

# Service Bulletin

SB Number:	SB 2BJ-024	Issue Date: 29/06/2003
Subject:	'LIFT MOTOR' problem (C1010 / 1020 / 1030 / 1040)	
Model:	KM-2530 / 3530, KM-4030 / FS-9100DN / 9500DN	

The following 2 phenomena related to the 'LIFT MOTOR' of the KM-2530 / 3530, KM-4030 and FS-9100DN / 9500DN may arise.

## Phenomenon 1.

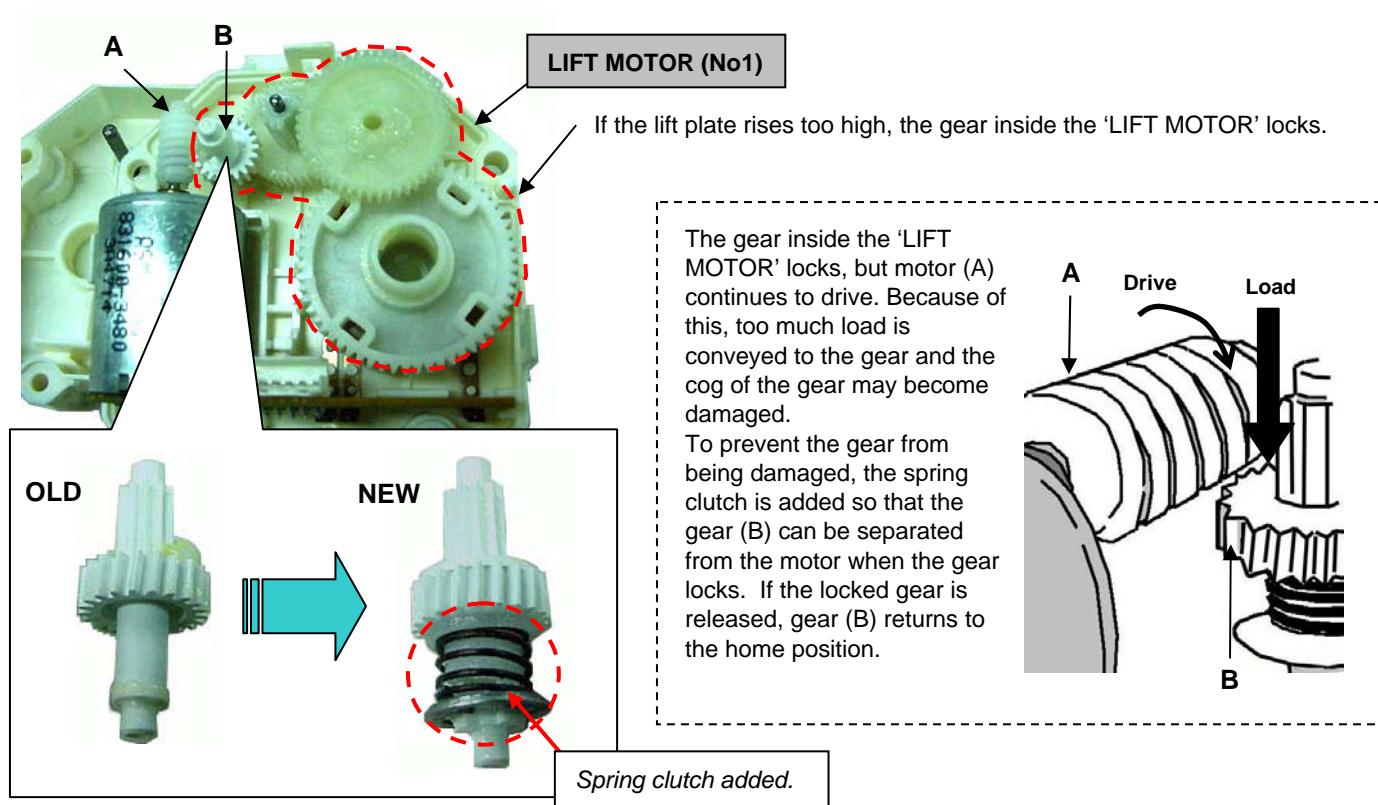
Due to an unusual rise of the lift plate, too much load may be conveyed to the 'LIFT MOTOR' which causes the gear inside of the lift motor to become damaged. As a result, the following service calls may arise.

- 1st cassette → **C1010**
- 2nd cassette → **C1020**
- 3rd cassette → **C1030**
- 4th cassette → **C1040**

## Contents of changes 1.

A spring clutch has been added to the gear inside the 'LIFT MOTOR' to secure a proper clearance and to prevent the gear from getting damaged.

Please note that the addition of the spring clutch does not prevent the C-calls from occurring, but avoids the breakage of the gear.



## Parts Table 1.

No.	Part No. OLD	Part No. NEW	Description	Q'ty old-new		Interchangeability		Remarks
1	2BL27580	2BL27581	LIFT MOTOR	2	2	X	O	1 x 'LIFT MOTOR' is used per cassette.



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## Field Measure 1.

If phenomenon 1. arises, please replace old part 1. with new part 1.

When replacing the 'LIFT MOTOR', please upgrade the software to below version or later at the same time:

- SOFTWARE MAIN 2 (2BJ29276)
- SOFTWARE MMI 2 (2BJ29285)
- SOFTWARE LANGUAGE E2 (2BJ29303)

## Affected Machine Serial numbers (change in LIFT MOTOR):

**KM-2530:** J3041991 and later

**KM-3530:** H3051585 and later

**KM-4030:** N3007958 and later

**FS-9100DN:** XRX~ (from next production) and later

**FS-9500DN:** XAJ3501886 and later

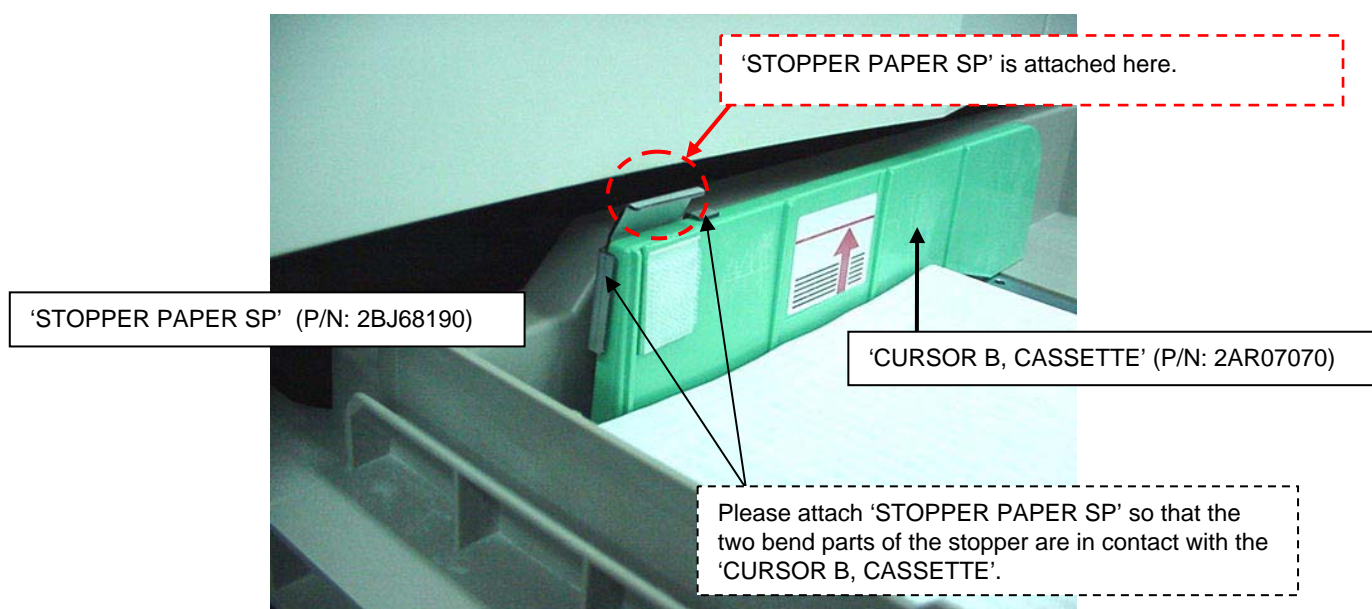
## Phenomenon 2.

If paper jams it may enter into the rear side of the cassette when pulling out the cassette to remove the jammed paper. If the cassette is closed in the above conditions, the paper might be caught between the cassette and lift motor. Then the service call that shows the problem of lift motor might arise.

- 1st cassette → **C1010**
- 2nd cassette → **C1020**
- 3rd cassette → **C1030**
- 4th cassette → **C1040**

## Field measure 2.

The 'STOPPER PAPER SP' is supplied as field service part to prevent paper from entering the rear side of cassette when pulling out the cassette after the paper jam occurs.



## Parts Table 2.

No.	Part No. OLD	Part No. NEW	Description	Q'ty old-new		Interchange ability	
1	-----	2BJ68190	STOPPER PAPER SP	-	1	-	O

**Note:** Please use one piece of stopper per cassette.