# KYOCERA *Service Bulletin*

| SB Number: | **SB 2H7-032** | Creation Date: **26/02/2010** |
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| Subject: | ***Clearing fuser related error codes such as CF186/C6100 etc.*** | |
| Model: | **TASKalfa250ci/300ci/400ci/500ci** | |

| Phenomenon | Several fuser related error codes such as CF186 , C6100, C6200, C6030 or C6050 may occur under the following conditions:<br><br>1. Firmware version 7.00 is installed on the machine.<br>2. Paper size is A4 or smaller.<br>3. Print-out is in duplex.<br>4. TASKalfa250ci/300ci paper output: Mailbox of the finisher (the phenomena will not occur when outputting to tray A/B/C or booklet).<br>5. TASKalfa400ci/500ci paper output: Finisher (tray A, mailbox or booklet) (the phenomena will not occur when outputting to tray B/C)<br>6. The phenomena may occur if the printing is interrupted due to one of the following reasons:<br>  • Paper empty.<br>  • Paper full, running out of staple, etc. in the finisher.<br>  • Toner empty.<br>  • Waste toner box is full.<br>  • Printing is interrupted by the user. |
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| Solution | This has been corrected in the following firmware:<br><br>Main: 2H7_2F00.008.011<br>MMI: 2H7_7000.008.010 |

| **Classification** | ☐Entire stock rework | ☐In-field modification at next visit | ☒In-field modification by case | ☐No modification necessary |
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| **Field measure** | When the above mentioned phenomena occur, please upgrade the firmware to the latest version. | | | |

**Serial numbers of affected machines**

| Type | Serial number |
|---|---|
| TASKalfa250ci/300ci/400ci/500ci | Not available |