

SB Number:	SB 2F8-019	Creation Date: 02/03/2007
Subject:	TREATMENT: “Call service 7410” message	
Model:	FS-2000D/3900DN/4000DN/6950DN	

Error message “Call service 7410” and/or “Missing developer unit” is displayed when the installation of the drum and/or the developer unit is ‘incomplete’. In other words; this message will appear when the Drum Unit and/or Dev. Unit are not fully installed and/or have become partly uninstalled. This can be caused by excess shock or vibration during transportation and/or improper installation before shipment (to customer).

First:

Upon arrival at the customer please check if drum unit and developer unit are fitted correctly when installing the printer at the customer.

“Call service 7410” is indicated if fitting the drum unit in the printer is incomplete. If the error message is indicated, please check the condition of the Drum Unit by opening the left cover. The gray release button for the drum unit should be up straight (vertical). If the installation is incomplete, the button is angled (pointing inward). If this is the case, please correct it by following one or both of the procedures below:

1. Turn off the printer.
2. Open the top cover.
3. Remove the developer unit. The toner container may stay connected to the developer unit.
4. Open the left cover and remove the waste toner bottle.
5. Refit the drum unit.
 - Pull the drum unit out (about 10cm) while pushing the gray button.
 - Reinstall the drum unit and check if the gray button is pointed up straight/vertical.
6. Refit the waste toner bottle.
7. Reinstall the developer unit.
8. Close the top cover.
9. Turn on the printer and check if an error message appears.

“Missing developer unit” is indicated if the developer unit is installed incorrectly in the printer. If the error message appears please reinstall the developer unit according to the following procedure:

1. Turn off the printer.
2. Open the top cover.
3. Remove the developer unit. The toner container may stay connected to the developer unit.
4. Reinstall the developer unit.
5. Close the top cover.
6. Turn on the printer and check if an error message appears.