

SB Number:	SB 2C9-019	Creation Date: 24/02/2005
Subject:	Fixing heater damage (C6050 / C6000)	
Model:	KM-1620 / 2020	

Phenomenon

Fixing heater damage. Occurrence of C6050 or C6000.

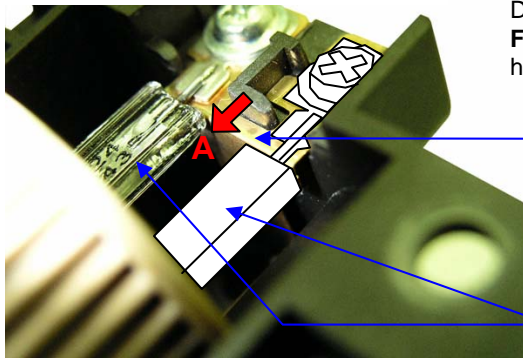
Cause

Due to the expansion and contraction of '**RIGHT FRAME FUSER**' (P/N: 2C920010) caused by the heat of fixing process, some pressure / stress might be conveyed to the fixing heater. As a result, the fixing heater may break or damage.

Countermeasure

The shape of the '**PLATE HEATER FUSER**' has been changed to secure the clearance between the rib on '**RIGHT FRAME FUSER**' and '**PLATE HEATER FUSER**', hereby avoiding any stress to the fixing heater.

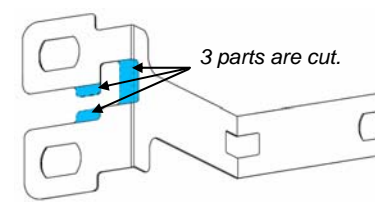
Rear side of fixing unit (OLD condition)



The rib on 'RIGHT FRAME FUSER' (P/N: 2C920010):

Due the expansion and contraction, the '**PLATE HEATER FUSER**' is pushed into the direction of arrow '**A**' and fixing heater might be damaged.

New 'PLATE HEATER FUSER'



Fixing heater

Field Action

If the phenomenon arises, please replace the damaged fixing heater. In addition, at the same time, please replace the old '**PLATE HEATER FUSER**' with the new and improved part.

Parts Table

No.	Part No. OLD	Part No. NEW	Description	Q'ty		Interchange ability	
				Old	New		
1	2C993060	302C993061 2C993061	PARTS,FK-410 (E), SP	1	1	X	O
2	2C920140	302C920141 2C920141	+ PLATE HEATER FUSER	1	1	X	O

Affected Machine Serial Numbers:

KM-1620: H3109595 and later
KM-2020: V3015813 and later