



## *Service Bulletin*

Issued by Canon Europa N.V.

**COPIER B/W**

**HARDWARE**

---

**Model:**

**iR5570**

**iR6570**

**Ref No.:**

iR6570-003 Rev. 1

(F1-T01-0M5-10012-02)

**Date:**

August, 2005

**Revised:**

Addition to "Service Work".

---

**Location:**

Fixing Assembly

**Subject:**

E840 Indicated in Response to Damage on the Fixing Roller Thrust Stop

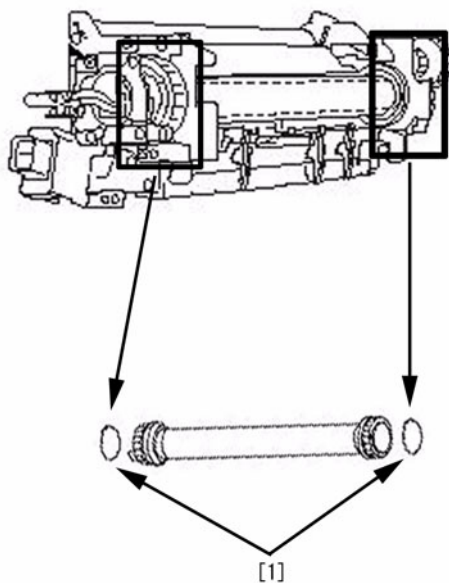
**Details:**

<Syndrome>

Damage to the Fixing Roller Thrust Stop leads to the indication of error code E840. At times, it can also indicate code E001/E004.

<Cause>

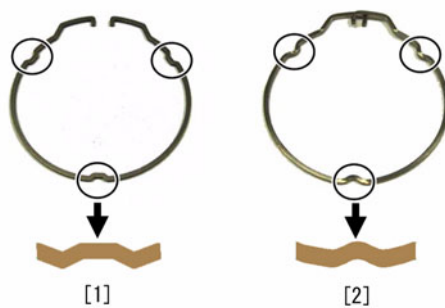
The strength of the Fixing Roller Thrust Stop [1] is not adequate and over time, it tends to show damage, failing to prevent the Fixing Roller from moving. Or, the damaged stop can fall to the Shutter Drive Assembly to cause the Shutter to malfunction, also resulting in an error.



F-1

<Factory Measure>

Modify the method used to shape the Fixing Roller Thrust stop to increase its durability.



F-2

T-1

[1] Previous type

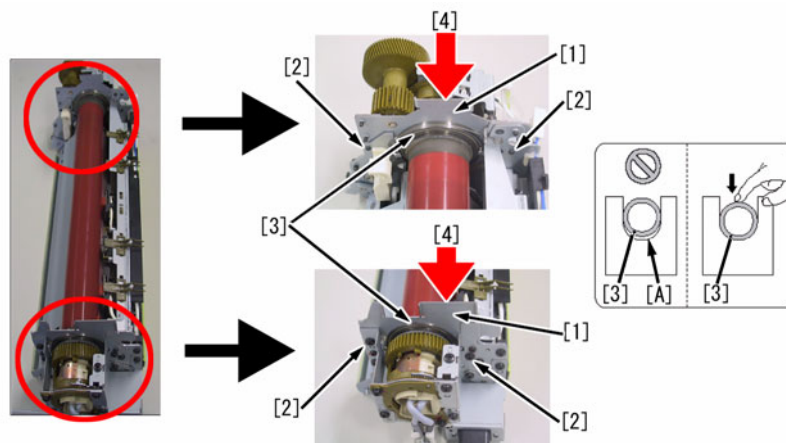
[2] New type

**Servicing Work:**

If any of the foregoing symptoms is noted, or in the course of a service visit, replace the existing Fixing Roller Thrust stop with its new type.

After replacement, the mounting condition of the Bearing can cause faults in fixing or wrinkling of paper. Be sure that the mounting work is proper by observing the following:

When tightening the Screws [2] on the Positioning Plate [1] (both front and rear) after fitting the Fixing Roller, be sure to do so while forcing the plate in the direction of the arrow [4]. The work is intended to eliminate the Gap [A] in the joint between the Bearing [3] and the Fixing Assembly Frame. The aforementioned fault in fixing or wrinkling of paper is caused by the presence of a Gap.



[1] RETAINER, FIXING  
ROLLER, THRUST

[3] BEARING

[2] SCREW

[4] Direction of force

[A] GAP

**Service Part:**

No.		Part number	Description	Q'ty	I.C.	Page
1	Old	FC6-3842-000	Retainer, Fixing Roller, Thrust	2->0	N	
	New	FC6-3501-020	Retainer, Fixing Roller, Thrust	0->2	Y	810
2	Old	FM2-3052-000	Fixing Assembly	1->0	N	
	New	FM2-3052-040	Fixing Assembly	0->1	Y	810

**Affected Machines:**

(120V)

iR6570 KHN01169 and later

iR5570 KHT03700 and later

(230V)

iR6570 KHP00057 and later

iR5570 KHU00072 and later