

SB Number:	SB 2H7-028	Creation Date: 26/04/2010
Subject:	Image failure/streaks on the print-out, due to damaged transfer belt	
Model:	TASKalfa250ci/300ci/400ci/500ci	

Phenomenon	1. White or black streaks may appear on the print-out. 2. Image failure may occur.
Cause	When the internal temperature of the machine becomes too high (due to high environment temperature/humidity), the cooling fan will be activated. Under this condition the toner may scatter inside the machine, and may adhere to the seal takeoff 302H715350 on top of the black developer unit. When the transfer belt operates, the edge adheres to the toner on the seal resulting in scratches on the transfer belt. (white or black streaks on the print-out) The transfer belt may eventually tear, if the machine keeps operating under this condition. (image failure)
Solution	The seal takeoff 302H715350 has been relocated (both sides of the developer unit) to prevent contact with the edge of the transfer belt.

Parts

No.	Old Parts No.	New Parts No.	Description	Q'TY		Interchange-ability		SP
				Old	New	Old	New	
1	302H793177 2H793177	302H793178 2H793178	PARTS DLP K UNIT For TASKalfa400ci/500ci	1	1	X	O	O
2	302JZ93197 2JZ93197	302JZ93198 2JZ93198	PARTS DLP K L UNIT For TASKalfa250ci/300ci	1	1	X	O	O
3	-----	302H715350 2H715350	+SEAL TAKEOFF	-	2	-	O	-
4	302H793224 2H793224	302H793225 2H793225	PARTS TRANSFER BELT H UNIT For TASKalfa400ci/500ci	1	1	O	O	O
5	302JZ93074 2JZ93074	302JZ93075 2JZ93075	PARTS TRANSFER BELT L UNIT For TASKalfa250ci/300ci	1	1	O	O	O

Classification	<input type="checkbox"/> Entire stock rework	<input type="checkbox"/> In-field modification at next visit	<input checked="" type="checkbox"/> In-field modification by case	<input type="checkbox"/> No modification necessary
Field measure	<p>When the above mentioned phenomena occur, please replace the transfer belt and relocate both the seals as follows:</p> <p>Remove the seals from the black developer unit, and clean the surface afterwards with cleaning alcohol.</p> <p>Reattach the seal takeoff 302H715350 to the positions mentioned on page 2. (new condition of the developer unit and transfer belt)</p>			

Serial numbers of affected machines

Type	Serial number
TASKalfa250ci	QJK9909358
TASKalfa300ci	QJE9901949
TASKalfa400ci	QJA9901273
TASKalfa500ci	QHW9900732

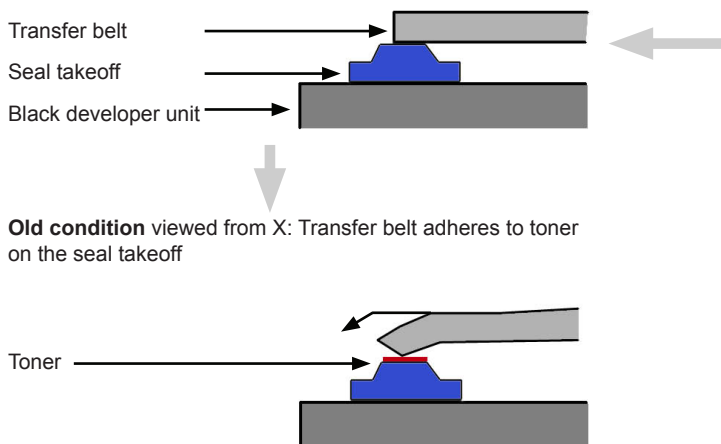
Machines produced after the above mentioned serial numbers, should not have the above mentioned phenomena.

Serial numbers of affected units

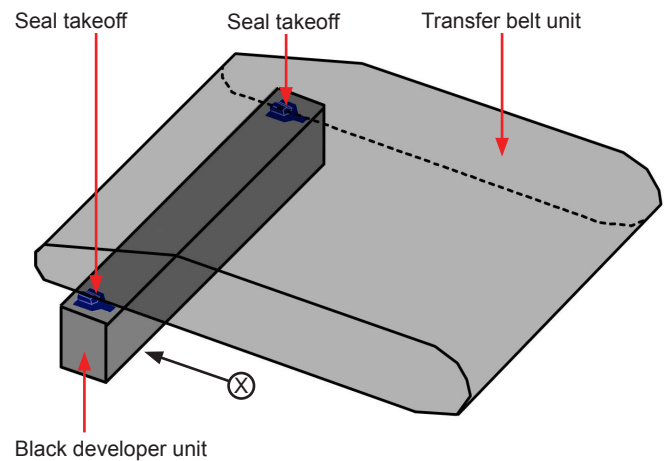
Type	Serial number
PARTS DLP K UNIT	KBT9990361
PARTS DLP K L UNIT	KUQ9990470
PARTS TRANSFER BELT H UNIT	KGN9X10282
PARTS TRANSFER BELT L UNIT	KGP9X26082
MK-855A	From the next production.
MK-865A	From the next production.

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

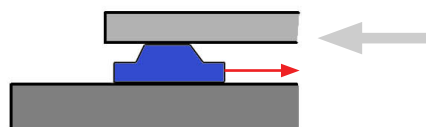
Old condition viewed from X: Part overview



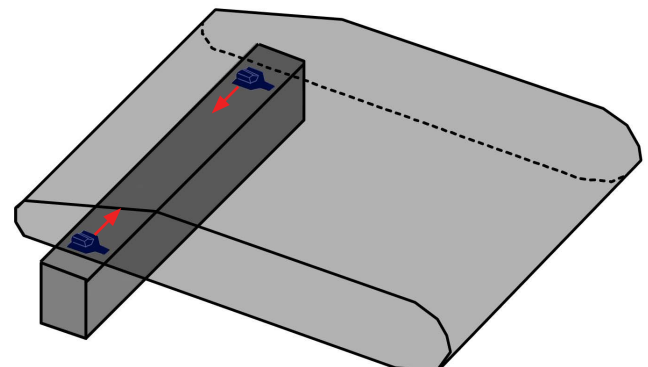
Old condition of the transfer belt unit and black developer unit.



New condition viewed from X

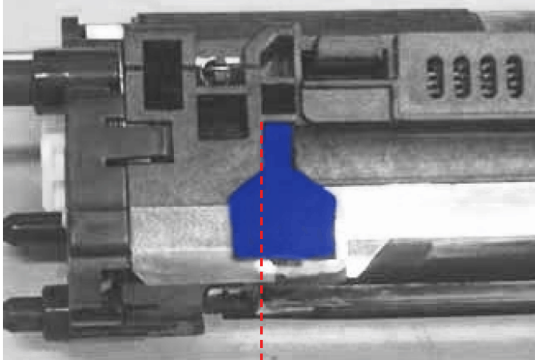


New condition of the transfer belt unit and black developer unit.



The **seal takeoff** on both sides of the developer unit have been relocated 4mm within the boundaries of the transfer belt, to prevent contact with the edge of the transfer belt.

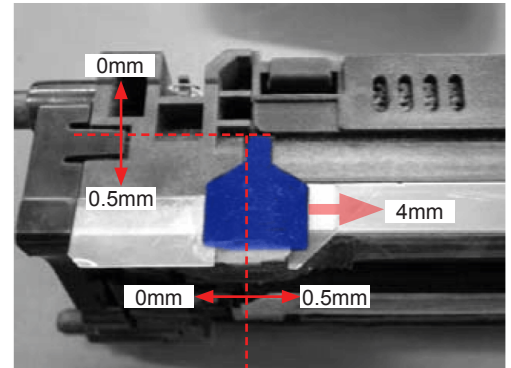
Old condition: Above view of the black developer unit at the back of the machine.



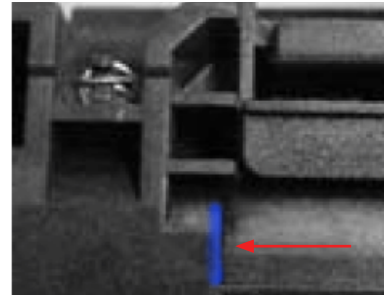
The **seal takeoff** 302H715350 is aligned with the edge.



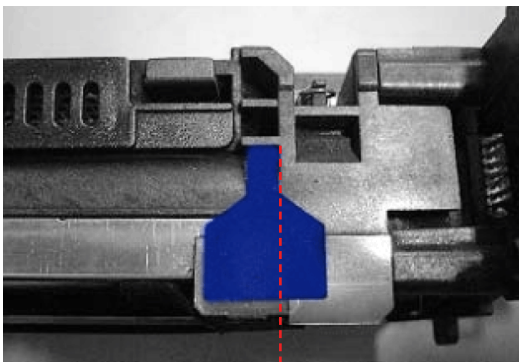
New condition: Align the **seal takeoff** as indicated below. (the seal takeoff is relocated 4mm closer to the middle of the black developer unit)



Details: The seal takeoff must be aligned against the bump.



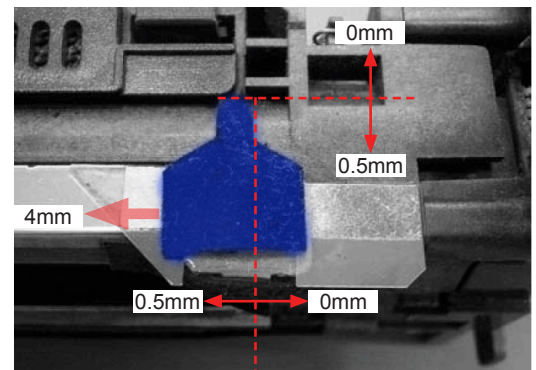
Old condition: Above view of the black developer unit at the front of the machine.



The **seal takeoff** 302H715350 is aligned with the edge.



New condition: Align the **seal takeoff** as indicated below. (the seal takeoff is relocated 4mm closer to the middle of the black developer unit)



Details: The seal takeoff must be aligned against the bump.

