

# Service Bulletin

SB Number:	SB 2BJ-022	Issue Date: 10/04/2003
Subject:	Fixing failure with B5R size paper / firmware upgrade	
Model:	KM-2530 / 3530, KM-4030	

## Phenomenon

When copying with 5.5 x 8.5R / B5R / A5R originals, in some particular conditions and user environments (see below), fixing failure problems may occur.

### Conditions / user environments

- directly after main switch ON
- repeating single copying
- paper temperature low (cold paper stock location)
- low temperature in user environment

Should fixing failure in the above case occur, please perform the below mentioned measure.

## Field Measure

Raise the present control temperature for B5R/A5R.

-- Change the temperature in **U161**, **M size setting (COPY UP TEMP M)** from **+ 2 to + 8**. (Increase with 6)  
*In addition, please thoroughly explain to the customer that the power plug should not be unplugged so that the cassette heater will remain ON continuously (to prevent low temperature user environments)!*

### = NOTE I. =

If the control temperature is increased too much, then high temperature offset problems may occur! Therefore, if the control temperature was already increased to a value more than 165, please change the temperature back to 165, which is the default temperature. After that, implement the above measure.

## Final countermeasure / Firmware upgrade

The control temperature for 5.5X8.5R / B5R / A5R has been adjusted as of below firmware version and later. This firmware version is included in machines produced as of February, 2003. (For machine serial numbers, please refer to **page 2** of this bulletin)

**SOFTWARE MAIN : 2BJ29276H**

### = NOTE II. =

When upgrading the software MAIN, please make sure to upgrade MMI & Language software at the same time. See next pages for corresponding versions of MMI and Language firmware versions.

### = NOTE III. =

Please check if M size setting is +2, before upgrading the firmware. If not, please change it back to + 2 default value before upgrading the firmware.

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*Firmware versions* (as of Febr. '03)

	<b>Program No.</b>	<b>File Name (after decompressing)</b>
MAIN	2BJ29276H	P2BJ2927.6H1
MMI	2BJ29285G	P2BJ2928.5G0
LANGUAGE E	2BJ29303D	P2BJ2930.3D2

***Affected Machine Serial Numbers:***

**KM-2530:** H3043807 and later  
**KM-3530:** J3035329 and later  
**KM-4030:** N3007321 and later