

SB Number:	SB 2BJ-029	Creation Date:	17/02/2004
Subject:	Vertical white lines on image (F/W upgrade)		
Model:	KM-2530 / 3530, KM-4030		

Phenomenon

Vertical white lines may appear on a gray or black solid section at rear side (C side) starting from 170 mm from the A side. See sample below.

Cause

As for the machines produced before November 2002 (see machine serial numbers below), at the ready status period, the Laser Diode (LD) was turned on for LSU BD detection. However, if **U256** (= pre-heat setting) is for some reason OFF or for customers that have a very low C/V, that leads to a ready status for a considerable long time, the laser beam will be directed to the same position on the drum surface for a long time hereby causing a deterioration of the drum surface. As a result, white lines may appear. See sample below.

Countermeasure

The LD lighting control of the LSU at the ready status has been cancelled. (Change of F/W)

If above phenomenon arises, please check if the machine firmware level is at least below version or later. If not, please upgrade.

F/W version:

MAIN: 2BJ29274F
MMI : 2BJ29284F
Language B: 2BJ29302C

Field Measure

If above phenomenon arises, please replace the drum unit and/or upgrade the machine F/W to the newest version.

Important Note:

As informed in Service Bulletin [03-002](#), In the KM-2530 / 3530 and KM-4030, the preheat mode can be set to ON or OFF in simulation **U256**. Please pay attention however that this preheat setting in the above models must not be set to 'OFF'. Reason is that these models have acquired the Energy Star standard, which requires preheat setting to be on. Therefore, if the customer demands to change the preheat setting to 'OFF', please kindly explain the important above point to the customer and change the setting to 'ON'. If the setting is already set to 'OFF', please change the setting back to 'ON'. The factory default setting for preheat is set to 15 minutes.

Affected machine serial numbers:

(from November 2002 production)

KM-2530: H3035116 and later
KM-3530: J3030407 and later
KM-4030: N3003906 and later

