

Model: Finisher for the AD50		Date: 15-Sep-97	No: 1
Subject: New Product Information		Prepared by: S.Tomoe	
From: QAC 2nd Field Information Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input type="checkbox"/> Other ()		

The new Finisher (SR710) is being developed as a peripheral for the AD50, which will be launched this November. This RTB clarifies the differences between the SR700 and the SR710.

1. Model Name and Machine Code

Brand Name	Ricoh	NRG	Infotec	Savin
Machine Code	A612-57	A612-62	A612-66	A612-55
Model Name	SR710			

2. Technical Information

All information in the service manual is the same as that for SR700 except for the following items.

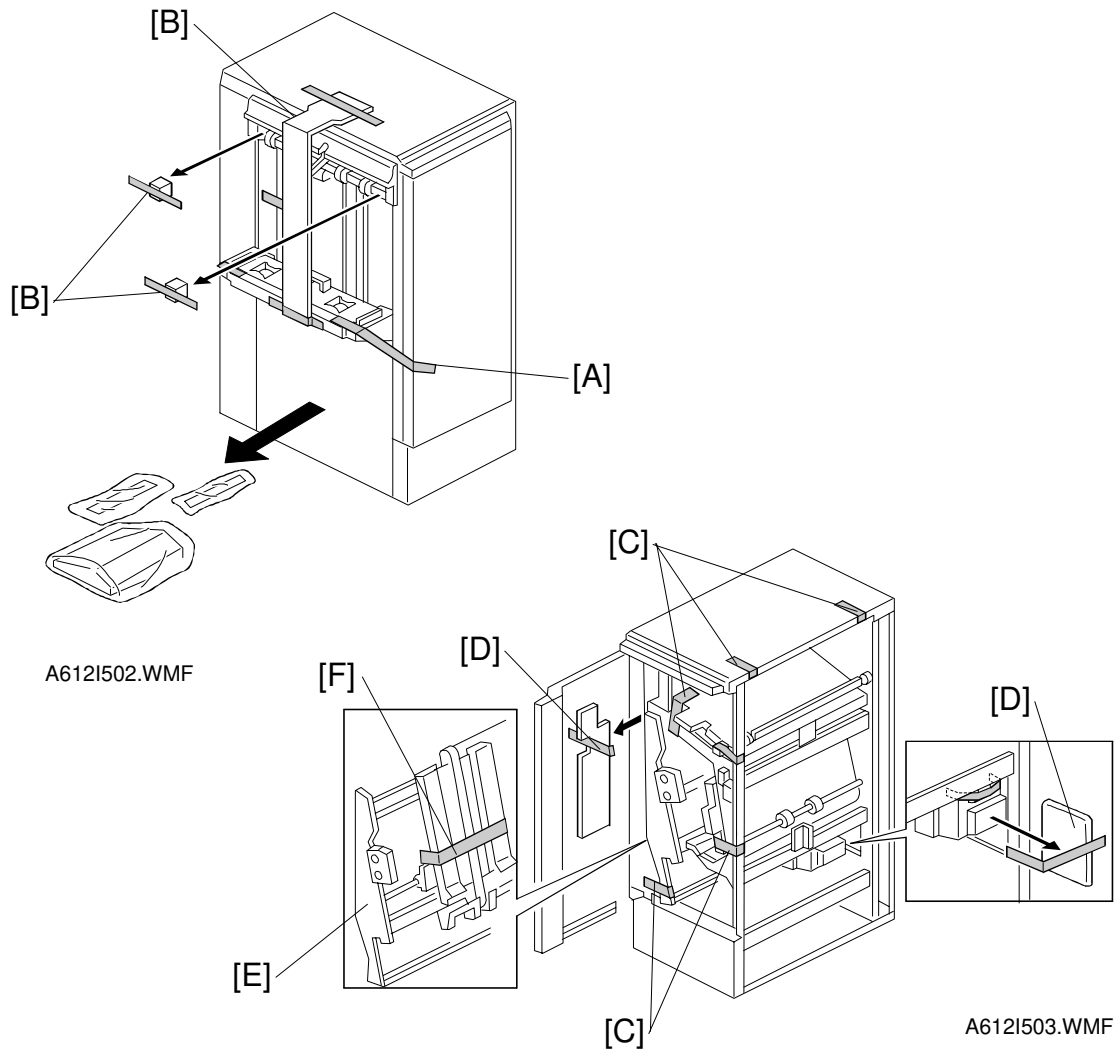
1) Increased paper speed at the entrance of the unit

The AD50 copy speed is 50 cpm. So, the paper speed at the entrance of the unit has been increased from the SR700 (200 mm/s → 250 mm/s). Therefore, the transport drive motor has been changed.

2) Two grounding plates have been removed

Due to a change in the European Radiation Standard Class (EN55022) of the AD50 from class B to class A, two grounding plates are no longer necessary to install the unit. Therefore, the installation procedure of the finisher has been changed (refer to the attached installation procedure).

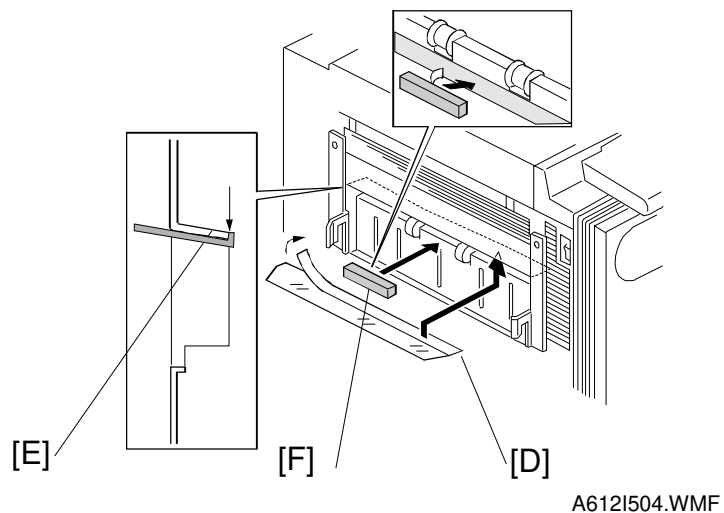
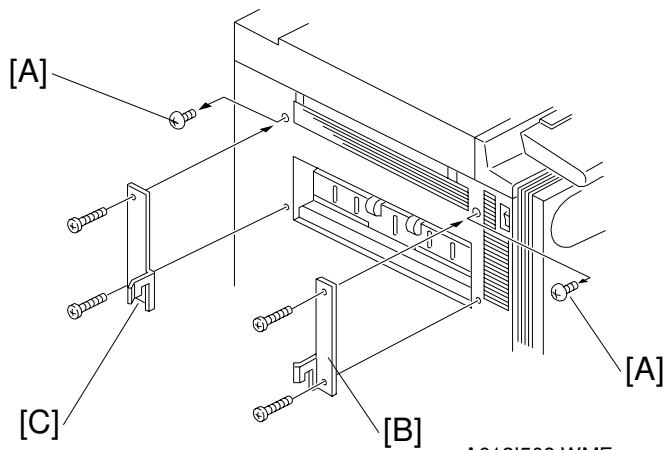
INSTALLATION PROCEDURE



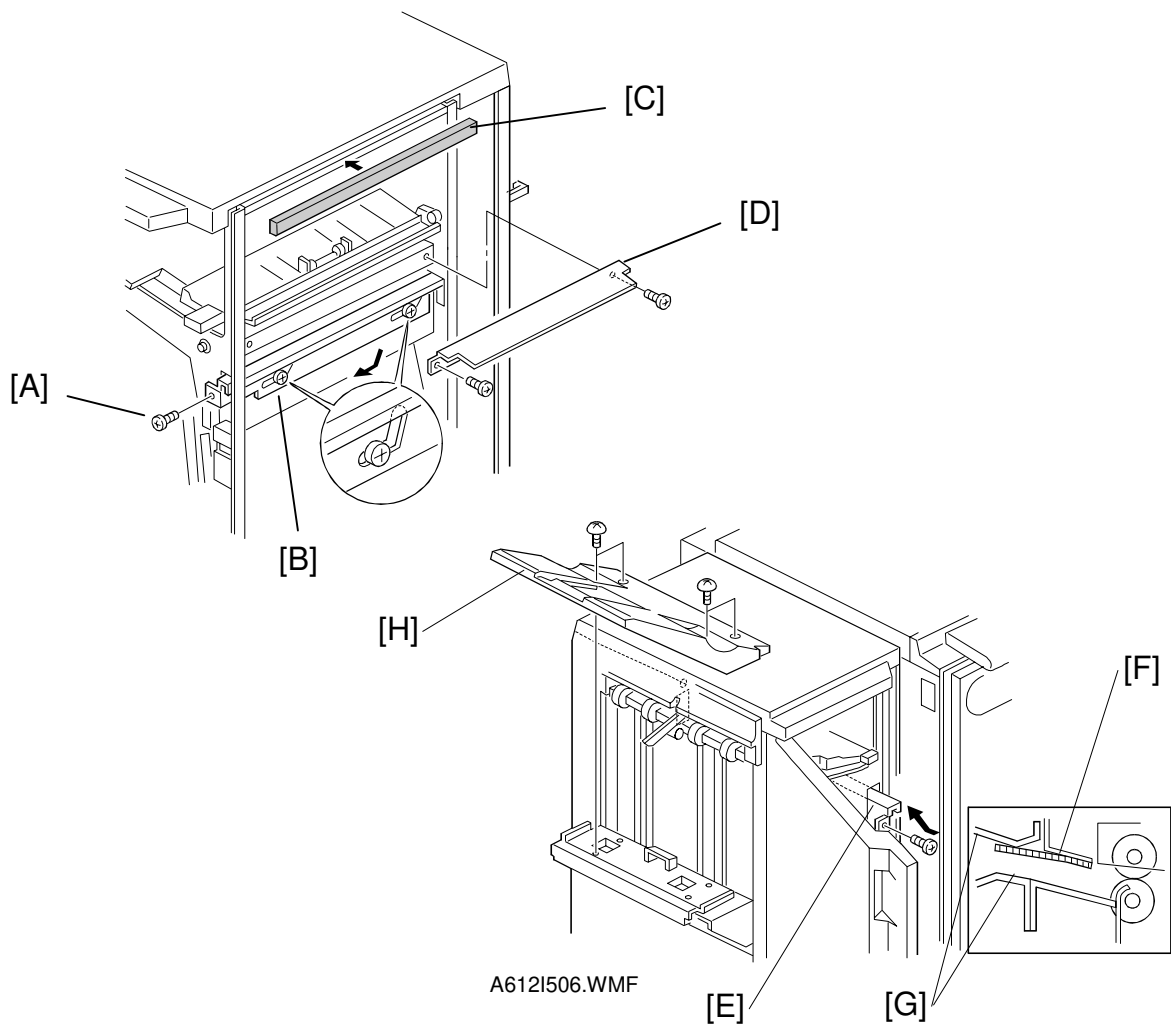
⚠ CAUTION

Unplug the power cord before beginning the following procedure.

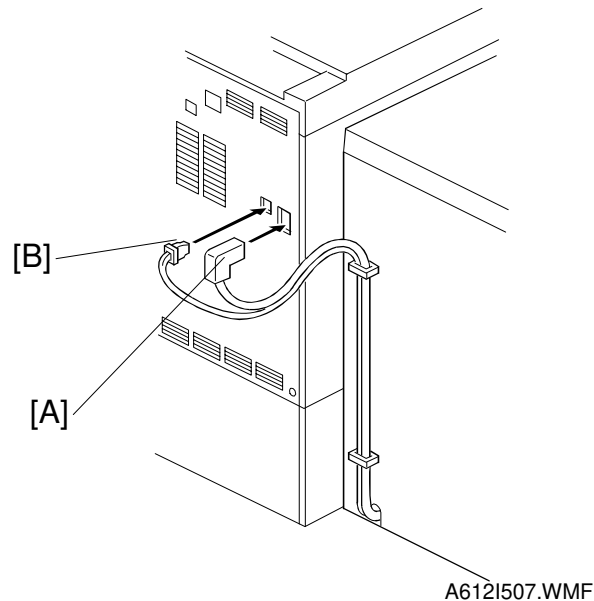
1. Remove the strip of tape [A] and the cushions [B].
2. Open the front door and remove the strips of tape [C] and cushions [D].
3. Pull out the staple unit [E].
4. Remove the strip of tape [F].



5. Remove the screws [A] from the left cover.
6. Install the front connecting bracket [B] (2 screws— M4 x 12) and the rear connecting bracket [C] (2 screws— M4 x 12).
7. Attach the mylar strip [D] to the copy exit area, as shown.
NOTE: Carefully align the edge of the cover [E] with the mylar guide.
8. Attach the cushion [F] to the lower exit plate, as shown.



9. Open the front door of the finisher and remove the screw [A] which secures the locking lever [B]. Then pull the locking lever (This causes the lever to move out and down).
 10. Attach the cushion [C] to the metal stay (not to the cover) as shown.
 11. Install the entrance guide plate [D] (2 screws -M4 x 6).
 12. Align and install the finisher on the connecting brackets. Lock them in place by raising the locking lever [E].
- NOTE:** Ensure that the mylar strip [F] is located between the guides [G].
13. Install the shift tray [H] (4 screws — M4 x 8).



14. Reinstall the rear cover.

15. Connect the cable [A] and the fiber optic connector [B].

16. Plug in the copier.

17. Turn on the main switch and test the newly installed finisher's operation.

NOTE: The copier automatically recognizes that the finisher has been installed. The stapler will begin stapling after about 10 copies (This is how long the first staple takes to come to the proper position in the cartridge).

Model: AD50		Date: 30-Sep-97	No: 2
Subject: Incorrect screw information		Prepared by: S.Tomoe	
From: QAC 2nd Field Information Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

The screws [A] which are removed when the optional 500-sheet tray is installed, are truss screws. However, the September production run began incorporating knob screws. However, during the next production (around October) these screws will be reverted to truss screws.

Please note that It is not necessary for field technician to change these screws in the field.

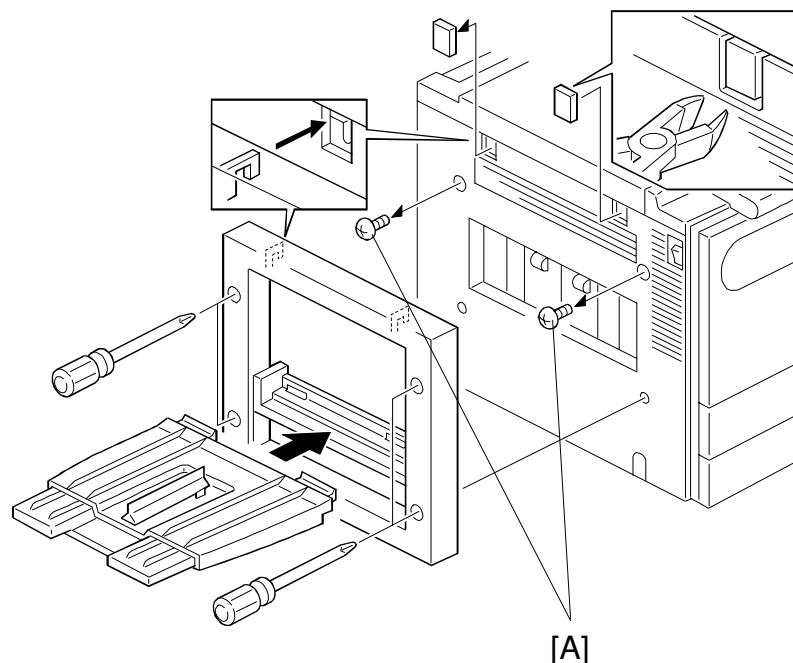
Serial Number:

A217-10: AN37090001 ~ AN37090078 (78 units)

A217-15: 9A77090001 ~ 9A77090100 (100 units)

A217-27: A7607090001 ~ A7607090430 (430 units)

A217-29: A7607090461 ~ A7607090465 (5 units)



Model: Finisher for the AD50		Date: 30-Sep-97	No: 3
Subject: SC101		Prepared by: E.Fukuyama	
From: QAC 2nd Field Information Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

For machines on which the Finisher is installed, if a large amount of copies is made right after power-up, SC101 may occur. If the Entrance Guide is installed in the proper position, this problem may be prevented. Please refer to the attached page for the installation procedure.

Symptom

SC101 occurs.

Cause

If the Entrance Guide is not installed in the proper position, a gap may develop between the Cover and the Main Frame through which the heat and humidity generated by the paper may enter and lead to high temperature/high humidity around the lamp stabilizer. If a large amount of copies is made right after the machine is turned on, the Lamp Stabilizer will warm up very quickly and may lead to condensation. This may lead to a short circuit and cause SC101.

Countermeasure

The edges of the Entrance Guide have been bent to strengthen this part and make it easier to install. Please refer to SR710 MB#2 for the details regarding this modification.

ACTION

During the set-up of a Finisher manufactured after May 1997, please install the Entrance Guide in a manner that will prevent a gap from developing between the Cover and the Main Frame. Please refer to the attached page for this procedure.

In the event that an SC101 occurs on a Finisher manufactured before April 1997, please replace the Entrance Guide with part number A6122333.

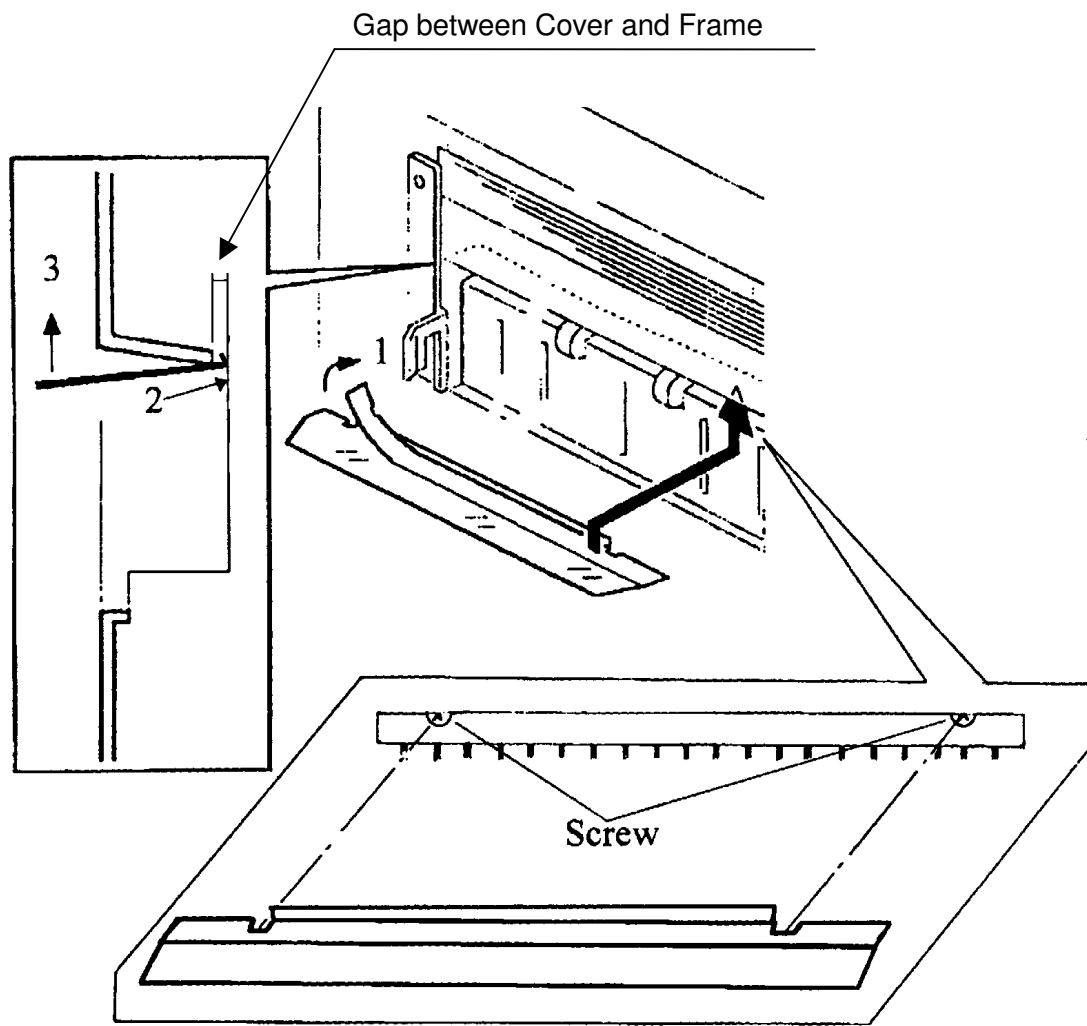
Model: Finisher for the AD50

Date: 30-Sep-97

No: 3

Entrance Guide Installation Procedure

1. Peel off the tape seal for the Entrance Guide.
2. Place the Entrance Guide on the Main Frame.
3. Attach the Entrance Guide to the Cover.



New Entrance Guide

Model: AD50		Date: 15-Feb-98	No: 6
Subject: ROM Modification for the EX-IPU Board		Prepared by: E.Fukuyama	
From: QAC Field Information Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

Below please find the details for the EX-IPU board ROM modification.

Problem

When SC325 (laser synchronization signal error 2) occurs, black copies appear.

Cause

Software bug

When SC325 occurs, the software should automatically adjust the laser synchronization timing to prevent abnormal copies. However, due to a bug in the software, the necessary corrections were not made.

Countermeasure

The EX-IPU software was modified.

New ROM part number: A2175259D

This modification will be implemented from the February 98 production run.

RTB Correction

Reissue date: **30-Apr-98**

The items in bold italics have been corrected or added.

The illustration has been added.

Model: AD50		Date: 15-Apr-98	No: 7
Subject: Duplex Jam		Prepared by: A.Sasaki	
From: QAC Field Information Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input type="checkbox"/> Other ()		

SYMPTOM

1. During paper feed from the duplex unit, the leading edge of the paper is bent or a no-feed jam occurs.
2. During stacking in the duplex unit, a stacking jam occurs.

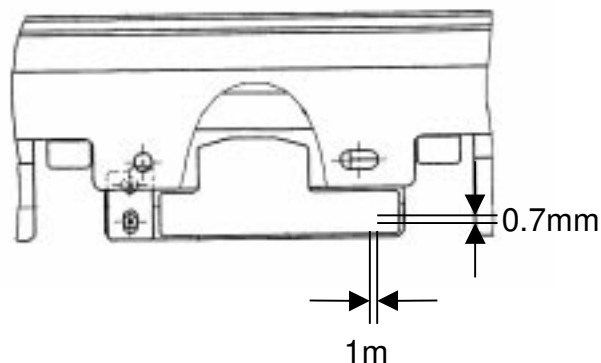
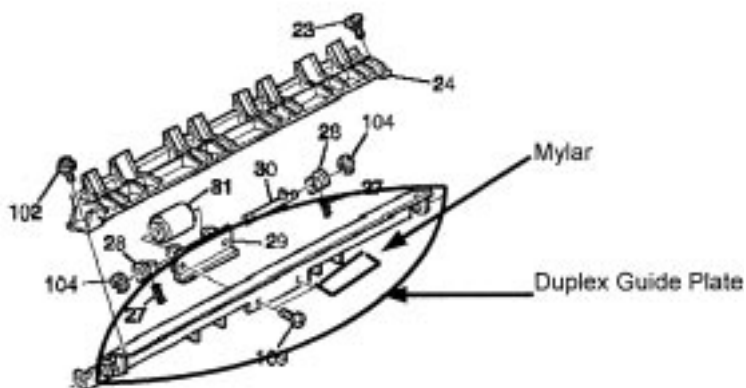
ACTION

1. Paper feed jam (leading edge bent or non-feed)
 - 1) Check to see if the duplex guide mylar is set properly. If it is bent or out of position, please replace ***the duplex guide mylar (A1344670)*** or the duplex guide plate ***(A1344662)***.

Method: Rotate the feed roller by hand. If it makes a clicking sound it is OK.

(If the mylar is bent or out of position, the leading edge of the copy may be bent or no-feed jams may occur.)

Reattaching the mylar (as shown below) is a temporary countermeasure. As a permanent countermeasure, the duplex guide plate should be replaced.

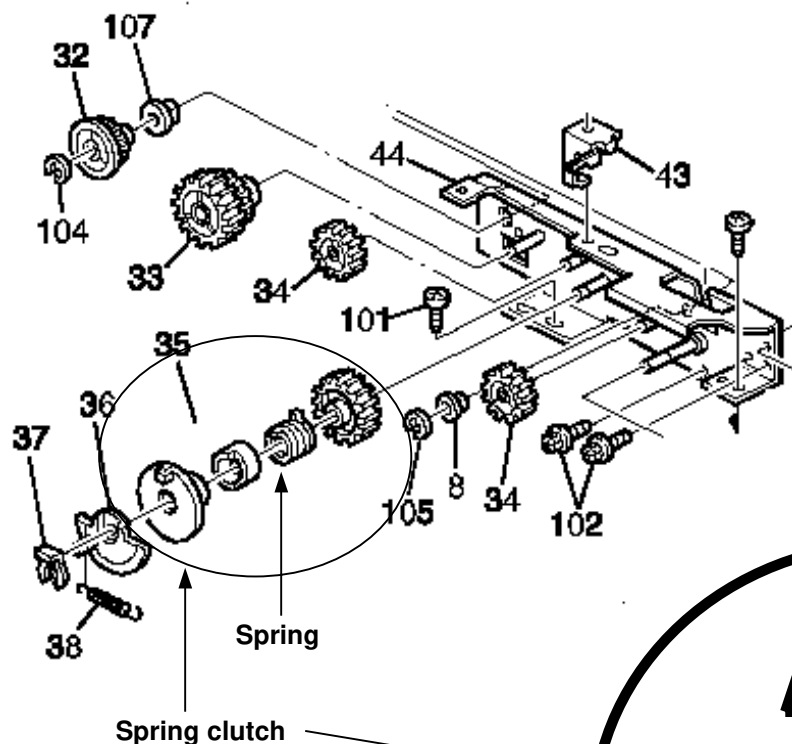


Model: AD50

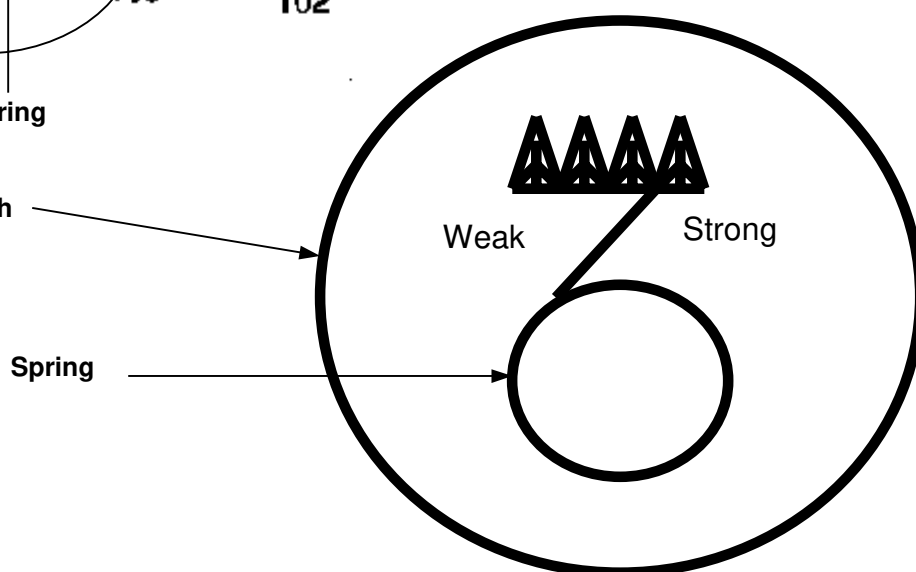
Date: 15-Apr-98

No: 7

- 2) If 1) does not solve the problem, change the position of the spring in the spring clutch to increase the pressure on the bottom plate, or replace the spring clutch.
 - By adjusting the spring setting, the pressure on the bottom plate in the duplex unit increases. The stronger the setting, the more effective it is.
(If the pressure on the bottom plate is insufficient, no-feed paper jams may occur.)



There are 3 settings for the spring. The one on the right is the strongest.

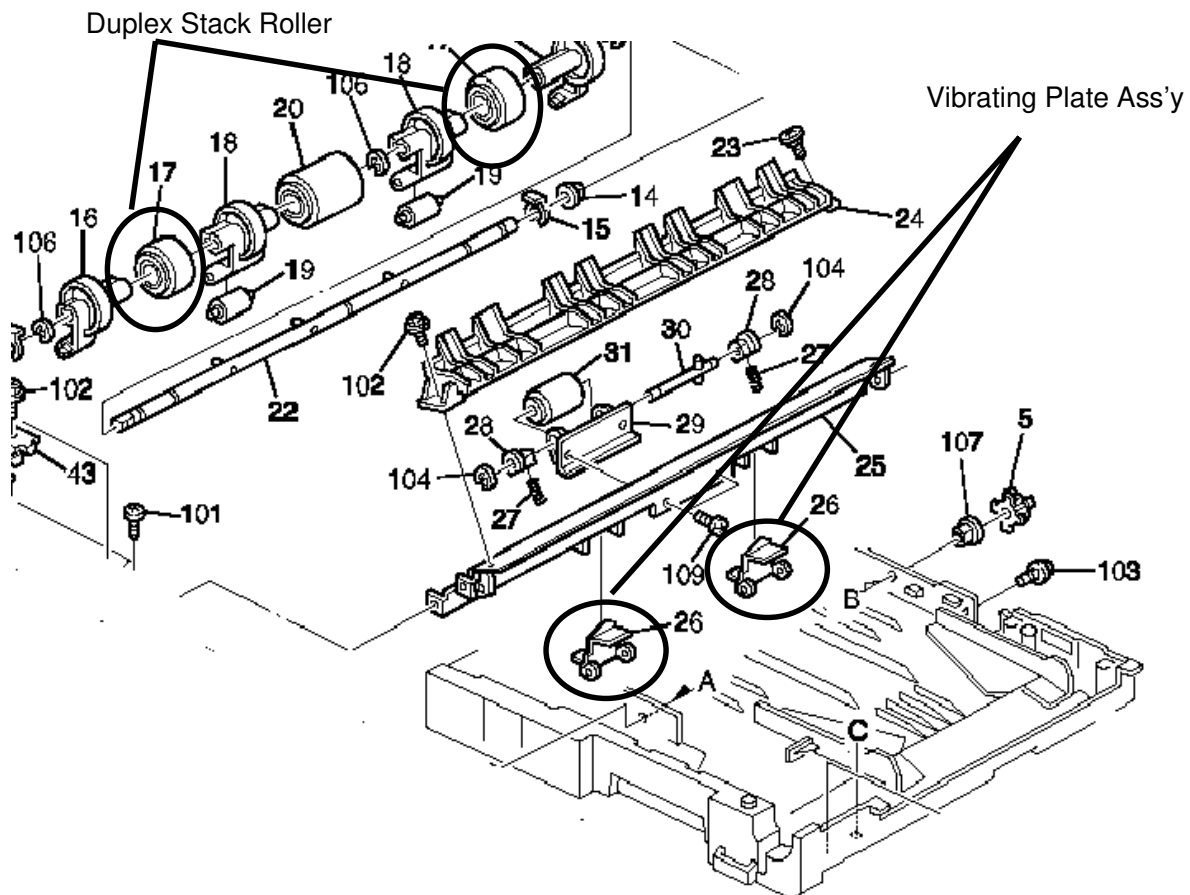


Spring clutch as viewed from the rear of the unit

- 3) If 2) does not solve the problem, change the spring clutch (P/N AB040015) to a modified one (P/N AB040017). (Refer to an MB for the details of the modification.)

2. Stacking Jams

- 1) Check the condition of the mylar on the vibrating plate ass'y. If it is bent or damaged, replace the vibrating plate ass'y (A1544626)
 Rotate the duplex stack roller. If it makes a clicking sound, it is OK.
 (If the mylar is bent or damaged, stack jams may occur.)

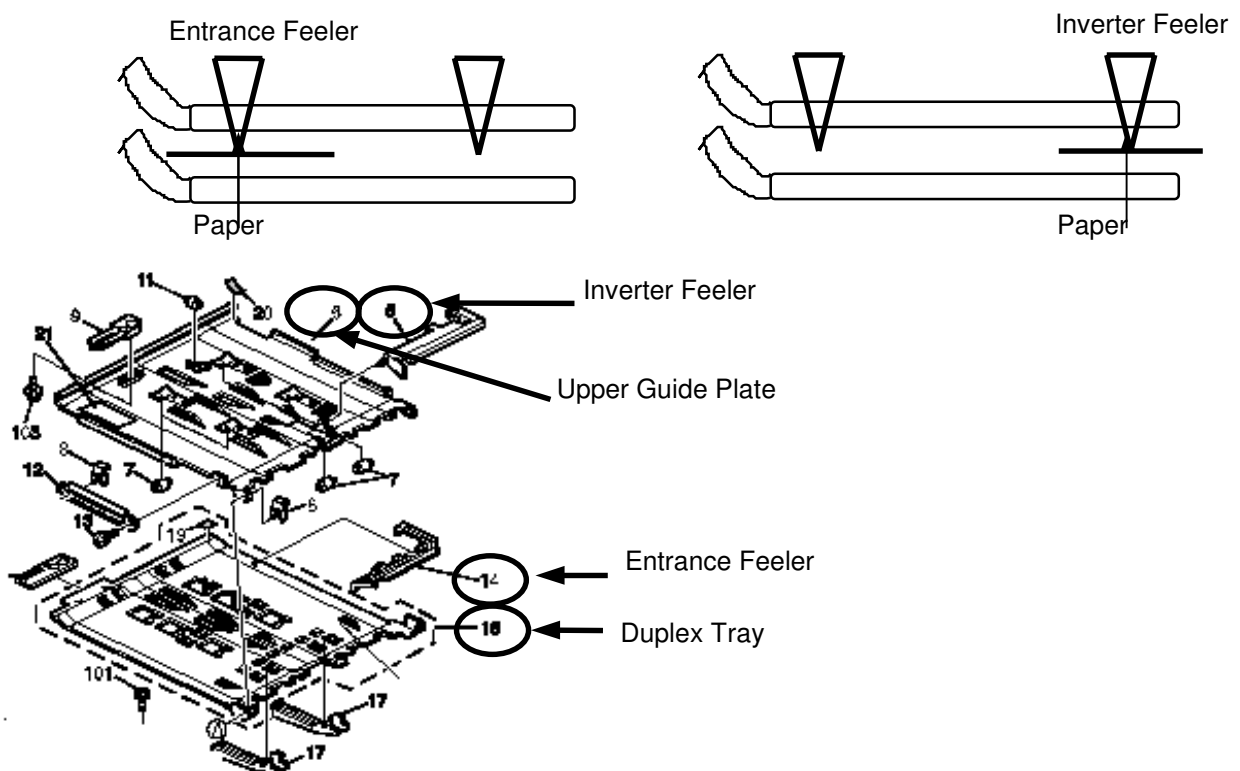


- 2) Check to see if the upper guide plate (A13444732) or the duplex tray are deformed. If so, replace the parts.

Check procedures: Pull out the duplex unit and put paper in between the upper guide plate and the duplex tray as shown below. Next, insert the tray and note whether or not duplex jam is indicated. If it is, then it's OK. (This checks the inverter feeler detector and the entrance feeler detector.)

- Please inform the users that they should pull out the duplex unit all the way when removing paper when a jam occurs. If the duplex unit is only pulled out part way, this may lead to deformation of the upper guide plate and the duplex tray.

- Duplex Jam indicated = OK -



- 3) Check to see if there is enough grease on the SP clutch.

*Grease should be added at the 120K PM visit. Grease: Mobil Temp 78.

Lack of grease may result in stack jams.

Model: AD50		Date: 15-Apr-99	No.: RA217008
Subject: Scanned Image on the Hard Disk		Prepared by: M. Ishihara	
From: GTSS Field Information Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other (Software explanation)		

We sometimes receive inquiries concerning deletion from the hard disk when copies are made using digital copiers.

Certainly, some customers may be worried that the scanned original image stored on the hard disk can be recalled by someone else.

Please explain to customers when required.

In the copy mode, when an original is scanned, the scanned original is stored as an image on the hard disk.

The stored image on the hard disk is deleted when the job is completed (when the Start key turns green for the next job).

Model: AD3, SP3 and AD50		Date: 09-Jul-01	No.: RA133023
Subject: SC341		Prepared by: E. Fukuyama	
From: Technical Services Dept., GTS Division			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required		
	<input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision		
	<input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information		
	<input checked="" type="checkbox"/> Other ()		

Please add the following to your service manuals:

SC341: Development Motor Lock

- Definition - [B]

The development motor lock signal remains high (unstable rotation) for 1 second or longer.

- Possible causes -

- Too much load on the drive mechanism
- Development motor defective