

SB Number:	SB 2G1-025	Creation Date: 03/06/2010
Subject:	Firmware upgrade (Preventing error code C6020)	
Model:	FS-9130DN/9530DN	

Item	Contents
Error code C6020 (Fuser thermistor high temperature error)	<p>The following changes have been made to prevent error code C6020:</p> <ol style="list-style-type: none"> 1. To decide the error code detection temperature (The maximum and minimum values have been eliminated) and an average value of the sampling data will be used. 2. The temperature range is determined and a theoretical impossible value has been excluded as follows: <ol style="list-style-type: none"> 2.1. Atmospheric temperature: The temperature fluctuate will be measured 2 times per second for the temperature range between -0.1 °C to 1 °C. 2.2. Detection temperature: The temperature fluctuate will be measured 2 times per second for the temperature range between -40 °C to 40 °C. 3. The error code detecting timing has been changed from 40ms to 480ms. 4. To stabilize the thermistor immediately after turning on the main switch or after sleep mode recovery, the sampling for the detection temperature will not be enabled. Therefore the adjustment will not be performed. 5. When the error code is detected, the machine will ignore the detection until it occurs 3 times.

Firmware

Type	Program No.	Check SUM	Version	Status date
MAIN	S2G1_3000.013.001	C81A	013.001	13/10/2009
ENGINE	S2G1_1000.020.001	AA87	020.001	01/03/2010

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 checked="" type="checkbox"/> No modification necessary
Field measure	When the above mentioned phenomenon occurs, please upgrade the firmware to the latest version.			

Serial numbers of affected machines

Type	Serial number
FS-9130DN/9530DN	April 2010 production

Machines produced after the above mentioned production date, should be affected by the above mentioned changes.