

Service Bulletin

 Ref. No. **2K3-0034 (C113)**

<Date> May 18, 2012

| | |
|----------------|---|
| Subject | Measures against Faulty Detection of Cassette Paper Level (Faulty Detection of Paper Empty) |
| Model | FS-C8020MFP, FS-C8025MFP, FS-6025MFP, FS-6025MFP/B, FS-6030MFP, FS-6525MFP, FS-6530MFP, PF-470, PF-471, (TASKalfa 2550ci, PF-790)* |

Installation target models of PF-470/PF-471: FS-6025MFP, FS-6025MFP/B, FS-6030MFP, FS-C8020MFP, FS-C8025MFP, FS-6525MFP, FS-6530MFP

PF-790: TASKalfa 2550ci)

Topic

The cassette lift plate might be deformed by deterioration and accordingly the paper position might be lowered if the conditions below are met (especially for the main unit cassette). Then, the remaining paper might not reach the remaining paper detection actuator, which caused faulty detection of paper empty. Therefore, the following changes were made. Since some attention is required when replacing the parts, please refer to [Field Measures] below.

Conditions

- The cassette heater is always ON (influence of heat).
- A large stack of maximum size paper is loaded for a prolonged time (influence of roads)

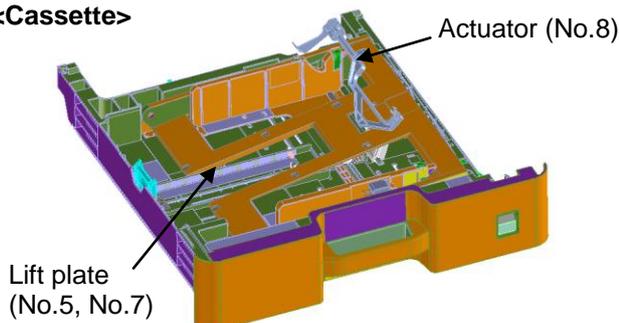
Content of changes

| | No. | Details | Affected Models |
|-------------------|-----|---|--|
| Lift plate change | 1 | The material of the lift plate was changed for heat resistance. (No.5, No.7) (PC+ABS → PC) (*1) | All models |
| | 2 | The lift plate was newly set up as service part (No.5) due to the change 1) above. | Except TASKalfa 2550ci, PF-790 |
| Actuator change | 3 | The shape of the actuator (No.8) was changed due to the change 1) above. (The new type lift plate is heat-resistant, but less rigid. It may bend and fail to detect paper full. Therefore, it was changed as above.) (*2) | FS-6025MFP, FS-6025MFP/B, FS-6030MFP, FS-6525MFP, FS-6530MFP, PF-470, PF-471, PF-790 |

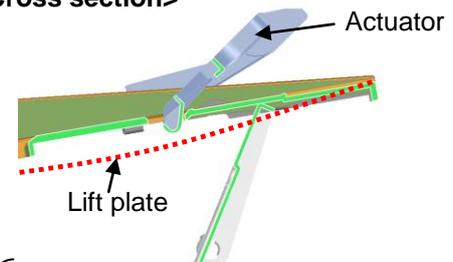
(*1) This phenomenon does not occur on the TASKalfa 2550ci and PF-790 since the metal plate under the lift plate has drawing compound. However, the change was also applied for common use of the part.

(*2) The actuator was not changed for the FS-C8020MFP, FS-C8025MFP and TASKalfa 2550ci since the shape of the actuator and mechanical structure are different.

<Cassette>



<Cross section>



(The lift plate deforms and the remaining paper sensing range for [Low] may be shifted which causes misdetection of [Empty])

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| | | |
|--|---|--|
| KDC's Classification | <input type="checkbox"/> Entire Stock Rework | <input type="checkbox"/> In-Field modification at next visit |
| | <input checked="" type="checkbox"/> In-Field modification by case | <input type="checkbox"/> No modification necessary |
| Field Measure: | | |
| (1) FS-6025MFP, FS-6025MFP/B, PF-470, PF-471, FS-6525MFP, FS-6530MFP Replace the lift plate (No.5, No.7) and actuator (No.8) with the new ones at the same time when the phenomenon described above arises. | | |
| (2) FS-C8020MFP, FS-C8025MFP Replace the lift plate (No.5) with the new one when the phenomenon described above arises. *Please refer to the page 4 and after for the procedures how to replace the lift plate and the actuator. | | |
| (3) PF-790 Use a set of the old types or the new types when replacing the parts. | | |
| (4) TASKalfa 2550ci No particular problem is expected. | | |
| Serial Nos. of the Affected Machines: Please refer to the page 6. | | |

| No. | Old Part No. | New Part No. | Description | Q'ty | | Compati-bi lity | | Remarks |
|-----|------------------------|------------------------|----------------------|------|------|-----------------|-----|---|
| | | | | Old | New | Old | New | |
| 1 | 302K393172 2K393172 | 302K393173 2K393173 | CT-475 | 1 | 1 | X | O | *1 Except KDKR |
| 2 | 302K39K172 2K39K172 | 302K39K173 2K39K173 | CT-475(KR) | 1 | 1 | X | O | *1 For KMKR |
| 3 | 303NN93012 3NN93012 | 303NN93013 3NN93013 | CT-476 | 1 | 1 | X | O | PF-471 (2nd cassette) |
| 4 | 303NN9K012 3NN9K012 | 303NN9K013 3NN9K013 | CT-476(KR) | 1 | 1 | X | O | PF-471 (2nd cassette) For KDKR |
| 5 | ----- | 302K309021 2K309021 | + BASE CASSETTE | - | (*2) | - | X | Registered as service part this time |
| 6 | 302MV93100 302MV931 | 302MV93101 2MV93101 | CT-8315 | 2 | 2 | O | O | TASKalfa 2550ci, PF-790 |
| 7 | 302MV09020 2MV09020 | 302MV09021 2MV09021 | + BASE CASSETTE | 2 | 2 | (*3) | O | |
| 8 | 302K302810 2K302810 | 302K302811 2K302811 | ACTUATOR PAPER EMPTY | (*4) | (*4) | X | X | *4 |

"+" at the beginning of the part name indicates that it is a component part.

*1: FS-6025MFP, FS-6025MFP/B, FS-6030MFP, FS-C8020MFP, FS-C8025MFP, FS-6525MFP, FS-6530MFP, PF-470, PF-471(1st cassette)

*2: PF-471→Qty. 2 pcs; Other models (models in *1 above)→Qty.1 pc.

*3: The PF-790 does not have compatibility with the ACTUATOR PAPER EMPTY (No.8). Therefore, please use a set of the old type parts or the new type parts.

The actuator of the TASKalfa 2550ci is for exclusive use, and either the old or new type may be used.

*4: FS-6025MFP, FS-6025MFP/B, FS-6030MFP (Qty.1 pc.)

PF-470 (1 pc.)

PF-471 (2 pcs.)

PF-790 (2 pcs.)

*The lift plate (No.5, No.7) and the actuator (No.8) are physically compatible between the old and new types. However, the following must be concerned in mixed use.

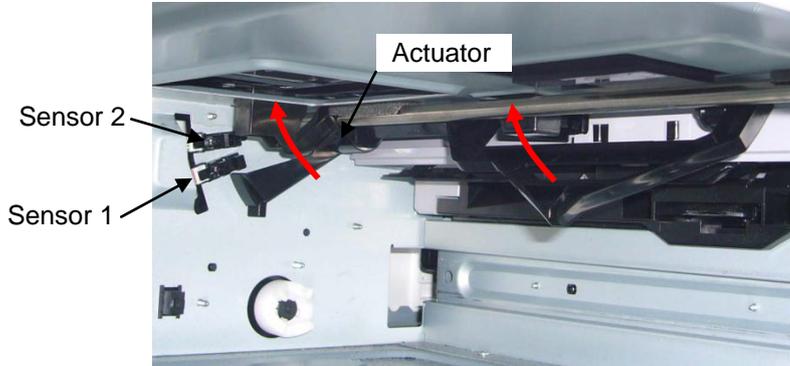
| Lift Plate | Actuator | Failure to occur |
|------------|----------|---|
| Old | New | [Empty] is detected although paper is still remaining. |
| New | Old | The lift plate might be bent and fail to detect paper full. |

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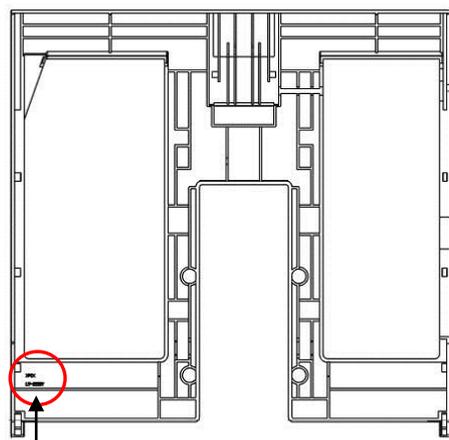
[Details of phenomenon]



<Remaining paper level detail>

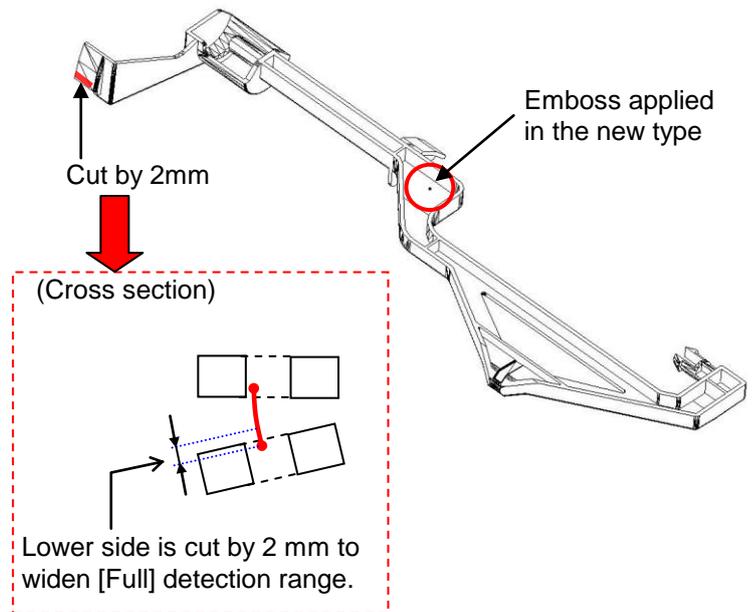
| Empty | Low | Normal | High-Full |
|---|-----|---|-----------|
| | | | |
| <p>The old type lift plate deforms and the paper position is lowered so that the actuator cannot reach the sensor 1 and [Empty] is mistakenly detected. → The material of the lift plate was changed.</p> | | <p>The initial bend of the lift plate increases in use of the new type one. The actuator might fail to reach [High-Full] range and mistakenly detect [Normal]. → The shape of the actuator was changed.</p> | |

[Changes of the lift plate (No.5, No.7)]



Material, material indication
(Old) >PC+ABS FR(40)< FR-3006HF
↓
(New) >PC< LV-2225Y

[Change of the actuator (No.8)]

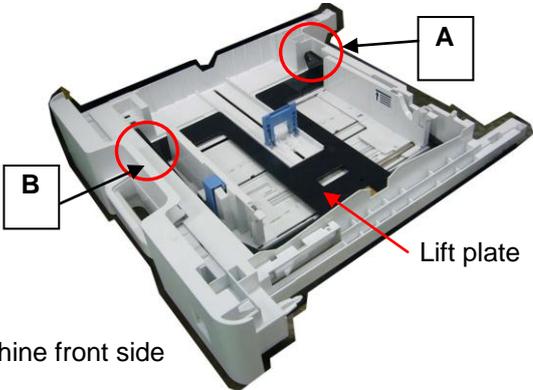
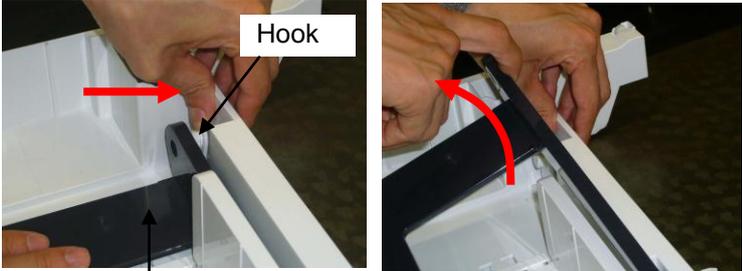
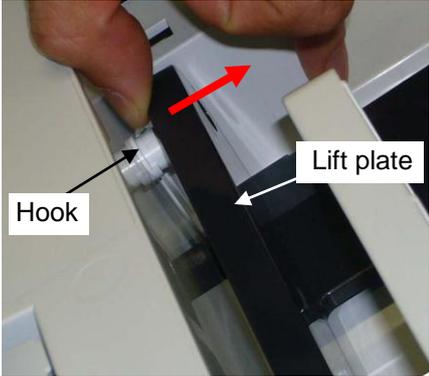
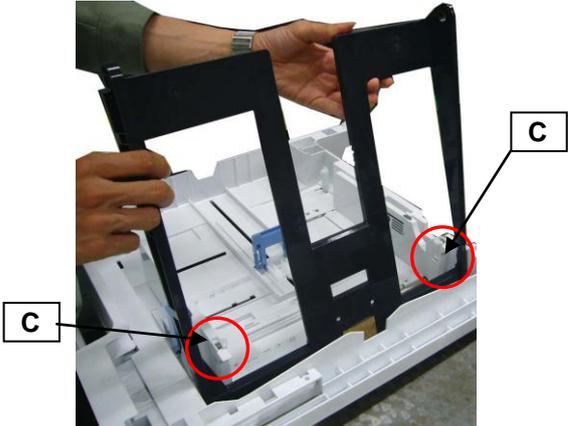


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[Procedures how to replace the lift plate]

| No. | Procedure | Details |
|-----|--|--|
| 1 | Take out the cassette from the machine. |  <p>Machine front side</p> |
| 2 | <p><u>Remove the side A of the lift plate as indicated in the procedure 1.</u></p> <p>Bend and lift up the lift plate while pushing the hook of the cassette frame.</p> |  <p>Hook</p> <p>Lift plate</p> |
| 3 | <p><u>Remove the side B of the lift plate as indicated in the procedure 1.</u></p> <p>Unlatch the lift plate from the hook of the cassette frame while pushing it to the direction of the red arrow.</p> |  <p>Hook</p> <p>Lift plate</p> |
| 4 | <p>Lift up the lift plate and remove it from C on the cassette frame.</p> <p>Assemble the new type lift plate (No5, No.7) in the reverse manner of disassembly.</p> |  <p>C</p> <p>C</p> |

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[Procedures how to replace the actuator]

| No. | Procedure | Details |
|-----|---|--|
| 1 | <p>Unlatch the hook (D) of the actuator from the latch and unlatch the cross shape emboss (E) while pulling it toward the machine front side (to the direction of the red arrow).</p> | <p>Machine rear side</p> <p>(Viewed from the machine rear side)</p> <p>Machine front side</p> <p>Machine rear side</p> |
| 2 | <p>Fit the hook (D) of the new type actuator (No.8) halfway.</p> <p>Fit the cross shape emboss (E) and fit the hook (D) to the end.</p> | <p>Latch for the cross shape emboss (E)</p> <p>Latch for the hook (D)</p> <p>Machine rear side</p> |
| 3 | <p>Check if the actuator normally functions.</p> | <p>Actuator</p> |

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Serial Nos. of the Affected Machines

FS-6025MFP

| |
|-------------|
| KDCN |
| 1102L33KS0 |
| NDL2506249 |

TASKalfa 2550ci

| |
|----------------|
| UTAX/TA |
| 1102MV3UT0 |
| NZC2500437 |

FS-6530MFP

| KDA120V | KDAS | KDE | UTAX/TA |
|----------------|-------------|------------|----------------|
| 1102MW2US0 | 1102MW3AS0 | 1102MW3NL0 | 1102MW3UT0 |
| NWV2500066 | NWW2500001 | NWX2500215 | L2F2500001 |

FS-6525MFP

| KDA120V | KDAS | KDE | UTAX/TA |
|----------------|-------------|------------|----------------|
| 1102MX2US0 | 1102MX3AS0 | 1102MX3NL0 | 1102MX3UT0 |
| NWZ2500111 | NX22500001 | NX42500569 | L2G2500001 |

PF-470

| KDA120V | KDE |
|----------------|------------|
| 1203NP2US0 | 1203NP3NL0 |
| Q792509305 | Q7A2422735 |

Other models/destinations: From the next production