



Service Bulletin

Issued by Canon Europa N.V.

COPIER B/W

HARDWARE

Model:

iR5570

iR6570

Ref No.:

iR6570-002

(F1-T01-0M5-10008-01)

Date:

May, 2005

Location:

Laser Scanner Unit

Subject:

Correcting light images and fogging

Particulars:

<Symptom>

The printout may show any of the following symptoms: the entire image is too light; the area in the middle in sub scanning direction is foggy; the image along the edge in sub scanning direction is too light.

Cause

1. Condensation occurred inside the machine (e.g., as when the machine is turned on immediately after it has been moved from a low to normal temperature environment as from a warehouse to an office or after it has been left without power for a long time).
2. The laser scanner unit has become displaced because of vibration/ impact occurring while the machine is moved.

Factory Remedy

The following will be implemented to prevent displacement of the laser scanner unit:

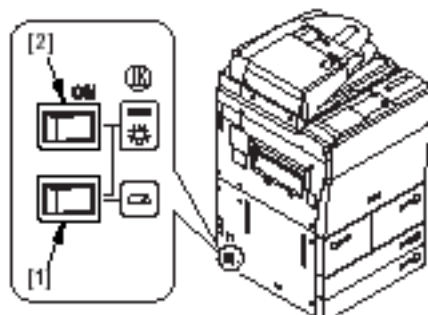
1. Change the part used to keep the laser unit in place to increase its retention power (pressure).
2. Change the configuration of engagement between the scanner unit and the machine.

Points to Note About Servicing:

Go through the following if any of the foregoing symptoms has occurred:

1. Eliminate condensation inside the machine:

1-1. Set the environment switch (drum/ non-interruptive switch) to ON (default: OFF).



1-2. Set "1" to the following in service mode (Level 2): COPIER>OPTION>BODY>DRUM-H-SW (default: "0").

2. Check the level of laser power (to check for displacement of the scanner unit).

2-1. Return all of the following to the default settings indicated on the service label in service mode:

COPIER>ADJUST>V-CONT>EPOTOFST/VL-OFST/VD-OFST/DE-OFS-P/VD-OFS-P/DE-OFST/VL-OFS-P.

2-2. Set "1" to the following in service mode: COPIER>FUNCTION>DPC>DPC (to force execution of potential control).

2-3. Hold down the control panel power switch for 3 seconds or more.

2-4. Go through the shut-down instructions on the screen so that the main power switch may be turned off.

2-5. Turn off the main power switch.

2-6. Turn on the main power switch.

2-7. Execute "COPY SERVICE REPORT" by making the following selections in service mode:

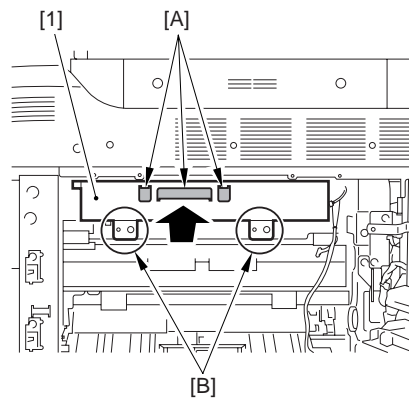
COPIER>FUNCTION>MISC-P>P-PRINT>OK; then, check the values on P-8 (8th page) for LPOWER-P and LPOWER-C.

If either of the two is 221 or higher, go through the instructions in step 2-8 to correct the mounting of the laser scanner unit.

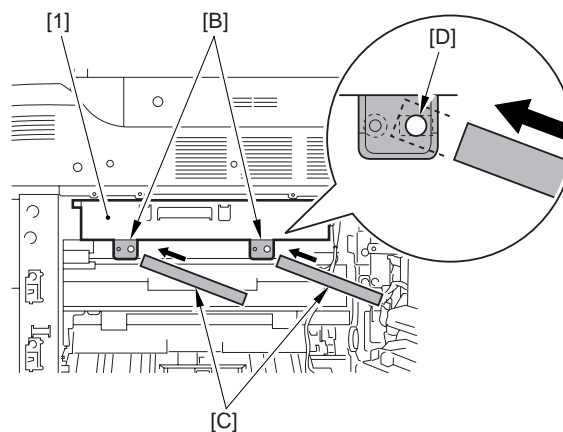
If both are 220 or lower, on the other hand, go to step 3.

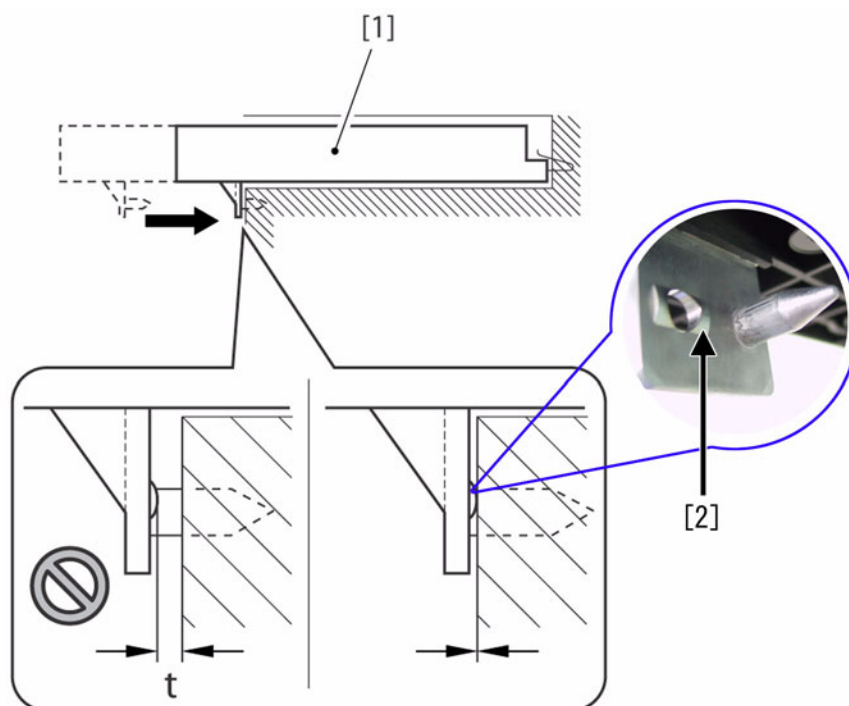
<Points to Note When Mounting the Scanner Unit>

- 1) To eliminate condensation inside the machine, it is important that the drum heater is kept ON while remounting the scanner unit. Be sure to go through the shut-down instructions when turning off the power.
 - 2) When fitting the laser scanner unit in the machine, be sure to push the top [A] of the unit with your fingers and push it until it butts against the rear.
 - 3) Do not push the bottom [B] of the laser scanner unit [1]; doing so may hinder the mounting work.
- 2-8. For instructions on disassembly and assembly, see the section "Removing the Laser Scanner Unit" in the Service Manual.



- 4) Before tightening the screw, check to be sure that the gap [t] between the laser scanner unit [1] and the mounting base [D] is no wider than a sheet of plain paper (about 0.1 mm thick).
- 5) There is a small protrusion [2] on the laser scanner unit, resulting in a gap of about 0.04 mm between the unit and the mounting base.





2-9. Set "1" to the following in service mode: COPIER>FUNCTION>DPC>DPC (to force execution of potential control).

2-10. Hold down the control panel power switch for 3 seconds or more.

2-11. Go through the down-sequence instructions on the screen so that the main power switch may be turned off.

2-12. Turn off the main power switch.

2-13. Turn on the main power switch.

2-14. Make the following selections in service mode to print out a Copy Service Report:

COPIER>FUNCTION>MISC-P>P-PRINT>OK. Check the values on P-8 (8th page) for LPOWER-P and LPOWER-C. If both are 220 or lower, go to step 3. If either of them is 221 or higher, repeat steps from 2-8 through 2-14.

3. Check the images (be sure to allow 15 minutes or more after turning on the environment switch and the drum heater. Otherwise, the same symptom is likely to occur once again because of condensation).

3-1. Select the source of paper containing A3 by making the following selections in service mode: TEST>PG>PG-PICK.

3-2. Make the following selections in service mode: TEST>PG>TYPE; then, type in "5" and press OK.

3-3. Select "PG-QTY" and type in "2"; then, press OK.

3-4. Press the Start key; when 2 A3 sheets have been discharged, put TYPE>5 back to 0>PG-QTY>1.

3-5. Check the images and if they are free from the foregoing symptoms, go to step 6. Otherwise go to step4.

4. Replace the developing assembly.

4-1. For instructions on disassembly and assembly, see the section "Removing the Developing Assembly" in the Service Manual.

5. Check the images.

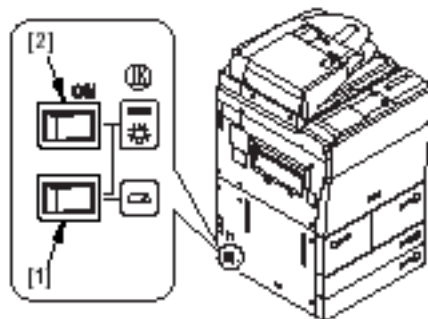
5-1. Check the images as in step 3.

5-2. If the images are free of the foregoing symptoms, go to step 6. Otherwise, go to step 6 and then check other possible causes.

6. Put the drum heater and the environment switch back to their initial settings.

6-1. Set "0" to the following in service mode (Level 2): COPIER>OPTION>BODY>DRUM-H-SW (default: "0").

6-2. Put the environment switch (drum/ non-interruptive switch) back to the setting used before starting the work.



Machines Provided with the Factory Remedy

The serial numbers of those machines that have been provided with the factory remedy will be communicated as soon as they are identified.

Flow of Work: Correcting Image Faults in the iR6570/5570

