Service Bulletin

SB Number:	**SB 2C9-032**	*Creation Date:* **30/07/2007**
Subject:	***Fuser Unit ground problem, new Front Bush Heat Roller***	
Model:	**KM-1620/2020/1650/2050/2550/1635/2035**	

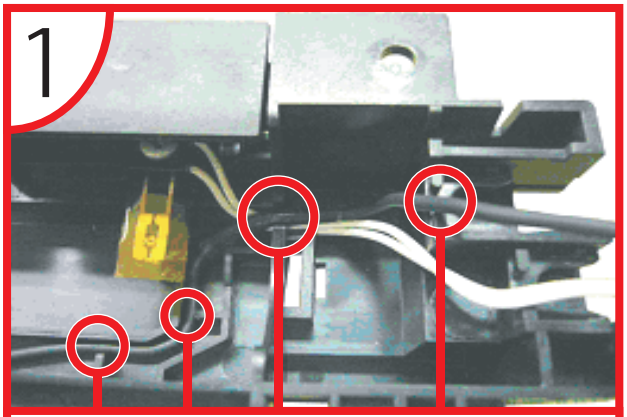
We would hereby like to inform you about a possible problem in the field.

Phenomenon:
Under the following conditions a short-circuit can occur throughout the machine:
When inserting the heat roller bush into the housing of the Fuser Unit (after replacing the fuser heat roller), there is a possibility that the brim section of the 'Front Bush Heat Roller' catches the 'Wire Fuser Unit'. This will cause a ground failure. Please note that for this to happen, the 'Wire Fuser Unit' must also be placed incorrectly (refer to image 1 (= correct) and 2 (= incorrect) for details).

Measure:
If the outer plastic of the Wire Fuser Unit is torn it will be necessary to prevent a ground fault to the fuser unit (and possibly other parts of the machine from occurring. The conductive part that can possibly pass the current from the WireFU to the rest of the Fuser Unit is the 'Front Bush Heat Roller'. Therefore this part has been changed as follows: The 'Front Bush Heat Roller' has gone from a conductive bush to a nonconductive one. To easily identify the new from the old the external color of the 'Front Bush Heat Roller' will be brown (new) and black (old).

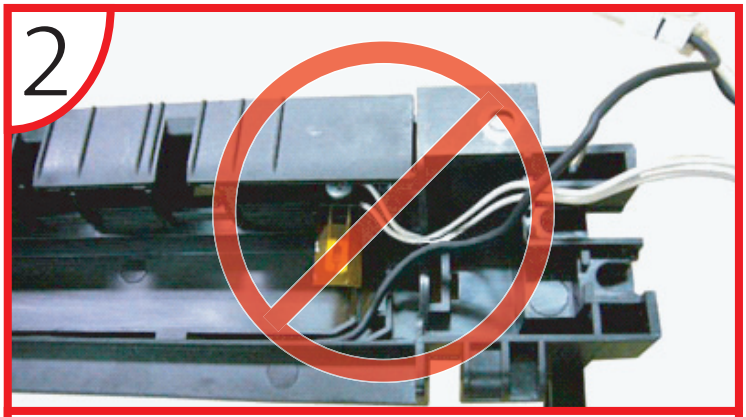
Field measure:
Next time when visiting the users for maintenance or attaching/detaching the fuser heat roller, please replace the FRONT BUSH HEAT ROLLER. Also, please check the placing of the Wire Fuser Unit and make sure its correctly placed into the Fuser Unit housing (image 1 and 2 below). Alternatively, please replace the entire Fuser Unit when necessary

1



The Wire Fuser Unit (WFU) shown above is correctly placed in the F.Unit housing.

2



The 'WFU' shown above is INCORRECTLY placed in the F.Unit housing and can possibly cause a short circuit.

OLD Front Bush Heat Roller

NEW Front Bush Heat Roller
p/n: 302C920151