KYOCERA

Service Bulletin

SB Number:	**SB 2F8-019_Revised Issue**	*Creation Date:* **17/03/2008**
Subject:	***Preventing "Call service 7410" message***	
Model:	**FS-2000D/3900DN/4000DN/6950DN**	

Phenomenon

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'.
This can be caused by excess shock or vibration during transportation and/or improper installation before shipment.

Engine firmware	
Machine	**Version**
FS-2000D	010.001
FS-3900DN	011.001
FS-4000DN	010.001
FS-6950DN	013.002

Solution

Upon arrival at the customer please check if drum unit and developer unit are fitted correctly when installing the printer, then make sure that the newest firmware is installed.
The grey release button for the drum unit should be up straight (vertical).
If the installation is incomplete, the button is angled (pointing inward).
If "Call service 7410" is displayed, please correct it by following the procedure 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 10 cm) while pushing the grey button.
    – Reinstall the drum unit and check if the grey 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.

If "missing developer unit" is displayed, only reinstall the developer unit (Instructions 1, 2, 3, 7, 8 and 9).
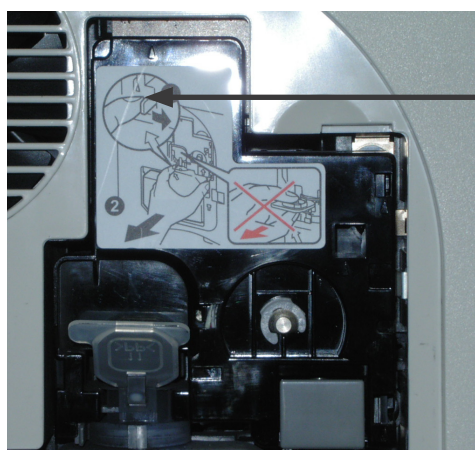
Push here to make sure that the drum unit is properly connected.