

GP 16 Packing and Transporting the Machine

If you need to transport the machine, always use the original package. If the machine is not properly packed, the warranty may be cancelled. Also check that the machine new location meets the installation requirements, [GP 9](#).

1. Set the machine On/Off switch to Off (position 0).
2. Disconnect all the cables connected to the machine.
3. Remove the document feeder and gently push the paper tray inwards to avoid obstructing the machine packaging.
4. Pack the machine in its original plastic wrapping and put it in its original packing box together with the other components (power cord, etc.).
5. Pack all documentation (manuals and printed documents) into the packing box and seal it with adhesive tape.

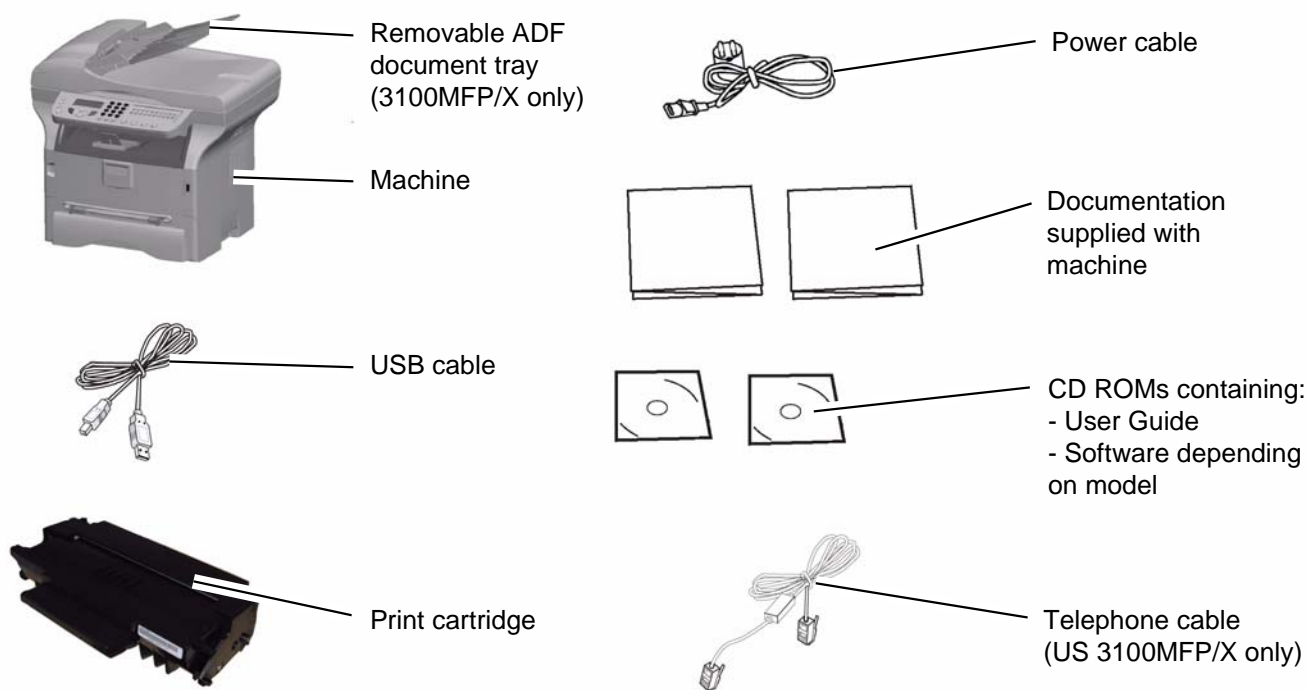


Figure 1

GP 17 Administrator Functions

Each one of the administrator functions described here is accessible via a specific sequence of keys. The alphabetic keys are available via the navigation keys ▼ and ▲ via the keyboard. For example, to enter a sequence ▼ * A (launching scanner calibration):

1. Press the following key ▼
2. Press the following key *.
3. Press ▼ to display all the options available until you reach A. Confirm your choice with **OK**.

Initializing and Erasing Memory

Before you start, set the 8 bit parameter installation configuration 1 to 1.

CAUTION

Undocumented functions are reserved. Do not try and use functions that are not documented in this section, this may lead to the permanent loss of data.

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- Reset all parameters (user, installer or technical) to the default configuration (factory configuration):

▼ (#) (0)

- Erase the directory:

▼ (#) (1)

- Erase the logs:

▼ (#) (2)

- Erase the printer counters:

▼ (#) (3)

- Reinitialize the flash data (erases all): open the printer front door then:

▼ (#) (5)

- Erase all. Reset to default configuration (combination of functions 0 and 8):

▼ (#) (7)

- Erase all documents stored in memory:



- Erase the first job in the print queue:



- Erase Printer Error:



Then switch ON/OFF the machine.

Other Functions

Some of the administrator functions allow you to display or print the machine counters. The table below details the counters available:

The counter...	lists the number of...
Sent pages counter (3100MFP/X only)	pages sent
Received pages counter (3100MFP/X only)	pages received
Printed pages counter	pages printed
Scanned pages counter	pages scanned
Printed sheets counter	paper sheets printed
Printer does not grip the sheet	no-paper feeds detected on the printer
Jam in printer	paper jams detected inside the printer
Jam in printer output	paper jams detected on the exit tray
ADF misfeed (3100MFP/X only)	no-paper feeds detected on the ADF scanner
ADF jams (3100MFP/X only)	paper jams detected in the ADF scanner
07 Error in fax transmission (3100MFP/X only)	code 07 errors detected during fax transmission (busy or no fax answer)
01 Error in fax transmission (3100MFP/X only)	code 01 errors detected during fax transmission (disconnections)
Other errors in fax transmission (3100MFP/X only)	any other error codes detected during fax transmission
64 Error in maintenance transmission (3100MFP/X only)	code 64 errors detected during remote readout
07 Error in fax reception (3100MFP/X only)	code 07 errors detected during fax reception (busy or no fax answer)
Vocal call in fax reception (3100MFP/X only)	voice calls detected during fax reception
Other errors in fax reception (3100MFP/X only)	any other error codes detected during fax reception
Other errors in IP communication (3100MFP/X only)	error codes detected during IP communication (connection loss)
Manual and automatic ON/OFF	times the machine has been switched On/Off (manually and automatically)
Insert toner card	toner card readings
Pixel number (*10000)	pixels the machine has printed (*10000)
Counter TONER	toner remaining in toner units

Before you start, position the Soft-switch 1 bit n°8 to 1.

CAUTION

Undocumented functions are reserved. Do not try and use functions that are not documented in this section, this may lead to the permanent loss of data.

- Printing all parameters (including installation and technical parameters):



- Switching to forced standby mode regardless of the clock:



- Switching to software download via a computer link:



- Save the directory and parameters on I2C card:

CAUTION

All data present on the i2c card prior to the operation will be lost after operation and replaced by directory and parameters from the machine



- Restore the directory and parameters from I2C card:

CAUTION

All directory contacts and parameters stored in the machine prior to the operation will be lost after operation and replaced by those from the i2c card.



- Launching scanner calibration:



- Displaying miniboot version:



- Displaying the state of the applications, traffic and drivers:



- Display modem software version:



- Entering the serial number (with the SOS 1 bit 8 at 1):



- Displaying the internal counters:



- Displaying the GDI throughput:



- Rebooting the machine manually (with the SOS 1 bit 8 at 1):



- Displaying main software version, checksum:



- Displaying the printer firmware version and the 120V/220V configuration:



- Depending on the printer model, the machine LCD screen displays:

PRINTER FIRMWARE
Vx.x 120V

or

PRINTER FIRMWARE
Vx.x 220V

- Printing internal counters:



GP 18 Component Layout

Mechanical Components

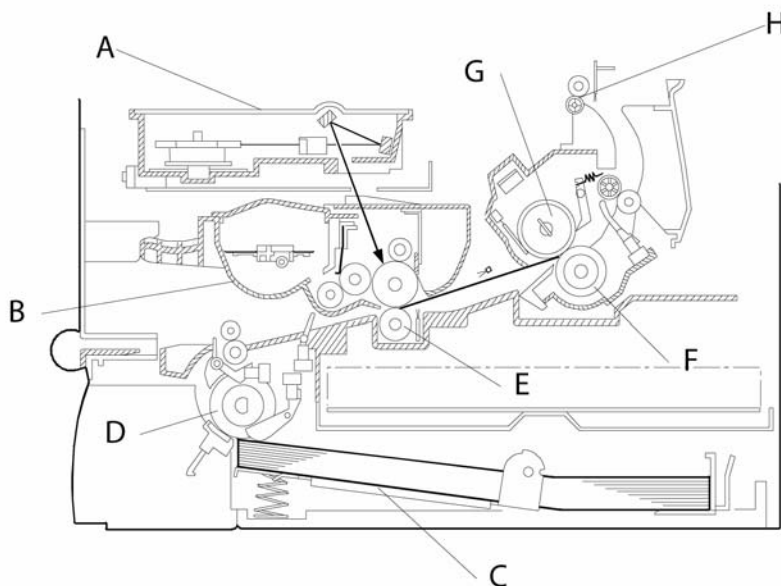


Figure 1

Table 1:

No.	Name	Description
A	Laser Unit	Consists of the laser diode unit, cylindrical lens, f-theta lens, polygon mirror motor, and other laser optical components.
B	Toner Cassette	Consists of the OPC drum, toner, toner application roller, development roller, charge brush roller, cleaning blade, and other development components.
C	Upper Tray Bottom Plate	Presses paper stacked in the upper paper tray against the paper feed roller.
D	Paper Feed Roller	Picks up the top sheet of paper from the stack in the upper paper tray and feeds it into the transfer area.
E	Transfer Roller	Applies a charge to the paper to pull the toner off the drum and onto the copy paper.
F	Pressure Roller	Applies pressure to the paper during fusing.
G	Heat Roller	Fuses the toner to the copy paper.
H	Paper Exit Roller	Feeds the paper out of the printer.

Printing

Printing Processes Around the Drum

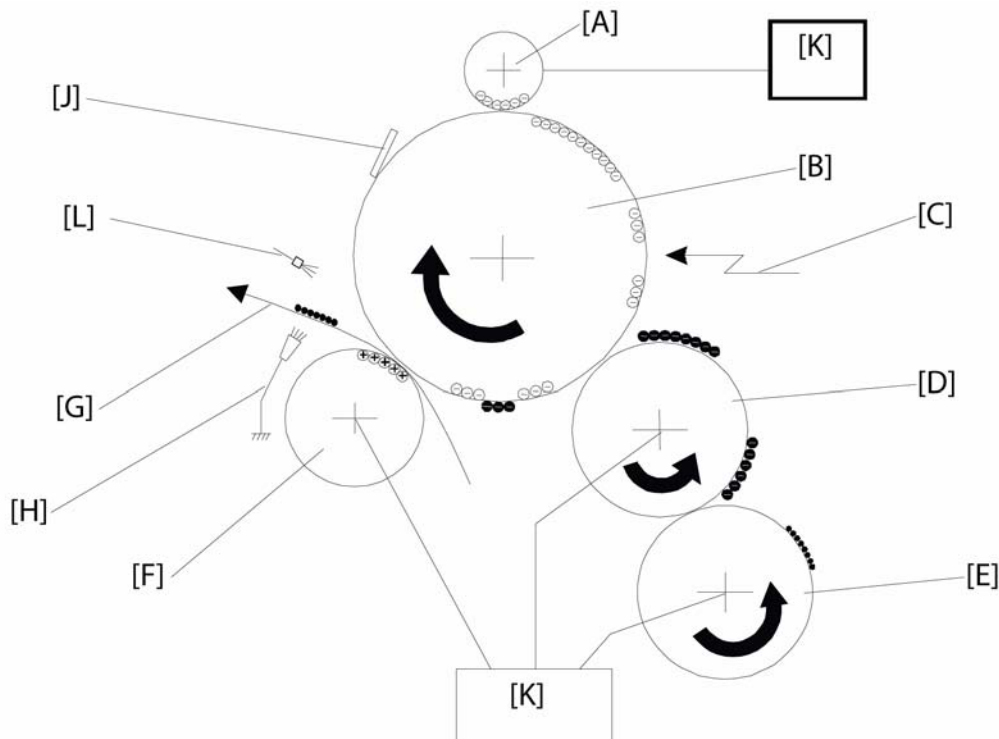


Figure 2

This machine uses a “write to black” system, using negative toner.

Charge: The charge brush roller [A] gives the OPC drum [B] surface a negative charge.

Exposure: A laser [C] writes a latent image on the drum. The charge in the area exposed by the laser beam drops.

Development: The development roller [D] carries toner to the drum and develops the latent image on the drum. The following charges are applied. Development bias (during printing): Toner application roller [E] Development roller [D] Switching bias (At the start and the end of any print process): Toner application roller [E] Development roller [D]

Image Transfer: The transfer roller [F] pulls the toner from the drum onto the paper [G].

Paper Separation: The antistatic brush [H] removes the charge on the underside of the paper to help the paper separate from the drum.

Drum Cleaning: The Discharge Lamp [L] discharges the OPC drum [B] surface, The cleaning blade [J] removes any toner remaining on the drum after the image is transferred to paper.

The high voltages [K] are supplied from the Power Supply Unit board.

Charge

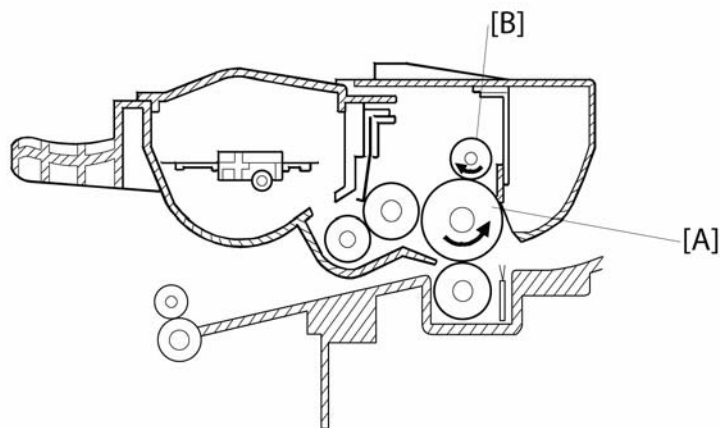


Figure 3

The OPC (Organic Photoconductor) drum [A] used in this machine is small in diameter. This allows a very compact design.

A charge roller [B] charges the photoconductor. The charge roller has the advantage of not generating ozone. A large negative voltage is applied from the Power Supply Unit board to the charge roller. This charge roller gives the OPC drum surface a negative charge.

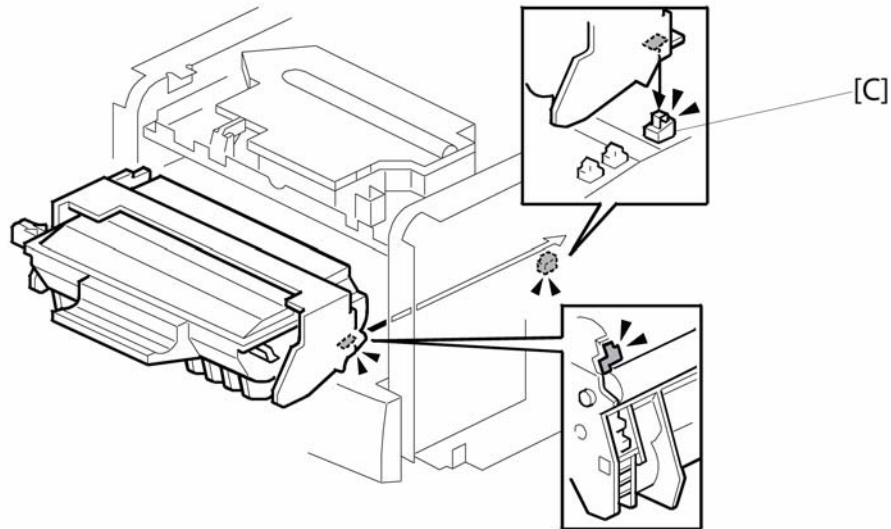


Figure 4

The voltage to the charge roller is supplied through the terminal [C] from the Power Supply Unit board.

Laser Exposure

Overview

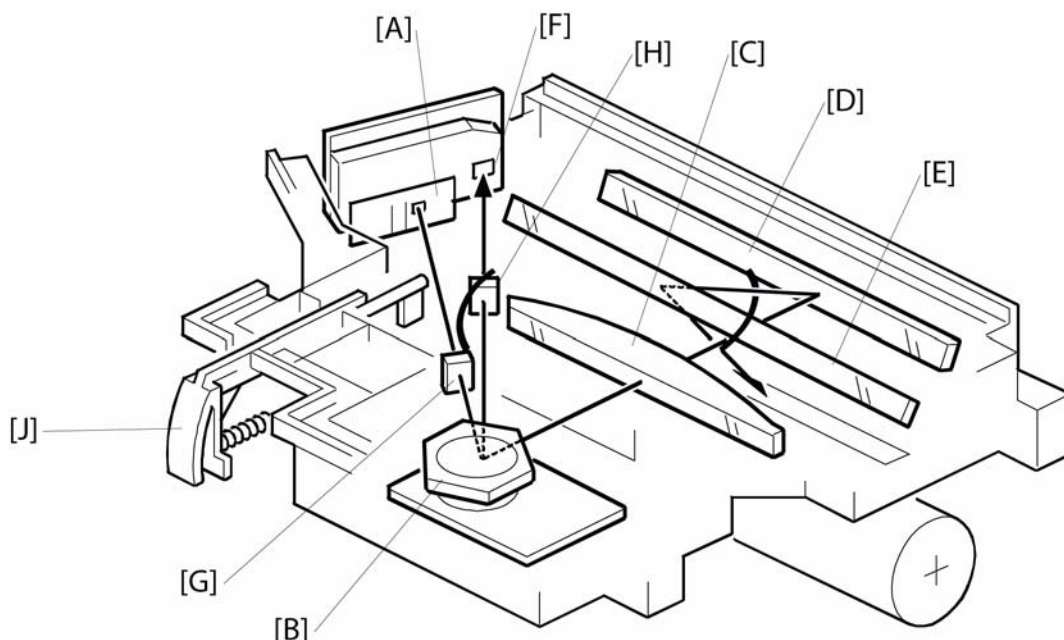


Figure 1

Laser Unit Layout

- A: Laser Diode Unit
- B: Polygon Mirror Motor
- C: F-theta Lens
- D: First Mirror
- E: Second Mirror
- F: Laser Synchronization Detector
- G: Cylindrical Lens
- H: Synchronization Detector Lens
- J: Shutter

This machine uses a laser diode to produce an electrostatic latent image on the OPC drum. The laser diode unit converts image data into laser pulses, and the optical components direct these pulses to the OPC drum.

As a mechanical safety feature, the shutter [J] closes to block the laser beam path whenever the front door is opened.

Block Diagram

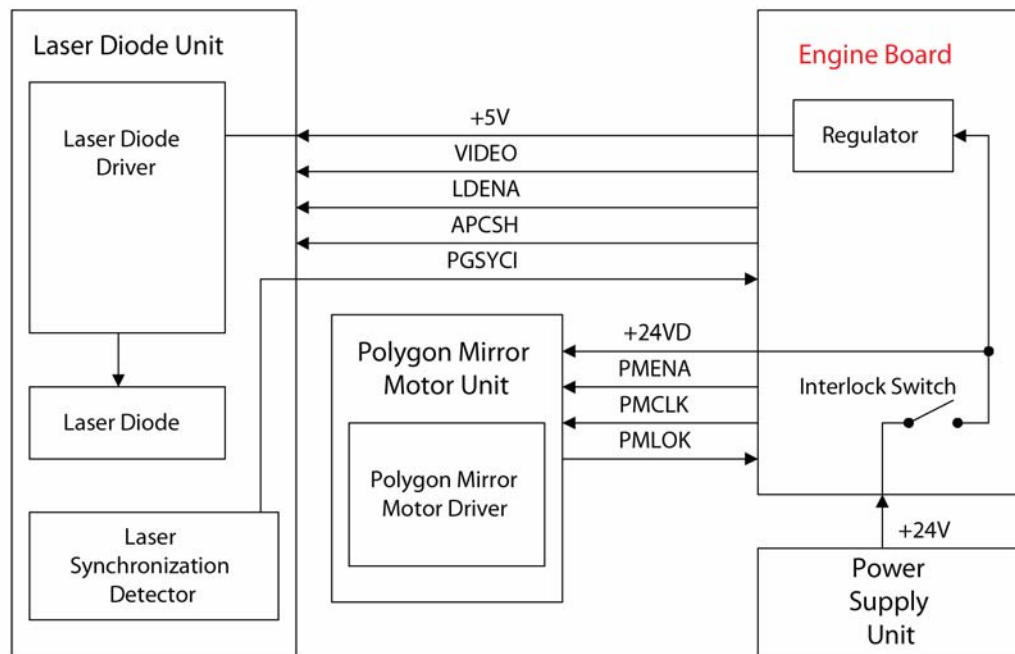


Figure 2

The Engine Board controls the laser diode power (APCSH) and transfers data for printing to the laser diode (VIDEO). As an electrical safety feature, there is an interlock switch on the Engine Board. This switch cuts +24 volts whenever the front door is opened.

Error Conditions

Laser Error

The machine detects laser synchronization signal pulses (PGSYCI) 70 milliseconds after the (LDENA) signal is sent. It detects a laser error if the pulse count does not reach the specified number within 400 milliseconds.

When this occurs, the machine displays an error on the LCD panel (Error 56).

Polygon Mirror Motor Error

The machine detects a polygon mirror motor error when the (PMLOK) signal does not go low within 3.5 seconds of the (PMENA) signal. When this occurs, the machine displays an error on the LCD panel (Error 57).

Development

Overview [D]

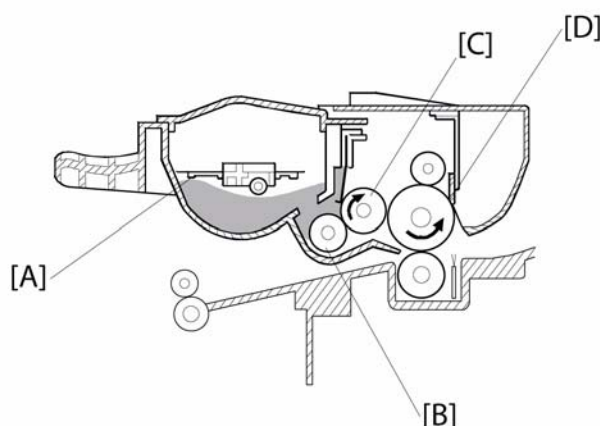


Figure 3

This machine uses mono-component toner, which is composed of resin and ferrite. The toner mixing bar [A] stirs and carries toner to the toner application roller [B]. The toner application roller supplies toner to the development roller [C]. As the development roller turns past the toner metering blade [D], only a thin coating of negatively charged toner particles stays adhered to the development roller.

During printing, a bias voltage is applied to the toner application roller and another bias voltage is applied to the development roller. The toner is transferred from the toner application roller to the development roller by the potential difference between these two rollers.

The development roller applies toner to the exposed areas of the latent image as they turn past the drum.

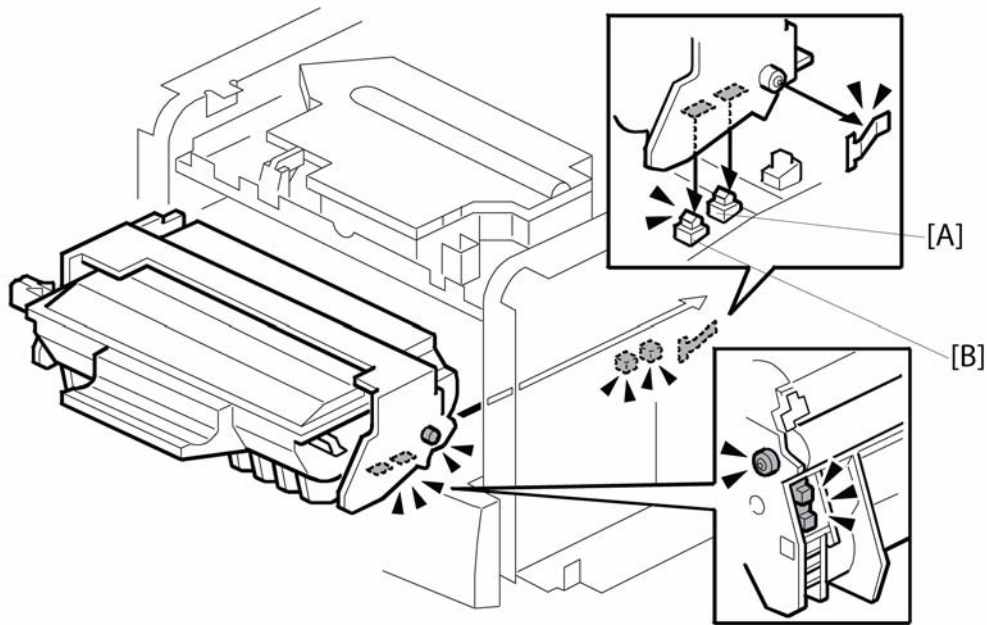


Figure 4

The voltage to the development roller and the toner application roller is supplied through the terminals ([A] for the development roller and [B] for the toner application roller) from the Power Supply Unit board.

Toner End Detection

This machine does not have toner end detection.

Transfer and Separation

Overview

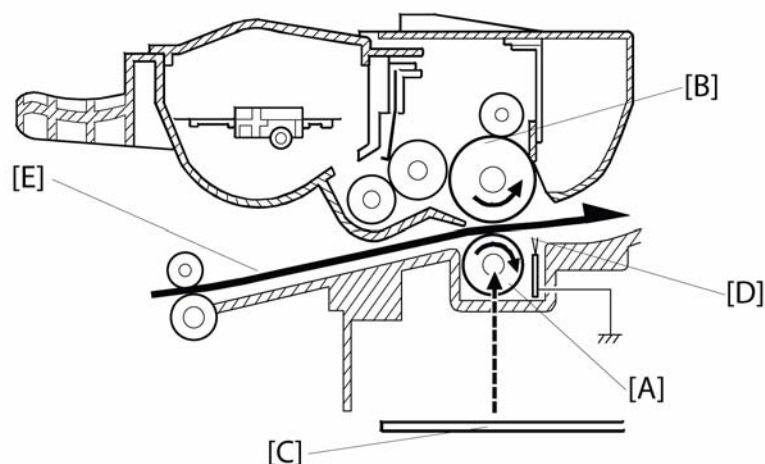


Figure 5

This machine uses a transfer roller [A], which touches the OPC drum [B] surface. A constant current is applied to the transfer roller from the power supply unit board [C]. The positively-biased transfer roller pulls negatively-charged toner off the drum.

The curvature of the drum, and the antistatic brush [D], help the paper [E] to drop away from the drum.

Cleaning Mode

If a paper jam occurs during printing, toner may be transferred to the transfer roller surface. To prevent this toner from transferring to the underside of the paper, the transfer roller must be cleaned before the next printing run.

While the machine is in the cleaning mode, the Power Supply Unit board applies a negative voltage to the transfer roller.

The negatively charged toner on the transfer roller is then transferred back to the drum.

The machine goes through the cleaning mode at the following times.

- At power-up: The process starts when the fusing temperature reaches the standby temperature.
- When the cover is opened and then closed during the printing process.
- After a printer jam has been cleared.

Drum Cleaning

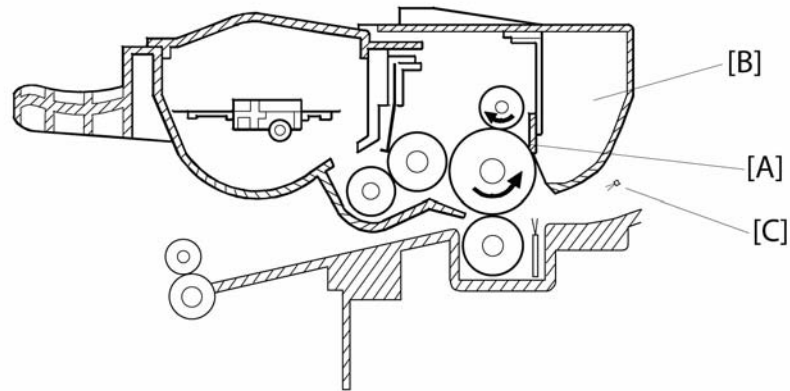


Figure 6

The cleaning blade and the used toner tank are contained in the print cartridge.

The Discharge Lamp and A counter blade system is used for drum cleaning. The Discharge Lamp[C] discharge the drum surface. The cleaning blade [A] removes any toner remaining on the drum after the image is transferred to the paper. This removed toner is stored in the used toner tank [B].

There is no used toner overflow detection mechanism, because the used toner tank is large enough for the lifetime of the toner cassette.

Paper Feed and Registration

Overview

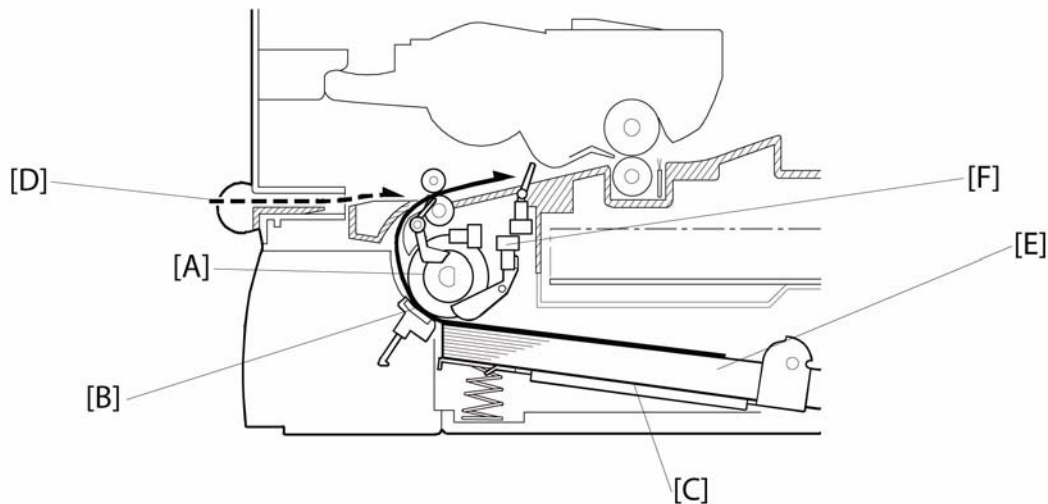


Figure 7

Paper Feed System:	Feed roller [A] and Friction pad [B]
Paper Lift Mechanism:	Bottom plate with spring [C]
Sheet feeder	1 sheet feeder [D]
Tray Capacity:	250 sheets [E]
Paper End Detection:	Paper end sensor [F]
Paper Size Detection:	None

Paper Feed Drive Mechanism

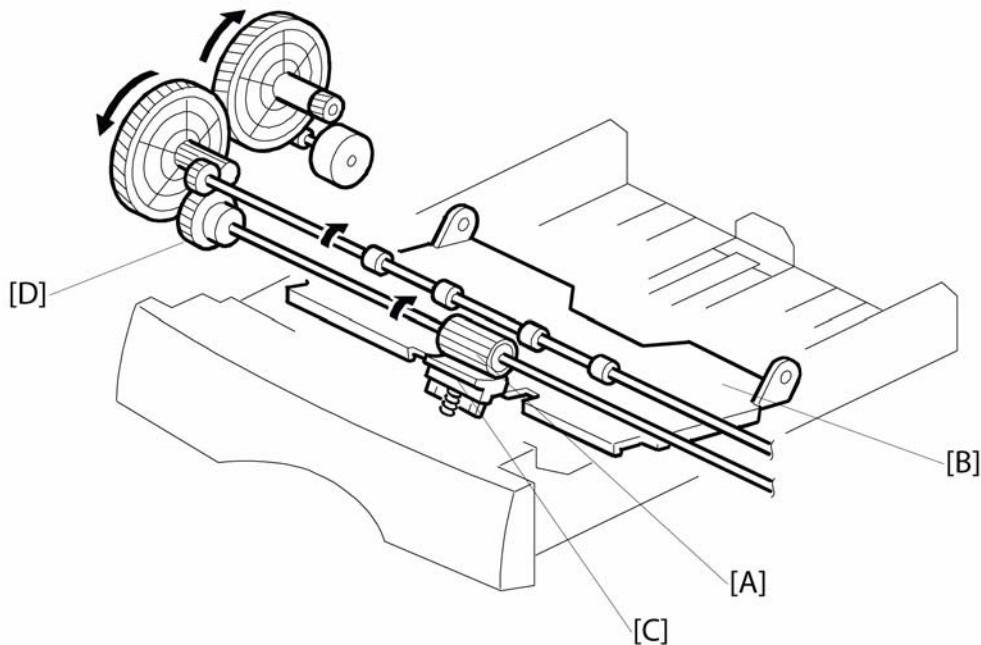


Figure 8

The feed roller [A] is located above the upper tray bottom plate [B], and the friction pad [C]. It allows only one sheet to feed from the paper tray. They are controlled by the paper feed clutch [D]. The registration sensor detects the leading edge of the paper and synchronizes paper feed with the activation of the laser diode to write the image on the OPC drum.

Paper Feed Operation

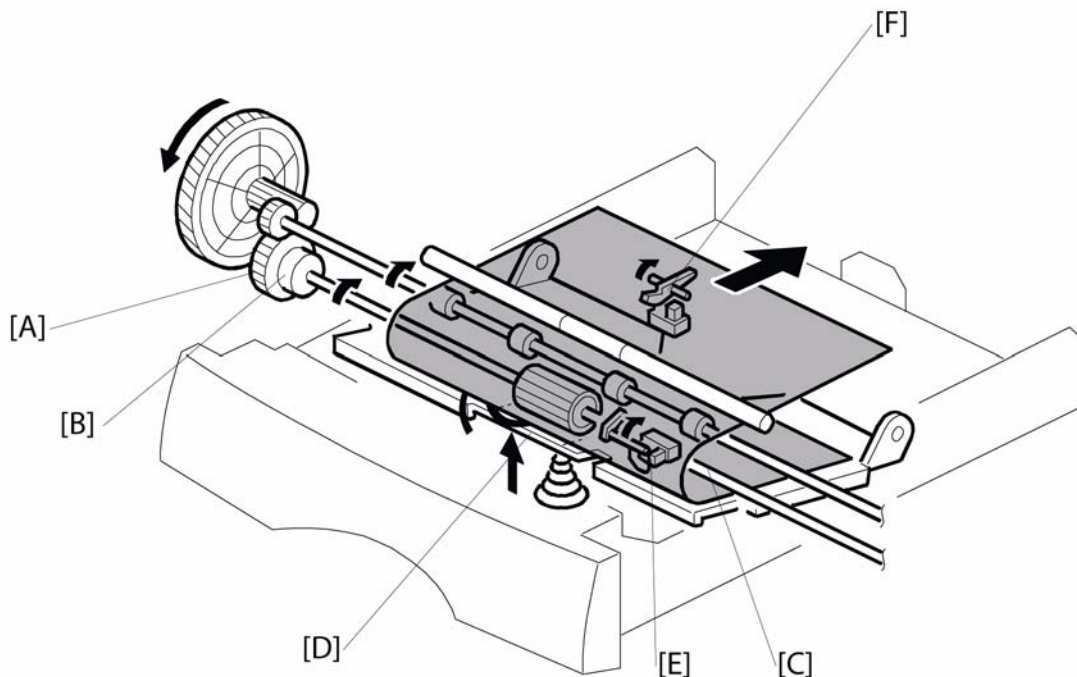


Figure 9

A: Paper feed drive gear

B: Paper feed clutch

C: Paper feed roller

D: Friction pad

E: Paper feed sensor

F: Registration sensor

The paper feed drive gear [A] always rotates while the main motor rotates, since the paper feed clutch (magnet clutch) [B] is energized to turn the paper feed roller [C].

When the paper feed clutch [B] is energized to turn the feed roller, the paper feed roller feeds one sheet of paper from the tray. The paper is fed into the machine by the registration roller.

Registration

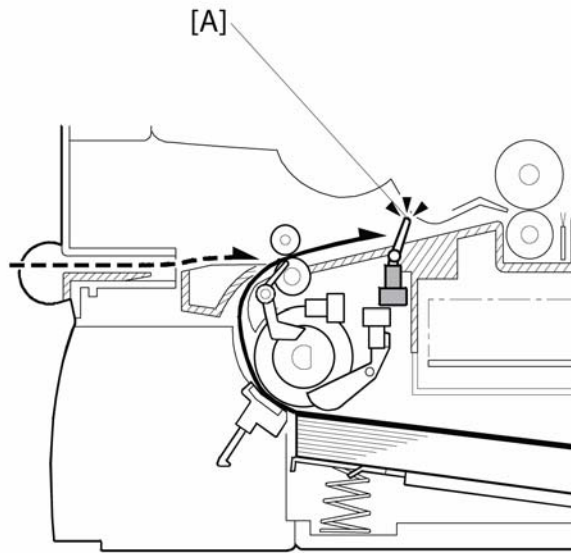


Figure 10

The registration sensor [A] detects the leading edge of the paper and synchronizes paper feed with the writing of the image on the drum, so that the image and paper match up properly. This sensor also detects paper feed jams.

Tray Empty Sensor

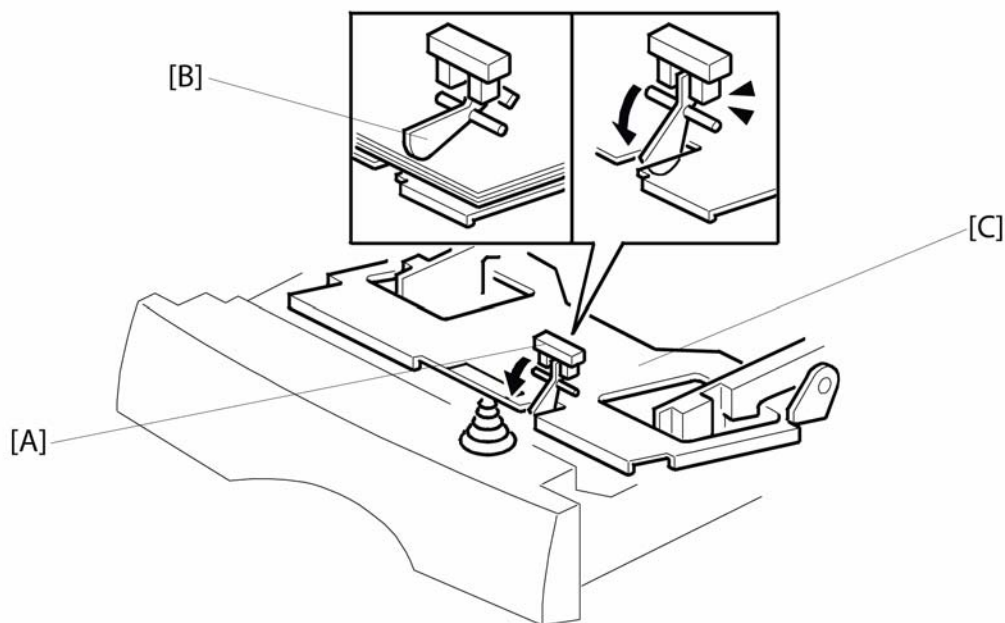


Figure 11

The laser unit [A] has the tray empty sensor [B] built into it. The tray empty sensor detects the presence or absence of paper. The sensor has an actuator that extends through a slot in the paper tray bottom plate [C], so that the sensor is actuated when paper is placed in the upper tray. When the upper tray runs out of paper, the actuator of the tray empty sensor moves into the slot in the upper tray bottom plate. This informs the CPU that paper has run out.

Fusing

Overview

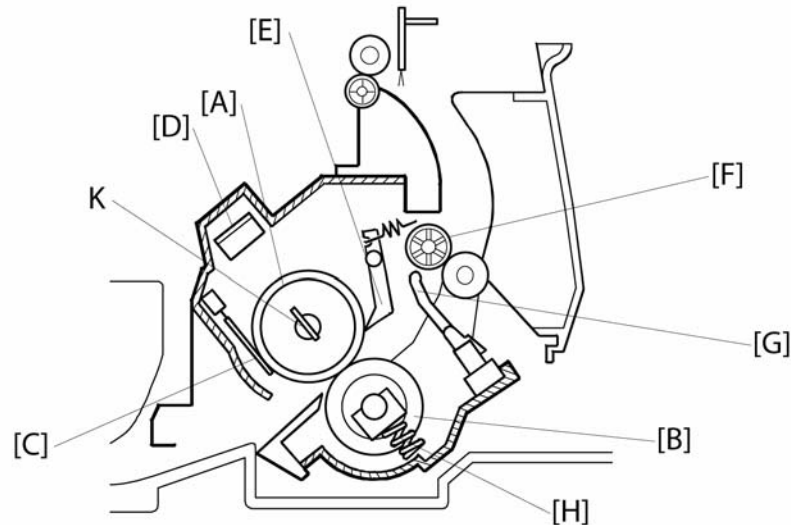


Figure 1

After the image is transferred, the sheet enters the fusing unit. The image is fused to the sheet by applying heat and pressure through the use of a heat roller [A] and pressure roller [B].

The CPU monitors the heat roller temperature through a thermistor [C] that is in contact with the heat roller surface. A thermostat [D] protects the fusing unit from overheating.

The heat roller stripper fingers [E] separate the sheet from the heat roller and direct it to the exit rollers [F]. The paper feed/exit sensor [G], which is under the fusing unit, monitors the progress of the sheet through the fusing unit and detects misfeeds. The exit rollers [F] drive the sheet to the paper output tray.

Springs [H] at the front and rear apply the proper fusing pressure between the heat roller and pressure roller.

The fusing lamp [K] is located in the heat roller.

Power Save Control

When the main switch is turned on, the machine turns on the fusing lamp. For printing, the machine raises the fusing temperature to 175°C. The fusing temperature is kept at 175°C during printing.

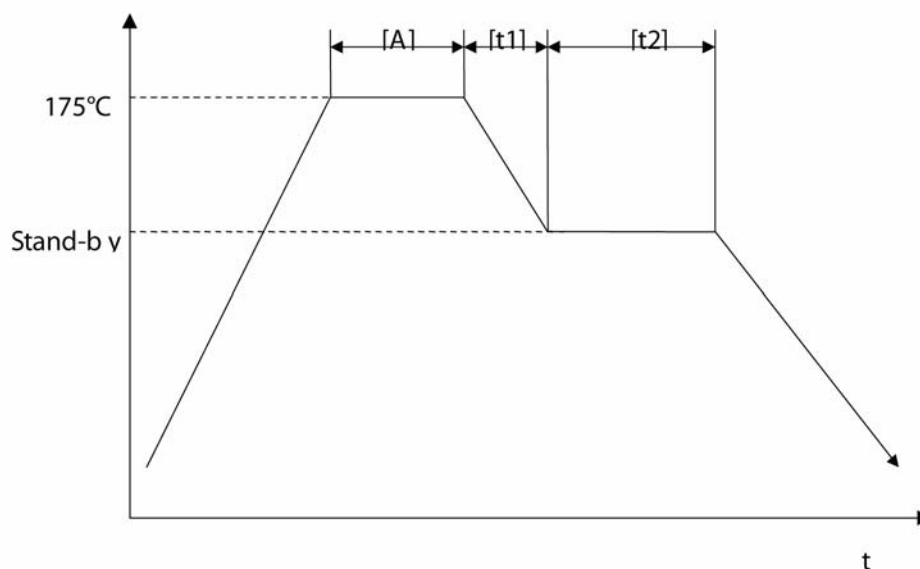


Figure 2

When the power saver timer expires, the machine automatically goes into energy saver mode.

Power saver timer

$t_1 = ?$ minutes.

- After time interval t_1 passes following printing, copying, scanning, or key-in [A], the LCD and all LEDs go off.

$t_1 + t_2 = ?$ minutes or ? minutes (selectable)

- The default value is ? minutes. (Economy Mode)
- Pressing the Clear Modes key for more than one second will change this condition.
- When the Economy Mode LED is lit, $t_1 + t_2 = ?$ minutes.
- When the Economy Mode LED is not lit, $t_1 + t_2 = ?$ minutes.

Cover Interlock Switch



Figure 3

When the front door is opened, the interlock switch will be opened and power supply to the following parts will be cut.

- Power pack
- Laser diode driver
- Fan motor
- Main motor
- Polygon mirror motor
- Fusing lamp

Paper Feed Drive Release and Fusing Drive Release

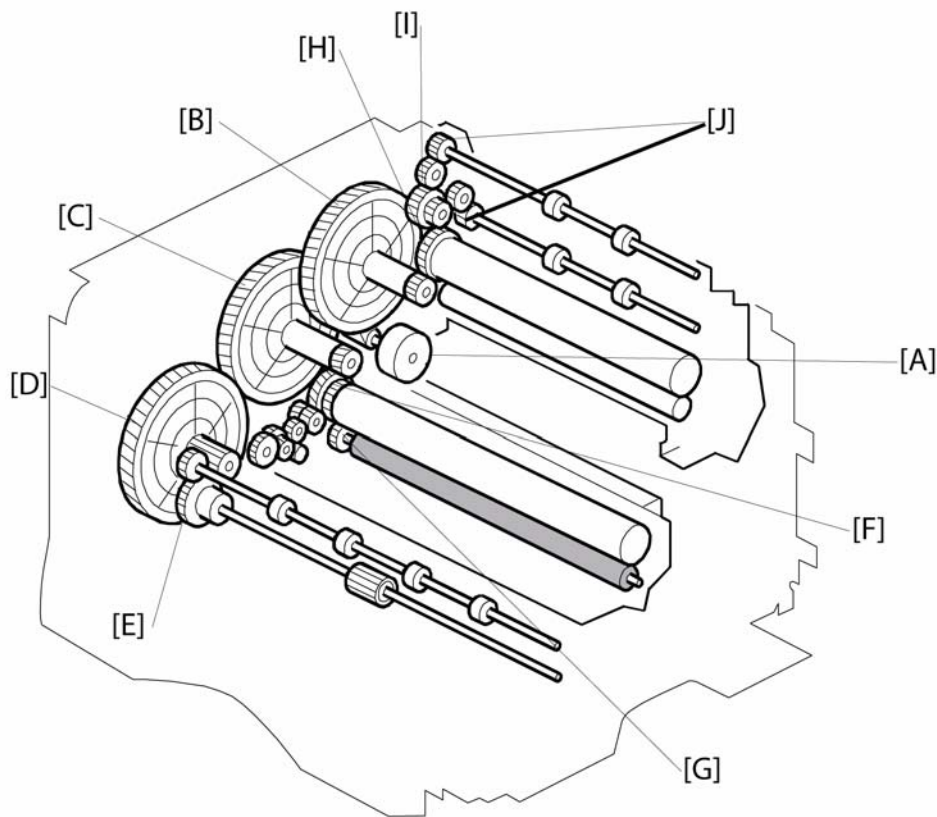
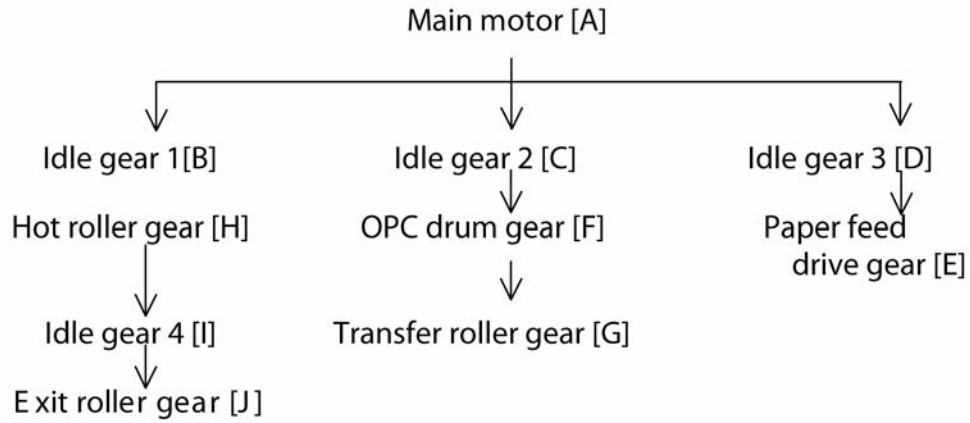


Figure 1

The main motor drives the paper feed unit, the transfer roller, the toner cassette, and fusing unit through a series of gears as follows.



GP 19 Service Log

Service Log

Use the service log to record all service procedures. The service log is included at the end of the manual.

7 Wiring Data

WD1 Connector Information	<u>7-3</u>
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WD1 Connector Information



Figure 1 Overview of the position of the connectors and sockets for the control panel PWB (bottom view):

Table 1: List of connectors:

Connector	Topography	Number of points	Gender	Position
CPU Connection	P4200	16	Female	Elbow top contact
LCD	P4002	10	Female	Elbow, top contact
Smart card	P4001	10	Female	

Table 2: CPU - P4200: CPU connection

Pin	Signal	Input/Output	Utilization
1-7-8-10-15	GND	-	Ground
2	FERCAP	I	Detection of smart card
3	CVCC	I/O	Smart card power supply (3.3V) (controlled by I/O CVCC)
4	CLKPUCE	O	Smart card clock
5	RSTPUCE	I	Smart card reset
6	IOPUCE	I/O	Smart card data
9	SCLKPUP	O	Serial clock link for differential registers
11	RXPUP	I	Sending data from the front panel
12	TXPUP	O	Sending data from the CPU
13	STROB1	-	Out-of-register strobe to control the keyboard

Table 2: CPU - P4200: CPU connection

14	STROB2	-	Out-of-register strobe to control the display
16	P5V	-	5V power supply

Table 3: LCD - P4002: LCD interface

Pin	Signal	Input/Output	Utilization
1	GND	-	Ground
2	V0	O	LCD Contrast
3	RS	O	Selection of registers
4	R/W	O	Read or Write (driver configured to write in 0V)
5	LCD_E	O	Enable Signal (active at 1)
6	VCCLCD	-	Vcc: 4.5V to 5.5V
7	DB4	O	Data (Bit 4)
8	DB5	O	Data (Bit 5)
9	DB6	O	Data (Bit 6)
10	DB7	O	Data (Bit 7)

Table 4: Smart card - P4001: connection with the smart card

Pin	Signal	Input/Output	Utilization
1	CVCC	O	Smart card power supply (3.3V)
2	RSTPUCE	O	Smart card reset
3	CLKPUCE	O	Smart card clock
4	-	-	Not connected
5	GND	-	Ground
6	-	-	Not connected
7	IOPUCE	I/O	Smart card data (input/output)
8	-	-	Not connected
S1	GND	-	Ground
S2	FERCAP	I	Smart card detection

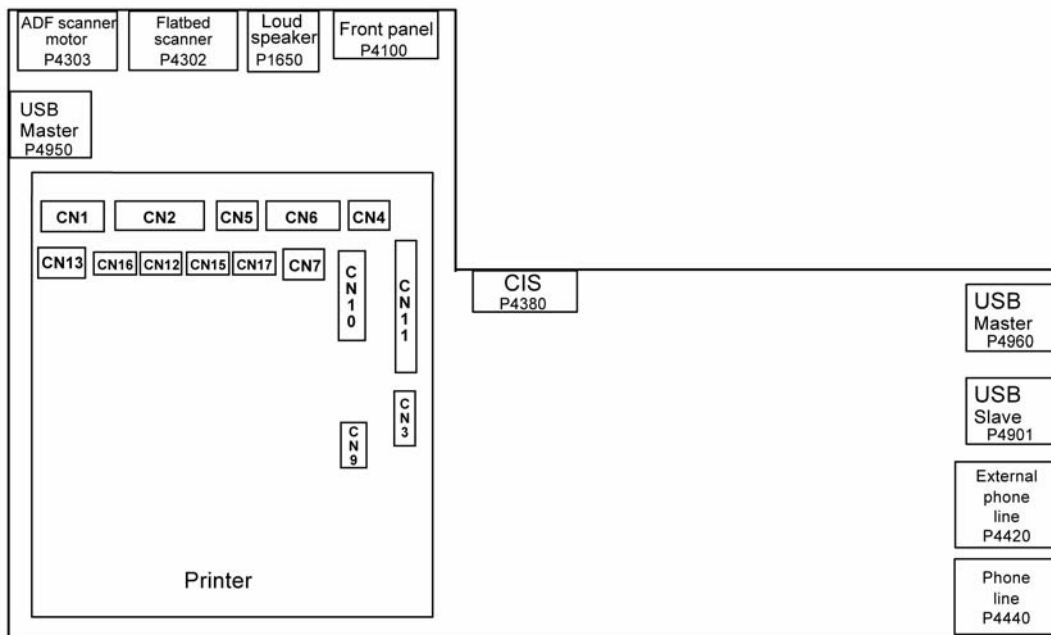


Figure 5 Overview of the CPU card connector positions (3100MFP/X)

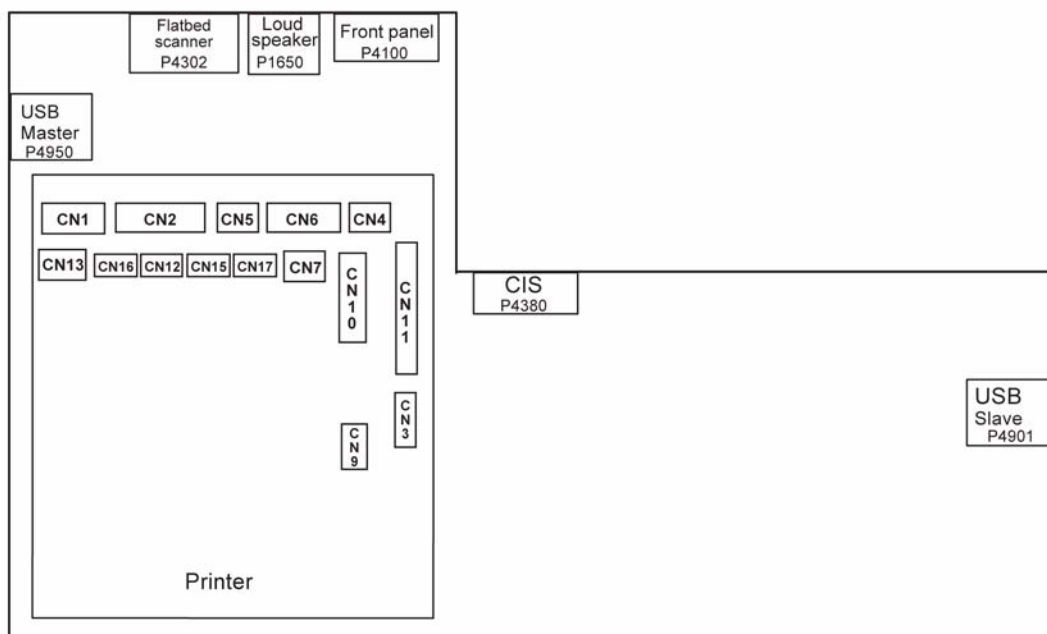


Figure 6 Overview of the CPU card connector positions (3100MFP/S)

Table 7: List of connectors:

Connector	Topography	Number of points	Sex	Position
Printer	CNx			
Loudspeaker	P1650	2		
Front panel	P4100	16	Female	Straight, top contact
ADF scanner motor	P4303	11	Female	Straight
Flatbed scanner motor	P4302	5	Female	Straight
CIS	P4380	12	Female	Straight, top contact
Phone line	P4420	4	Female	
External phone line	P4440	4	Female	
USB Slave	P4901	4	External, type USB type B	
USB Master	P4950	4	External, type USB type A	
USB Master	P4960	4	External, type USB type A	

Table 8: CNx: printer connectors

Topography	Connector	Pin	Signal	Input/Output	Utilization
CN1	Polygon motor				
		1	+24VS	-	24V power supply
		2	GND	-	Ground
		3	XPMENA	S	Starting the polygon motor
		4	XSCRDY	E	Locking the polygon motor
		5	PMCLK		Polygon motor clock
CN2	Diode laser				
		1	+5VLD	-	
		2	XLDNA	O	Activating the laser
		3	APCSH	O	Sampling
		4	XDETP	I	Ray beam detector
		5	GND	-	Ground
		6	XVD	O	Diode laser video
		7	NC	-	Not connected
CN3	Printer motor				
		1	P24VS	-	24V power supply

Table 8: CNx: printer connectors

		2	GND	-	Ground
		3	P5V	-	
		4	XMMENA		
		5	MMCLK		
		6	MMCW		
		7	XMMLOCK		
		8	MMGAIN		
CN4	Fan				
		1	FANEMA	O	Fan in operation motor signal
		2	GND	-	Ground
		3	FANLOCK		
CN5	Paper output clutch				
		1	+24VS	-	24V power supply
		2	XFPCL	O	Electric paper clutch signal
CN6	Paper detection captors				
		1-4-7	GND	-	Ground
		2	XFEED	I	Paper feed signal captor
		3-6-9	+5V	-	5V power supply
		5	XREGIST	I	Register of signal captors
		8	XMANUAL	I	Manual paper feed signal captor
CN7	Paper output captor				
		1	GND	-	Ground
		2	XEXIT	I	Four paper output signal captors
		3	+5V	-	5V power supply
CN9	Debug				
		1	+5V	-	5V power supply
		2	DBGRXD	I	Debug receipt
		3	DBGTXD	O	Debug command
		4	GND	-	Ground
CN10	High voltage				
		1	TRAPWM0	O	PWM signal for transfer of charger (+)
		2	TRAPWM1	O	PWM signal for transfer of charger (-)
		3	BIASPWM	O	PWM development signal
		4	CHEPWM	O	PWM signal charger
CN11	Power supply				
		1	HTON	O	Phase Fuser control
		2	ZEROC	I	Control signal

Table 8: CNx: printer connectors

		3	HTEN	O	Fuser relay (Activated to H)
		4	GND	-	Ground
		5-1213	+24V	-	24V power supply
		6-710-11	GND	-	Ground
		8-9	+5V	-	5V power supply
CN12	Temperature captor	1	FTEMP	I	Fuser temperature detector
		2	GND	-	Ground
CN13	Opening of printer cover captor				
		1	P24V	I	24V power supply
		2	P24VS	O	24V power supply
CN15	IAO captor (presence of toner)				
		1	XAIO	I	Detection of cartridge
		2	GND	-	Ground
CN16	Motor temperature captor				
		1	TEMP	I	Detection of printer motor temperature
CN17	Printer LED bar power supply				
		2	GND	-	Ground
		1	XLED	O	Printer LED bar command
		2	P24VS	O	24V power supply

Table 9: Loudspeaker - P1650: connection with the loudspeaker

Pin	Signal	Input/Output	Utilization
1	HPP	O	Differentiated BF signal to HP
2	HPN	O	Differentiated BF signal to HP

Table 10: Frontpanel - P4100: connection with the front panel card

Pin	Signal	Input/Output	Utilization
1	P5V	-	5V power supply
2-7-9-10-16	GND	-	Ground
3	STRB2	-	Out-of-register strobe to control the display
4	STRB1	-	Out-of-register strobe to control the keyboard
5	TXPUP	O	Data emitted by the CPU
6	RXPUP	I	Data emitted by the front panel
8	SCLKPUP	O	Serial link clock for differentiated registers
11	IOPUCE	I/O	Smart card data (3.3V)
12	RSTPUCE	O	Smart card reset

Table 10: Frontpanel - P4100: connection with the front panel card

13	CLKPUCE	O	Smart card clock
14	CVCC	O	Smart card power supply (3.3V) (controlled by I/O CVCC)
15	FERCAP	I	Detection of smart card

Table 11: ADF scanner motor - P4303: connection with the ADF scanner motor

Pin	Signal	Input/Output	Utilization
1	P24V	-	24V power supply
2	ADF_BN	O	Scanner motor coil BN
3	ADF_B	O	Scanner motor coil B
4	ADF_AN	O	Scanner motor coil AN
5	ADF_A	O	Scanner motor coil A
6	GND	-	Ground
7	PSF	I	Sheet sensor
8	ALIMPSF	-	PSF sensor power supply
9	GND	-	Ground
10	STSC	I	Document ready sensor
11	ALIMOUVCAP	I	STSC sensor power supply

Table 12: Flatbed scanner motor - P4302: connection with the flatbed scanner motor

Pin	Signal	Input/Output	Utilization
1	P24V	-	24V power supply
2	FTB_BN	O	Scanner motor coil BN
3	FTB_B	O	Scanner motor coil B
4	FTB_AN	O	Scanner motor coil AN
5	FTB_A	O	Scanner motor coil A

Table 13: Phone line - P4420

Pin	Signal	Input/Output	Utilization
1	R1	-	Loopback
2	L1	-	Phone line
3	L2	-	Phone line
4	R2	-	Loopback

Table 14: External phone line - P4440

Pin	Signal	Input/Output	Utilization
1	NC	-	
2	L1	-	Phone line
3	L2	-	Phone line
4	NC	-	

Table 15: CIS - P4380: connection with the CIS

Pin	Signal	Input/Output	Utilization
1	VIDCIS	I	CIS video
2	CMD RESOL	O	300/600dpi resolution command
3	VREFCIS	O	CIS voltage reference
4	VIDEOGND	-	Ground
5	CLKCIS	O	CIS (synchro point) pixel clock
6	ALIMCIS	-	3.3V power supply
7	SPCIS	O	Start Pulse CIS (line synchro)
8	ALIMLED	O	leds power supply (in voltage)
9	GNDLEDB	O	Blue led cathode
10	GNDLEDV	O	Green led cathode
11	GNDLEDR	O	Red led cathode
12	GND	-	Ground

Table 16: USB - P4901: USB slave interface

Pin	Signal	Input/Output	Utilization
1	VBUS_USB	I	Power supply provided by the master
2	USBN	I/O	Differential pair
3	USBP	I/O	Differential pair
4	GND	I/O	Ground

Table 17: USB - P4950: USB master interface

Pin	Signal	Input/Output	Utilization
1	VBUS_USB_HO ST1	O	Power supply provided to the slave
2	USBN	I/O	Differential pair
3	USBP	I/O	Differential pair
4	GND	I/O	Ground

Table 18: USB - P4960: USB master interface

Pin	Signal	Input/Output	Utilization
1	VBUS_USB_HO ST2	O	Power supply provided to the slave
2	USBN	I/O	Differential pair
3	USBP	I/O	Differential pair
4	GND	I/O	Ground

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XEROX			ADF	OPTICS	FUSER	XERO	PAPER FEED	MISC
Serial Number	Account Data	Key Op						
Date	Meter	CSE						Adjustment
1								Installed Tag
Problem	Subsystem	Inc	PLEASE PRINT					
2								
Problem	Subsystem	Inc						
3								
Problem	Subsystem	Inc						
4								
Problem	Subsystem	Inc						
5								
Problem	Subsystem	Inc						

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(when filled in)

EHS 700 - Health & Safety Incident Report Form for Incidents Involving a Xerox Product

For incidents in Canada: PIPEDA consent given <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO		EH&S Office Use ONLY EH&S Incident Reference Number:	
PIPEDA is the Canadian "Personal Information Protection and Electronic Documents Act."			
*Date Of Incident (mm / dd / yy):			
Product Description			
*Model No. or Product Name:			
Product Serial Number:		Serial Number(s) of Accessory (ies):	
Installation Date:		Total Copy Meter:	
Date of last service maintenance:			
List damaged and affected part(s) of the machine by description and part number:			
<u>*Description</u>		<u>Part Number</u>	
*Location of product and affected part(s):			
Customer Identification			
*Customer Name:		*Name of Customer Contact Person:	
*Address:	E-mail:	*Telephone:	
		Fax:	
Customer Service Engineer Identification			
*Name (required for Xerox serviced equipment):	Employee:	E-mail:	
Location:	*Phone (required for Xerox serviced equipment):		
Individual Providing Notification			
*Name:	*Title:	*Telephone Number:	
*Organization:		E-Mail:	
Mailing Address:		*Date Report Submitted:	

* Required information is preceded by asterisk, title shown in red, turquoise wash background

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Details of Incident

***Description Of Incident: (Check all that apply)**

☐ Smoke

Describe quantity and duration of smoke:

☐ Fire with open flames seen

☐ Electric shock to operator or service representative

☐ Physical injury/illness to operator or service representative

Describe:

☐ Other, **Describe:**

MANDATORY DESCRIPTION (above): Provide a detailed description of all valid factors that may have contributed to the incident. Hardware involved in the incident should be preserved and retained for further investigation should investigation be deemed necessary by EH&S.

LIST INCIDENT DESCRIPTIONS AND SUPPORT DIAGRAMS/DATA INCLUDED OR ATTACHED:

***Any damage to customer property?** No ☐ Yes ☐ Describe:

***Did external emergency response provider(s) such as fire department, ambulance, etc. respond?**

No ☐ Yes ☐ Identify: (i.e., source, names of individuals)

Apparent cause of incident (identify part that is suspect to be responsible for the incident)

***Preliminary actions taken to mitigate incident:**

Instructions: E-mail or fax both pages of this completed form to EH&S:

- For incidents in **Xerox Europe** and **Developing Markets East**
(Middle East, Africa, India, China, and Hong Kong)
Submit to Elaine Grange
e-mail: ehs-europe@xerox.com or **fax:** +44 (0) 1707 35 3914 [Intelnet 8*668 3914]
- For incidents in **North America** and **Developing Markets West**
(Brazil, Mexico, Latin America North and Latin America South,
Submit form to Doris Bush
e-mail: usa.xerox.ehs@xerox.com or fax 888-845-0908 [1-585-422-7918 / Intelnet 8*222-7734]

* Required information is preceded by asterisk, **title shown in red**, turquoise wash background

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Please also answer the customer satisfaction question set.

When you have completed the PCS, send it by internal mail to the address below. You will receive an acknowledgement and feedback on your comments. Please ensure that your name and CBU/District location code are fully completed.

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PRODUCT AND PUBLICATION TITLE:	PUBLICATION REVISION DATE:	SOFTWARE REVISION LEVEL:				
PAGE NUMBER:	<div style="text-align: center;"> COMMENT Please submit a marked-up photocopy of the relevant pages </div>					
CUSTOMER SATISFACTION QUESTION SET						
QUESTION	NOT APPLICABLE	VERY SATISFIED	SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	DISSATISFIED	VERY DISSATISFIED
DO YOU FIND THE MANUAL IS TECHNICALLY ACCURATE?						
DO YOU FIND THE FORMAT OF THE MANUAL EASY TO USE?						
WHAT IS YOUR OVERALL SATISFACTION LEVEL WITH THE MANUAL						
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