

# Service Bulletin

SB Number:	SB 2DC-005	Creation Date: 17/09/2003
Subject:	Service calls C7980 / 7990 (supplement to Service Manual)	
Model:	KM-1500	

## *What to do when service calls C7980 or C7990 appear?*

**C7980:**        *Waste toner reservoir overflow with less than 100K copies*  
**C7990:**        *Waste toner reservoir overflow with 100K copies or more*

*Since the following procedure is not described in the current KM-1500 service manual, this Service Bulletin has been published instead.*

### **Procedure**

- If above service calls arise, please take the process unit out of the machine, shake it horizontally several times and put it back into the machine.
- If the C code is then not cleared after switching first the power source off and on, please replace the process unit.
- If the C code is still not cleared after replacing the process unit and turning power source off and on again, please replace the 'Waste Toner Sensor' or the 'Engine Board'.

### **Background**

When the waste toner sensor detects a 'near-full' level, 'E31' will be displayed to advise the user that the timing to replace the process unit is almost reached. If after display of E31, the machine is however still used continuously (for approx. 1,000 copies), the C code **C7980 / 7990** will be displayed and the machine will eventually lock.