

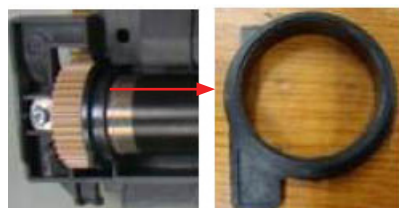
| | | |
|------------|--|---------------------------|
| SB Number: | SB 2HS-008 | Creation Date: 15/09/2010 |
| Subject: | Damaged bush at the heat and press roller | |
| Model: | FS-1100/1300D/2000D/3900DN/4000DN/2020D/3920DN/4020DN, FS-1028MFP/1128MFP | |

| | |
|------------|---|
| Phenomenon | The bush heat L and bush heat R of the heat and press roller at the fuser unit may be worn down. |
| Solution | <p>The following changes have been made:</p> <ol style="list-style-type: none"> 1. The resin material of the bush heat L and bush heat R has been changed from PPS (PolyPhenylene Sulfide, thermoplastic resin) to LCP (Liquid Crystal Polymer). (FS-1100/1300D/1350DN, FS-1028MFP/1128MFP only.) 2. To recognize if the bush heat L and bush heat R are old or new type, the 3mm projection has been added. (FS-1100/1300D/1350DN, FS-1028MFP/1128MFP only.) 3. The Noblux BX-4030 grease (Black colour) has been added to both sides of the press roller. |

Item 1. The resin material of the **bush heat L** and **bush heat R** at the **fuser unit** has been changed from **PPS** to **LCP**.



Bush heat R



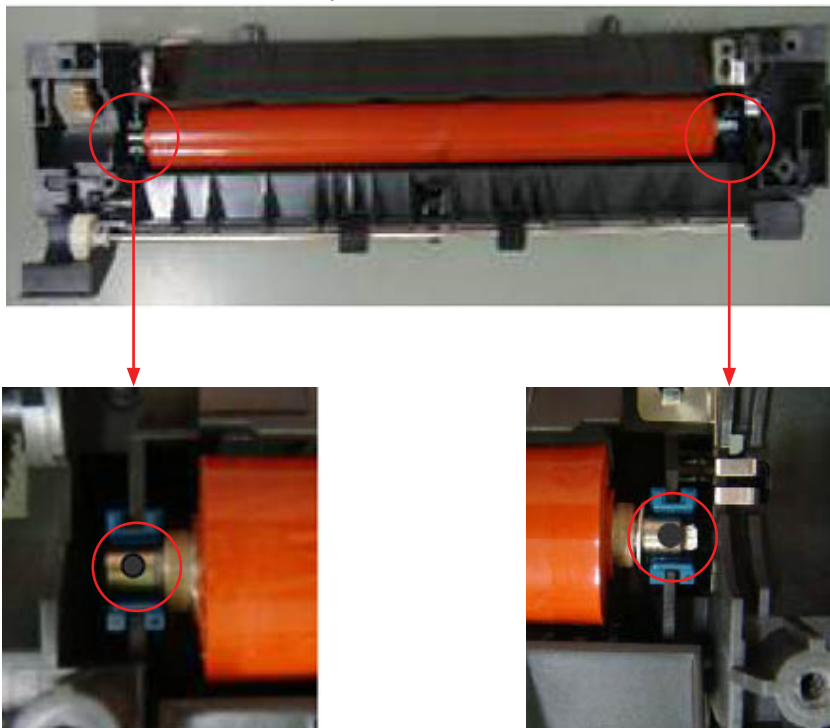
Bush heat L



Item 2: To recognize if the **bush heat L** and **bush heat R** is the old or new type, the 3mm projection has been added.



Item 3. The **Noblux BX-4030 grease** (Black colour) has been added to both sides of the press roller.



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|-----------------------|--|--|---|--|
| 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 | When the above mentioned phenomenon occurs, please replace the bush heat L and bush heat R with the latest type. | | | |

Parts

| No. | Old Parts No. | New Parts No. | Description | Q'TY | | Interchangeability | | SP | Affected models |
|-----|--------------------------|------------------------|-------------|------|-----|--------------------|-----|----|---|
| | | | | Old | New | Old | New | | |
| 1 | 302HS93042 2HS93042 | 302HS93043 2HS93043 | FK-130(E) | 1 | 1 | O | O | O | FS-1100/1300D |
| 2 | 302H493021 2H493021 | 302H493022 2H493022 | FK-150(E) | 1 | 1 | O | O | O | FS-1350DN, FS-1028MFP/ 1128MFP |
| 3 | 5MVX441XN001 2BR20180 | 302LZ25010 2LZ25010 | BUSH HEAT L | 1 | 1 | O | O | O | FS-1100/1300D/ 1350DN, FS-1028MFP/ 1128MFP |
| 4 | 302H425150 2H425150 | 302LZ25020 2LZ25020 | BUSH HEAT R | 1 | 1 | O | O | O | FS-1350DN, FS-1028MFP/ 1128MFP |

Serial numbers of affected machines

| Type | Serial number |
|--|-----------------------|
| FS-1100/1300D | June 2010 production. |
| FS-2000D/2020D/3900DN/ 4000DN, FS-1028MFP/1128MFP | Not available |
| FS-3920DN | XEY0341745 |
| FS-4020DN | XEZ0317816 |

Machines produced after the above mentioned serial numbers/
production date, should not have the above mentioned
phenomenon.

Serial numbers of affected units

| Type | Serial number |
|---------------|---------------|
| FK-320(RPS) E | WTM0377505 |
| FK-340(RPS) E | WMG0377314 |
| FK-350(RPS) E | WMJ0388990 |
| | |
| | |

Units produced after the above mentioned serial
numbers, should not have the above mentioned
phenomenon.