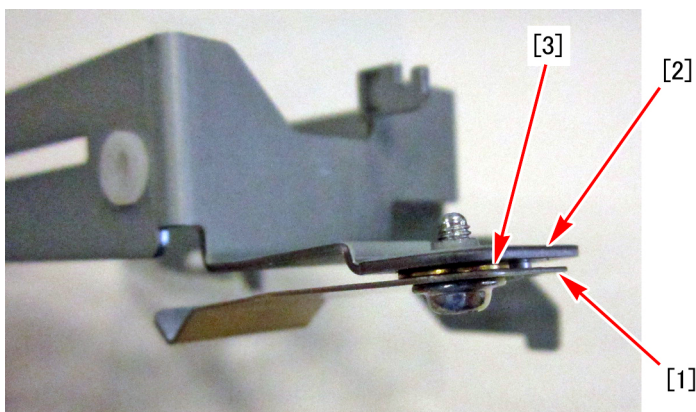
[Note] When removing the shaft, do not lose the bushing [1].



7) Remove the 1 screw and remove the leaf spring [1].

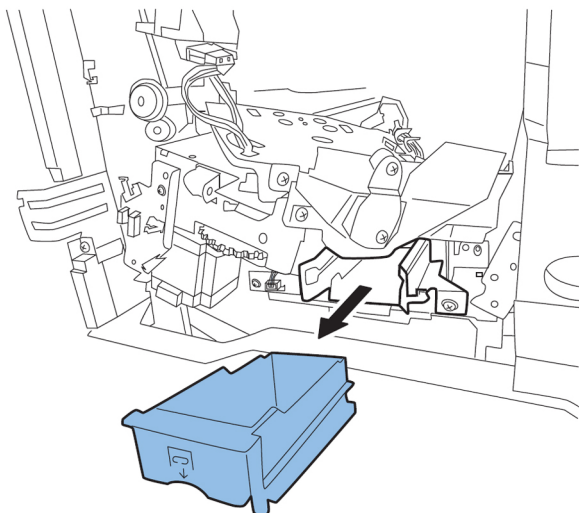


8) Insert the shim (XD1-1104-635) [3] between the leaf spring [1] and the waste staple case bracket [2], and tighten it with a screw.



9) Attach the parts by reversing the procedures from step 7).

10) Check that the waste staple case is not displaced with the weak power and that the message is not displayed.



[Countermeasure cut-in serial numbers in factory]

Model	Serial number
Staple Finisher-N1 UL	PMJ07811
Booklet Finisher-N1 UL	PMR01234
Staple Finisher-X1 UL	SXA01047
Booklet Finisher-X1 UL	SYB00747
Staple Finisher-N1 EU/O	PMK03631
Booklet Finisher-N1 EU/O	PMS01429
Staple Finisher-X1 EU/O	SYA00699
Booklet Finisher-X1 EU/O	SYC00660
Staple Finisher-N1 CN	PML00030
Booklet Finisher-N1 CN	PMT00020
Staple Finisher-X1 CN	SYE00501
Booklet Finisher-X1 CN	SYD00501

Response of static touch panel is slow due to electrical noise

[Symptom]

Response of static touch panel may be slow.

[Cause]

Noise from the power source has an impact on control of the static touch panel, resulting in the above symptom.

[Reference] Possible factors for electrical noise include: 1) Uninterruptible power supply (UPS) being connected to the main power, 2) Machine tool, inverter, vacuum cleaner and smartphone charger being plugged into a nearby power outlet.

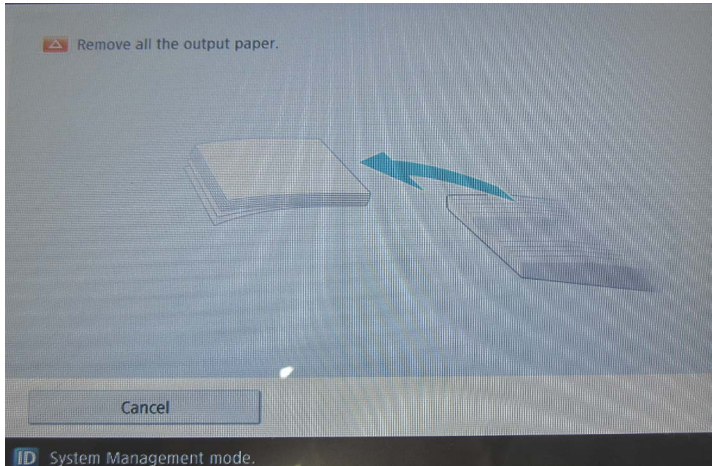
[Service work]

Follow the service manual and install the grounding wire included in the product. By installing the grounding wire, noise is grounded and it prevents the above symptom.

"Remove all the output paper" is displayed when delivering to the escape tray (Staple Finisher-V1/Booklet Finisher-V2)

[Symptom]

When delivering to the escape tray in printing or copying, "Remove all the output paper (Remove the paper in the delivery tray)" message may be displayed.

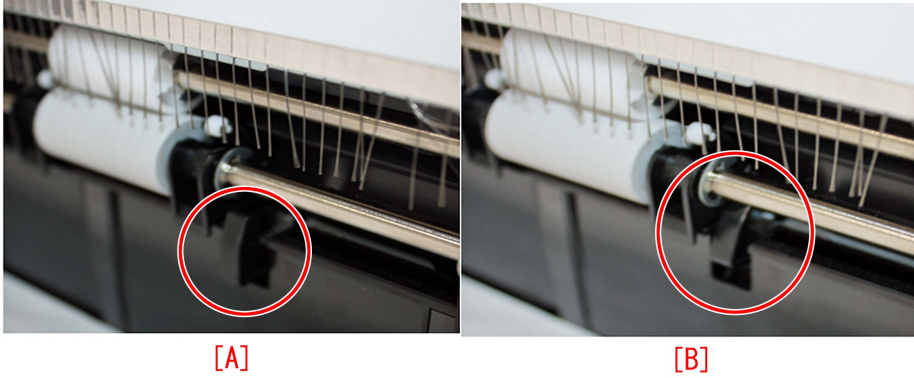


[Cause]

To install or move the finisher, if the worker holds the position shown in the below photo, the full detection sensor flag [1] is pressed towards the back side with fingers, then it becomes unable to come back to the normal position and ends in the above mentioned symptom.



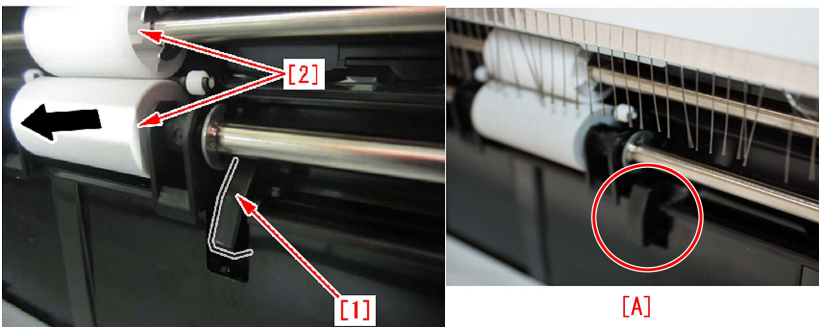
The figure [A] shows a condition where the sensor flag is at a normal position and the figure [B], the sensor flag is pushed towards the back side.



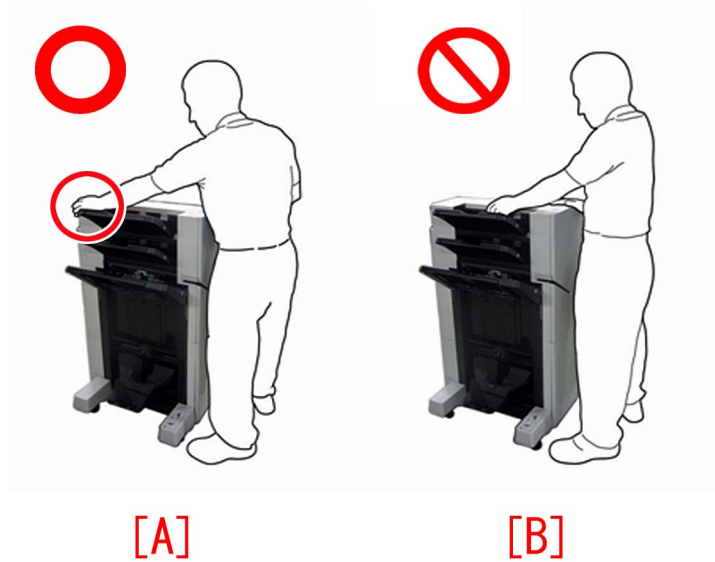
[Service work]

When the aforementioned symptom has occurred, perform the work following the procedure below.

- 1) Turn the main power of the main body off.
- 2) Push the delivery roller [2] of the upper escape tray towards the rear side
- 3) Check if the sensor flag [1] comes back to a normal position by its own weight as shown in the figure [A].



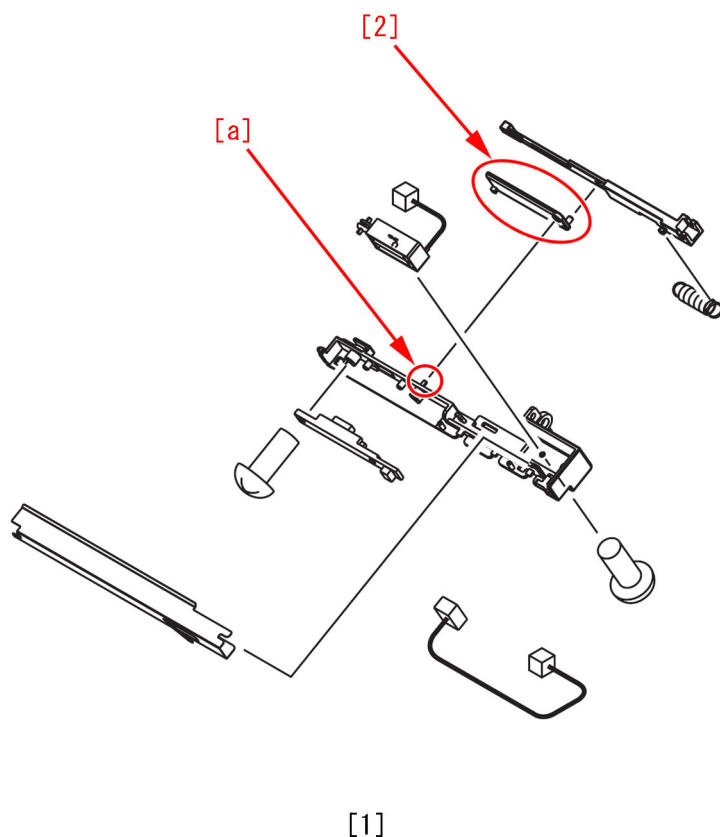
[Attention] When to move a finisher, hold it at its cover area on the rear side as shown in the figure [A].
Be sure not to move the finisher as the below figure [B].



Boss breakage in the shutter of patch sensor assembly occurring when opening/closing the shutter

[Symptom]

In the machines prior to the Countermeasure cut-in serial number in factory described below when opening the shutter [2] in the patch sensor assembly [1], the boss [a] which acts as a supporting point may break.



[Cause]

Stress caused by opening and closing the shutter applies to the root of the boss intensively for a long time, resulting in the above symptom.

[Service work]

When the above symptom occurs, refer to Service Manual and replace with the new type patch sensor assembly (FM3-7298-010) and the shutter (FC8-9669-010).

[Service parts]

- FC8-9669 SHUTTER
- FM3-7298 PATCH SENSOR ASS'Y

[Countermeasure cut-in serial numbers in factory]

- iR-ADV 8105/8205 Series : No implemented due to production discontinuance.

Model	Serial number
iR-ADV 8505 230V AS	SWD00552
iR-ADV 8505 230V EUR	SWC00746
iR-ADV 8505P 230V EUR	TMF00504
iR-ADV 8505i 120V USA	SWA00993
iR-ADV 8585i 120V USA	SWN00689
iR-ADV 8505i 120V USA G	SWB00501

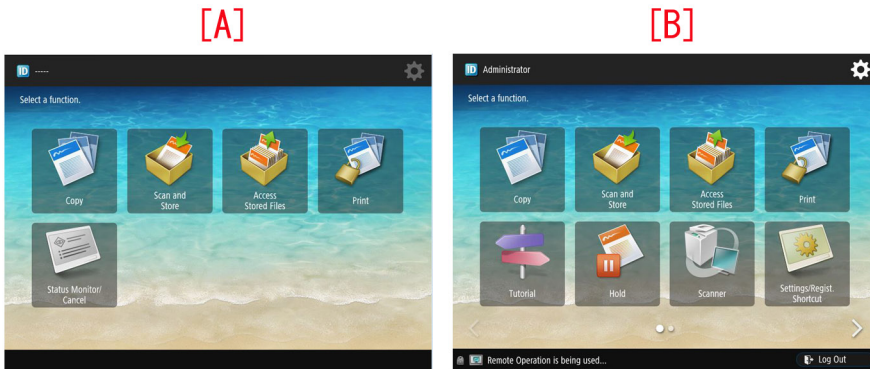
iR-ADV 8585i 120V USA G	SWP00501
iR-ADV 8505 220V CN	SWE00105

Not all the icons are displayed on the UI screen of main body due to disconnection of the connectors.

[Symptom]

After the main power of main body is turned on, icons may be slow in coming up on the UI screen of the control panel, and also some of the icons may be missed.

[A] shows the UI screen at the time of the symptom occurs. and [B], the normal UI screen.

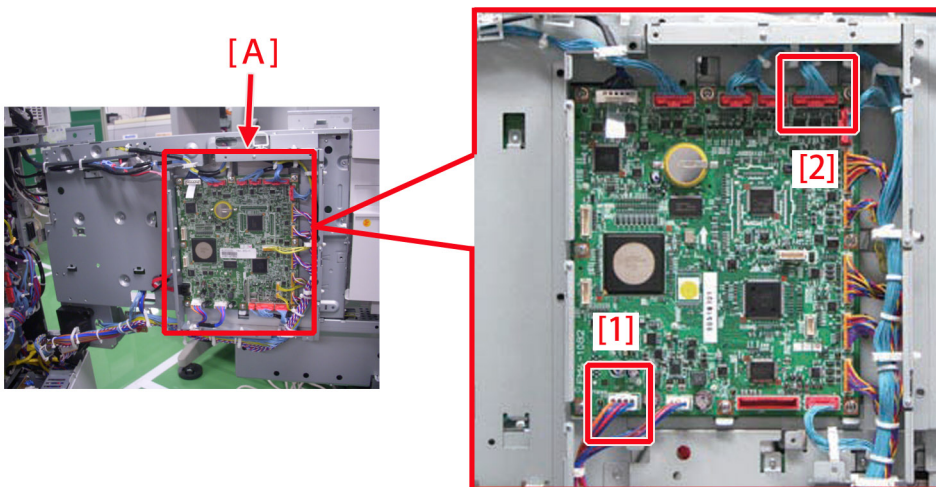


[Cause]

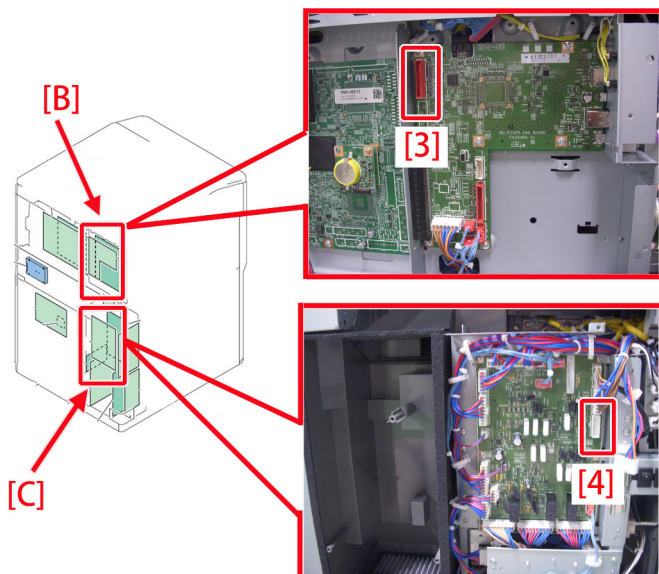
If any of the following connectors is disconnected, communication re-try is repeated between the main controller PCB and the DC controller PCB.

In such cases, the UI screen reacts slow and the aforementioned symptom occurs.

- The connectors J401 [1] and J442 [2] of the DC controller PCB [A].



- The connector J5202 [3] of the main controller PCB2 [B] and the connector J518 [4] of the relay PCB [C]



[Service work]

1) Check to see if the following 4 connectors are not disconnected.

If no connector is disconnected, check other factors (disconnection of cable and unit etc.)

[Reference] Refer to Parts Replacement and Cleaning > "Removing the DC Controller PCB", "Removing Main Controller PCB 2" and "Removing the Power Supply Assembly" in the service manual to get access to respective PCBs.

1-1) See if the connectors J401 and J442 of the DC controller PCB are not disconnected.

1-2) See if the connector J5202 of the main controller PCB 2 is not disconnected.

1-3) See if the connector J518 of the relay PCB is not disconnected.

2) Start the main body and confirm that a phenomenon does not occur.

Measures when DADF does not open

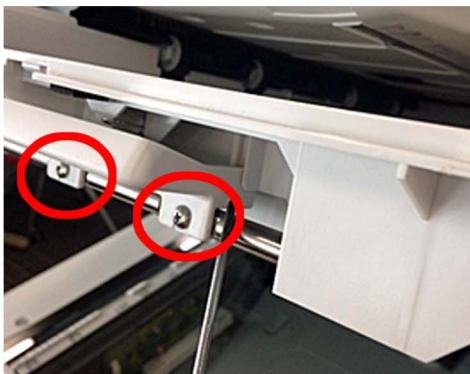
[Symptom]

DADF installed in the machine may not be opened since the magnet is not separated even if the handle of DADF is gripped.

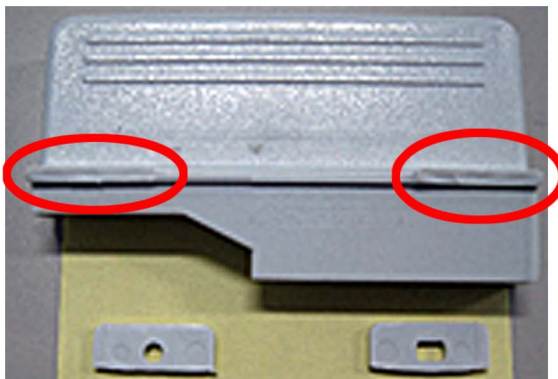
[Cause]

If the attaching section of the handle shaft [B] is broken, the shaft does not turn even if the handle is gripped. Therefore, the magnet attached to the shaft does not separate from the supporting plate on the copy board side, resulting in the above-mentioned symptom.

Photo [A] shows the handle attached correctly, and photo [B] shows the handle with the shaft mounting section broken.



[A]

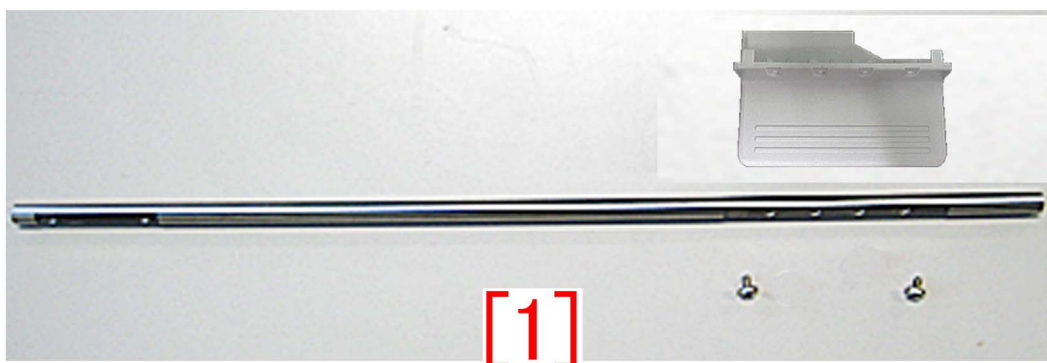


[B]

[Remedy]

Prepare the ADF handle set (FM1-V005-000) [1] that was set up exclusively as a service part, and replace the handle and the shaft by following the procedure below.

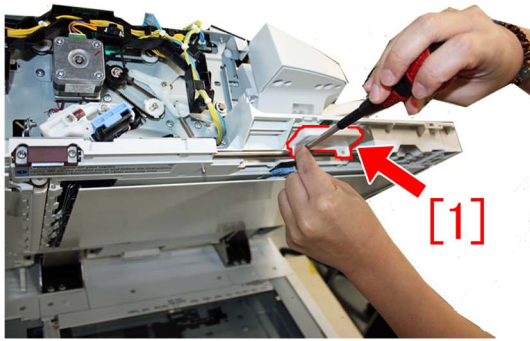
The handle (x1), shaft (x1) and screws (x2) are included in the ADF handle set (FM1-V005-000) [1].



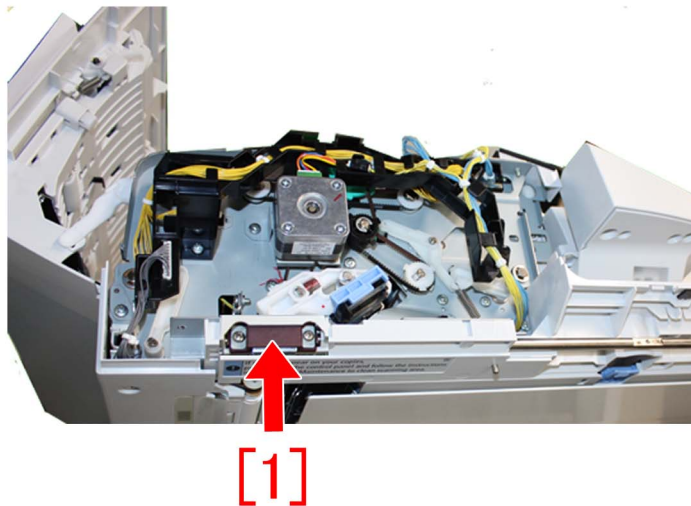
[1]

1) Refer to Service Manual "4. Parts Replacement and Cleaning > Original Exposure and Feed System > External Auxiliary System (DADF), Removing the DADF Front Cover" and remove the DADF front cover.

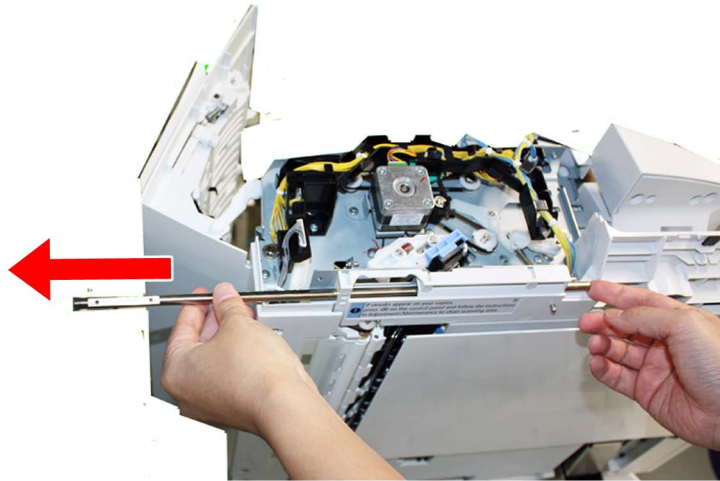
2) Remove the screws (x2) and remove the handle [1] from the shaft. Then the spring [2] inserted between the handle and the base frame is detached, and remove the spring carefully.



3) Remove the screws (x2) and remove the magnet [1] from the shaft.



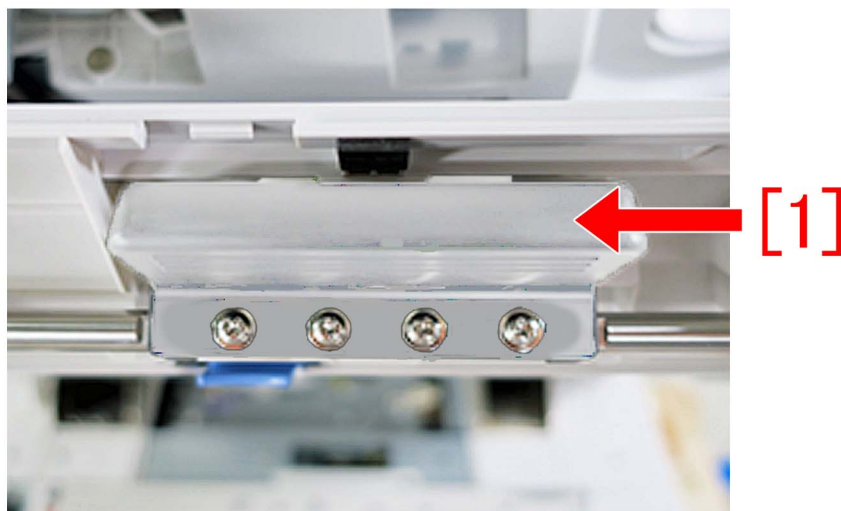
4) Pull out the shaft from the left side of the base frame.



- 5) Insert the shaft included in the ADF handle set into the base frame by paying attention to the orientation.
- 6) Attach the magnet that was removed in the step 3) to the shaft with the screws (x2) temporarily. Do not tighten the screws too firmly because the height of the magnet catch will be adjusted in the later step.
- 7) Attach the handle [1] included in the ADF handle set to the shaft. Fit the D cut surface of the shaft and the screw seating surface of the handle and secure them with the screws (x4). At this time, attach the spring, which was removed in the step 2), between the handle and the base frame.

[Reference]

- 4 screws are used in total: the screws (x2) removed in the step 2) and the screws (x2) included in the ADF handle set.



- 8) Refer to Service Manual "4. Parts Replacement and Cleaning > Original Exposure and Feed System > External Auxiliary System (DADF), Removing the Hinge Unit (Left/Right), Adjustment when Replacing the Parts, Magnet Catch Adjustment" and adjust the height of the magnet catch and tighten the screws.
- 9) Assemble the parts by reversing the procedure from the step 1).

[Service parts]

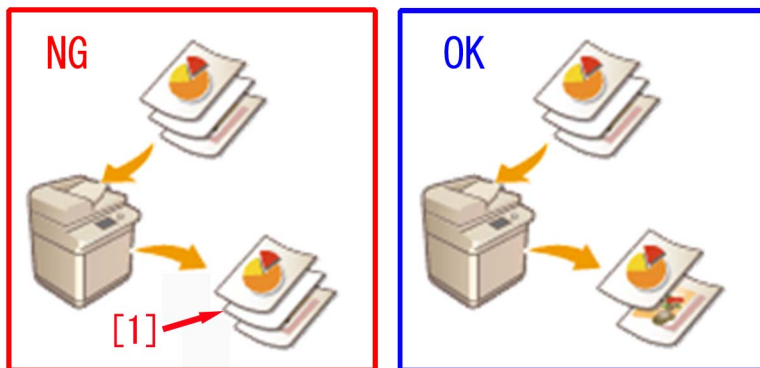
No.		Part Number	Description	Q'ty	Fig.No
1	Old				
	New	FM1-V005-000	ADF handle set	0->1	

Transmission/Fax-Related

Skip Blank Originals fails in Scan and Send/Scan and Store due to foreign particles attached to the scanning area

[Symptom]

Blank pages may be mixed [1] (Skip Blank Originals fails) even if "Skip Blank Originals" is selected in Scan and Send/Scan and Store (Advanced Box).



[Cause]

If the scanner area is not clean for instance it has foreign particles attached on it, a blank original may be read as streaks in the paper feed direction.

In this case, the scanned blank sheet is recognized as an original with streaks in the paper feed direction, therefore the processing to eliminate blank pages by Skip Blank Originals control will not be executed even if "Skip Blank Originals" is selected in Scan and Send/Scan and Store (Advanced Box).

The streaks in paper feed direction due to the soiling on the scanning area is erased with image processing after the control of Skip Blank Originals.

As a result, a data that includes blank sheets as same as the originals is sent and stored. This is how the above mentioned symptom occurs.

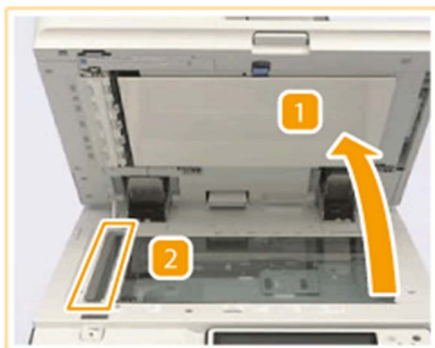
[Service work]

1) Select A) or B) according to the type of the originals.

A) When the symptom occurs with the first page (upper side) of one-sided originals or double-sided originals

A-1) Open the ADF [1] and clean the scanning area (a strip of glass) [2].

[Caution] Do not use any detergent.



A-2) Scan the original that generated the symptom and confirm the symptom does not occur.

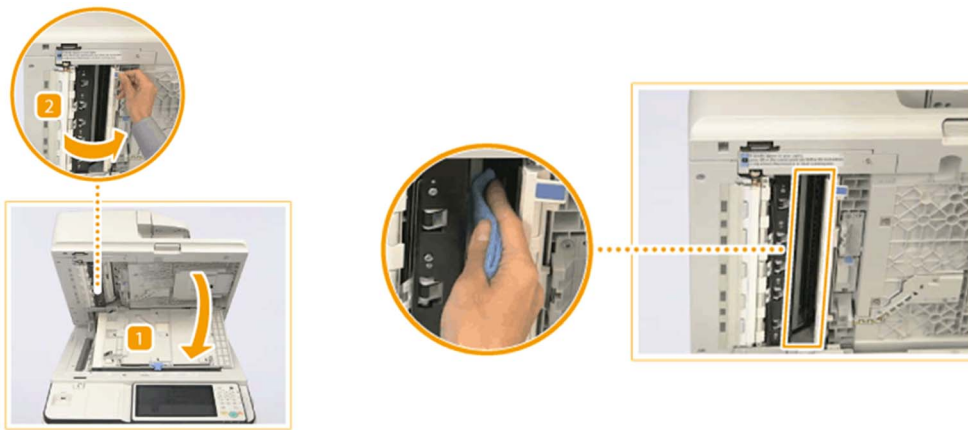
If the symptom no longer occurs, the work is completed.

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

B) When the symptom occurs with the second page (under side) of double-sided originals

B-1) Pull the lever of the ADF to open the scanning area cover [1] then open the inside cover [2] and clean the scanning area (a strip of glass).

[Caution] Do not use any detergent.



B-2) Close the inside cover and the scanning area cover those were opened in the step B-1).

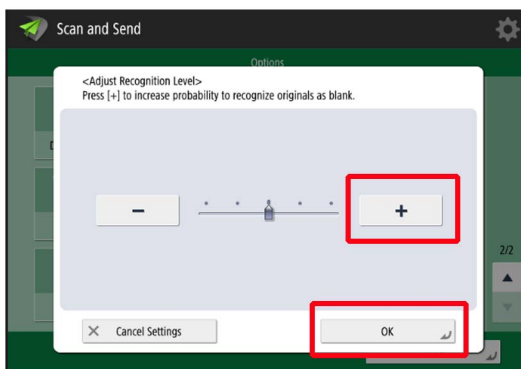
B-3) Scan the originals that generated the symptom and confirm the symptom no longer occurs. If the symptom no longer occurs, the work is completed.

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

2) Press "Adjust Recognition Level" of Skip Blank Originals, change the recognition level in "+" direction and press "OK".

The change of this setting increases the recognition precision of Skip Blank Originals.

[Caution] If the setting of "Adjust Recognition Level" is too high, an original which has only a few characters in low density on it could be recognized as a blank original and then "Skip Blank Originals" is executed.



3) Scan the originals that generated the symptom and confirm the symptom no longer occurs.

If the symptom does not improve, check other causes.

Jam (Main Unit)

0108/0215 jam codes due to the coming off of the detection flag of the photo sensor assembly

[Symptom]

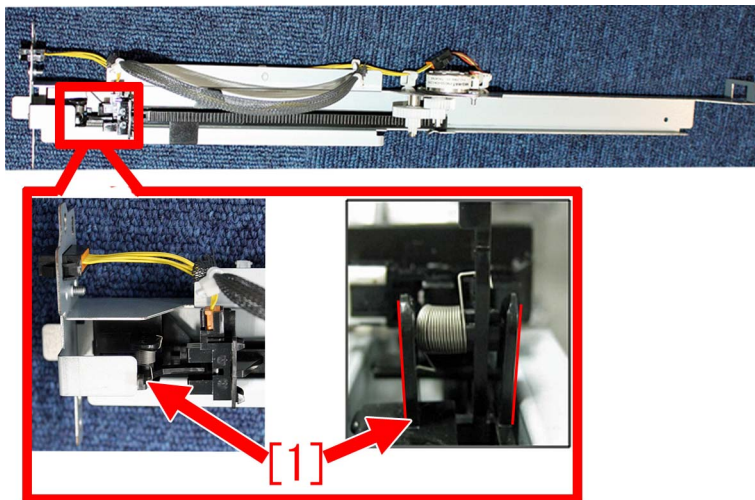
Misalignment of side registration on image and 0108/0215 jam may occur when printing in duplex mode.

0108 : Duplex Merging Sensor Delay jam

0215 : Duplex Left Sensor Stationary jam

[Cause]

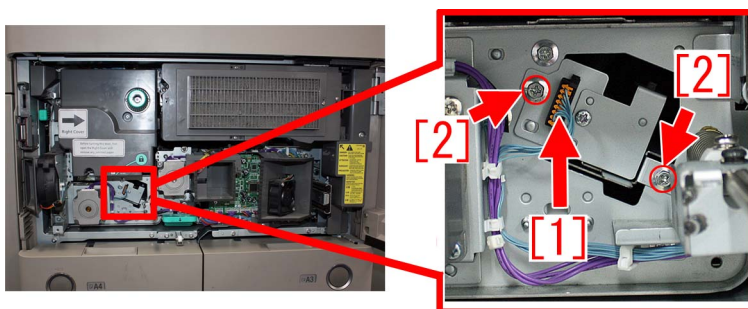
Though in rare cases the detection flag holder [1] of the photo sensor assembly is loose. For this reason the detection flag comes off, then the detection does not work properly and results in the above mentioned symptom.



[Service work]

When the aforementioned symptom has occurred, prepare a new photo sensor assembly (FM4-0897-010) and replace with it following the procedure below.

- 1) Referring to Service Manual, remove the fixing feed lever, the fixing feed right front cover, and the fixing feed left cover.
- 2) Pull out the connector [1] connected to the photo sensor assembly. Then remove 2 screws [2].



- 3) Pull out the photo sensor assembly to the front, and replace it with the new photo sensor assembly.
- 4) Install the items by reversing the procedure from step 2).

[Service parts]

No.		Part Number	Description
1	Old	FM4-0897-010	PHOTO SENSOR ASS'Y
	New	-	-

Measures when the display of jam 0118/010F/0218/020F/0A18/0A0F cannot be canceled (POD Deck Lite-C1/Paper Deck Unit-E1/F1)

[Symptom]

The display of jam may not be canceled even after removing the paper from jammed pickup unit. This may occur with the machines produced before the serial numbers mentioned in the list below.

POD DECK LITE-C1/ PAPER DECK UNIT-E1

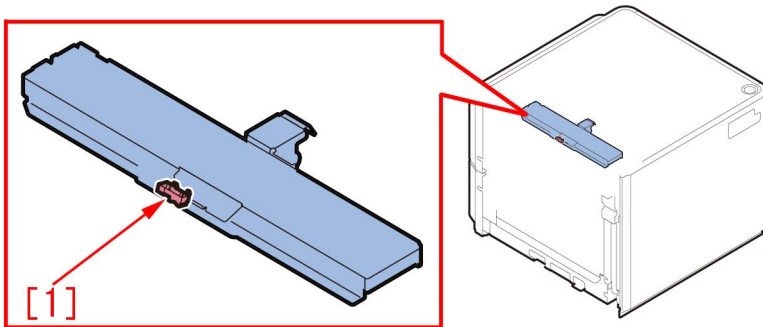
- 0118 : Deck pull-out sensor delay jam
- 0218 : Deck pull-out sensor stationary jam
- 0A18 : Deck pull-out sensor power-on jam

PAPER DECK UNIT-F1

- 010F : Deck pull-out sensor delay jam
- 020F : Deck pull-out sensor stationary jam
- 0A0F : Deck pull-out sensor power-on jam

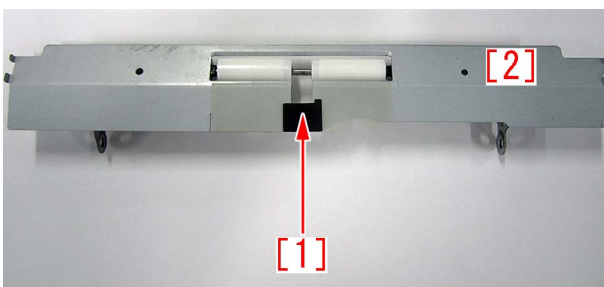
[Cause]

The deck pull-out sensor [1] of the pickup unit may incorrectly detect the reflected light of the adjacent deck pull-out roller feeder guide as paper, resulting in the above-mentioned symptom.



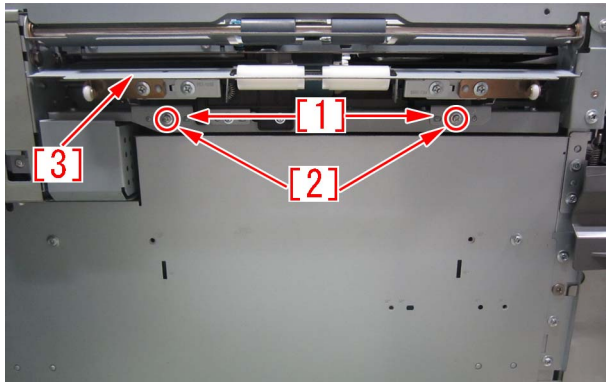
[Service work]

When the aforementioned symptom has occurred, prepare and replace with the lower feed guide [2] (FL0-2918-000) to which the black sheet [1] is affixed following the procedure below.

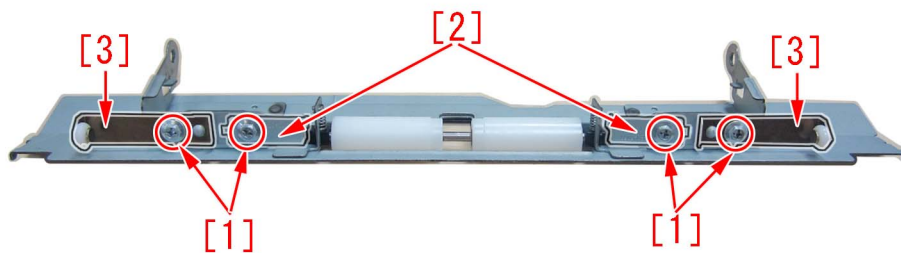


The step starts where the deck is removed from the main unit.

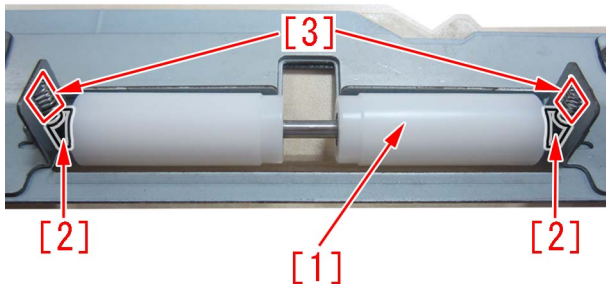
- 1) Referring to Service Manual, remove the upper left cover.
- 2) Remove the 2 screws [2] that secure the bracket [1] of the pickup unit from the left side of the deck, and then remove the deck pull-out roller feed guide [3]. When doing this, be careful not to drop any parts.



3) Remove the 4 screws [1], and then remove the 2 roller support plates [2] and the 2 brackets [3] from the deck pull-out roller feed guide.



4) Remove the roller [1], 2 bushings [2] and 2 compression springs [3] from the deck pull-out roller feed guide.



5) Replace the feed guide with the lower feed guide (FL0-2918-000).
 6) Attach the parts by reversing the steps from 4) .

[Service parts]

No.		Part Number	Description	Q'ty	Fig.No.
1	Old				F40
	New	FL0-2918-000	FEED, LOWER	0 -> 1	

[Countermeasure cut-in serial numbers in factory]

Model	Serial number
POD DECK LITE_C1 US	SZK01717
POD DECK LITE_C1 EU/O	SZL01804
POD DECK LITE_C1 CN	SZM00508
PAPER DECK UNIT_E1 A4	SZB02606
PAPER DECK UNIT_E1 LTR	SZC04039
PAPER DECK UNIT_F1 LTR	WER03181
PAPER DECK UNIT_F1 A4	WES05369

Jam (Delivery options)

1004 Jam Code or folded corner on printed out paper due to positional displacement of support (Staple/Saddle/Booklet/Finisher)

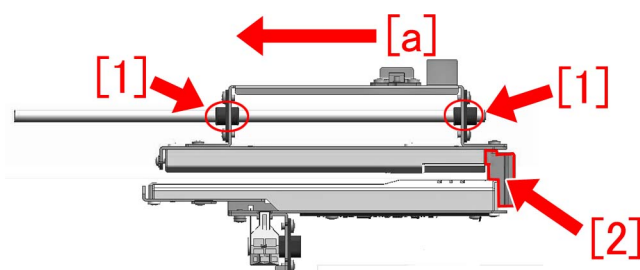
[Symptom]

1004 jam or folded corner of printed out paper may occur on machines with serial number earlier than the following countermeasure cut-in serial numbers in factory.

- 1004 : Shift Unit Trailing Edge Sensor Delay Jam

[Cause]

When the sliding load from the sliding part [1] inside the side registration sensor assembly is great, the side registration sensor assembly drive motor steps out and the position of the support [2] is displaced towards the front side of the product [a]. In the said condition, the paper contacts the support [2], would be skewed in delivery and may result in the aforementioned symptom.

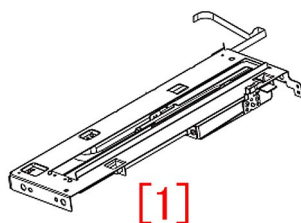


[Service work]

When the above mentioned symptom frequents, prepare and replace with the new type side registration sensor assembly for each product referring to the service manual.

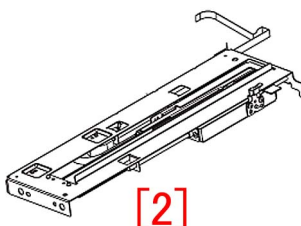
A) Finisher AK1, Saddle Finisher AK2, Staple Finisher Q1/W1, Booklet Finisher Q1/W1

- SIDE REGIST, SENSOR PCB ASS'Y [1] (FM3-5188-040)



B) Finisher AN1/AF1/AJ1, Saddle Finisher AN2/AF2/AJ2

- SIDE REGIST, SENSOR PCB ASS'Y [2] (FM4-7157-020)



[Service parts]

A) Finisher AK1, Saddle Finisher AK2, Staple Finisher Q1/W1, Booklet Finisher Q1/W1

No.		Part Number	Description	Q'ty	Fig.No.
1	Old	FM3-5188-030	SIDE REGIST, SENSOR PCB ASS'Y	1->0	L36

No.		Part Number	Description	Q'ty	Fig.No.
1	New	FM3-5188-040	SIDE REGIST, SENSOR PCB ASS'Y	0->1	L36

B) Finisher AN1/AF1/AJ1, Saddle Finisher AN2/AF2/AJ2

No.		Part Number	Description	Q'ty	Fig.No.
1	Old	FM4-7157-010	SIDE REGIST, SENSOR PCB ASS'Y	1->0	L36
	New	FM4-7157-020	SIDE REGIST, SENSOR PCB ASS'Y	0->1	

[Countermeasure cut-in serial numbers in factory]

Model	Serial number
Finisher-AJ1 UL	HLT50005
Finisher-AJ1 EUR	HLU50000
Finisher-AJ1 CN	HLV50000
Saddle Finisher-AJ2 UL	HLX50000
Saddle Finisher-AJ2 EUR	HLY50000
Saddle Finisher-AJ2 CN	HLZ50000
Finisher-AK1 UL	NWB50000
Finisher-AK1 EUR	NWC50039
Finisher-AK1 CN	NWD50005
Saddle Finisher-AK2 UL	NWF50014
Saddle Finisher-AK2 EUR	NWG50005
Saddle Finisher-AK2 CN	NWH50000
Staple Finisher-Q1 UL	QXR50000
Staple Finisher-Q1 EUR	PMP50000
Booklet Finisher-Q1 UL	PMV50000
Booklet Finisher-Q1 EUR	PMW50000
Finisher-AM1 UL	QWG50019
Finisher-AM1 EU/O	QWH50000
Finisher-AM1 CN	QWJ50000
Saddle Finisher-AM2 UL	QWL50005
Saddle Finisher-AM2 EU/O	QWM50007
Saddle Finisher-AM2 CN	QWN50000
Staple Finisher-W1 UL	SWT50002
Staple Finisher-W1 EU/O	SWU50008
Staple Finisher-W1 CN	WJN50000
Booklet Finisher-W1 UL	SWW50051
Booklet Finisher-W1 EU/O	SWX50032
Booklet Finisher-W1 CN	WJP50000
Finisher-AN1 UL	WBP50000
Finisher-AN1 EU/O	WBQ50000
Finisher-AN1 CN	WBR50000
Saddle Finisher-AN2 UL	WBT50059
Saddle Finisher-AN2 EU/O	WBU50002
Saddle Finisher-AN2 CN	WBV50000

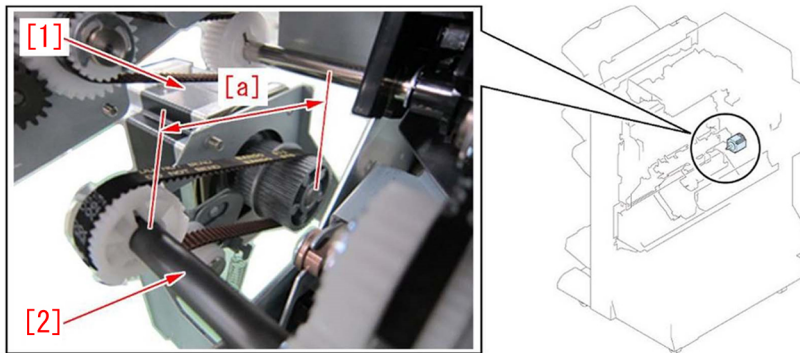
110F Jam code due to meshing failure of the timing belt (Staple-Q1/W1/Booklet-Q1/W1/Saddle-AK2/Finisher-AK1)

[Symptom]

110F Jam may occur during print using finisher.
 -110F: Lower delivery sensor (PS6) Stationary jam

[Cause]

When the belt roller [2] of the process upper guide tilts to the processing feed motor (M26) [1] side, the distance between the shafts [a] becomes smaller and makes it easier for the timing belt to get loose. When the timing belt gets loose, a meshing failure occurs between the timing belt and the gears, resulting in the above symptom.



[Service work]

When the above symptom occurs, remove the paper delivery drive assembly (L) by following the procedure below. Then align the connecting holes of the upper dispose guide and the front plate/rear plate, and reattach the operation feed motor (M26) so that the distance between shafts of the belt roller in the upper dispose guide and the operation feed motor (M26) is appropriate. The following procedure starts from after the finisher being removed from the engine.

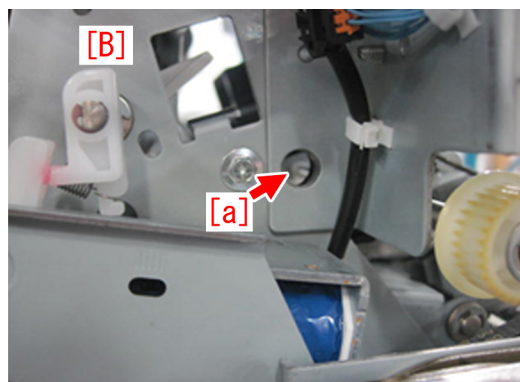
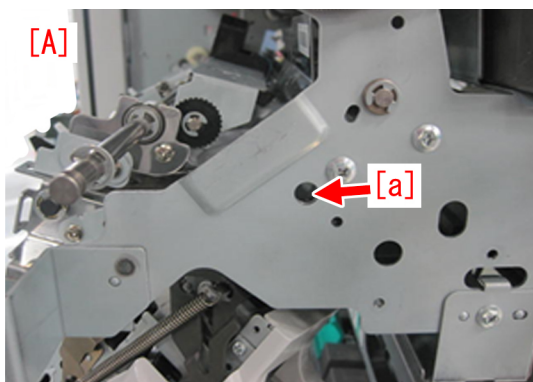
1) Refer to "Removing the front cover" and "Removing the rear cover" in Service Manual and remove both covers.

2) Be sure that the connecting holes [a] of the upper dispose guide and the front plate/rear plate are aligned.

The photo [A] shows the front plate and the photo [B] shows the rear plate.

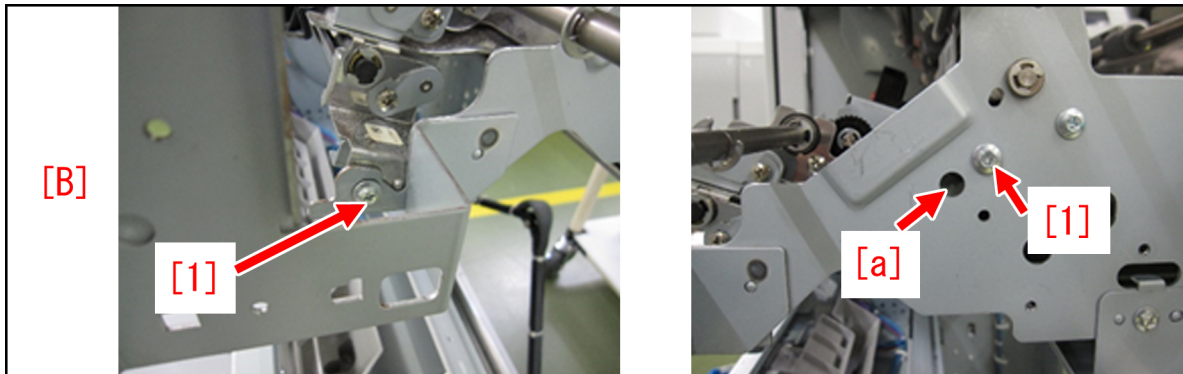
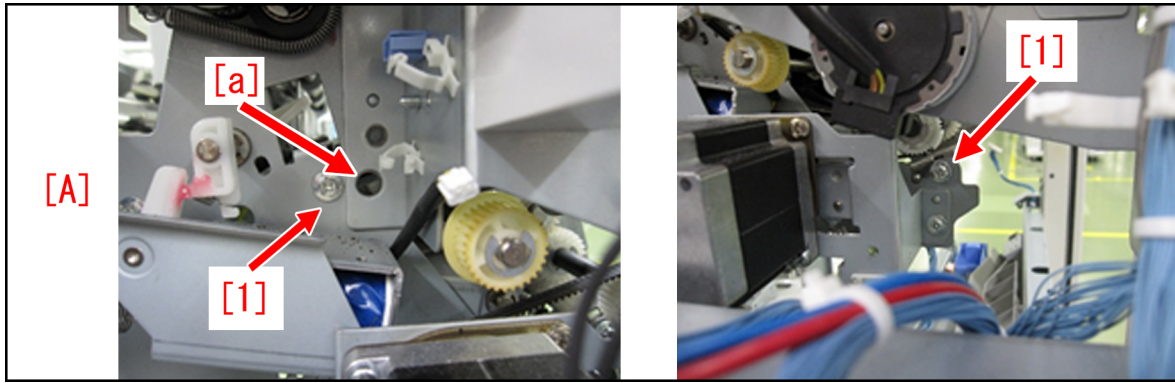
- If the connecting holes [a] of the upper dispose guide and the front plate/rear plate are aligned, the step 3) is not required, so proceed to the step 4).

- If the connecting holes [a] of the upper dispose guide and the front plate/rear plate are not aligned, proceed to the next step.

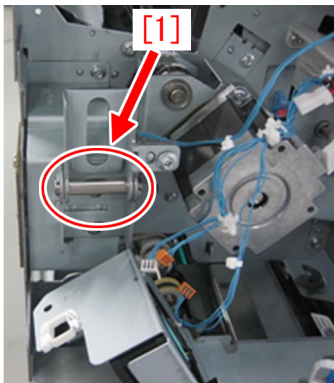


3) Adjustment method

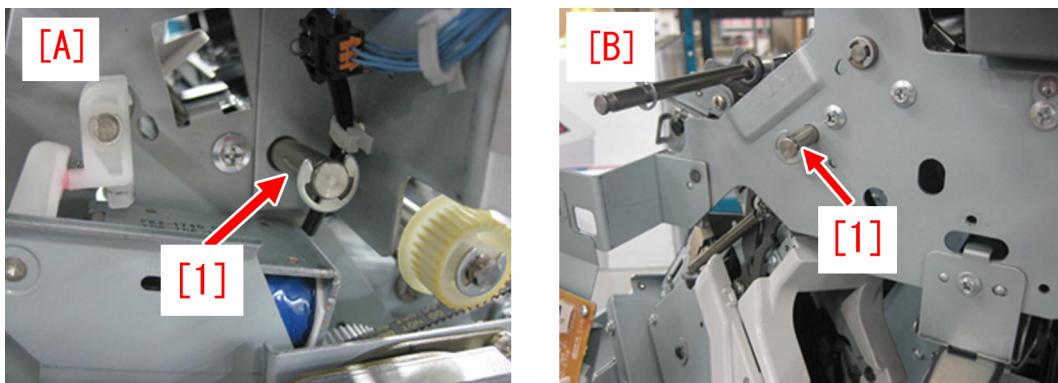
3-1) Loosen the 2 screws [1] on the front plate and the 2 screws [1] on the rear plate. Insert a round stick with 8mm diameter into the positioning hole [a] that aligns with the upper dispose guide. The photo [A] shows the rear plate side and the photo [B] shows the front plate side.



[Reference] When a round stick is not available to insert, remove the connecting shaft [1] from the engine and the finisher, and insert it into the positioning holes of the plate and the upper dispose guide.



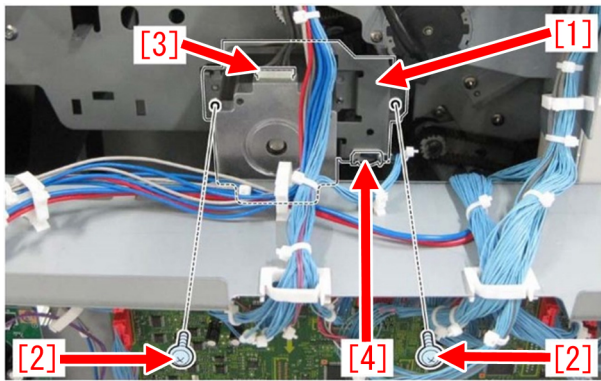
In the photo [A] below, the shaft [1] is aligned with the rear plate. In the photo [B], the shaft [1] is aligned with the front plate.



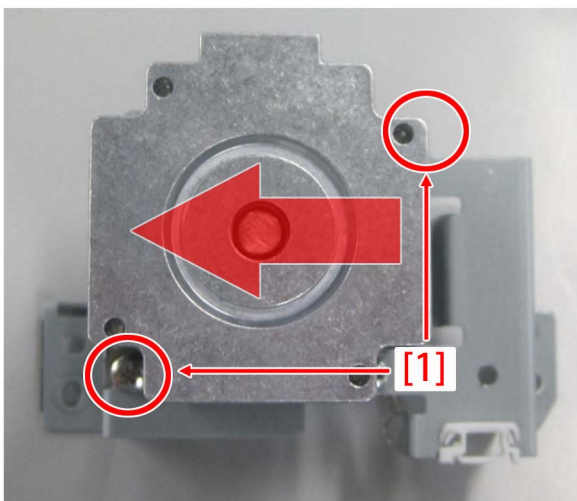
3-2) Tighten the 4 screws that were loosened in the step 3-1).

4) Reattaching the operation feed motor (M26).

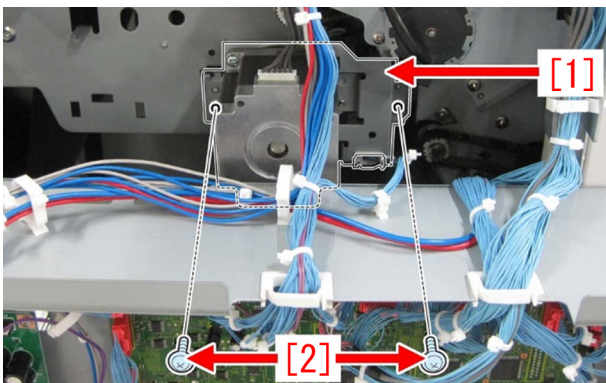
4-1) Remove the 2 screws [2], the connectors [3] and the edge saddle [4] and then remove the paper delivery drive assembly (L).



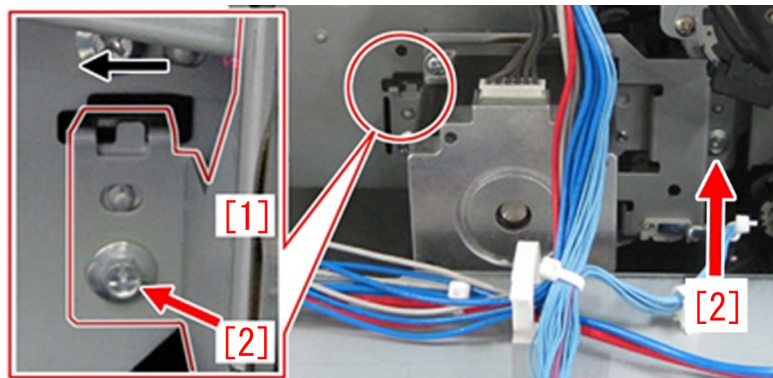
4-2) Loosen the 2 screws [1] on the operation feed motor (M26), move the motor in the direction of the arrow until it stops and fully tighten the screws.



4-3) With the 2 screws [2] that were removed in the step 4-1), temporarily secure the paper delivery drive assembly (L).



4-4) Move the paper delivery drive assembly (L) in the direction of the arrow until it stops and fully tighten the 2 screws [2].



4-5) Make some prints and check that the above issue does not occur.

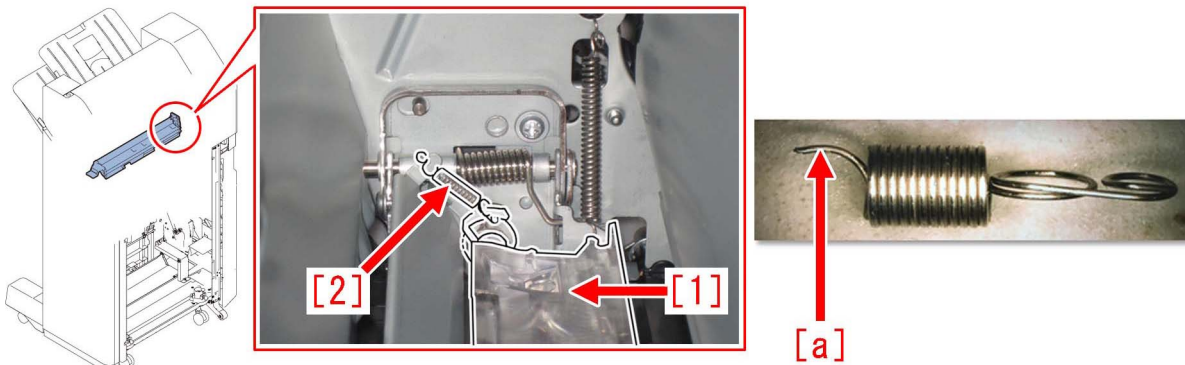
1002 Jam code due to broken spring of the escape inlet flapper

[Symptom]

1002 jam may occur with the machines earlier than the following countermeasure cut-in serial numbers in factory.
-1002: delivery sensor (PS102) delay jam

[Cause]

When a load is applied by any factor to the tension spring [2] which is lifting the escape inlet flapper [1], the tension spring is broken [a], and the escape inlet flapper descends and blocks the feed path toward the stack tray (processing tray). If paper is fed in this state, it is caught by the escape inlet flapper, resulting in the above-mentioned symptom.

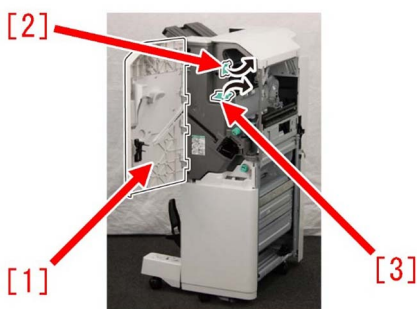


[Remedy]

When the above-mentioned symptom occurs, check the tension spring of the escape inlet flapper by following the steps below. If the tension spring is broken, prepare the new-type tension spring (FE4-7044-010) and replace it by following the steps below. [Reference] Work procedure is different depending on the model.

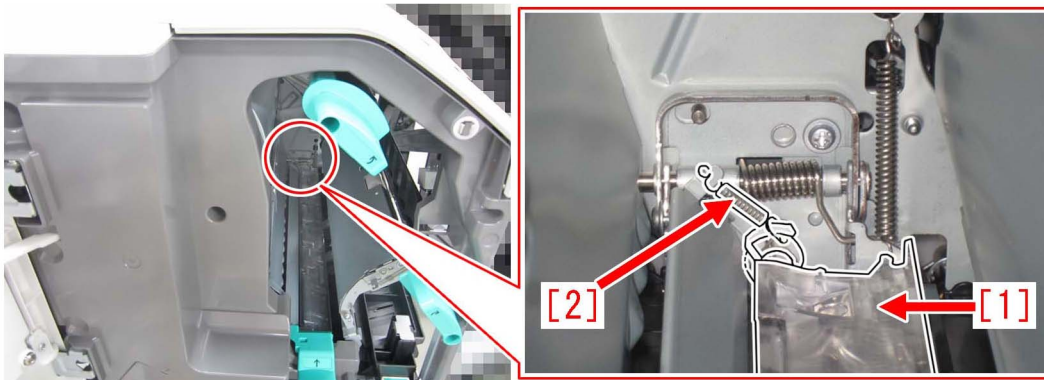
a) In case of Staple Finisher-V1/-V2 and Booklet Finisher-V1/-V2

a-1) Open the front cover [1], and raise the jam clearing guide (upper) [2] and the jam clearing guide (lower) [3] in the arrow directions.



[Note] If the punch unit is installed, shift the punch unit before starting the work.

a-2) Check the tension spring [2] attached to the escape inlet flapper [1].

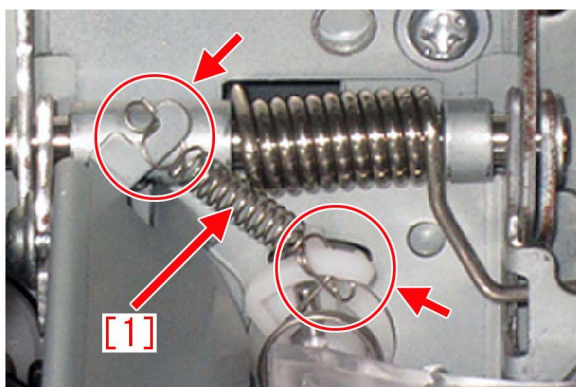


a-3) If the tension spring is broken, go to the next step.

If the tension spring is not broken, look for another factor.

a-4) Remove the broken tension spring and replace it with the new-type tension spring (FE4-7044-010).

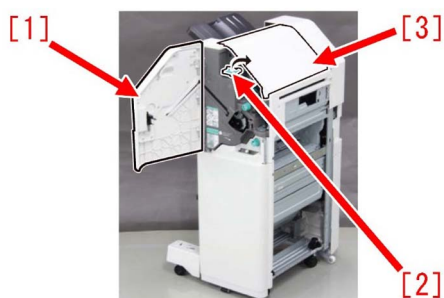
[Note] When attaching the tension spring [1], do not twist its hook.



a-5) Reverse the procedure of the step a-1) to close the front door.

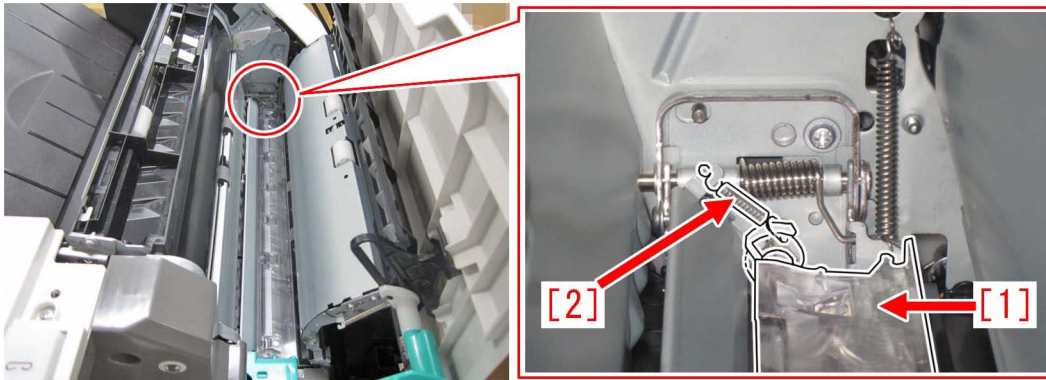
b) In case of Staple Finisher-Y1/-AA1 and Booklet Finisher-Y1/-AA1

b-1) Open the front cover [1], raise the jam clearing guide (lower) [2] in the arrow direction, and open the upper cover unit [3].



[Note] If the punch unit is installed, shift the punch unit before starting the work.

b-2) Check the tension spring [2] attached to the escape inlet flapper [1].

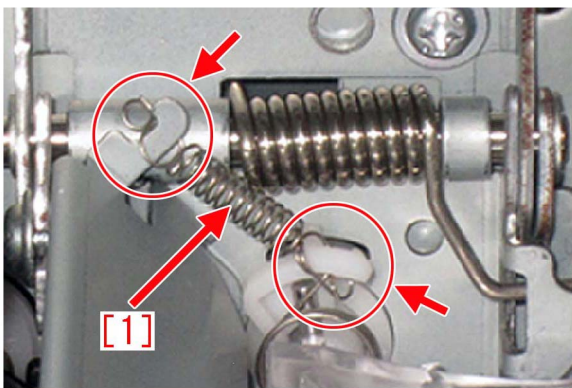


b-3) If the tension spring is broken, go to the next step.

If the tension spring is not broken, look for another factor.

b-4) Remove the broken tension spring and replace it with the new-type tension spring (FE4-7044-010).

[Note] When attaching the tension spring [1], do not twist its hook.



b-5) Reverse the procedure of the step b-1) to close the front door.

[Service Parts]

No.		Part Number	Description	Q'ty	Fig. No.
1	Old	FE4-7044-000	SPRING, TENSION	1 -> 0	L34
	New	FE4-7044-010	SPRING, TENSION	0 -> 1	

[Countermeasure cut-in serial numbers in factory]

Model	Serial No.
STAPLE FIN-V1	No implemented due to production discontinuance
STAPLE FIN-V2	WXAxxxxx not implemented due to production discontinuance
STAPLE FIN-V2	WYL12223
STAPLE FIN-Y1	WEU39824
STAPLE FINISHER-AA1	WWA01931
BOOKLET FIN-V1	No implemented due to production discontinuance
BOOKLET FIN-V2	WXB06778
BOOKLET FIN-Y1	WEY19602
BOOKLET FINISHER-AA1 EX	WWD01694

1008 Jam Code due to nip failure of post card feeding rollers (Finisher)

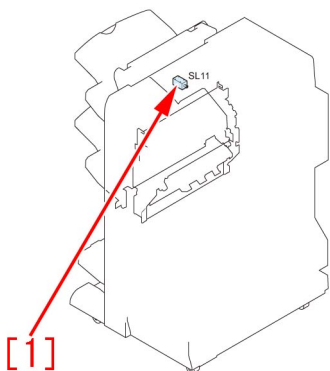
[Symptom]

In the machine earlier than the following countermeasure cut-in serial numbers in factory, when feeding a postcard or a paper with a length less than 182mm in feeding direction, were ejected, 1008 jam may occur in rare occasion.

-1008 Jam: Buffer path 2 sensor (UN14) Delay Jam

[Cause]

When pull in current value of the solenoid was insufficient and the installed position of estrangement solenoid unit (SL11) [1] was inappropriate, nip pressure of the postcard feeding rollers may be insufficient. This may lead to the above mentioned phenomenon.



[Remedy]

When the aforementioned symptom has occurred, conduct the following 2 steps.

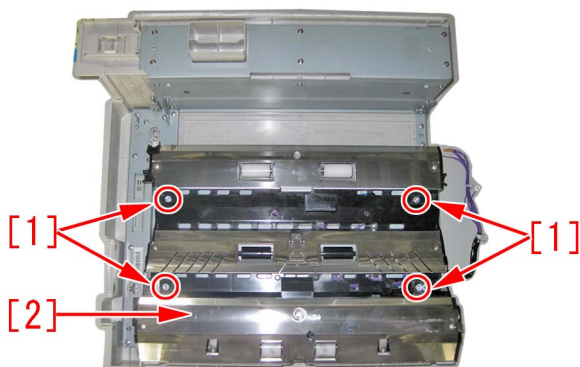
a) Upgrade the firmware of SORTER, according to the list below.

Model	Firmware Version	Service Information(Software) Ref No
Staple Finisher-Q1/Booklet Finisher-Q1	SORTER Ver.11.01	F02396
Staple Finisher-W1/Booklet Finisher-W1	SORTER Ver.12.01	F02183/ F02185
Finisher-AK1/Saddle Finisher-AK2	SORTER Ver.11.01	F02189
Finisher-AM1/Saddle Finisher-AM2	SORTER Ver.10.01	F02187
Finisher-AN1/Saddle Finisher-AN2	SORTER Ver.06.01	F02191

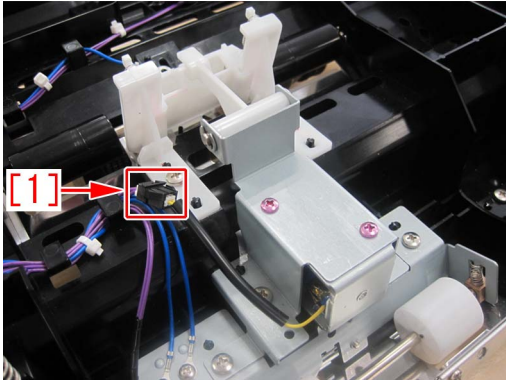
b) Prepare and replace with a new type of estrangement solenoid unit (FM1-A170-010), following the procedure below. Note that the following procedure starts from where the finisher was removed from main body of a copying machine.

b-1) Detach the upper feeder assembly, referring to the service manual.

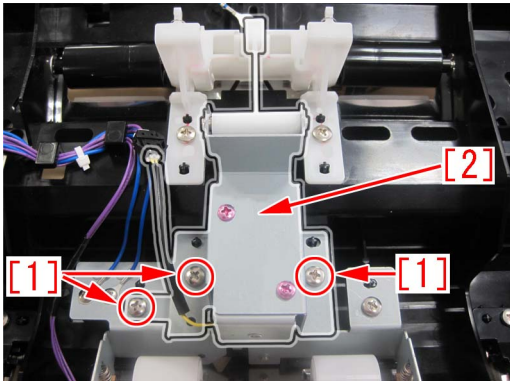
b-2) Turn over the upper feeder assembly, remove stepped screws [1] x4pcs and remove a buffer guide [2].



b-3) Disconnect a connector [1] x1pc of the estrangement solenoid unit.



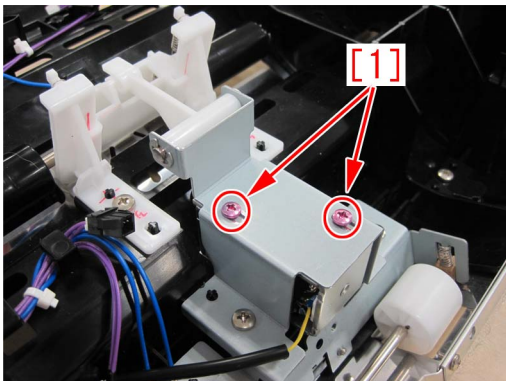
b-4) Remove screws [1] x3pcs, remove the estrangement solenoid unit [2].



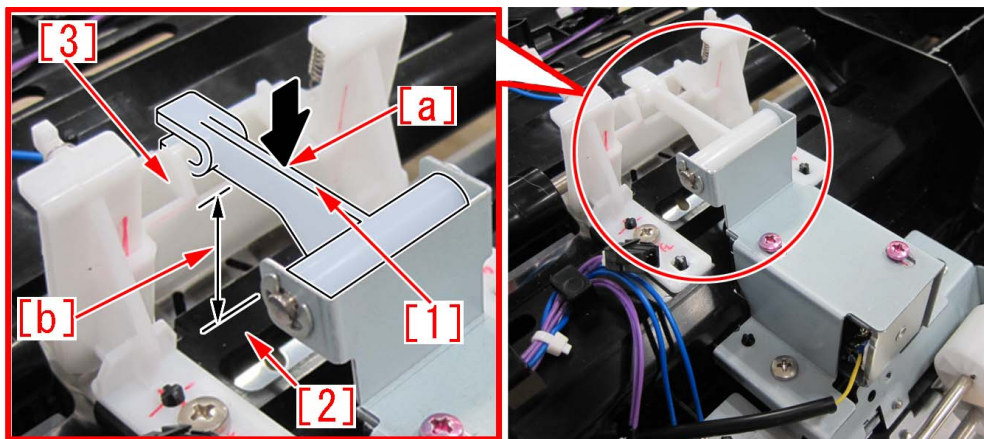
b-5) Replace with a new estrangement solenoid unit (FM1-A170-010) [1].



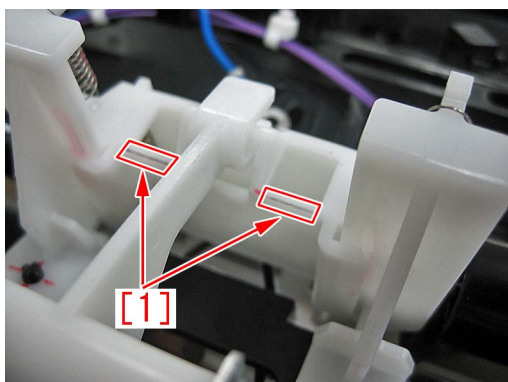
b-6) Loosen the screws [1] x2pcs, which are fixing the estrangement solenoid unit.



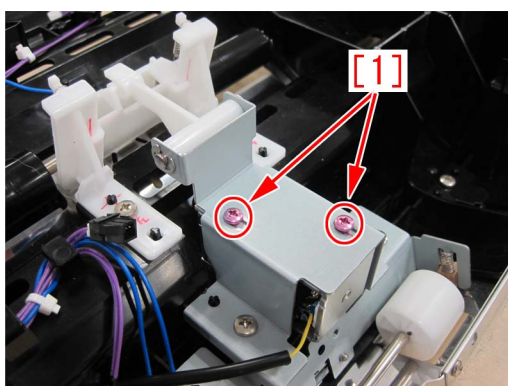
b-7) Push in the middle part [1] of the arm of estrangement solenoid unit, by a finger in a direction indicated by arrow. Measure the height [b] between the bottom of buffer guide [2] to the corner of an idler roller holder by a scale. Adjust the position of the solenoid, so that the height be in a range between 18.5 to 19.5mm.



[Reference] Marking the corner [1] of the idler roller holder by a permanent marker, may make the adjustment easier.



b-8) Fix the solenoid by screws [1] x2pcs.



b-9) Reassemble the parts in reverse order from the step b-3).

[Service parts]

No.		Part Number	Description	Q'ty	Fig.No.
1	Old	FM1-A170-000	ESTRANGEMENT SOLENOID UNIT	1 -> 0	L38
	New	FM1-A170-010	ESTRANGEMENT SOLENOID UNIT	0 -> 1	
2	Old	FM1-A168-000	UPPER FEEDER ASSEMBLY	1 -> 0	L38
	New	FM1-A168-010	UPPER FEEDER ASSEMBLY	0 -> 1	
3	Old	FM1-C358-000	UPPER FEEDER ASSEMBLY	1 -> 0	L38
	New	FM1-C358-010	UPPER FEEDER ASSEMBLY	0 -> 1	
4	Old	FM1-K156-000	UPPER FEEDER ASSEMBLY	1 -> 0	L38
	New	FM1-K156-010	UPPER FEEDER ASSEMBLY	0 -> 1	
5	Old	FM1-K515-000	UPPER FEEDER ASSEMBLY	1 -> 0	L38
	New	FM1-K515-010	UPPER FEEDER ASSEMBLY	0 -> 1	

[Countermeasure cut-in serial number in factory1]

Model	Serial No.
STAPLE FIN-Q1 UL	No implemented due to production discontinuance
STAPLE FIN-Q1 EU/O	No implemented due to production discontinuance
BOOKLET FIN-Q1 UL	No implemented due to production discontinuance
BOOKLET FIN-Q1 EU/O	No implemented due to production discontinuance
STAPLE FIN-W1 UL	SWT50501
STAPLE FIN-W1 EU/OT	SWU50384
STAPLE FIN-W1 CN	WJN50031
BOOKLET FIN-W1 UL	SWW51114
BOOKLET FIN-W1 EU/OT	SWX51014
BOOKLET FIN-W1 CN	WJP50002
FINISHER-AK1 CN	NWD50030
FINISHER-AK1 EU/O	NWC50314
FINISHER-AK1 UL	NWB50000
SADDLE FIN-AK2 CN	NWH50014
SADDLE FIN-AK2 EU/O	NWG50129
SADDLE FIN-AK2 UL	NWF50099
FINISHER-AM1 UL	QWG50023
FINISHER-AM1 EU/O	No implemented due to production discontinuance
SADDLE FIN-AM2 UL	QWL50005
SADDLE FIN-AM2 EU/O	QWM50050
SADDLE FIN-AM2 CN	QWN50014
FINISHER-AN1 US	WBP50000
FINISHER-AN1 EU/OT	WBQ50088
FINISHER-AN1 CN	WBR50014
SADDLE FIN-AN2 US	WBT50297
SADDLE FIN-AN2 EU/OT	WBU50154
SADDLE FIN-AN2 CN	WBV50004

[Countermeasure cut-in serial number in factory2]

Model	Serial No.
STAPLE FIN-Q1 UL	QXR50000
STAPLE FIN-Q1 EU/O	PMP50000
BOOKLET FIN-Q1 UL	PMV50000
BOOKLET FIN-Q1 EU/O	PMW50000
STAPLE FIN-W1 UL	SWT50707
STAPLE FIN-W1 EU/OT	SWU50550
STAPLE FIN-W1 CN	WJN50053
BOOKLET FIN-W1 UL	SWW51651
BOOKLET FIN-W1 EU/OT	SWX51329
BOOKLET FIN-W1 CN	WJP50021
FINISHER-AK1 CN	NWD50030
FINISHER-AK1 EU/O	NWC50323
FINISHER-AK1 UL	NWB50000
SADDLE FIN-AK2 CN	NWH50014
SADDLE FIN-AK2 EU/O	NWG50133
SADDLE FIN-AK2 UL	NWF50129
FINISHER-AM1 UL	QWG50023
FINISHER-AM1 EU/O	QWH50000
SADDLE FIN-AM2 UL	QWL50005
SADDLE FIN-AM2 EU/O	QWM50058
SADDLE FIN-AM2 CN	QWN50014
FINISHER-AN1 US	WBP50000

Model	Serial No.
FINISHER-AN1 EU/OT	WBQ50108
FINISHER-AN1 CN	WBR50025
SADDLE FIN-AN2 US	WBT50432
SADDLE FIN-AN2 EU/OT	WBU50201
SADDLE FIN-AN2 CN	WBV50006

Error Code

E808-0007 Caused by the fixing drawer cable breakage

[Symptom]

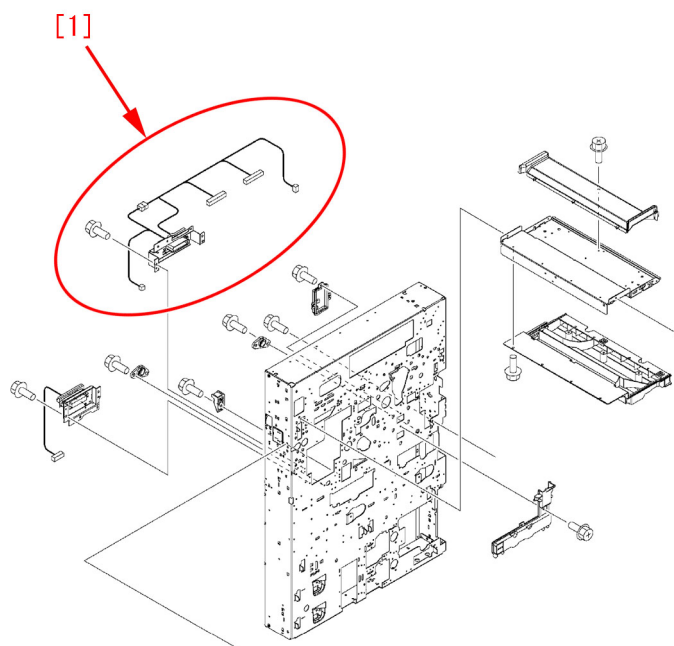
E808-0007 may occur.

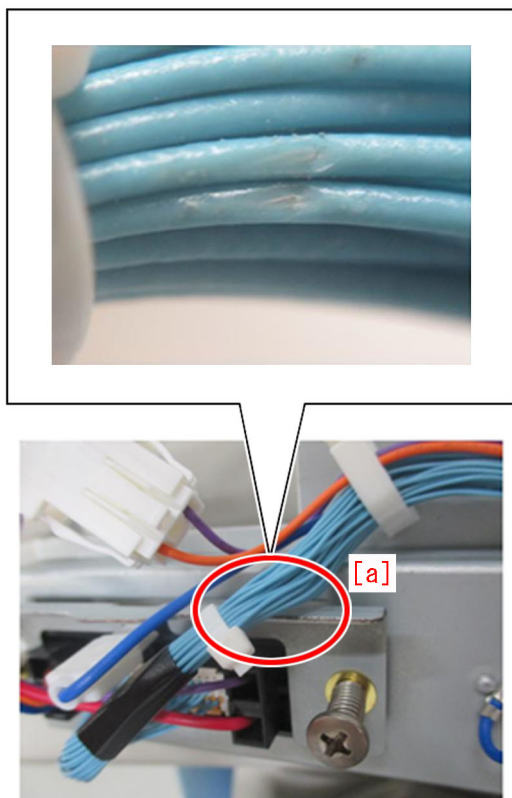
- E808-0007 : Fixing Power Supply error

[Cause]

The fixing drawer cable [1] comes in contact with the sheet metal [a], and the cable coating is broken and short-circuited to cause the above-mentioned symptom.

[Reference] There was a case that the short-circuit caused the defective main drive driver PCB assembly and the relay PCB assembly.





[Service work]

If the above-mentioned symptom occurs, replace the fixing drawer cable with the new type of the fixing drawer cable (FM3-7351-020) having the additional protective tape to prevent the coating breakage.

[Replacement parts]

- CABLE, FIXING DRAWER : FM3-7351

E583-800x due to malfunction of the front/rear tray auxiliary guide or coming off of the bearing of lower stack delivery roller (Staple Finisher-V1 / Booklet Finisher-V1)

[Symptom]

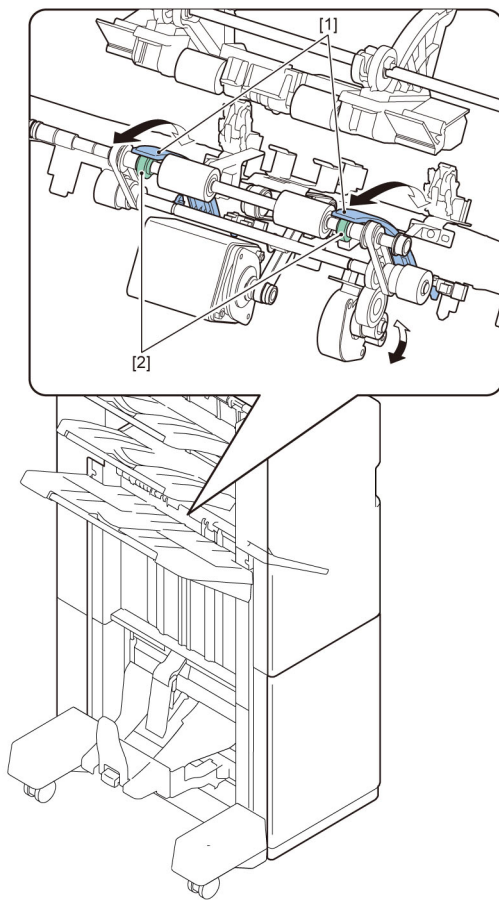
E583-800x may occur during copy operation.

- 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.

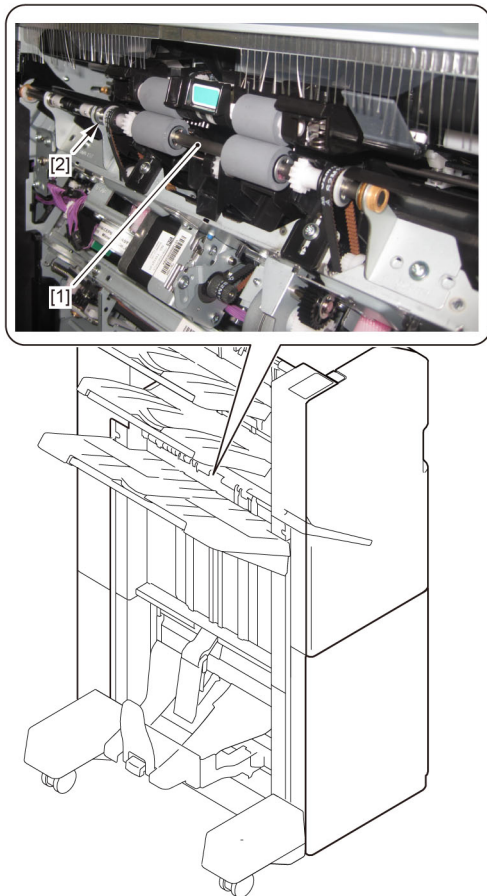
[Cause]

Either of the following 2 causes leads to the above mentioned symptom.

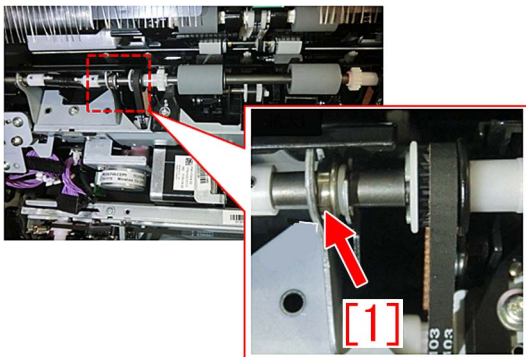
- a) When the rack of the front/rear tray auxiliary guide [1] does not engage properly with the pinion gear [2], and this condition has brought malfunction.



- b) When the clearance of the mounting of the lower stack delivery roller [1] is so wide that the bearing [2] has come off.



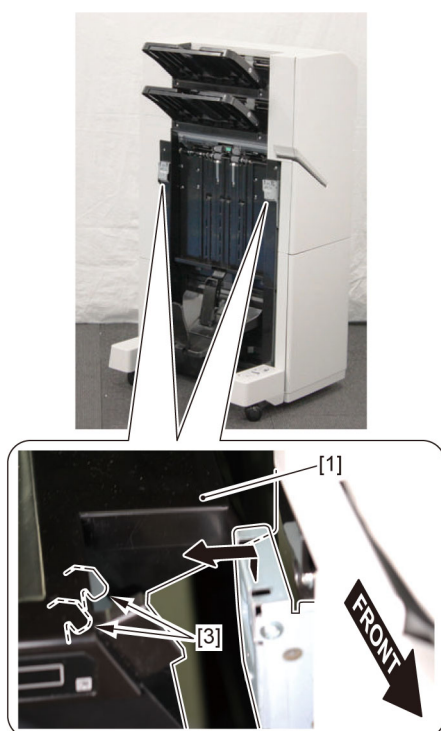
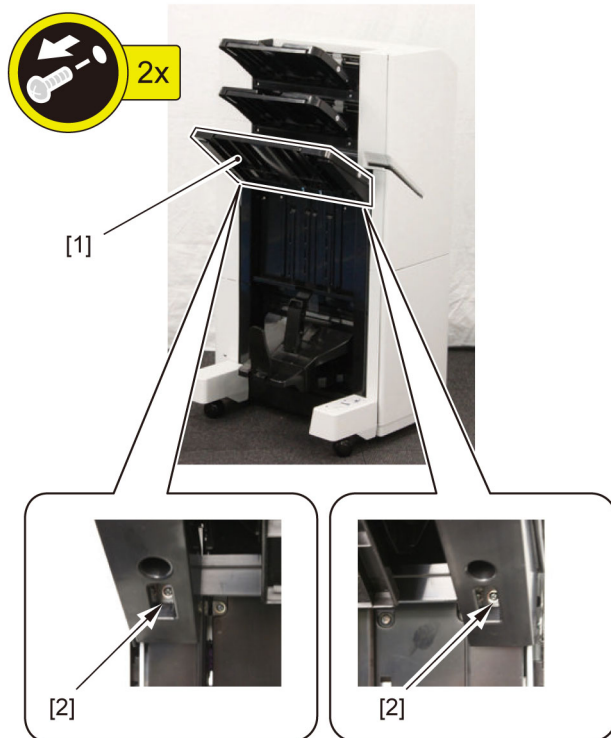
The figure below shows a condition where the bearing [1] has come off.



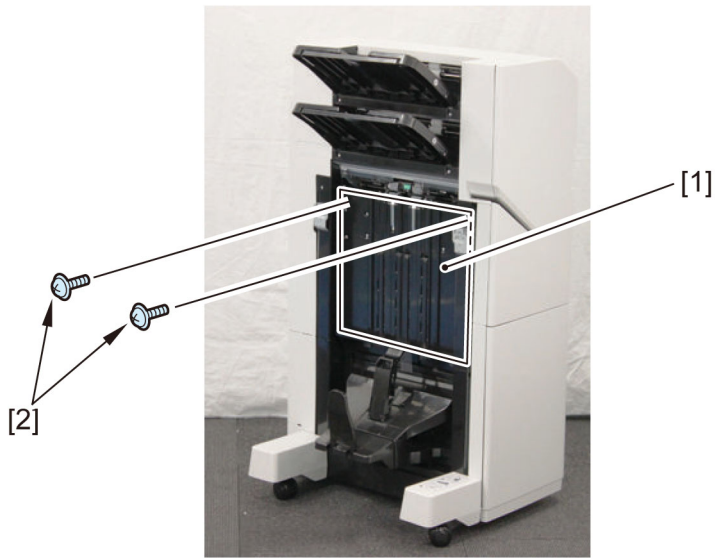
[Service work]

When the aforementioned symptom has occurred, check if the front/rear tray auxiliary guide works properly. If the front/rear tray auxiliary guide does not work properly, prepare the washer (XD1-1106-235), fix the dropped bearing of the lower stack delivery roller and adjust the mounting of the front/rear tray auxiliary guide holder following the procedure below.

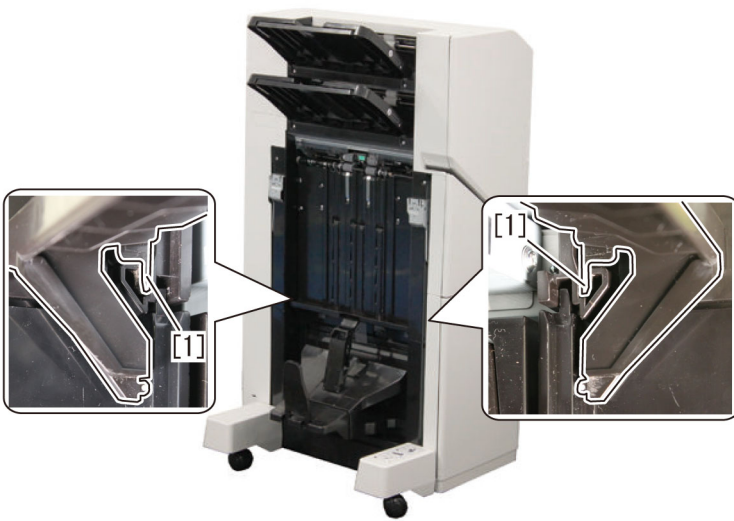
- 1) Remove the stack tray [1].
- 2 screws [2]
- 4 hangers [3]

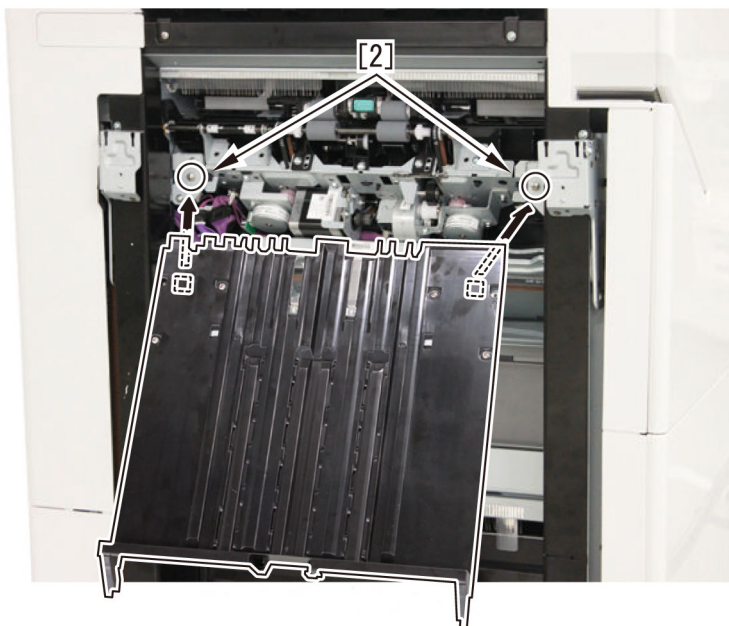


2) Remove the grate-shaped lower guide.
- 2 screws [2]

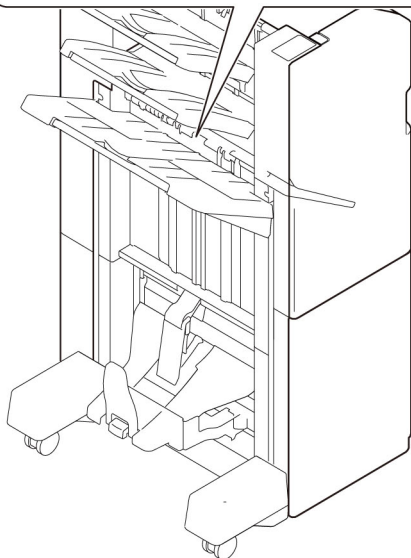
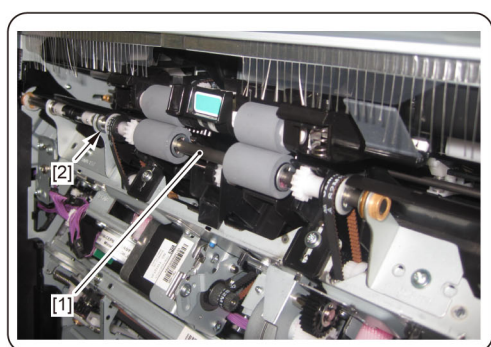


[Note] Insert the claw [1] as shown in the figure for installation and then hook the rack [2] on the stepped screw.

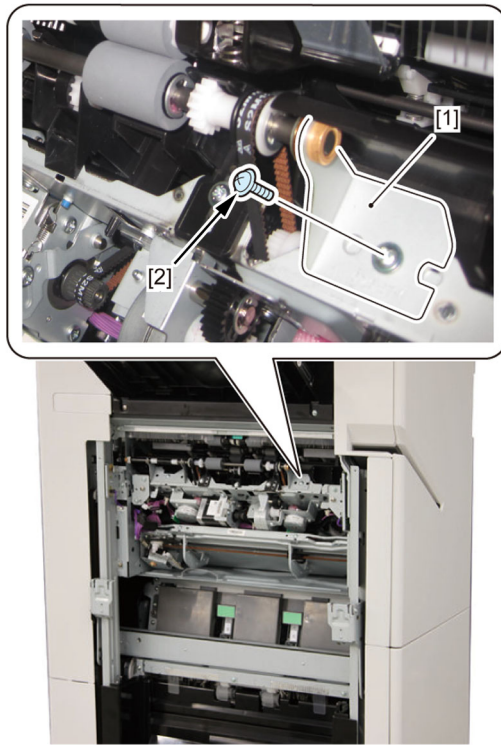




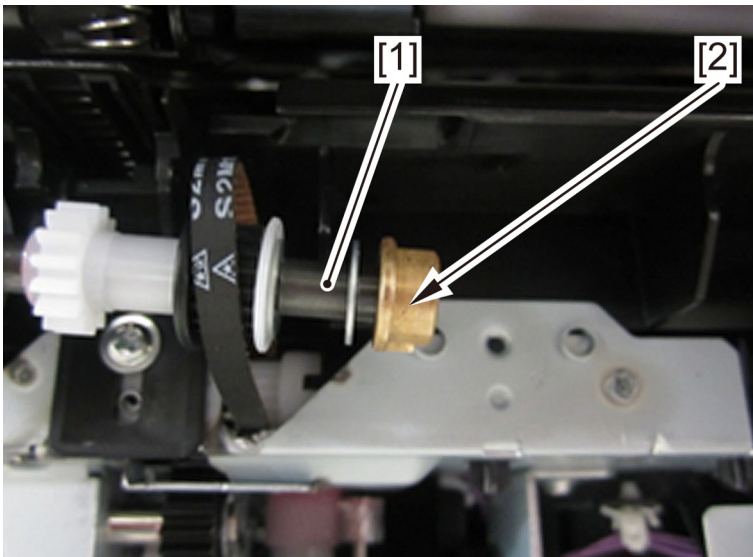
3) If the bearing [2] of the lower stack delivery roller [1] has come off, reattach the bearing [2] in a proper state and go to the step 4). If the bearing [2] has not come off, then go to the step 8).



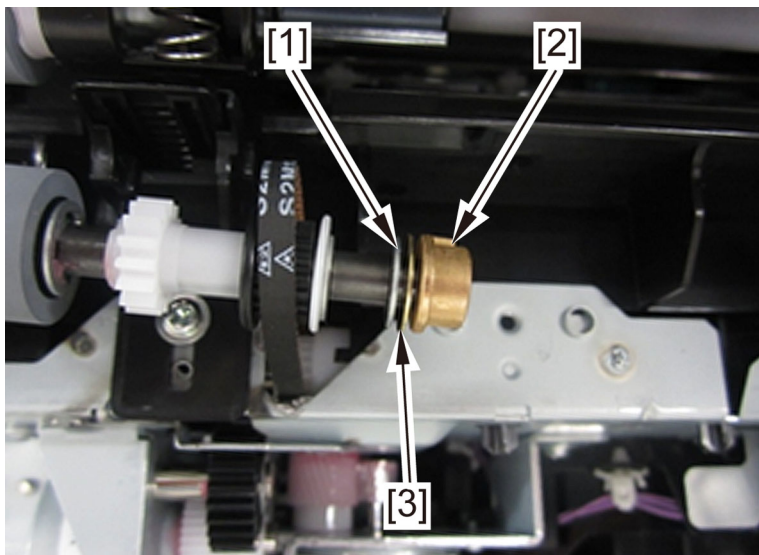
4) Remove the metal plate [1].
- Screw [2] (x1)



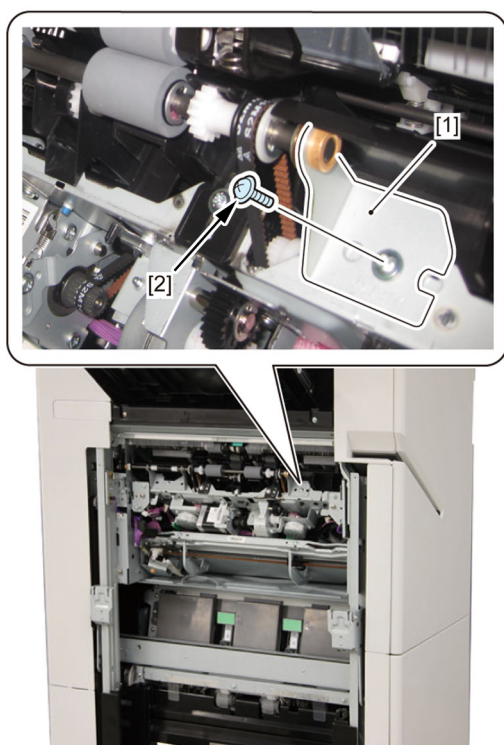
5) Remove the bushing [2] from the lower stack delivery roller [1].



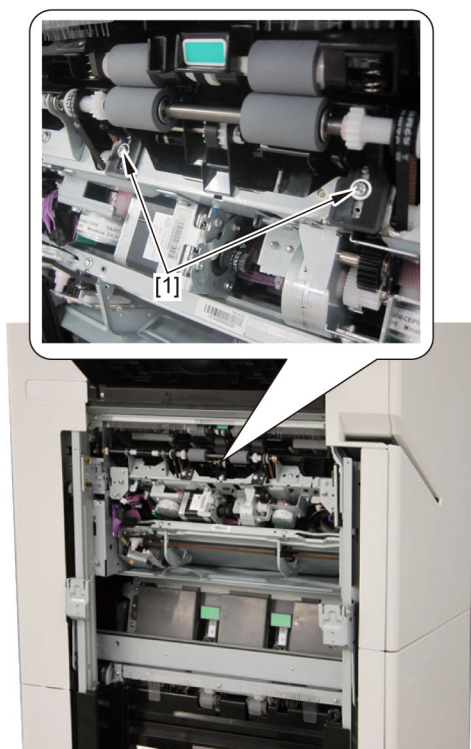
6) Attach the washer (XD1-1106-235) [3] between the E-ring [1] and the bushing [2].



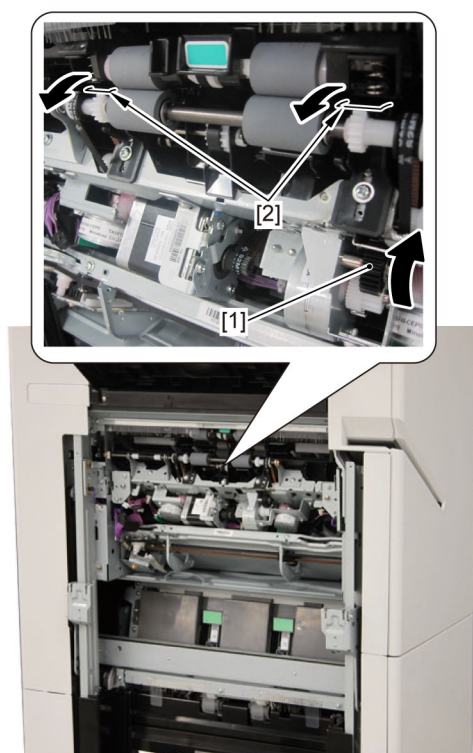
7) Reattach the metal plate [1].
- Screw [2] (x1)



8) Loosen the 2 screws [1].



9) Rotate the gear [1] in the direction of the arrow with fingers and let the front/rear tray auxiliary guide [2] protrude by approximate 10mm longer.



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

11) Select the motor being subject to the operation check.

Go to Service mode (Level1) SORTER > FUNCTION > MTR-CHK, enter "17" and press [OK].

[Reference] The tray auxiliary guide motor (M109) will be selected by entering "17".

12) From 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.

E202-0001 and abnormal noise from the reader assembly during the operation due to the detached flat cable unit

[Symptom]

E202-0001 and abnormal noise from the reader assembly during the operation may occur on the products with the serial numbers earlier than those listed in Countermeasure cut-in serial number in factory below.

- E202-0001 : Reader Scanner Unit HP error

[Cause]

If the scanner fixation tool [1] is inserted obliquely when moving the main body, the tool becomes in a state where it is pressing the flat cable unit [2]. If the main body is moved in this state, the flat cable unit [2] may be detached, which may cause the above-mentioned symptom.

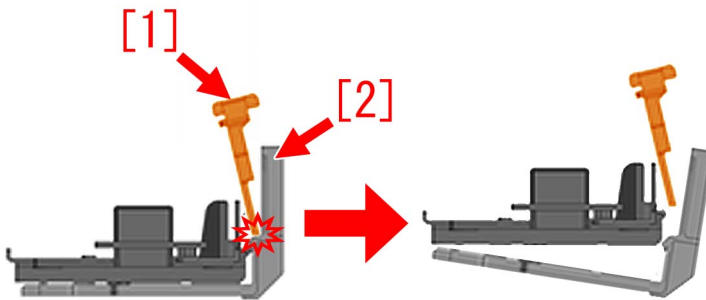
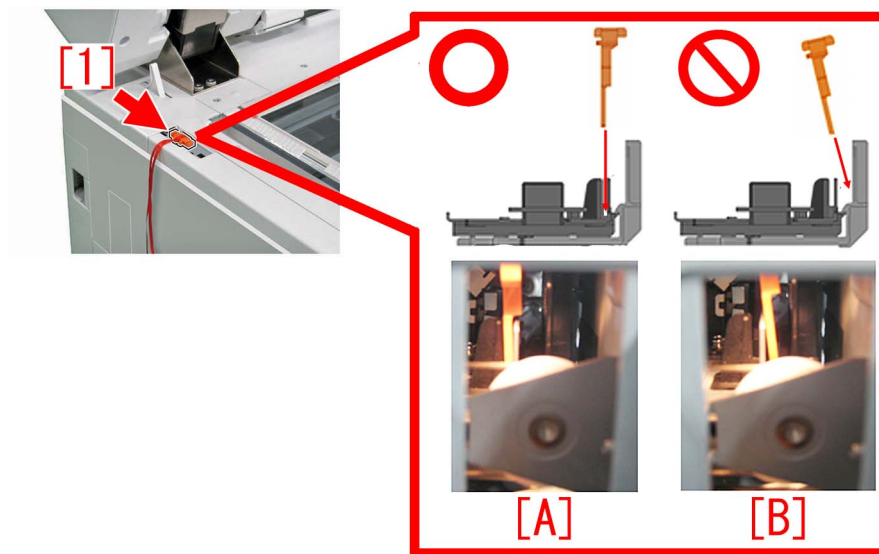


Fig.[A] shows the state where the scanner fixation tool [1] is inserted in a correct and straight way.

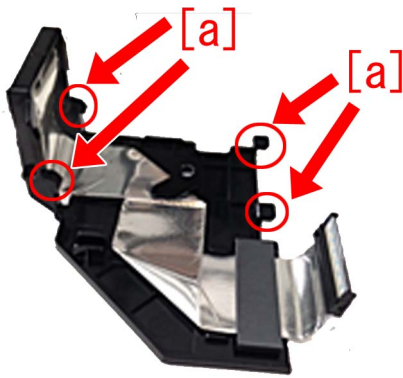
Fig.[B] shows the state where the scanner fixation tool [1] is inserted in a wrong and oblique way.



[Service work]

If the above-mentioned symptom occurs, check whether the flat cable unit is detached from the reader scanner unit. If it is detached, attach the flat cable unit correctly.

In addition, if the fixing claw [a] of the flat cable unit is broken, replace it with the new flat cable unit (FM0-0482-000).



[Attention] If attaching the scanner fixation tool when moving the main body, insert it in a correct and straight way.

[Service parts]

No.		Part Number	Description	Q'ty	Fig.No.
1	Old	FM0-0482-000	FLAT CABLE UNIT	1 -> 1	D12
	New				

[Countermeasure cut-in serial numbers in factory]

Model	Serial number
iR-ADV 6555 230V AS	SMB00819
iR-ADV 6565 230V AS	SMK00732
iR-ADV 6575 230V AS	SMU00704
iR-ADV 6555 230V EUR	SMF02196
iR-ADV 6565 230V EUR	SMQ00968
iR-ADV 6575 230V EUR	SMZ00937
iR-ADV 6555i 120V USA	SKA05074
iR-ADV 6565i 120V USA	SMJ02216
iR-ADV 6575i 120V USA	SMT02796
iR-ADV 6555i 120V USA G	SMD00539
iR-ADV 6565i 120V USA G	SMN00574
iR-ADV 6575i 120V USA G	SMX00525
iR-ADV 6555 220V CN	SMG00567
iR-ADV 6565 220V CN	SMR00560
iR-ADV 6575 220V CN	SPA00514
iR-ADV 6565 220V KR	SML00521
iR-ADV 6575 220V KR	SMV00511
iR-ADV 6555 220V KR	WCN00562
iR-ADV 6555i 120V TW	SMC00600
iR-ADV 6565i 120V TW	SMM00507
iR-ADV 6575i 120V TW	SMW00512
iR-ADV 6555i 230V IND	SME00567
iR-ADV 6565i 230V IND	SMP00507
iR-ADV 6575i 230V IND	SMY00523

Model	Serial number
iR-ADV 8505 230V EUR	SWC01364
iR-ADV 8505 230V AS	SWD00766
iR-ADV 8505i 120V USA	SWA02504
iR-ADV 8585i 120V USA	SWN01237
iR-ADV 8505i 120V USA G	SWB00517
iR-ADV 8585i 120V USA G	SWP00508

iR-ADV 8505 220V CN	To be informed as soon as identified.
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E840-0001 due to the defect securing screws for the fixing shutter motor

[Symptom]

In the machines prior to the Countermeasure cut-in serial number in factory described below E840-0001 may occur.
E840-0001 : Fixing Shutter Motor error

[Cause]

The screws securing the fixing shutter motor are loosened and come off after some endurance time has elapsed and from vibration, then the fixing shutter motor becomes unable to be driven the fixing shutter and ends in the above mentioned symptom.

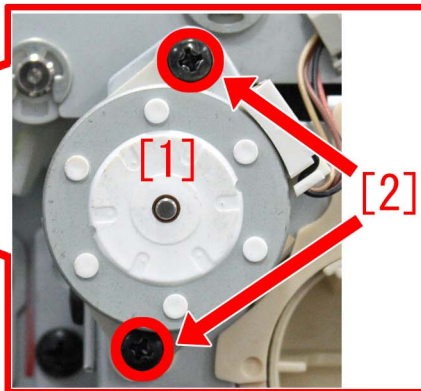
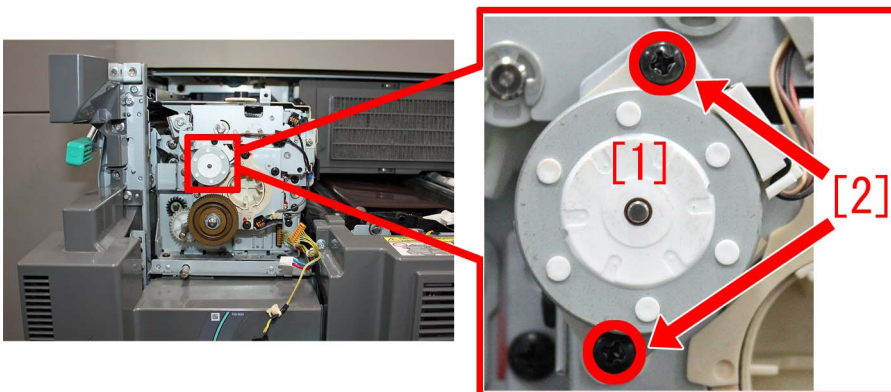
[Service work]

When the above mentioned symptom has occurred, replace the screws that are securing the fixing shutter motor with the screw with washer (XB2-8301-009) referring to the service manual.

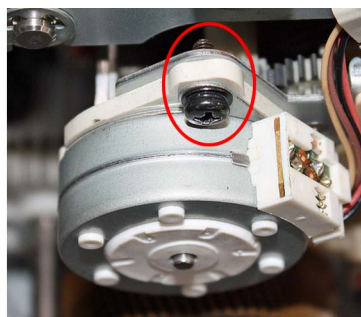
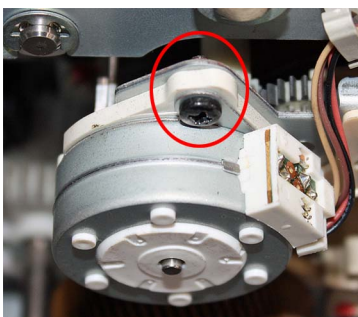
The Fig.[A] shows the previous screw and Fig.[B], the screw with washer to be replaced with.



- 1) Pull out the Fixing Feed Unit.
- 2) Remove the Fixing Front Cover and the Fixing Drive Unit 1.
- 3) Replace the 2 screws [2] that are securing the fixing shutter motor [1] with the screw with washer (XB2-8301-009).



The Fig.[C] shows the securement with the previous screw and Fig.[D], with the screw with washer.



- 4) Reassemble the parts in reverse order from the step 2).

[Service parts]

XB2-8301-009 SCREW,W/WASHER,M3X10

[Countermeasure cut-in serial numbers in factory]

- iR-ADV 6075 Series : No implemented due to production discontinuance.

Model	Serial number
iR-ADV 6275 230V AS	NMD01281
iR-ADV 6265 230V AS	NMM00975
iR-ADV 6255 230V AS	NMV02132
iR-ADV 6575 230V AS	SMU00631
iR-ADV 6565 230V AS	SMK00689
iR-ADV 6555 230V AS	SMB00712
iR-ADV 6275i 230V EUR	NMH11519
iR-ADV 6265i 230V EUR	NMR12279
iR-ADV 6255i 230V EUR	NMY16390
iR-ADV 6575 230V EUR	SMZ00928
iR-ADV 6565 230V EUR	SMQ00948
iR-ADV 6555 230V EUR	SMF01463
iR-ADV 6555i 230V EUR PRT	TAU00535
iR-ADV 6275 120V USA	NMC11075
iR-ADV 6265 120V USA	NML09092
iR-ADV 6255 120V USA	NMU25060
iR-ADV 6275 120V USA	NMG00795
iR-ADV 6265 120V USA	NMQ00650
iR-ADV 6255 120V USA	NMX00790
iR-ADV 6575i 120V USA	SMT02095
iR-ADV 6565i 120V USA	SMJ01907
iR-ADV 6555i 120V USA	SKA03538
iR-ADV 6575i 120V USA G	SMX00502
iR-ADV 6565i 120V USA G	SMN00502
iR-ADV 6555i 120V USA G	SMD00502
iR-ADV 6275 220V KR	NME00557
iR-ADV 6265 220V KR	NMN00557
iR-ADV 6575 220V KR	SMV00510
iR-ADV 6565 220V KR	SML00512
iR-ADV 6555 220V KR	WCN00519
iR-ADV 6275 220V CN	NMJ10052
iR-ADV 6265 220V CN	NMS10060
iR-ADV 6255 220V CN	NMZ01101
iR-ADV 6575 220V CN	SPA00506
iR-ADV 6565 220V CN	SMR00527
iR-ADV 6555 220V CN	SMG00541
iR-ADV 6275 120V TW	NMF00530
iR-ADV 6265 120V TW	NMP00553
iR-ADV 6255 120V TW	NMW01160
iR-ADV 6575i 120V TW	SMW00502
iR-ADV 6565i 120V TW	SMM00503
iR-ADV 6555i 120V TW	SMC00535
iR-ADV 6275 230V IND	QXZ00550
iR-ADV 6265 230V IND	QYA00512
iR-ADV 6255 230V IND	QYB01080
iR-ADV 6575i 230V IND	SMY00508
iR-ADV 6565i 230V IND	SMP00505
iR-ADV 6555i 230V IND	SME00540

E583-8001/E583-8002 due to malfunction of the front/rear tray auxiliary guides(Staple/Booklet Finisher_V1)

[Symptom]

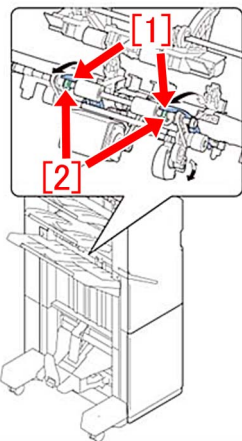
In the machines prior to the countermeasure cut-in serial number in factory described below E583-8001 or E583-8002 may occur.

- 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.

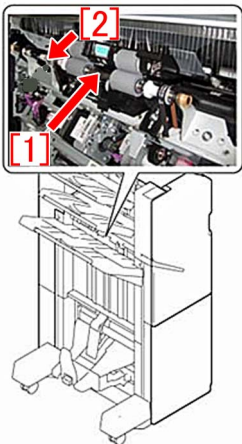
[Cause]

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.

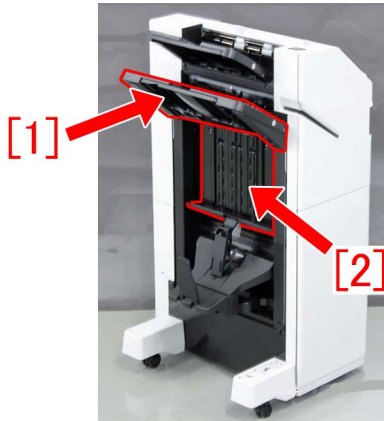


[Service work]

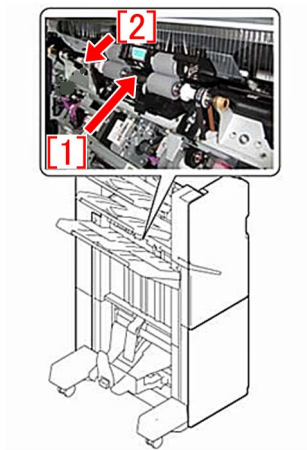
If the above-mentioned symptom occurs, check whether the front/rear tray auxiliary guide operates normally.

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.

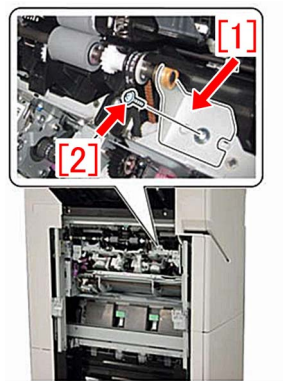
- 1) Remove the stack tray [1] and the grate-shaped lower guide [2] by referring to the Service Manual.



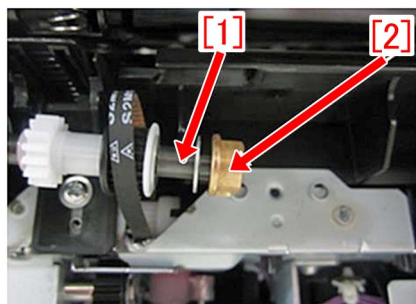
2) If the bushing [2] on the rear side of the lower delivery roller [1] is detached from the supporting plate, go to the step 3). If the bushing [2] is not detached, go to the step 7).



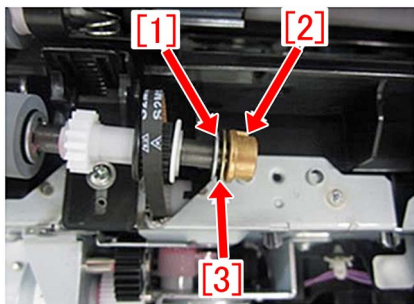
3) Remove the supporting plate [1] of the bushing on the near side.
- Screw [2] 1 pcs



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



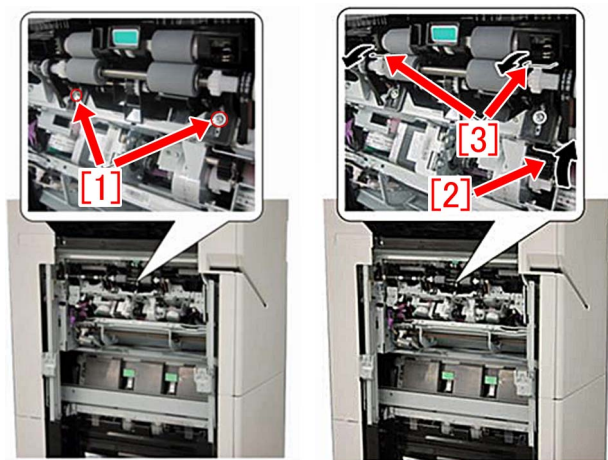
5) Attach the washer (XD1-1106-235) [3] between the E-ring [1] and the bushing [2] of the lower delivery roller. However, if the lower delivery roller is a new type, attaching the washer (XD1-1106-235) [3] is not required.



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 V1	SZE08958
Booklet Finisher V1	SZF01744

E004-0205/E197-0008/E263-0000/E808-000x/E840-0001 caused by damaged coating of the fixing drawer cable

[Symptom]

E004-0205/E197-0008/E263-0000/E808-000x/E840-0001 may occur in the main body earlier than the countermeasure cut-in serial numbers in factory mentioned below. (x=4 or 7)

- E004-0205 : Fixing Power Supply error (Detect that the Fixing Main Thermistor is not connected.)
- E197-0008 : Serial communication error
- E263-0000 : Current Sensor error
- E808-0004 : Fixing Power Supply error (Detected OFF with output 12 V of the Main Driver PCB.)
- E808-0007 : Fixing Power Supply error (An error in voltage inside the Fixing Power Supply PCB was detected.)

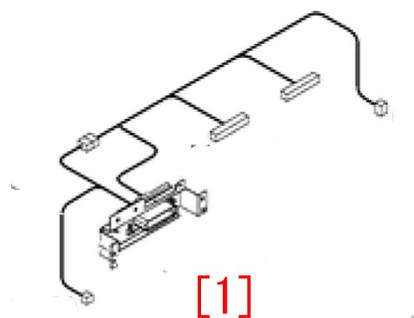
[Cause]

If a vibration is loaded to the fixing drawer cable (FM3-7351) on the back side of the main body or if the fixing/feeding assembly is removed and installed while the fixing drawer cable (FM3-7351) is pinched by the duct, the coating of the cable may be damaged, and this will lead to the above mentioned symptoms.



[Service work]

When the aforementioned symptoms have occurred and if the device will not be restored even after performing the usual error release operation, check for the wire pinching on the fixing drawer cable. If the cable is damaged, prepare and replace with the new type fixing drawer cable (FM3-7351-040) [1].



[Service parts]

No.		Part Number	Description	Q'ty	Fig.No.
1	Old	FM3-7351-030	CABLE, FIXING DRAWER	1 -> 0	104A
	New	FM3-7351-040	CABLE, FIXING DRAWER	0 -> 1	

[Countermeasure cut-in serial numbers in factory]

- iR-ADV 6075/8105/6275/8205 Series : No implemented due to production discontinuance.

Model	Serial number
iR-ADV 8505 230V AS	SWD00779

iR-ADV 8505 230V EUR	SWC01391
iR-ADV 8505P 230V EUR	TMF00548
iR-ADV 8505i 120V USA	SWA02531
iR-ADV 8585i 120V USA	SWN01251
iR-ADV 8505i 120V USA G	SWB00517
iR-ADV 8585i 120V USA G	SWP00508
iR-ADV 8505 220V CN	To be informed as soon as identified.
iR-ADV 6575 230V AS	SMU00704
iR-ADV 6565 230V AS	SMK00732
iR-ADV 6555 230V AS	SMB00819
iR-ADV 6575 230V EUR	SMZ00937
iR-ADV 6565 230V EUR	SMQ00968
iR-ADV 6555 230V EUR	SMF02263
iR-ADV 6555i 230V EUR PRT	TAU00550
iR-ADV 6575i 120V USA	SMT02851
iR-ADV 6565i 120V USA	SMJ02218
iR-ADV 6555i 120V USA	SKA05153
iR-ADV 6575i 120V USA G	SMX00527
iR-ADV 6565i 120V USA G	SMN00582
iR-ADV 6555i 120V USA G	SMD00544
iR-ADV 6575 220V KR	SMV00511
iR-ADV 6565 220V KR	SML00521
iR-ADV 6555 220V KR	WCN00567
iR-ADV 6575 220V CN	SPA00514
iR-ADV 6565 220V CN	SMR00567
iR-ADV 6555 220V CN	SMG00572
iR-ADV 6575i 120V TW	SMW00512
iR-ADV 6565i 120V TW	SMM00507
iR-ADV 6555i 120V TW	SMC00600
iR-ADV 6575i 230V IND	SMY00523
iR-ADV 6565i 230V IND	SMP00507
iR-ADV 6555i 230V IND	SME00567

E197-0002 due to the worn coating of paper pick-up assembly cable

[Symptom]

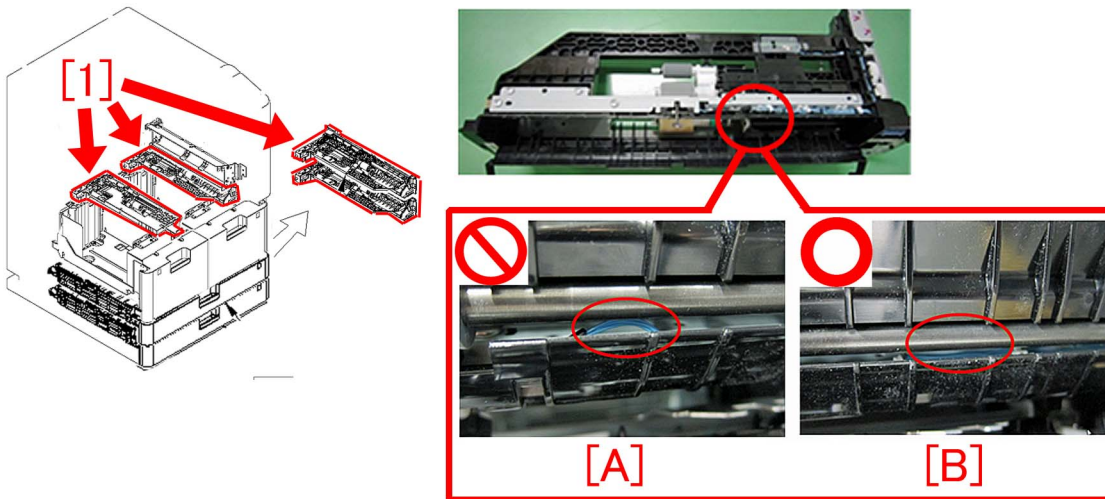
E197-0002 may occur.

- E197-0002 : Serial communication error

[Cause]

If the cable is in contact with the roller spindle for the pick-up assembly [1] and its coating is worn, a short circuit occurs and it results in the above-mentioned symptom.

Photo [A] shows the state of that bent cable is in contact with the roller spindle. Photo [B] shows the normal state of that the cable is placed straight.



[Service work]

When the above symptom occurs, check the cable adjacent to the roller spindle for paper pick-up assembly.

If the coating of cable has worn, the replacement of paper pick-up assembly or cable is required. If the coating of cable has not worn, check for the other causes.

[Service parts]

- PAPER PICK-UP ASS'Y, RIGHT : FM0-3207
- PAPER PICK-UP ASS'Y, LEFT : FM0-3208
- CABLE, PAPER PICK-UP ASS'Y : FM4-1078
- CABLE, DECK PICK-UP, LEFT : FM4-1296

Measure against E674-0100

[Symptom]

E674-0100 may occur when FAX clearing and job canceling are executed.

[Cause]

When a job manipulation such as FAX job cancelation is executed just after the performance of All CLEAR of FAX (Service Mode > Mode List > FAX > Clear > ALL) in a state that FAX jobs still remain, the data inconsistencies of FAX history data are detected at the time of turning ON/OFF main power supply of the engine and then that results in the above symptom.

[Service work]

When E674-0100 continuously occurs even the main power supply of engine has been turned OFF/ON , execute again "Service Mode > Mode List > FAX > Clear > ALL" and then turn OFF/ON the main power supply without job manipulations.

[Caution]

Make sure that no FAX job remains when executing ALL CLEAR of FAX.

Previous FAX communication information will be deleted when turning OFF/ON the main power supply after the FAX CLEAR.

E568-8002/Shaved gear tooth due to overloading with friction from sliding while the estrangement rack is moving (Staple-Q1/W1/Booklet-Q1/W1/Saddle-AM2/AN2/Finisher-AM1/AN1)

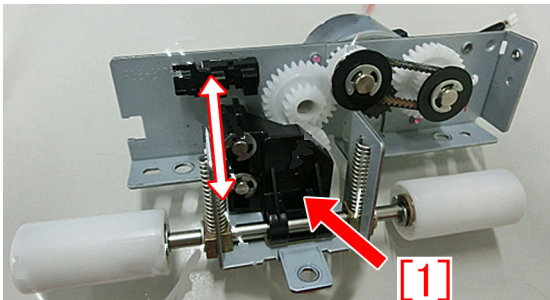
[Symptom]

E568-8002 and shaving on the gear tooth may occur in the machine earlier than the following countermeasure cut-in serial numbers in factory.

- E568-8002 : Feed Roller HP error

[Cause]

While the feed roller shaft is moving up and down to detect home position, if the estrangement rack [1] that holds the feed roller shaft inclines, the load from sliding increases and the feed roller shaft becomes unable to go back to home position, and this brings the aforementioned symptom.



[Remedy]

When the above-mentioned symptom occurs, perform the work either A) Replacing the upper feeder assembly with the new type or B) Applying the grease to the feed assembly.

A) Replacing the upper feeder assembly with the new type

Prepare the new-type upper feeder assembly for each machine and perform the work by following the steps below.

A-1) Refer to Service Manual (4. Parts Replacement and Cleaning > Feed Assembly) and remove the delivery static eliminator and the upper feeder assembly.

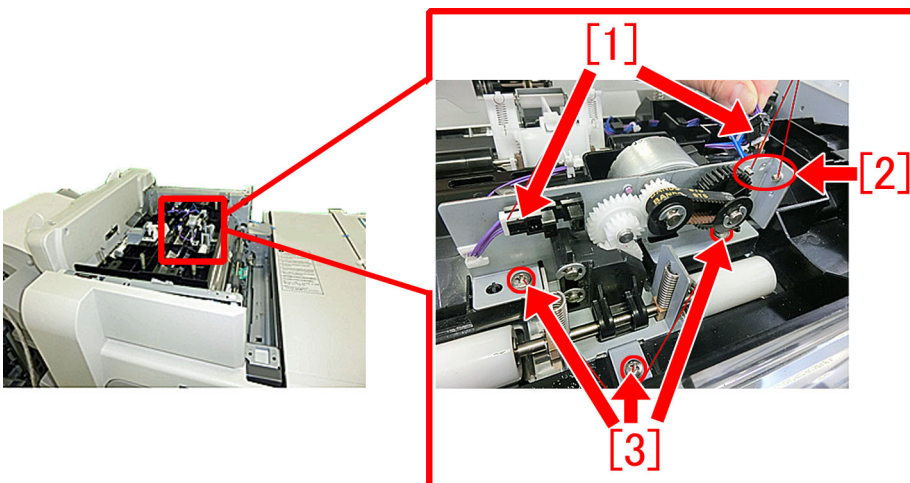
A-2) Replace the upper feeder assembly with the new type.

B) Applying the grease to the feed assembly

Prepare Molykote EM-50L (HY9-0007-000) and e-rings (XD9-0135-000, x5pcs) and perform the work following the steps below:

B-1) Refer to the service manual (4. Parts Replacement and Cleaning > Feed Assembly) and remove the delivery static eliminator and the upper cover of the upper feeder assembly.

B-2) Disconnect the connectors [1] (x2pcs) and remove the screws (x2pcs) for grounding [2] and the screws [3] (x3pcs) to detach the feed assembly.



B-3) Remove the estrangement rack [1] in the following order:

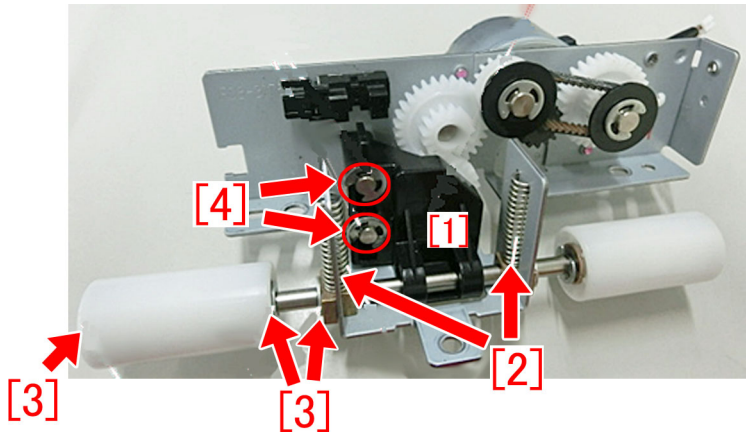
B-3-1) Remove the compression springs [2] (x2pcs).

B-3-2) Remove the e-rings [3] (x3pcs) to remove the follower roller and then draw out the feed roller.

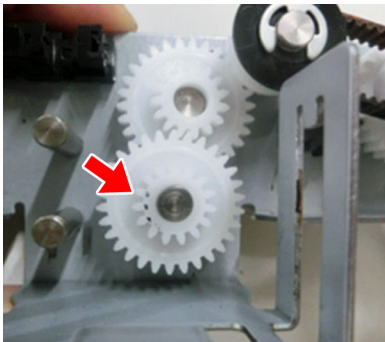
[Reference]

- Some models have only 2pcs of e-rings.
- Some models have a pin attached to the follower roller

B-3-3) Remove the e-rings [4] (x2pcs) to detach the estrangement rack [1].



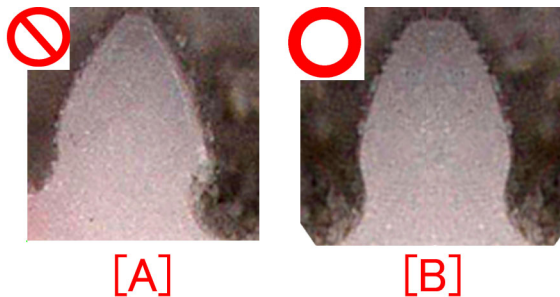
B-4) Put marks with a magic marker on the teeth of the gear meshing with the estrangement rack.



B-5) Visually, check the condition of the teeth marked in the step B-4).

If chipped/shaved teeth are observed, shift the phase of the gear position by rotating by 180 degrees at angle.

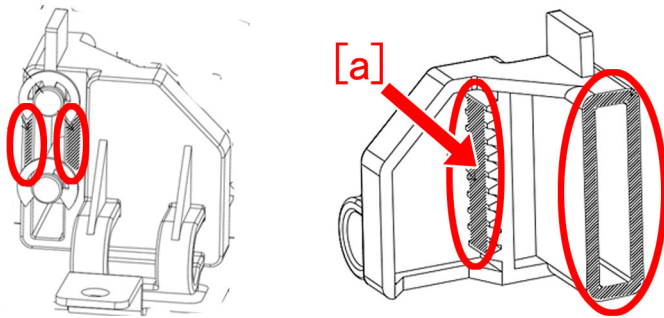
The picture [A] shows a shaved gear tooth in a triangle shape. The picture [B], a gear tooth in the normal shape.



B-6) Clean up the soiling and filings attached to the estrangement rack and the gear with lint-free paper moistened with alcohol.

B-7) Apply Molykote EM-50L (HY9-0007-000) to at 4 locations on the front/back sides of the estrangement rack shown in the following illustrations.

- Apply Molykote in an amount of a grain of rice (approximate 20mg) per a portion.
- Apply all over the teeth in the rack section [a] that meshes with the gear.



B-8) Reassemble the parts in reverse order from the step B-3). Use new e-rings (XD9-0135-000) when doing so.

[Service parts]

(Common to models)

No.		Part Number	Description	Q'ty	Fig. No.
1	Old	XD9-0135-000	RING, E	5 -> 5	
	New				
2	Old				
	New	HY9-0007-000	LUBE, MOLYKOTE EM-50L, GREASE	0 -> 1	

(Staple Finisher-Q1 / Booklet Finisher-Q1)

No.		Part Number	Description	Q'ty	Fig. No.
1	Old	FM1-A196-000	UPPER FEEDER ASSEMBLY	1 -> 0	L38
	New	FM1-A196-010	UPPER FEEDER ASSEMBLY	0 -> 1	

(Finisher-AM1 / Saddle Finisher-AM2)

No.		Part Number	Description	Q'ty	Fig. No.
1	Old	FM1-C358-000	UPPER FEEDER ASSEMBLY	1 -> 0	L38
	New	FM1-C358-010	UPPER FEEDER ASSEMBLY	0 -> 1	

(Staple Finisher-W1 / Booklet Finisher-W1)

No.		Part Number	Description	Q'ty	Fig. No.
1	Old	FM1-K156-000	UPPER FEEDER ASSEMBLY	1 -> 0	L38
	New	FM1-K156-010	UPPER FEEDER ASSEMBLY	0 -> 1	

(Finisher-AN1 / Saddle Finisher-AN2)

No.		Part Number	Description	Q'ty	Fig. No.
1	Old	FM1-K515-000	UPPER FEEDER ASSEMBLY	1 -> 0	L38
	New	FM1-K515-010	UPPER FEEDER ASSEMBLY	0 -> 1	

[Countermeasure cut-in serial numbers in factory]

Model	Serial No.
Staple Finisher-Q1 UL	To be informed as soon as identified.
Staple Finisher-Q1 EU/O	To be informed as soon as identified.
Booklet Finisher-Q1 UL	To be informed as soon as identified.
Booklet Finisher-Q1 EU/O	To be informed as soon as identified.
Staple Finisher-W1 UL	SWT50905
Staple Finisher-W1 EU/OT	SWU50686
Staple Finisher-W1 CN	WJN50058
Booklet Finisher-W1 UL	SWW51842
Booklet Finisher-W1 EU/OT	SWX51362
Booklet Finisher-W1 CN	WJP50035

Model	Serial No.
Finisher-AK1 CN	NWD50030
Finisher-AK1 EU/O	NWC50342
Finisher-AK1 UL	NWB50000
Finisher-AJ1 UL	No implemented due to production discontinuance.
Finisher-AJ1 EU/OT	No implemented due to production discontinuance.
Finisher-AJ1 CN	No implemented due to production discontinuance.
Saddle Finisher-AJ2 CN	No implemented due to production discontinuance.
Finisher-AM1 UL	No implemented due to production discontinuance.
Finisher-AM1 EU/O	No implemented due to production discontinuance.
Finisher-AM1 CN	No implemented due to production discontinuance.
Saddle Finisher-AM2 UL	QWL50005
Saddle Finisher-AM2 EU/O	QWM50058
Saddle Finisher-AM2 CN	QWN50014
Finisher-AN1 US	WBP50005
Finisher-AN1 EU/OT	WBQ50116
Finisher-AN1 CN	WBR50025
Saddle Finisher-AN2 US	WBT50445
Saddle Finisher-AN2 EU/OT	WBU50220
Saddle Finisher-AN2 CN	WBV50006

E840-0001 due to rotation failure of a drive shaft in the upper fixing ass'y

[Symptom]

E840-0001 may occur

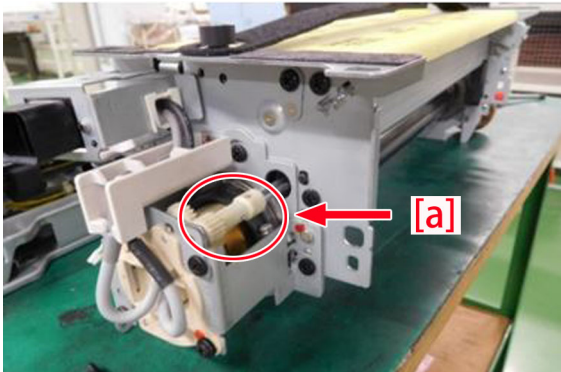
- E840-0001 : Fixing Shutter Motor error

[Cause]

Due to deformation and burrs of a drive shaft in the upper fixing ass'y, the load (torque) may be increased to cause abnormal rotation, leading to the aforementioned symptom.

[Remedy]

Rotate the drive shaft [a] in the fixing ass'y manually, in the clockwise/anti-clockwise direction until it stops. If the shaft does not rotate smoothly, refer to the service manual, prepare and replace with the new upper fixing ass'y (FM3-7358-060).



[Service parts]

- FM3-7358-060 FIXING ASS'Y, UPPER

E017-0002/0003 due to interference of a harness and a sensor flag

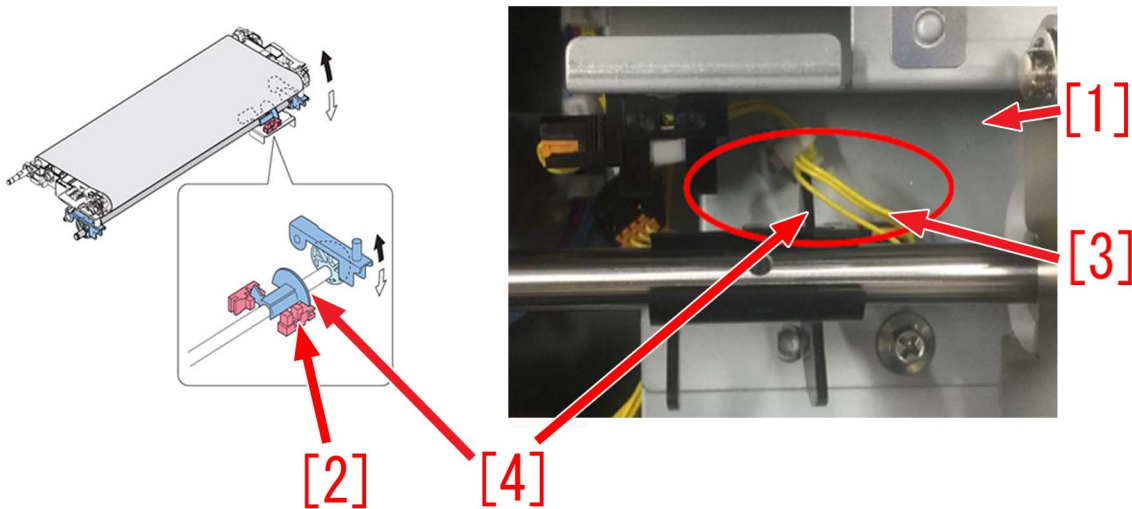
[Symptom]

Either E017-0002 or 0003 may be displayed.

- E017-0002 : ETB engagement error
- E017-0003 : ETB HP error

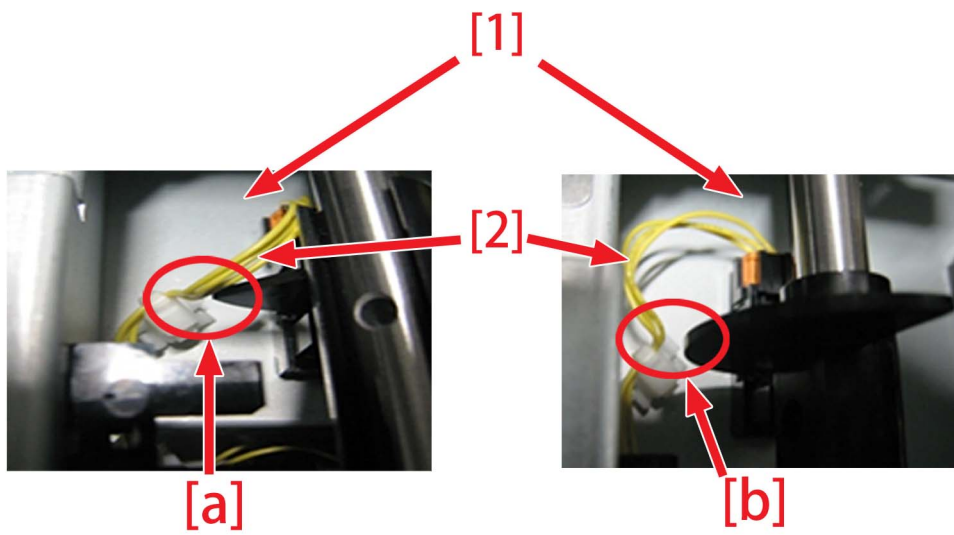
[Cause]

Harness [3] of the ETB disengage sensor [2] of the solenoid assembly [1] may interfere with a sensor flag [4], causing sensor flag rotation failure. This may lead to aforementioned symptom.



[Remedy]

- 1) Refer to [4. Parts Replacement and Cleaning > Image Formation System > Removing the ETB Unit] of the Service Manual, and follow the instructions to remove the ETB unit.
 - 2) Check the harness of the ETB disengage sensor [2] of the solenoid assembly [1], and if any interference is seen [a], correct the harness to the position where it does not touch the harness flag [b].
- If any damage or torn coating is seen on the ETB disengage sensor harness, replace the solenoid assembly (FM4-0889-010) with a new one.



[Service parts]
- FM4-0889-010 solenoid assembly

Notice of proactive measure against E068-0001

[Detail]

If the pre-transfer corona wire of the pre-transfer corona ass'y is used beyond the estimated life (feeding paper 500,000 sheets, estimated life in the environment of high temperature/high humidity (30°C/80%) is feeding paper 250,000 sheets), the corona wire may be deteriorated and E068-0001 may occur. The symptom is more likely to occur in the environment of high temperature and high humidity.

Here is the notice of the measure to prevent this symptom from occurring.

-E068-0001: Pre-transfer charging high voltage output leak error

[Remedy]

When the service technician visits the customer, check whether the feeding paper exceeds 500,000 sheets, which is the estimated life. If it exceeds, refer to Service Manual [4.Parts Replacement and Cleaning > Image Formation System > Replacing the Pre-transfer Charging Wire], and replace the pre-transfer corona wire with the new one (FL3-4559-000).

[Service parts]

- FL3-4559-000 WIRE, PRE-TRANSFER CORONA

Specifications-Related

Regarding the replacing operation of photo-interrupter (shift tray - D1/E1/F1)

[Detail]

In the machines prior to the Countermeasure cut-in serial number in factory described below the photo-interrupter used for the shift tray assembly of shift tray D1/ E1/ F1 each (total number of the photo-interrupters is 3) is changed for supply reason.

- Old type : Photo-interrupter (FK2-0149-000)
- New type : Photo-interrupter (WG8-5783-000)

When the photo-interrupter or a related part is replaced in accordance with this change, please follow [Servicing Work] set forth below.

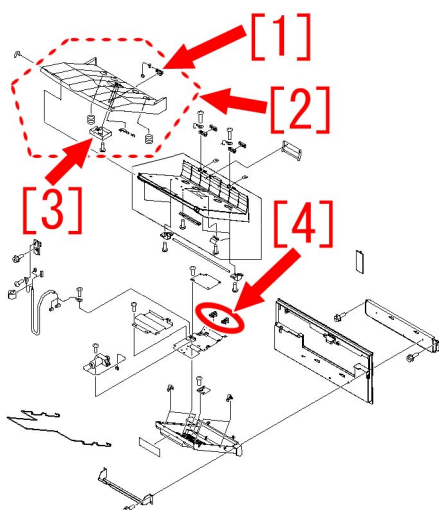
[Service work]

a) For shift tray -D1

- a-1) When the photo-interrupter [1] or [4] for old type shift tray -D1 is replaced individually, use old type photo-interrupter (FK2-0149-000).
- a-2) When the photo-interrupter [1] or [4] for new type shift tray -D1 is replaced individually, use new type photo-interrupter (WG8-5783-000).
- a-3) When the replacement of photo-interrupter [1] on the tray assembly [2] is needed, the replacement of tray assembly [2] (FM2-4454-000) is also available instead of the replacement of photo-interrupter [1].
- a-4) The sensor cover [3] goes out of use. When the replacement of sensor cover [3] is required due to its damage or another reason, prepare and replace the tray assembly [2] (FM2-4454-000).

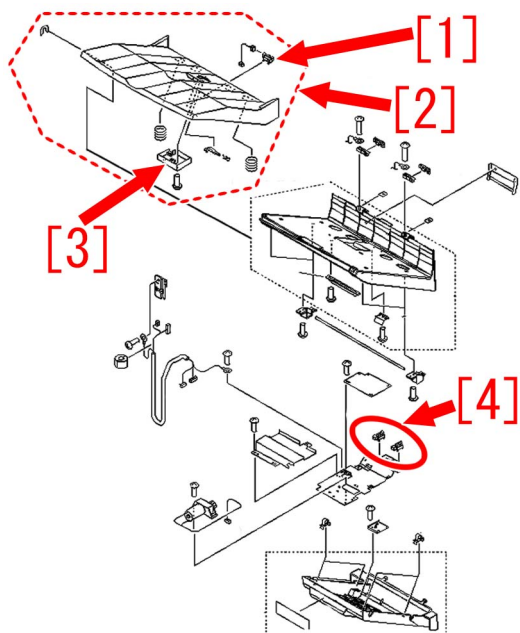
b) For shift tray -E1

- b-1) When the photo-interrupter [1] or [4] for old type shift tray -E1 is replaced individually, use old type photo-interrupter (FK2-0149-000).
- b-2) When the photo-interrupter [1] or [4] for new type shift tray -E1 is replaced individually, use new type photo-interrupter (WG8-5783-000).
- b-3) When the replacement of photo-interrupter [1] on the tray assembly [2] is needed, the replacement of tray assembly [2] (FM4-5078-000) is also available instead of the replacement of photo-interrupter [1].
- b-4) The sensor cover [3] goes out of use. When the replacement of sensor cover [3] is required due to its damage or another reason, prepare and replace the tray assembly [2] (FM4-5078-000).



c) For shift tray -F1

- c-1) All shift tray-F1 are manufactured with new type photo-interrupter (WG8-5783-000) [1] and [4]. When the photo-interrupter [1] or [4] is replaced individually, make sure to use new type photo-interrupter (WG8-5783-000).
- c-2) The sensor cover [3] goes out of use. When the replacement of sensor cover [3] is required due to its damage or another reason, prepare the tray assembly [2] (FM1-J711-000) which has been set up as a new service part and then replace the original tray assembly with the new type tray assembly.



[Service parts]

Shift Tray-D1

No.		Part Number	Description
1	Old	FK2-0149-000	Photo-interrupter
	New	WG8-5783-000	Photo-interrupter
2	Old	FB5-7585-000	Sensor cover
	New		

Shift Tray-E1

No.		Part Number	Description
1	Old	FK2-0149-000	Photo-interrupter
	New	WG8-5783-000	Photo-interrupter
2	Old	FB5-7585-000	Sensor cover
	New		
3	Old	FC9-8294-000	Shift tray
	New	FM4-5078-000	Tray Assembly

Shift Tray-F1

No.		Part Number	Description
1	Old	FK2-0149-000	Photo-interrupter
	New	WG8-5783-000	Photo-interrupter
2	Old	FB5-7585-000	Sensor cover
	New		
3	Old	FE4-7883-000	Shift tray
	New	FM1-J711-000	Tray Assembly

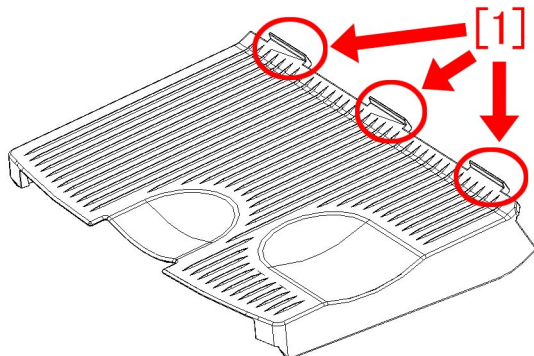
[Countermeasure cut-in serial numbers in factory]

Model	Serial No.
Shift tray-D1	KKC05637
Shift tray-E1	NLA02128
Shift tray-F1	SZD00500

The breakage of copy tray hooks due to an overloading of output paper (Copy Tray-Q1/R1/R2)

[Symptom]

The copy tray hooks (claws) [1] may break on an engine whose serial number is earlier than the following countermeasure cut-in serial numbers in factory.



[Cause]

An overloading of output paper overcomes the designed strength of copy tray, and this induces the above mentioned symptom. The said symptom would not occur in the use where the stack volume in the tray is within the specification.

[Reference] The specifications of number of sheets stacked in the copy tray for each basis weight for paper is as per the followings:

- 80 g/m² or less: 250 sheets (50 for long strips)
- 128 g/m² 120 sheets (30 for long length papers)
- 105 g/m² 190 sheets
- 220 g/m² 90 sheets
- 256 g/m² 70 sheets
- 300 g/m² 60 sheets (20 for long length papers)

[Service work]

When the aforementioned symptom has occurred, replace the copy tray 1 [1] with new type which changed shape of the hooks (claws) and enhanced strength against weight.

Main body	Model	Part number of new type copy tray 1
iR-ADV 6200 Series	Copy Tray Q1	FC9-6183-010
iR-ADV 6500 Series	Copy Tray R1	FE4-5914-010
iR-ADV 8500 Series	Copy Tray R2	FE4-5914-010

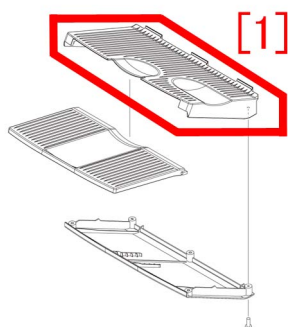
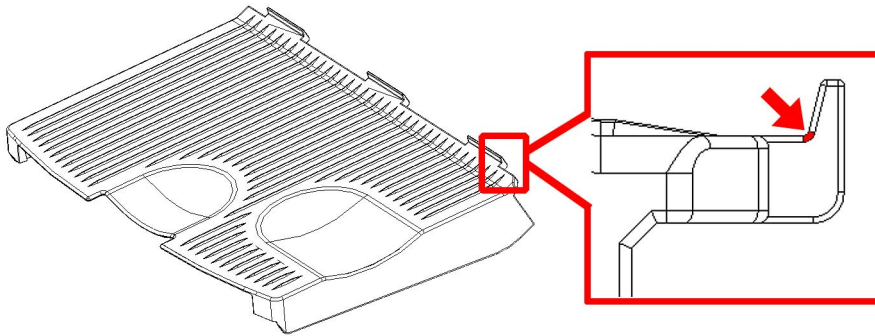
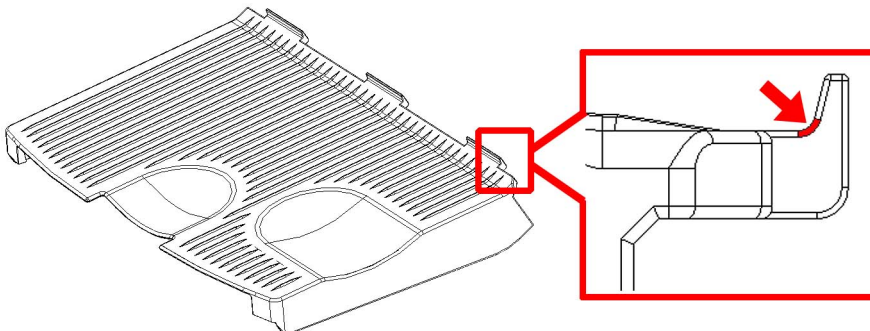


Figure [A] is the previous copy tray 1 and [B], the new type copy tray 1.



[A]



[B]

Besides above, explain the customer's attention not to overload the copy tray with the output paper.

[Service parts]

- Copy Tray R1/ R2

No.		Part Number	Description	Q'ty	Fig.No.
1	Old	FE4-5914-000	TRAY, COPY, 1	1->0	L10
	New	FE4-5914-010	TRAY, COPY, 1	0->1	

- Copy Tray Q1

No.		Part Number	Description	Q'ty	Fig.No.
1	Old	FC9-6183-000	TRAY, COPY, 1	1->0	L01
	New	FC9-6183-010	TRAY, COPY, 1	0->1	

[Countermeasure cut-in serial numbers in factory]

Model	Serial number
Copy Tray R1	70203101
Copy Tray R2	70202101
Copy Tray Q1	70203101