

| | | |
|-------------------|---|----------------------------------|
| 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 |

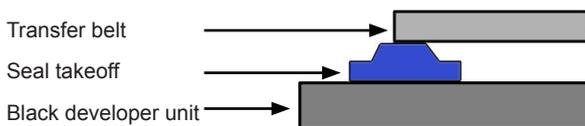
| | | | | |
|-----------------------|---|--|---|--|
| Classification | <input type="checkbox"/> Entire stock rework | <input type="checkbox"/> In-field modification at next visit | <input checked="" type="checkbox"/> In-field modification by case | <input type="checkbox"/> No modification necessary |
| 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

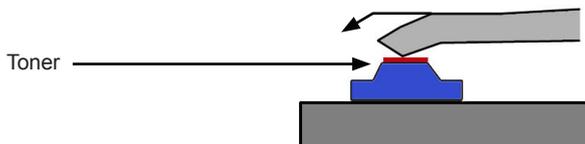
| Type | Serial number |
|---------------|---------------|
| TASKalfa250ci | QJK9909358 |
| TASKalfa300ci | QJE9901949 |
| TASKalfa400ci | QJA9901273 |
| TASKalfa500ci | QHW9900732 |

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

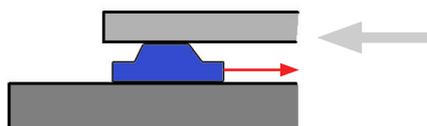
Old condition viewed from X: Part overview



Old condition viewed from X: Transfer belt adheres to toner on the seal takeoff



New condition viewed from X

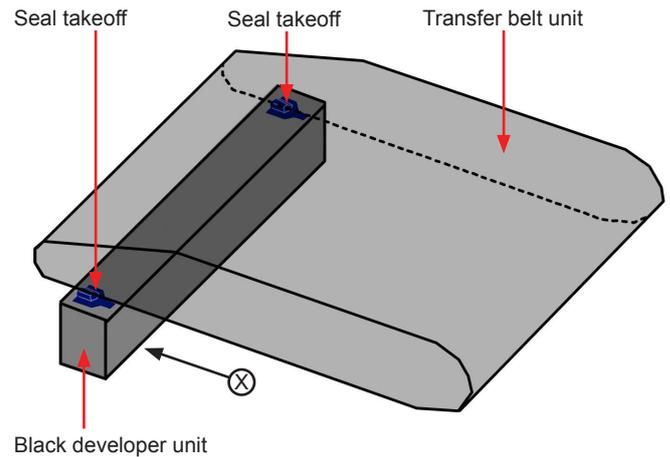


Serial numbers of affected units

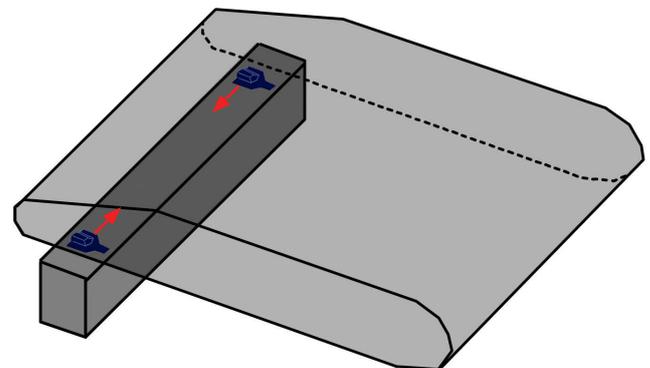
| Type | Serial number |
|----------------------------|---------------------------|
| PARTS DLP K UNIT | KBT9990361 |
| PARTS DLP K L UNIT | KUQ9990470 |
| PARTS TRANSFER BELT H UNIT | KG9X10282 |
| PARTS TRANSFER BELT L UNIT | KGP9X26082 |
| MK-855A | From the next production. |
| MK-865A | From the next production. |

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

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

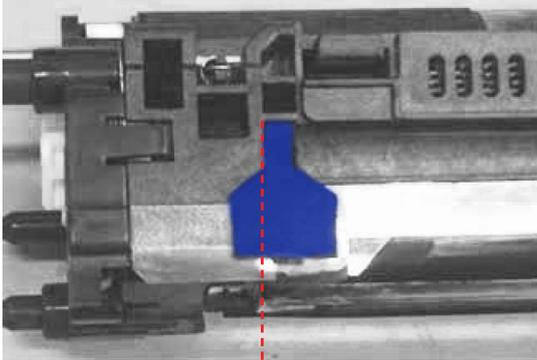


New condition of the transfer belt unit and black developer unit.



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.

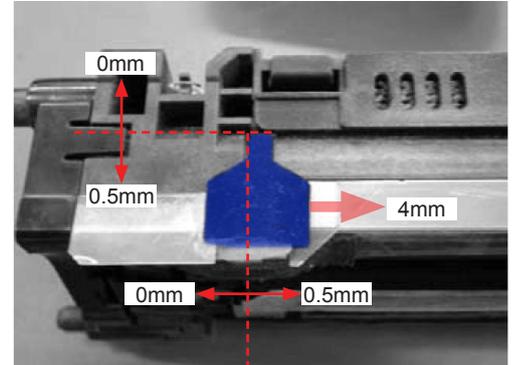
Old condition: Above view of the black developer unit at the back of the machine.



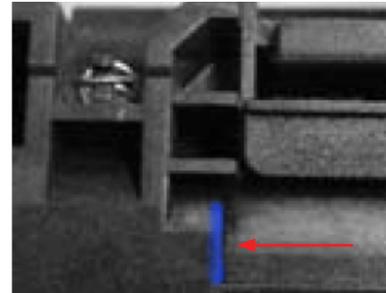
The seal takeoff 302H715350 is aligned with the edge.



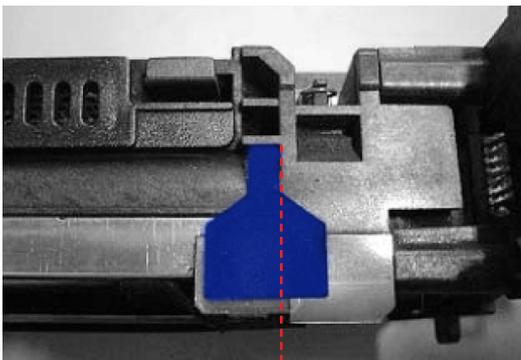
New condition: Align the seal takeoff as indicated below. (the seal takeoff is relocated 4mm closer to the middle of the black developer unit)



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



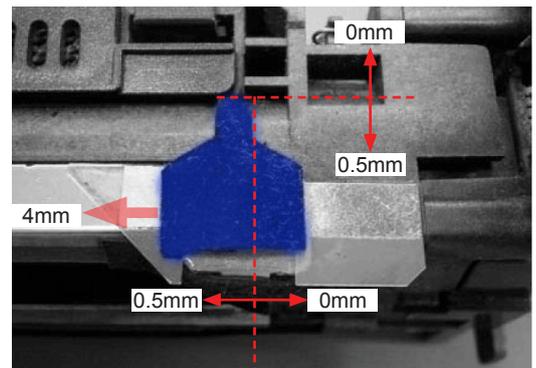
Old condition: Above view of the black developer unit at the front of the machine.



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.

