



KYOCERA Service Bulletin

SB Number:	SB 2H0-019	Creation Date: 12/01/2010
Subject:	No response from the touch panel	
Model:	KM-2560/3060, TASKalfa250ci/300ci/400ci/500ci	

Phenomenon	The touch panel may not respond.
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Cause	When too much pressure is used operating the touch panel, it may be possible a gap is created between the operation panel cover and the touch panel. Foreign particles may enter the gap, causing the touch panel to stop responding.
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Solution	The sponge LCD at the front side of the operation panel (between the LCD operation and the tablet operation) has been changed from sponge LCD 302H005610 to cushion LCD 302H705610 .
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Parts	No.	Old Parts No.	New Parts No.	Description	Q'TY		Interchangeability		SP
					Old	New	Old	New	
	1	302H093145 2H093145	302H093146 2H093146	PARTS OPERATION UNIT EXP (KM-2560/3060)	1	1	X	O	O
	2	302H793490 2H793490	302H793491 2H793491	PARTS OPERATION UNIT (E,A) (TASKalfa250ci/300ci/400ci/500ci)	1	1	X	O	O
	3	-----	302H705610 2H705610	+ CUSHION LCD	-	1	-	O	-
	4	302H005610 2H005610	302H005610 2H005610	+ SPONGE LCD	2	1	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	When the above mentioned phenomenon occurs, replace the sponge LCD 302H005610 at the front of the operation panel with a cushion LCD 302H705610 .			

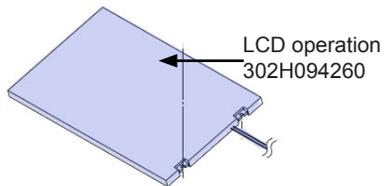
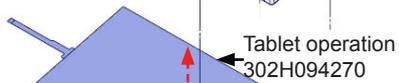
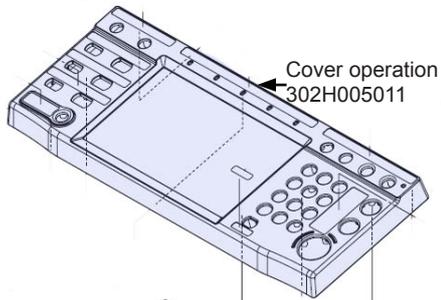
Serial numbers of affected machines

Type	Serial number
KM-2560/3060, TASKalfa250ci/300ci/400ci/500ci	January 2009 production

Machines produced after the above mentioned production date, should not have the above mentioned phenomena.

Solution; replace the sponge LCD at the front of the operation panel with a cushion LCD

Old condition



New condition

