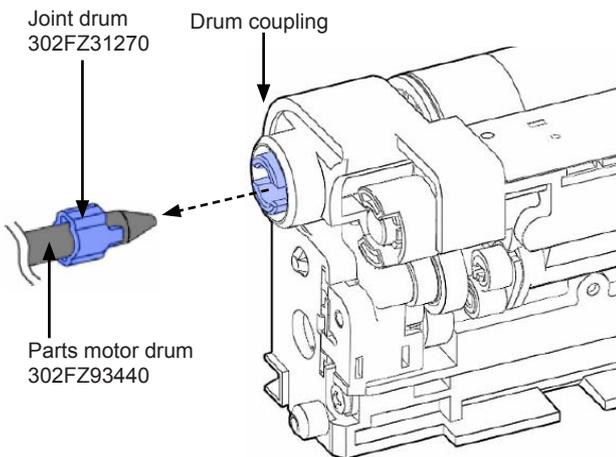


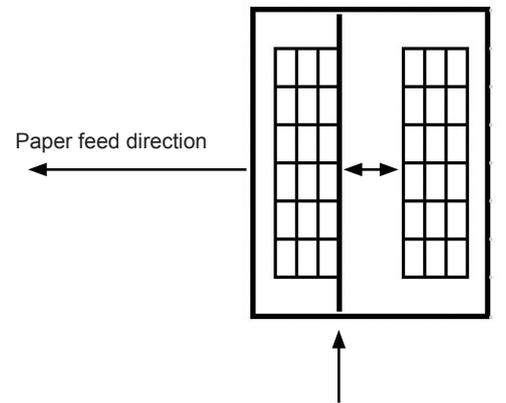
SB Number:	SB 2FZ-055	Creation Date: 02/02/2010
Subject:	Vertical lines on the print-out/improper colour registration	
Model:	KM-C2520/3225/3232/2525E/3232E/4035E	

Phenomenon	<ol style="list-style-type: none"> 1. Vertical white lines may appear with a 45mm interval on the print-out. 2. Vertical waste toner lines may appear at each white line on the print-out. 3. The colour registration may be wrong. 4. The drum unit can not be removed easily from the machine.
Cause	<p>When T7 (toner ejection) is performed in a machine with a low colour coverage rate, the toner flow ability in the drum unit will decrease during drum cleaning.</p> <p>Under this condition the drive can not be conveyed smoothly to the drum unit, and the joint drum 302FZ31270 may disengage from the drum unit.</p> <p>When the drum unit keeps operating, the edge of the joint drum may grind against the drum coupling, releasing particles in the process.</p> <p>These particles may enter the drum coupling and the joint drum, which may result in a molten drum motor shaft.</p> <p>The molten shaft adheres to the drum coupling and therefore the drum unit can not be removed easily from the machine.</p>
Solution	To prevent the joint drum from disengaging from the drum coupling, the internal diameter of the joint drum 302FZ31271 has been changed from Ø8.015mm to Ø8.3mm.

Drum section at the back of the machine.



Sample of the improper image.



White lines and waste toner lines may appear with a 45mm interval on the print-out.

Parts

No.	Old Parts No.	New Parts No.	Description	Q'TY		Interchangeability		SP
				Old	New	Old	New	
1	302FZ31270 2FZ31270	302FZ31271 2FZ31271	JOINT DRUM	4	4	X	O	O

Classification	<input type="checkbox"/> Entire stock rework	<input type="checkbox"/> In-field modification at next visit	<input type="checkbox"/> In-field modification by case	<input type="checkbox"/> No modification necessary
Field measure	When the above mentioned phenomena occur, please replace the joint drum from all the drum units (Bk/Y/C/M) with the latest type.			

Serial numbers of affected machines

Type	Serial number
KM-C2520/3225/3232	No production.
KM-C2525E	PAX7901650
KM-C3232E	PAV7900617
KM-C4035E	QCN7X00001

Machines produced after the above mentioned serial numbers, should not have the above mentioned phenomena.