

Service Bulletin

SB Number:	SB 2AV-010	Issue Date: 10/06/2001
Subject:	Machine locks in FAX mode (attention points!)	
Model:	KM-1530 / 2030, Fax System (B)	

PHENOMENON

The machine locks in the FAX mode.

This malfunction is preceded by the following phenomena

- ① There is no FAX output even though the FAX is receiving data.
- ② The FAX communication time on the transaction report is indicated with '0' even though the communication has ended properly.
- ③ When trying to switch from the FAX display to another display, the FAX operation keys do not function.

PROBABLE CAUSE

The atmospheric temperature around the FAX's main PCB is too high causing an irregular control and drive of the PCB. If the machine is placed right against the wall, the heat coming from the fixing unit cannot escape through the fan (in the rear side of the machine). As a result, the temperature around the FAX PCB will rise to a great extend.

In particular if the environment around the CPU on the FAX Main PCB is heating up, the clock signal will become irregular due to noise coming from the CPU power source line. As a result, the CPU will drive irregularly leading to the above phenomena.

FIELD MEASURE

Please instruct the user not to place the machine right against the wall. Reserve a space of at least 10 cm between the machine and the wall. In this way the fixing heat has a way to escape to the left, right, upper and lower direction. (Refer to the Instruction Handbook p. 1-2)
Furthermore it is not recommended to place the machine in direct sunlight.

PERMANENT COUNTERMEASURE

To prevent this malfunction, 1 x capacitor on the FAX main PCB (C0120) has been changed from ceramics 100 pF to tantalum 10 µF to reduce the noise from the power source line.

Note

The FAX Main PCB's that have been modified according to the permanent countermeasure can be recognized by either the label mentioning 2AW01012D, 3B101012D and later or a red mark on the PCB label.

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Parts Table (permanent countermeasure)

Item No.	Part No. OLD	Part No. NEW	Description	Q'ty old-new	Interchangeability
1	3B101011	3B101012	MAIN ASS'Y FAX (EXP)	1 / 1	O / O

AFFECTED MACHINE SERIAL NUMBERS

	Permanent Countermeasure
Fax System (B)	37003122 and later, 37001429 to 1477, 2846 to 2855, 2766 to 2795, 3907 to 3120