

Service Bulletin

SB Number:	SB 2DC-003	Creation Date: 05/09/2003
Subject:	Take out PU when removing jammed paper / toner lumps on developing roller (black patches on copy image)	
Model:	KM-1500	

IMPORTANT NOTE for occurrence of paper jams in KM-1500:

Should a paper jam occur, please be advised to always **take out the process unit** from the machine **prior to removing the jammed paper**, as is also described in the operation guide. (See [page 3](#) of this bulletin) Particularly for jams during use of the multi-bypass, the end-user tends to pull the jammed paper out without removing the PU first, since the trailing edge of the paper is visible. If the jammed paper is pulled out without removing the PU, the registration rollers will be rotated in the reverse direction. This causes the rollers in the PU to rotate in the opposite direction resulting into an uneven toner layer on the developing roller. This uneven toner layer may produce **black patches** on copies originating from a toner lump on the developing roller. Should this phenomenon occur, please refer to below procedure.

Phenomenon & Cause

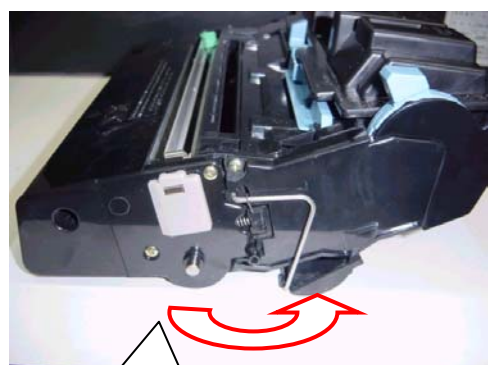
Black patches on copies may arise due to toner lumps on the developing roller.

Causes

- 1.) The process unit may get a shock during its handling.
- 2.) Removing jammed paper without pulling out Process Unit first! See above. (Particularly for jams during use of the multi-bypass, the end-user tends to pull the jammed paper out without removing the PU first, since the trailing edge of the paper is visible. If the jammed paper is pulled out without removing the PU, the registration rollers will be rotated in the reverse direction. This causes the rollers in the PU to rotate in the opposite direction resulting into an uneven toner layer on the developing roller.)

Field Measure = Toner lump cleaning procedure =

1. Open the drum protection shutter



Be careful not to touch the drum

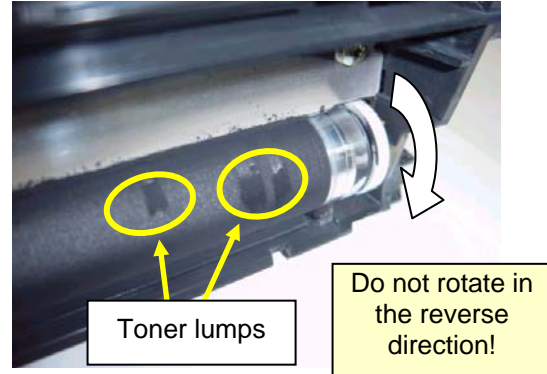
2. Remove the joints using a flat screw driver



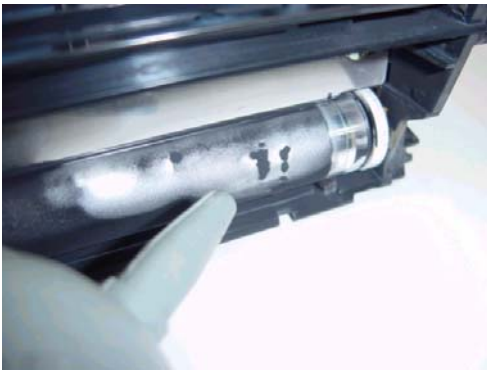
Pay attention to the difference of the springs! Left & right side have different springs! Left = silver / Right = black.
Do not mix up the springs when installing back.

Service Bulletin

3. Remove the drum unit after removing both joints.
4. Locate the toner lumps by turning the developing roller in the direction of the arrow



5. Use a blower (without brush) to gently blow the developing roller.
6. Distribute the toner lumps very gently and evenly by using a blower brush.



IMPORTANT:

The surface of the developing roller is finished with a tolerance in micron. Do not wipe strongly.

7. Reassemble the drum unit and the joints to their original position.

*Attention for the joint:

Black spring (stronger pressure) / right side

Silver spring (weaker pressure) / left side

Removal procedures

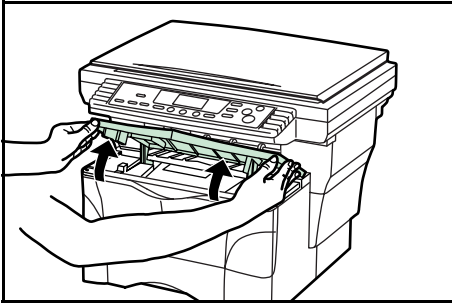
Paper jam inside the copier



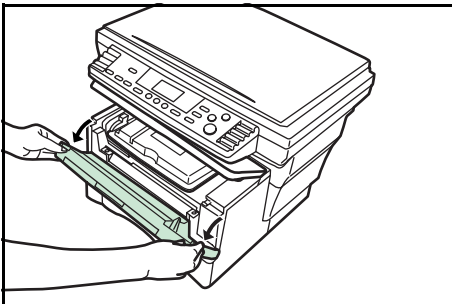
NOTE

If there are any finished copies on the copy storage table, remove them first before performing this procedure.

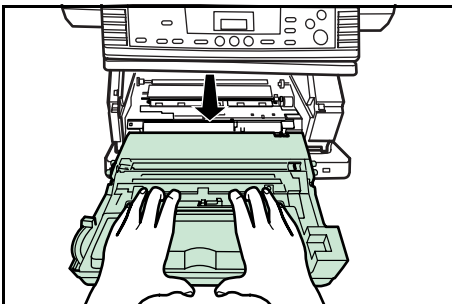
- 1** Open the upper front cover.



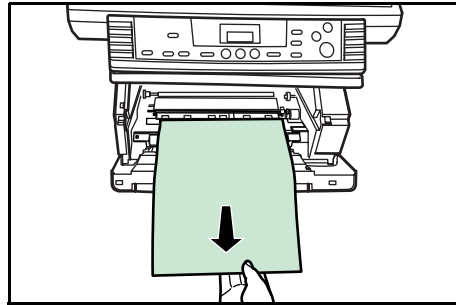
- 2** Open the front cover.



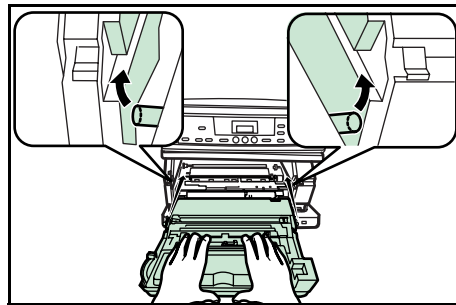
- 3** Take the Process Unit out of the copier.



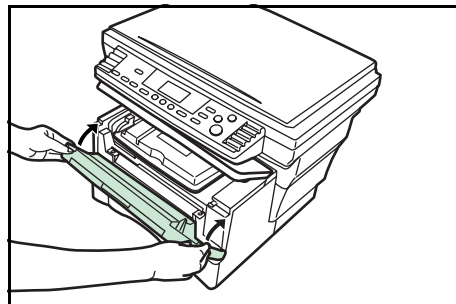
- 4** If the leading edge of the jammed paper is visible, pull it out towards you.
If the paper is not visible at all, perform the “**Paper jam in a drawer**” procedure.
If the paper has been fed to the rear of the copier but the leading edge is not visible, perform the “**Paper jam in the paper eject section**” procedure.



- 5** Set the Process Unit into the copier by aligning the pins on both sides of the Process Unit with the guides inside the copier, and then slide the Process Unit all the way back into the copier until it stops.



- 6** Close the front cover.



- 7** Close the upper front cover.

