

| | | | |
|---|---|---|---|
| Model: Gim-MF1a/b | | Date: 23-Feb-15 | No.: RM172001 |
| Subject: Service manual revision | | Prepared by: T.Suzuki | |
| From: 3rd Tech. Support Sec. Service Support Dept., | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other () | <input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2 |

Important Information about the Debug Tool

- **How to get the debug tool:**

The debug tool is located on the GKM server ([TA] Troubleshooting Assistant: Support Utilities).

Answer: ID 183038

FAQ: ID 183038

- **How to use the debug tool:**

The PDF manual for the debug tool is located on the GKM server ([TR] KIBO Controller Model's Technical Reference) at the following URL:

KIBO_Controller Debug_Log collection_ Technical _Reference_v1.0.ppt

Answer: ID 191534

FAQ: ID 191534

- **Service Manual revision:**

The Service Manual for the KIBO controller based Gimlet was revised (see next page).

Model: Gim-MF1a/b

Date: 23-Feb-15

No.: RM172001

Service Manual revision

“gawk” was deleted from the list circled in red.

Note: This is because gawk is included in the dbgmon.exe file.

Debug Log

Overview

To check the machine's operational status, obtain the following log entries from the machine.

Log entries to obtain

- Log entries on the machine operation and parameters.
- Log entries on the changes to the machine status
- Only log entries for the controller (not including log entries for the engine)

Output format

- Text format

What you need

To obtain log entries from PC

- A laptop PC with a compatible OS
- PC console (dbgmon.exe)
- gawk

| | | | |
|--|--|---|--|
| Model: Gim-MF1 a/b | | Date: 23-Feb-15 | No.: RM172002 |
| Subject: Troubleshooting - No image printing of received fax | | Prepared by: T.Suzuki | |
| From: 3rd Tech. Support Sec. Service Support Dept. | | | |
| Classification: | <input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other () | <input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2 |

SYMPTOM

A fax is received but cannot be printed out under the following conditions.

- Non-ECM
- Dummy data is larger than 16k bytes

Note: The dummy data may be larger than 16k in the case of direct transmission, in order to keep the receiver on-line.

CAUSE

Controller firmware bug

SOLUTION

Update the Controller firmware to **Ver. 1.11.1 or later**.

Cut in: This version will be applied to the production from March, 2015.

| | | | |
|---|---|---|---|
| Model: Gim-MF1a/b | | Date: 19-Mar-15 | No.: RM172004 |
| Subject: Important notes: Replacement of controller board | | | Prepared by: T.Suzuki |
| From: 3rd Tech. Support Sec. Service Support Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other () | <input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2 |

Service Manual Revision

An important note was added.

Replacement and Adjustment, Electrical Components, Controller board

Pg. 94

IMPORTANT:

Do the following to reconfigure ID2 when you replace the KIBO controller board.

● Configuring ID2

1. Access SP mode from the operation panel
2. Execute **SP5-870-003** (Common KeyInfo Initialize)
3. Reboot the machine.

● Verifying configuration results

1. Access SP mode.
2. Check the configuration results inside the following SPs.

• **SP5-811-002 (Machine serial: Display)**

ID2 has been configured correctly if the display is in the following format:

■■■▲▲▲▲▲▲▲▲▲▲

• **SP5-811-003 (Enter SP mode on Operation panel: ID2 Code Display)**

ID2 has been configured correctly if the display is in the following format:

■■■□□□□□▲▲▲▲▲▲▲▲▲▲

■■■: Product code (3 digits)

□□□□□□: Spaces (6)

▲▲▲▲▲▲▲▲: Serial number (8 digits)

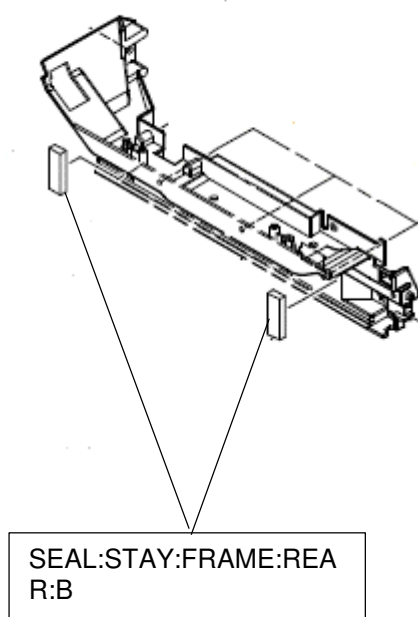
Note: SP values set with the KIBO controller are **not** carried over when the controller board is replaced.

| | | | |
|--|---|--|--|
| Model: Gim-MF1a/b | | Date: 26-May-15 | No.: RM172005 |
| Subject: SEAL:STAY:FRAME:REAR:B | | Prepared by: H.K. | |
| From: 1st Tech Service Sect., MFP/P Tech Service Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety | <input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other () | <input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2 |

| Old part number | New part number | Description | Q'ty | Int | Page | Index | Note |
|-----------------|-----------------|------------------------|-------|-----|------|-------|------|
| | M1601047 | SEAL:STAY:FRAME:REAR:B | 0 - 2 | | 52 | *39 | |

*: New index

Change/Reason: The part number was missing from the Parts Catalogue.



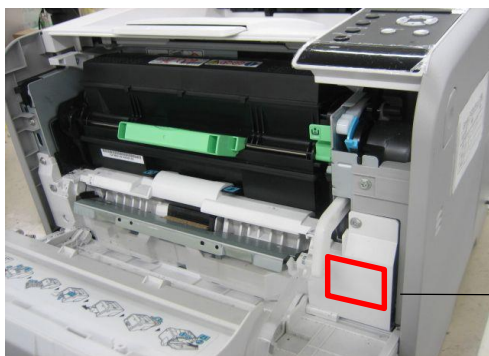
| | | | |
|--|---|--|--|
| Model: Gim-MF1a/b | | Date: 27-May-15 | No.: RM172006 |
| Subject: LED Lever Decal | | Prepared by: H.K. | |
| From: 1st Tech Service Sect., MFP/P Tech Service Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety | <input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other () | <input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2 |

| Old part number | New part number | Description | Q'ty | Int | Page | Index | Note |
|-----------------|-----------------|-------------------------|-------|-----|------|-------|------|
| | M1601934 | DECAL:OPERATE:LEVER:LED | 0 - 1 | | 26 | *20 | |

*: New Index

Change: An instructional decal for the LED lever was added.

Reason: To facilitate easier operation of the LED lever.



LED Lever Operate Decal



Model: Gim-MF1a/b

Date: 27-May-15

No.: RM172006

SHINDO Production

| MODEL NAME | V/Hz | DESTINATION | CODE | SERIAL NUMBER |
|---|--------|--------------|---------|---------------|
| Savin SP 3600SF Lanier SP 3600SF Ricoh SP 3600SF | 115/60 | USA | M172-17 | T614HCxxxxx |
| Gestetner SP 3600SF Nashuatec SP 3600SF Rex Rotary SP 3600SF Lanier SP 3600SF Ricoh SP 3600SF | 220/50 | Europe, Asia | M172-27 | T614HCxxxxx |
| Savin SP 3610SF Lanier SP 3610SF Ricoh SP 3610SF | 115/60 | USA | M173-17 | T624HCxxxxx |
| Gestetner SP 3610SF Nashuatec SP 3610SF Rex Rotary SP 3610SF Lanier SP 3610SF Ricoh SP 3610SF | 220/50 | Europe, Asia | M173-27 | T624HCxxxxx |
| Ricoh SP 3610SF | 220/50 | China | M173-21 | T624HCxxxxx |

| | | | |
|--|---|--|--|
| Model: Gim-MF1 a/b | | Date: 29-May-15 | No.: RM172007 |
| Subject: Dirty reverse side of printing sheets | | Prepared by: J.Kitagawa | |
| From: 1st Tech Service Sect., MFP/P Tech Service Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety | <input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other () | <input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2 |

Change: The shapes and/or material of the following parts were changed.

1. The maximum height of the guide rib of the exit guide stay was shortened.
2. The material and shape of the electrode plate cover was changed.
3. The shape of the transfer stay was changed as shown in the illustration.

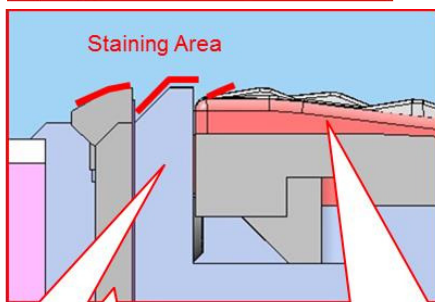
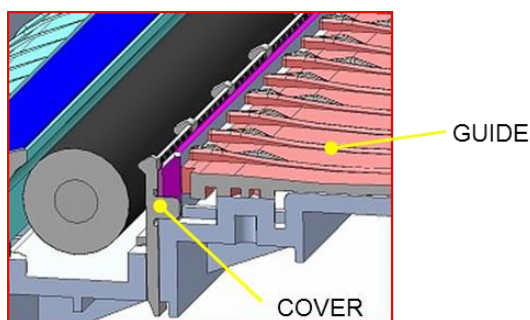
Reason: To further minimize staining on the printing paper.

Note: The reverse side of the printing sheets may get dirty when the sheets pass through the area indicated in the illustration.

Important: These three parts need to be installed **together as a set**.

| Incorrect part number | Correct part number | Description | Q'ty | Int | Page | Index | Note |
|-----------------------|---------------------|------------------------------------|-------|-----|------|-------|--------------|
| M1603861 | M1603865 | COVER:ELECTRODE PLATE:SEPARATION:2 | 1 - 1 | X/X | 36 | 13 | X/O as a set |
| M1603851 | M1603866 | GUIDE:EXIT:STAY:TRANSFER:2 | 1 - 1 | X/X | 36 | 3 | |
| M1603850 | M1603870 | STAY:TRANSFER | 1 - 1 | X/X | 36 | 2 | |

Old

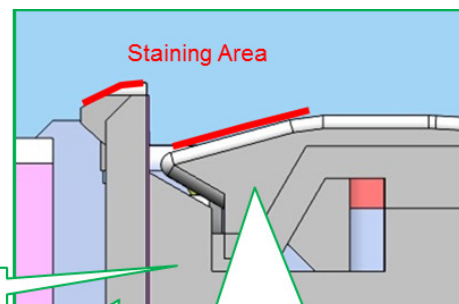
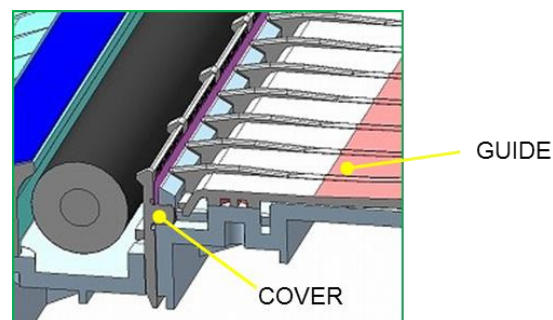


M1603850
STAY:TRANSFER

M1603851
GUIDE:EXIT:STAY:TRANSFER

M1603861
COVER:ELECTRODE PLATE:SEPARATION

New



M1603870
STAY:TRANSFER

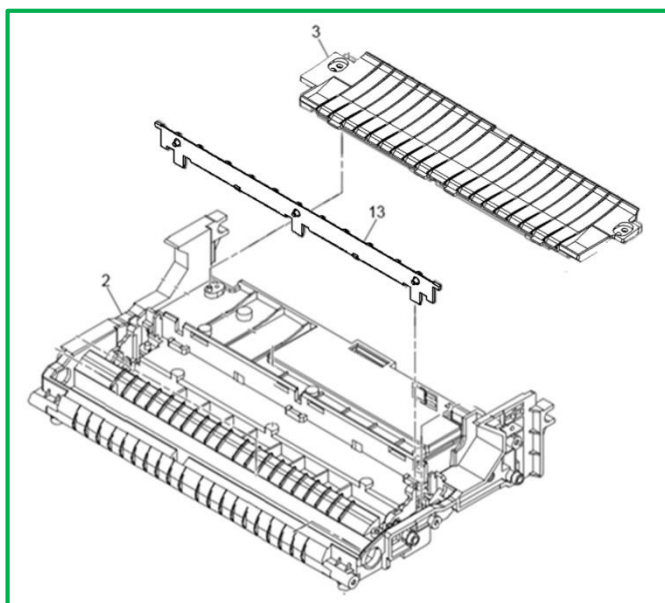
M1603866
GUIDE:EXIT:STAY:TRANSFER:2

M1603865
COVER:ELECTRODE PLATE:SEPARATION:2

Model: Gim-MF1 a/b

Date: 29-May-15

No.: RM172007


Mass production

| MODEL NAME | DESTINATION | CODE | SERIAL NUMBER | Date produced |
|------------|-------------|---------|---------------|---------------|
| SP 3600SF | NA | M172-17 | T615H200001 - | 2015.02.03 |
| | EU/AA | M172-27 | T614HC00001 - | 2014.12.09 |
| SP 3610SF | NA | M173-17 | T625H100001 - | 2015.01.23 |
| | CHN | M173-21 | T624HC00001 - | 2014.12.08 |
| | EU/AA | M173-27 | T624HC00091 - | 2014.12.08 |

| | | | |
|--|--|--|--|
| Model: Gim-MF1 a/b | | Date: 25-Jun-15 | No.: RM172008 |
| Subject: PCU:EXP:ASS'Y | | Prepared by: H.K. | |
| From: 1st Tech Service Sect., MFP/P Tech Service Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting | <input checked="" 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"/> Product Safety | <input type="checkbox"/> Other () | <input type="checkbox"/> Tier 2 |

| Old part number | New part number | Description | Q'ty | Int | Page | Index | Note |
|-----------------|-----------------|---------------|-------|-----|------|-------|------|
| M1600141 | | PCU:EXP:ASS'Y | 1 - 0 | | 24 | 23 | |

Change: The PCU: EXP:ASS'Y was deleted.

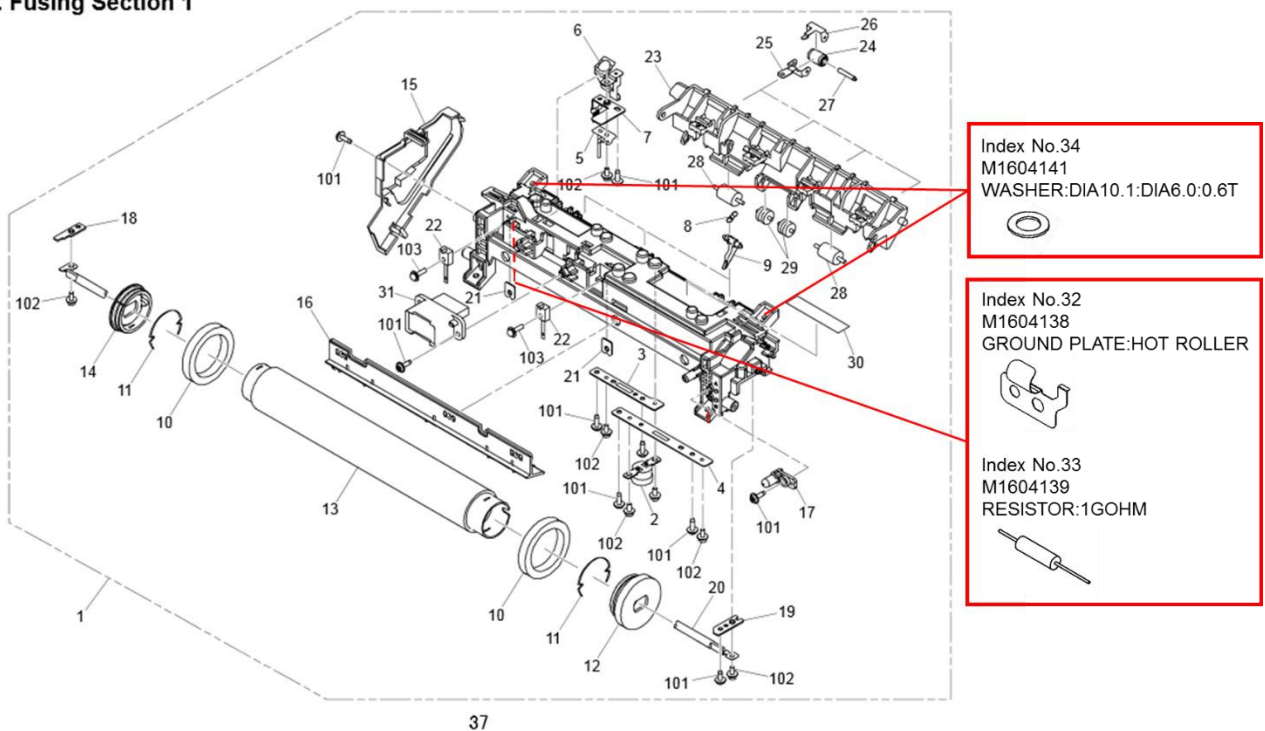
Reason: This is not registered as a spare part (only as a Supply item).

| | | | |
|--|---|--|--|
| Model: Gim-MF1 a/b | | Date: 25-Jun-15 | No.: RM172009 |
| Subject: Part catalog correction "Fusing Section 1" | | Prepared by: J.Kitagawa | |
| From: 1st Tech Service Sect., MFP/P Tech Service Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety | <input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other () | <input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2 |

Change: Following parts have been added.

| Incorrect part number | Correct part number | Description | Q'ty | Page | Index | Note |
|-----------------------|---------------------|----------------------------|------|------|-------|------|
| - | M1604138 | GROUND PLATE:HOT ROLLER | 1 | 38 | 32 | |
| - | M1604139 | RESISTOR:1GOHM | 1 | 38 | 33 | |
| - | M1604141 | WASHER:DIA10.1:DIA6.0:0.6T | 1 | 38 | 34 | |

19. Fusing Section 1



| | | | |
|--|---|--|--|
| Model: Gim-MF1 a/b | | Date: 26-Jun-15 | No.: RM172010 |
| Subject: Part catalog correction "Exterior" | | Prepared by: J.Kitagawa | |
| From: 1st Tech Service Sect., MFP/P Tech Service Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety | <input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other () | <input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2 |

Change: The following part has been added.

| Old part number | New part number | Description | Q'ty | Page | Index | Note |
|-----------------|-----------------|-------------------------------------|------|------|-------|-------------|
| - | AA000267 | DECAL:POWER SOURCE:EARTH:I-GRAY:ABS | 1 | 2 | 20 | For EU Only |

- Apparaten skall anslutas till jordat uttag.
- Apparatet må tilkoples jordet stikkontakt.
- Laite on liitettävä suojamaadoitus-koskettimilla varustettuun pistorasiaan.

ABS

| | | | |
|--|--|--|--|
| Model: Gimlet-MF1a/b | | Date: 21-Jul-15 | No.RM172011 |
| Subject: Part catalog correction “Paper Feed 1” | | Prepared by: N.Yasuda | |
| From: 1st Tech. Support Sec. Service Support Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting | <input checked="" 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"/> Product Safety | <input type="checkbox"/> Other () | <input type="checkbox"/> Tier 2 |
| | | | |

Change: The following part number was corrected.

| Incorrect part number | Correct part number | Description | Q'ty | Page | Index | Note |
|-----------------------|---------------------|-----------------------------|------|------|-------|------|
| M1602620 | M1712620 | HOLDER:FRICION PAD:ADHESION | 1 | 20 | 13 | |

10. Paper Feed 1

| Index No. | Part No. | Description | Q'ty Per Assembly |
|-----------|----------|--|-------------------|
| 1 | M1712550 | PAPER TRAY:REAR:250 SHEET FEED UNIT:ASSY | 1 |
| 2 | M1712560 | END FENCE:250 SHEET FEED UNIT:ASSY | 1 |
| 3 | M1712666 | SHEET:SPONGE:SIDE FENCE:250 SHEET FEED UNIT | 1 |
| 4 | M0752610 | COMPRESSION SPRING:LOCK:SIDE FENCE | 3 |
| 5 | M1602563 | LEVER:LOCK:END FENCE | 1 |
| 6 | M1602572 | DECAL:OPERATION INSTRUCTIONS:TRAY:REAR | 1 |
| 7 | M1712600 | PAPER TRAY:FRONT:250 SHEET FEED UNIT:SUB-ASSY | 1 |
| 8 | B0902869 | GEAR:16Z | 1 |
| 9 | M1712602 | SHEET:HOLDER:250 SHEET FEED UNIT:FRONT | 1 |
| 10 | M1712605 | GUIDE:PAPER TRAY:250 SHEET FEED UNIT:FRONT | 1 |
| 11 | M1712606 | INDICATOR:PAPER VOLUME SENSOR:PAPER TRAY:250 SHEET FEED UNIT | 1 |
| 12 | M0212609 | STOPPER:CASSETTE | 2 |
| 13 | M1602620 | HOLDER:FRICION PAD:ADHESION | 1 |
| 14 | M1602623 | COMPRESSION SPRING:SEPARATION | 1 |
| 15 | M1602630 | TRAY BOTTOM PLATE:ADHESION | 1 |
| 16 | M1712627 | TENSION SPRING:TRAY BOTTOM PLATE:250 SHEET FEED UNIT | 2 |
| 17 | M1712640 | SIDE FENCE:RIGHT:250 SHEET FEED UNIT:ASSY | 1 |
| 18 | M1602655 | LEVER:LOCK:SIDE FENCE:TRAY | 1 |
| 19 | M1602641 | HOLDER:PINION | 1 |
| 20 | M1712660 | SIDE FENCE:LEFT:250 SHEET FEED UNIT:ASSY | 1 |
| 21 | G4063084 | COMPRESSION SPRING:AUXILIARY:SIDE FENCE | 2 |
| 22 | M1602668 | ARM:TRAY BOTTOM PLATE | 2 |
| 23 | M1602680 | DIAL:PAPER SIZE SENSOR:TRAY:CHN:ASSY | 1 |
| | M1602687 | DIAL:PAPER SIZE SENSOR:TRAY:EXP:ASSY | 1 |
| 24 | M1602681 | DECAL:DIAL:PAPER SIZE SENSOR:TRAY:CHN | 1 |
| | M1602682 | DECAL:DIAL:PAPER SIZE SENSOR:TRAY:EXP | 1 |
| 25 | M1602683 | CLICK:DIAL:PAPER SIZE SENSOR:TRAY | 1 |
| 26 | M1602631 | GRIP:PAPER TRAY | 1 |
| 27 | M1712691 | COVER:TRAY:250 SHEET FEED UNIT:FRONT | 1 |
| 28 | M1602693 | DECAL:PAPER SET DIRECTION | 1 |
| 29 | M1602590 | TIGHTENER:SPRING PLATE:TRAY:ASSY | 2 |
| 30 | M1712607 | SEAL:TRAY:REAR:EU:CHN:250 SHEET FEED UNIT | 2 |

[illegible]

| | | | |
|--|--|---|---|
| Model: GIM-MF1a/b | | Date: 23-Jul-15 | No.:RM172012 |
| Subject: Poor fusing caused by wrong lever position | | Prepared by: Y. Gaman | |
| From: 3rd Tech Service Sect., MFP/P Tech Service Dept. | | | |
| Classification: | <input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other () | <input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2 |

SYMPTOM

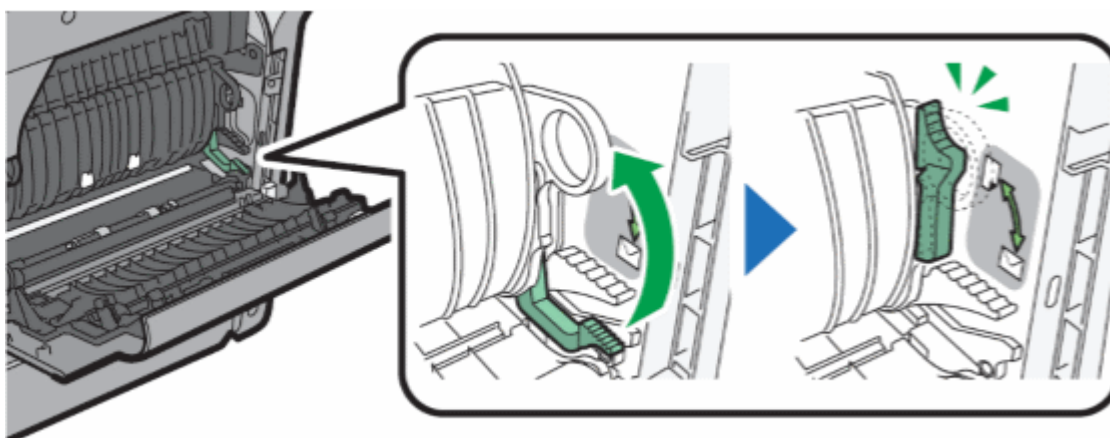
Toner is not properly fixed when printed on a recommended type of plain paper.

CAUSE

The lever is set to the low position for envelope printing.

SOLUTION

Raise the lever to the high position.



CYN480

Note:

Lower this lever only when printing on envelopes.

After installing the device or replacing the fusing unit, make sure to raise the lever.

Reissued: 06-Feb-15

| | | |
|--|-----------------|----------------|
| Model: MET-C1ab/ MET-C1cde/MET-C1yz/MET-C1yz_SOP/ Z-C2/Z-C2_SOP/ CH-C1 Office/OR-C2/Cor-C1/Cor-C1_SOP/K-C4 /Gim-MF1a/Gim-MF1b/Gim-MF1d/Gim-P1c/Gim-P1d/BR-C1/ Leo-C1/Leo-P1 | Date: 13-Mar-14 | No.: RD147059a |
|--|-----------------|----------------|

RTB Reissue

The items in ***bold italics*** have been corrected or added.

| | | | |
|--|---|---|---|
| Subject: Firmware Release Note: SD card for Fonts Type D | | Prepared by: N. Yoshida | |
| From: 1st Tech Service Sect., MFP/Printer Tech Service Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other (Firmware) | <input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2 |

Important Information about Normal/Smart Panel Firmware Updates

- When updating machine firmware, make sure **NOT** to install Smart Panel supported firmware on a machine with a normal operation panel (and vice-versa). If you do, the machine may not function as designed and product warranty may not apply.
- To avoid this, when updating the firmware, make sure that the numbers next to "NEW" and "ROM" are **the same** on the operation panel.
- If you install the wrong firmware, repeat the update procedure and check the numbers mentioned above.

This RTB has been issued to announce the firmware release information for the **SD card for Fonts Type D**.

| Version | Program No. | Effective Date | Availability of RFU |
|---------|-------------|---------------------|---------------------|
| 0.00 | M1095277 | 1st Mass production | Available |

Note: Definition of Availability of RFU via @Remote

"Available": The firmware can be updated via RFU or SD card.

"Not available": The firmware can only be updated via SD card.

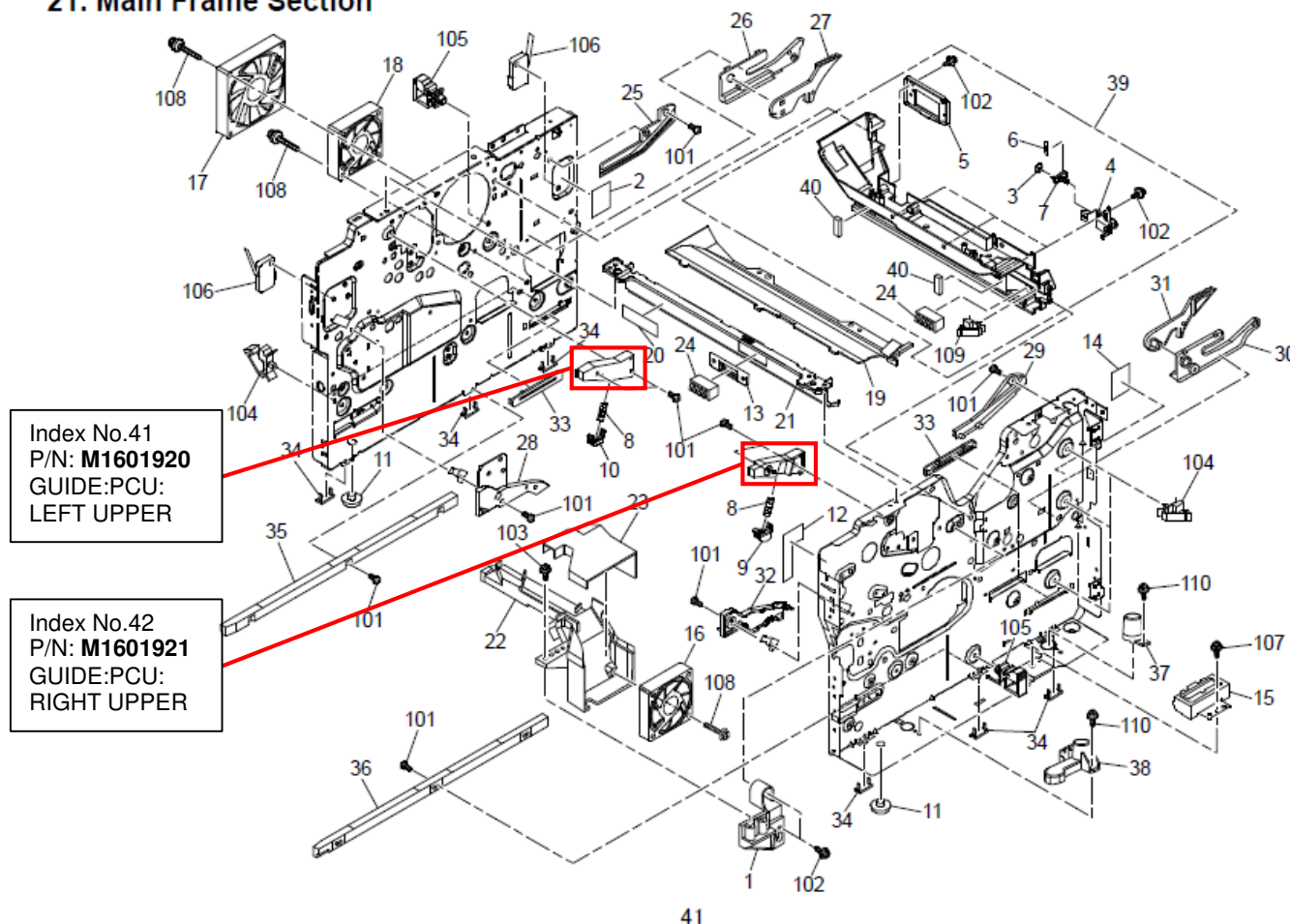
| Version | Modified Points or Symptom Corrected |
|---------|--------------------------------------|
| 0.00 | 1st Mass production |

| | | |
|--|--|----------------------------|
| Model: Gim-MF1a/b | Date:12-Jan-16 | No.: RM172013 |
| Subject: Parts Catalog Correction - New Guides in the Main Frame | | Prepared by: Norito Yasuda |
| From: 1st Tech Service Sec. MFP/P Tech Service Dept. | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety | |
| | <input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other () | |
| | <input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2 | |

The following parts were registered as service parts.

| Old part number | New part number | Description | Q'ty | Page | Index | Note |
|-----------------|-----------------|-----------------------|------|------|-------|------|
| - | M1601920 | GUIDE:PCU:LEFT UPPER | 1 | 42 | 41 | |
| - | M1601921 | GUIDE:PCU:RIGHT UPPER | 1 | 42 | 42 | |

21. Main Frame Section



| | | | |
|---|---|--|---|
| Model: Gim-P1/M1 | | Date: 9-May-16 | No.: RM158035 |
| Subject: Troubleshooting: Paper Multi Feed | | Prepared by: K.Nakano | |
| From: Group 2, 1st Field Quality Management Dept. | | | |
| Classification: | <input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input checked="" type="checkbox"/> Paper path <input type="checkbox"/> Product Safety | <input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other () | <input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2 <input type="checkbox"/> Tier 0.5 |

SYMPTOM

Multi-feeds occur under the following conditions:

- Paper is loaded in the tray before the tray is empty, or
- The paper used has relatively high surface friction characteristics

CAUSE

- Oil from the hands of the operator is absorbed by the paper when loaded. This creates high friction between the bottom sheet of this stack and the top sheet of the stack already in the tray. As a result, these sheets tend to stick together when fed.
- Paper whose surface friction characteristics are relatively high will tend to stick together when fed.

SOLUTION

Install Spring #1 mentioned below. If this is not successful, install Spring #2.

Note:

- These springs work to increase the paper separation pressure.
- The pressure of the spring already installed is about 3.1N. When Spring #1 or #2 is installed, paper non-feeds may occur or the sound of the pick-up roller picking the paper may be audible.

Spring #1

| P/N | Description | Pressure | Color |
|----------|-----------------------------|----------|--------|
| M1589002 | SEPARATION SPRING 4N GIMLET | 4N | Silver |

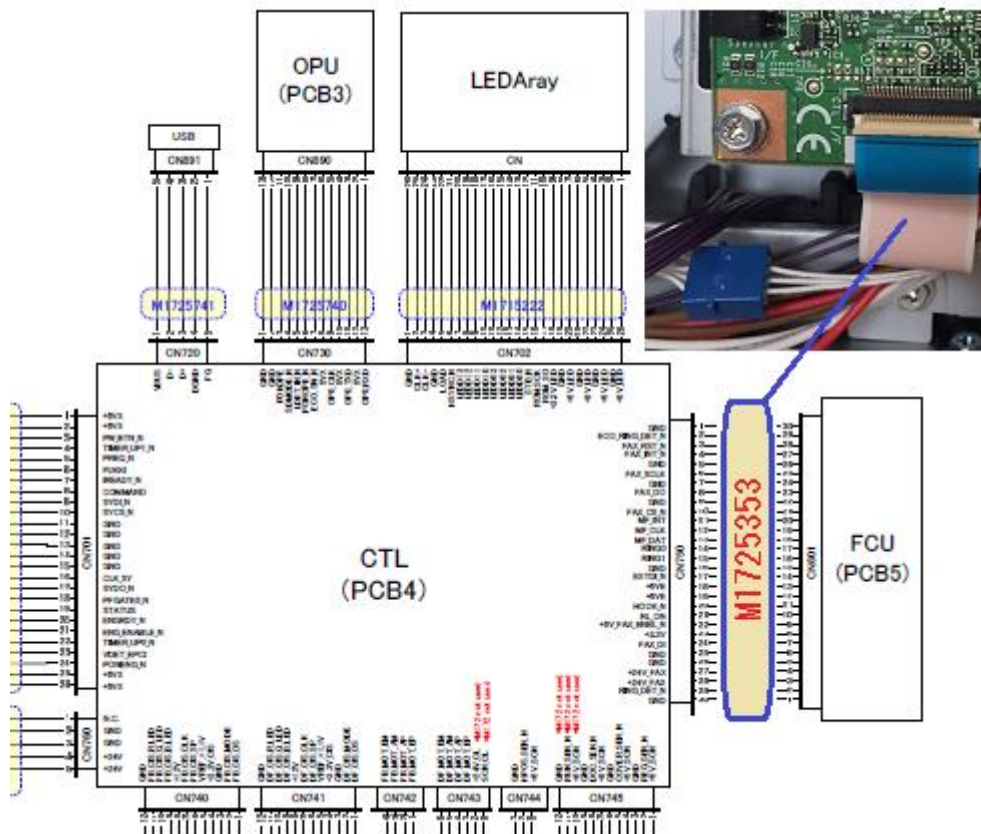
Spring #2

| P/N | Description | Pressure | Color |
|----------|-----------------------------|----------|-------|
| M1589003 | SEPARATION SPRING 5N GIMLET | 5N | Black |

| | | |
|--|---|-----------------------|
| Model: Gim-MF1a/b | Date: 11-May-16 | No.: RM172014 |
| Subject: Parts catalog correction : Harness | | Prepared by: Y. Gaman |
| From: 2nd Tech Service Sect., MFP/P Tech Service Dept. | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety | |
| | <input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other () | |
| | <input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2 | |

The following part was registered as a service part.

| Old part number | New part number | Description | Q'ty | Int | Page | Index | Note |
|-----------------|-----------------|---------------------|------|-----|------|-------|------|
| - | M1725353 | HARNESS:FFC:CTL-FAX | 1 | - | 40 | 27 | |



| | | | |
|--|---|---|---|
| Model: Gim-MF1a/b | | Date: 21-Oct-16 | No.: RM172015 |
| Subject: Manual Correction - SP Mode | | Prepared by: Y. Gaman | |
| From: 2nd Tech Service Sect., MFP/P Tech Service Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other () | <input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2 |

Service Manual Correction

Appendices > SP Mode Tables > Main SP Tables-5 > SP5-XXX (Mode)

The following note was added to SP 5-305-101.

| | | | |
|-----------|---|----|-------------------|
| 5305 | [Auto Off Set] DFU Auto Off Limit Set | | |
| 5-305-101 | Set Disp | C* | [0 to 1/1/1/step] |

DFU: Design or Factory Use.

Note

DO NOT change this setting.

Reissued: 17-Mar-17

| | | |
|-------------------|----------------|----------------|
| Model: Gim-MF1a/b | Date: 9-Dec-16 | No.: RM172016b |
|-------------------|----------------|----------------|

RTB Reissue

The items in ***bold italics*** were changed or added.

| | | | |
|--|--|--|---|
| Subject: Field Modification Announcement for PCDU Line (Feed dir.) due to abnormal substance from intake fan. | | Prepared by: K. Nakano | |
| From: 3rd Tech Service Sect., MFP/P Tech Service Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting | <input checked="" type="checkbox"/> Part information | <input checked="" 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 checked="" type="checkbox"/> Retrofit information |
| | <input type="checkbox"/> Product Safety | <input type="checkbox"/> Other () | <input type="checkbox"/> Tier 2 <input type="checkbox"/> Tier 0.5 |

SYMPTOM

Black line or white line appears on prints in the feeding direction along with unwanted toner on the charge cleaning roller at the line position.

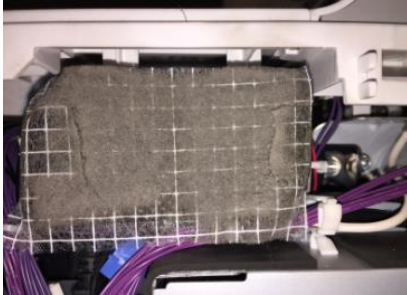
[illegible]

Reissued: 17-Mar-17

| | | |
|-------------------|----------------|----------------|
| Model: Gim-MF1a/b | Date: 9-Dec-16 | No.: RM172016b |
|-------------------|----------------|----------------|

CAUSE

1. *A foreign substance enters the machine via the intake fan.*



2. *Paper dust accumulates inside the paper path.*

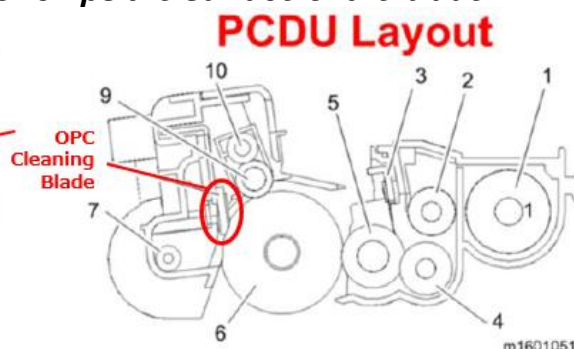
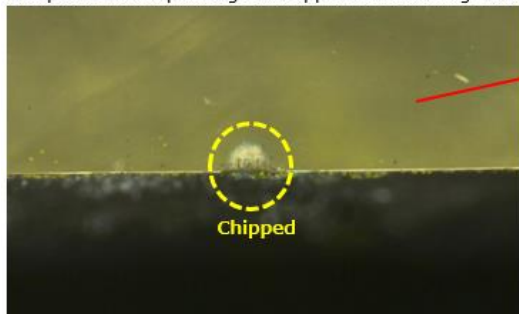


3. *A foreign substance adheres to the paper loaded in the tray and on the bypass.*



Paper dust or other foreign substance adheres to the drum, gets caught between the drum and cleaning blade, and/or chips the surface of the blade.

Sample: microscope image of chipped OPC cleaning blade



At such a location, the cleaning blade cannot clean toner out from the PCDU, causing a black line on prints. Gradually the unremoved toner transfers to the charge roller and charge cleaning roller. When it comes to a certain level, the charge roller cannot charge sufficiently, causing a white line on prints.

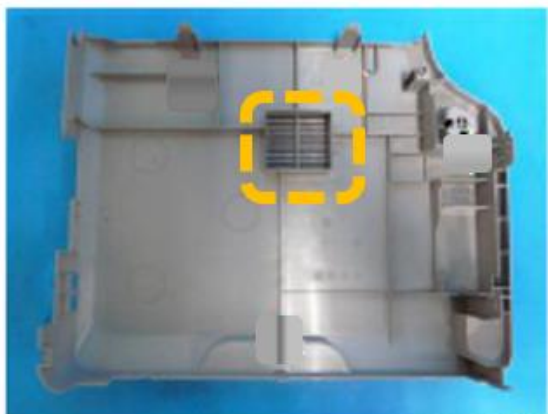
Reissued: 17-Mar-17

| | | |
|-------------------|----------------|----------------|
| Model: Gim-MF1a/b | Date: 9-Dec-16 | No.: RM172016b |
|-------------------|----------------|----------------|

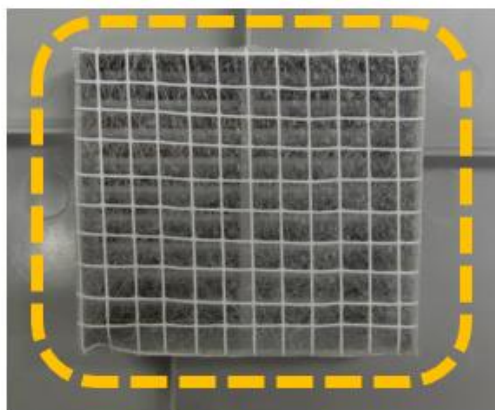
SOLUTION

On the Production Line

A filter sheet is added to prevent the entry of abnormal substances coming from the intake fan.



m173m0020



| Old P/N | New P/N | Description | Q'ty | I/C |
|---------|-------------------------|-------------------|------|-----|
| - | M1721227 (M1729900)* | FILTER:DUST:MF1AB | 1 | - |

* For field modification only

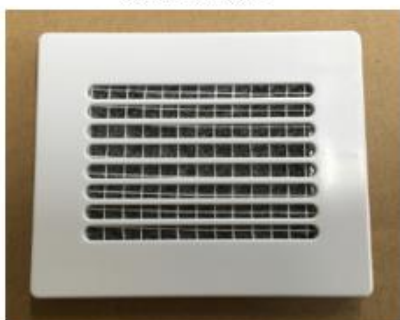
Cut-In Serial number

MF1a: M172-17/-27 : T616HA00001~

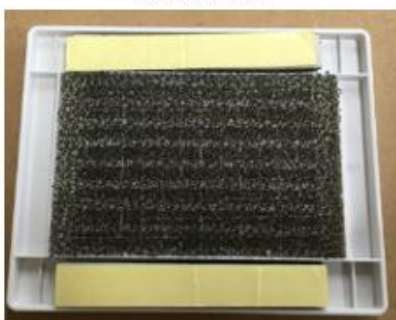
MF1b: M173-17/-21/-27 : T626HA00001~

In the Field

<Front side>



<Back side>



<External Appearance>



| Old P/N | New P/N | Description | Q'ty | I/C |
|---------|----------|-------------|------|-----|
| - | M1589900 | FILTER UNIT | 1 | - |

Remove any paper dust or other foreign substance from the paper path, paper loaded in the tray, and paper tray.

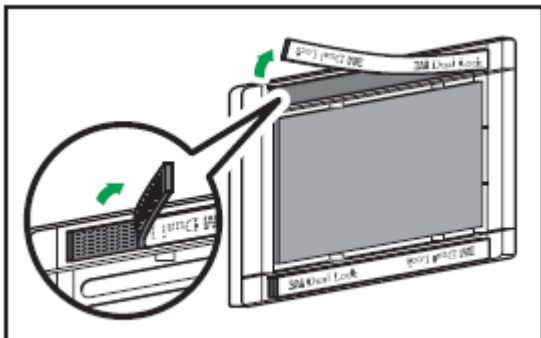
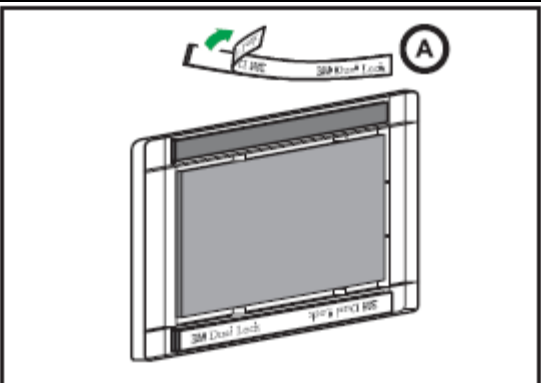
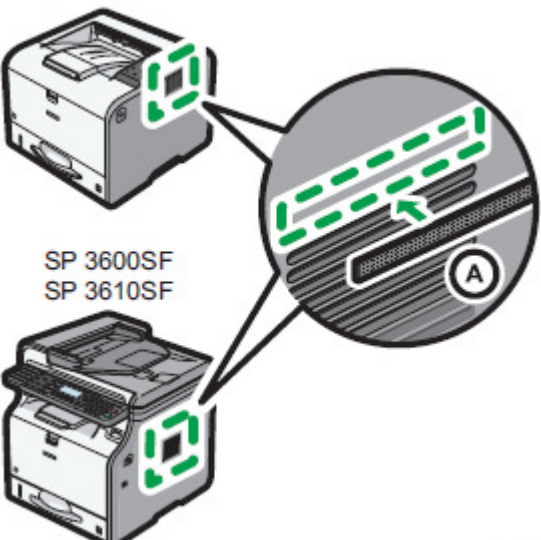
Reissued: 17-Mar-17

Model: Gim-MF1a/b

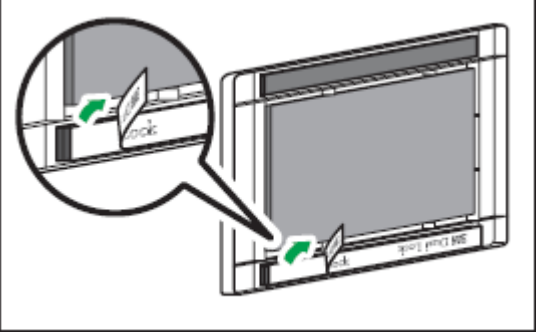
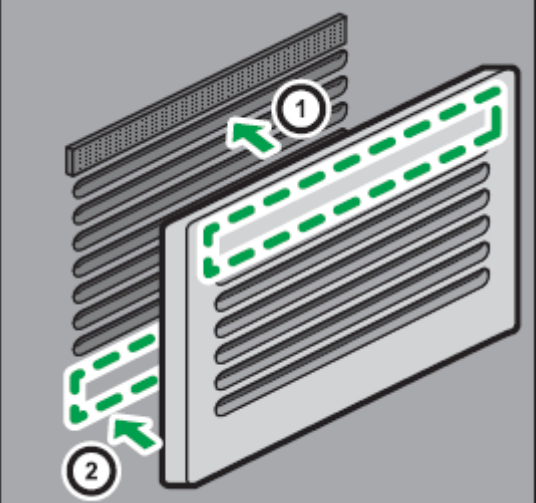
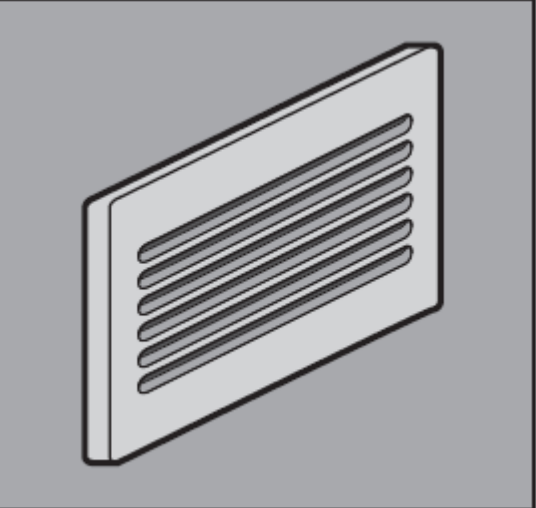
Date: 9-Dec-16

No.: RM172016b

INSTALLATION PROCEDURE

| Step | Detail | Reference |
|------|---|---|
| 1 | Take off the Velcro. |  <p>Diagram illustrating the removal of the Velcro strip from the right cover. A circular inset shows a close-up of the Velcro being peeled off.</p> <p>DIR001</p> |
| 2 | Peel off the double-sided tape on the Velcro (A) taken off in Step 1. |  <p>Diagram illustrating the removal of the double-sided tape from the Velcro strip (A). A circular inset shows the tape being peeled off.</p> <p>DIR006</p> |
| 3 | Attach (A) on the right above the inlet in the right cover. | <p>SP 3600DN</p>  <p>SP 3600SF SP 3610SF</p> <p>Diagram illustrating the attachment of the Velcro strip (A) to the right cover. A circular inset shows the strip being attached to the inlet.</p> <p>DIR002</p> |

Reissued: 17-Mar-17

| Model: Gim-MF1a/b | Date: 9-Dec-16 | No.: RM172016b |
|-------------------|---|--|
| 4 | Peel off the double-sided tape on the other Velcro. |  <p>DUR007</p> |
| 5 | <ol style="list-style-type: none"> 1. Set the top side of the Velcro. 2. Attach the double-sided tape on the bottom side of the Velcro. |  <p>DUR004</p> |
| 6 | Check that the filter fully covers the inlet. |  <p>DUR005</p> |

| | | | |
|---|--|--|---|
| Model: Gim-MF1a/b | | Date: 9-Dec-16 | No.: RM172017 |
| Subject: Troubleshooting for PCDU Line (Feed dir.) due to abnormal substance from intake fan. | | Prepared by: K. Nakano | |
| From: 3rd Tech Service Sect., MFP/P Tech Service Dept. | | | |
| Classification: | <input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety | <input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other () | <input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2 <input type="checkbox"/> Tier 0.5 |

SYMPTOM

Black line or white line appears on prints in the feeding direction along with toner on the charge cleaning roller at the line position.

| FD-503 (Rev. 10-6-95) | | Serial No. 707046888 | | Exemption Code | | FOIA(b) Code | | Agency Use Only | |
|-----------------------|-------------------|----------------------|---------|----------------|---------|--------------|---------|-----------------|---------|
| OMB Report | | | | | | | | | |
| 1 | Page 1 - Page 1 | 1 | Page 1 | 1 | Page 1 | 1 | Page 1 | 1 | Page 1 |
| 2 | Page 2 - Page 2 | 2 | Page 2 | 2 | Page 2 | 2 | Page 2 | 2 | Page 2 |
| 3 | Page 3 - Page 3 | 3 | Page 3 | 3 | Page 3 | 3 | Page 3 | 3 | Page 3 |
| 4 | Page 4 - Page 4 | 4 | Page 4 | 4 | Page 4 | 4 | Page 4 | 4 | Page 4 |
| 5 | Page 5 - Page 5 | 5 | Page 5 | 5 | Page 5 | 5 | Page 5 | 5 | Page 5 |
| 6 | Page 6 - Page 6 | 6 | Page 6 | 6 | Page 6 | 6 | Page 6 | 6 | Page 6 |
| 7 | Page 7 - Page 7 | 7 | Page 7 | 7 | Page 7 | 7 | Page 7 | 7 | Page 7 |
| 8 | Page 8 - Page 8 | 8 | Page 8 | 8 | Page 8 | 8 | Page 8 | 8 | Page 8 |
| 9 | Page 9 - Page 9 | 9 | Page 9 | 9 | Page 9 | 9 | Page 9 | 9 | Page 9 |
| 10 | Page 10 - Page 10 | 10 | Page 10 | 10 | Page 10 | 10 | Page 10 | 10 | Page 10 |
| 11 | Page 11 - Page 11 | 11 | Page 11 | 11 | Page 11 | 11 | Page 11 | 11 | Page 11 |
| 12 | Page 12 - Page 12 | 12 | Page 12 | 12 | Page 12 | 12 | Page 12 | 12 | Page 12 |
| 13 | Page 13 - Page 13 | 13 | Page 13 | 13 | Page 13 | 13 | Page 13 | 13 | Page 13 |
| 14 | Page 14 - Page 14 | 14 | Page 14 | 14 | Page 14 | 14 | Page 14 | 14 | Page 14 |
| 15 | Page 15 - Page 15 | 15 | Page 15 | 15 | Page 15 | 15 | Page 15 | 15 | Page 15 |
| 16 | Page 16 - Page 16 | 16 | Page 16 | 16 | Page 16 | 16 | Page 16 | 16 | Page 16 |
| 17 | Page 17 - Page 17 | 17 | Page 17 | 17 | Page 17 | 17 | Page 17 | 17 | Page 17 |
| 18 | Page 18 - Page 18 | 18 | Page 18 | 18 | Page 18 | 18 | Page 18 | 18 | Page 18 |
| 19 | Page 19 - Page 19 | 19 | Page 19 | 19 | Page 19 | 19 | Page 19 | 19 | Page 19 |
| 20 | Page 20 - Page 20 | 20 | Page 20 | 20 | Page 20 | 20 | Page 20 | 20 | Page 20 |
| 21 | Page 21 - Page 21 | 21 | Page 21 | 21 | Page 21 | 21 | Page 21 | 21 | Page 21 |
| 22 | Page 22 - Page 22 | 22 | Page 22 | 22 | Page 22 | 22 | Page 22 | 22 | Page 22 |
| 23 | Page 23 - Page 23 | 23 | Page 23 | 23 | Page 23 | 23 | Page 23 | 23 | Page 23 |
| 24 | Page 24 - Page 24 | 24 | Page 24 | 24 | Page 24 | 24 | Page 24 | 24 | Page 24 |
| 25 | Page 25 - Page 25 | 25 | Page 25 | 25 | Page 25 | 25 | Page 25 | 25 | Page 25 |
| 26 | Page 26 - Page 26 | 26 | Page 26 | 26 | Page 26 | 26 | Page 26 | 26 | Page 26 |
| 27 | Page 27 - Page 27 | 27 | Page 27 | 27 | Page 27 | 27 | Page 27 | 27 | Page 27 |
| 28 | Page 28 - Page 28 | 28 | Page 28 | 28 | Page 28 | 28 | Page 28 | 28 | Page 28 |
| 29 | Page 29 - Page 29 | 29 | Page 29 | 29 | Page 29 | 29 | Page 29 | 29 | Page 29 |
| 30 | Page 30 - Page 30 | 30 | Page 30 | 30 | Page 30 | 30 | Page 30 | 30 | Page 30 |
| 31 | Page 31 - Page 31 | 31 | Page 31 | 31 | Page 31 | 31 | Page 31 | 31 | Page 31 |
| 32 | Page 32 - Page 32 | 32 | Page 32 | 32 | Page 32 | 32 | Page 32 | 32 | Page 32 |
| 33 | Page 33 - Page 33 | 33 | Page 33 | 33 | Page 33 | 33 | Page 33 | 33 | Page 33 |
| 34 | Page 34 - Page 34 | 34 | Page 34 | 34 | Page 34 | 34 | Page 34 | 34 | Page 34 |
| 35 | Page 35 - Page 35 | 35 | Page 35 | 35 | Page 35 | 35 | Page 35 | 35 | Page 35 |
| 36 | Page 36 - Page 36 | 36 | Page 36 | 36 | Page 36 | 36 | Page 36 | 36 | Page 36 |
| 37 | Page 37 - Page 37 | 37 | Page 37 | 37 | Page 37 | 37 | Page 37 | 37 | Page 37 |
| 38 | Page 38 - Page 38 | 38 | Page 38 | 38 | Page 38 | 38 | Page 38 | 38 | Page 38 |
| 39 | Page 39 - Page 39 | 39 | Page 39 | 39 | Page 39 | 39 | Page 39 | 39 | Page 39 |
| 40 | Page 40 - Page 40 | 40 | Page 40 | 40 | Page 40 | 40 | Page 40 | 40 | Page 40 |



Model: Gim-MF1a/b

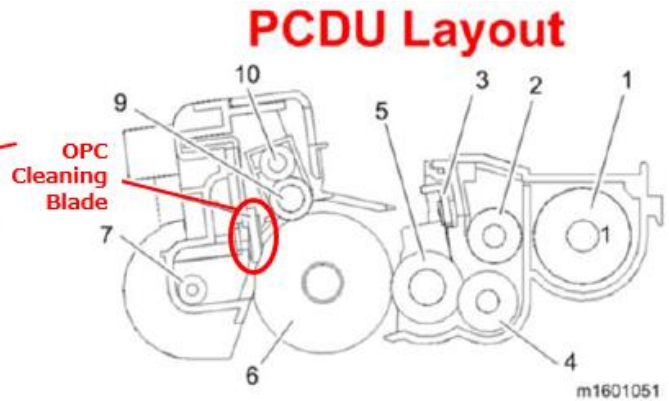
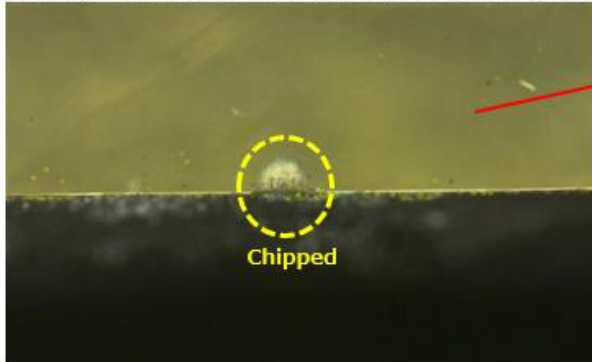
Date: 9-Dec-16

No.: RM172017

CAUSE

Abnormal substance comes inside from the intake fan, then it adheres on the drum. Then the abnormal substance which adheres to the drum is caught and/or chips the cleaning blade.

Sample: microscope image of chipped OPC cleaning blade



At such a location, the cleaning blade cannot clean toner out from the PCDU, causing black lines on prints. Gradually this toner transfers to the charge roller and charge cleaning roller. When it comes to a certain level, the charge roller cannot charge sufficiently, causing white lines on prints.

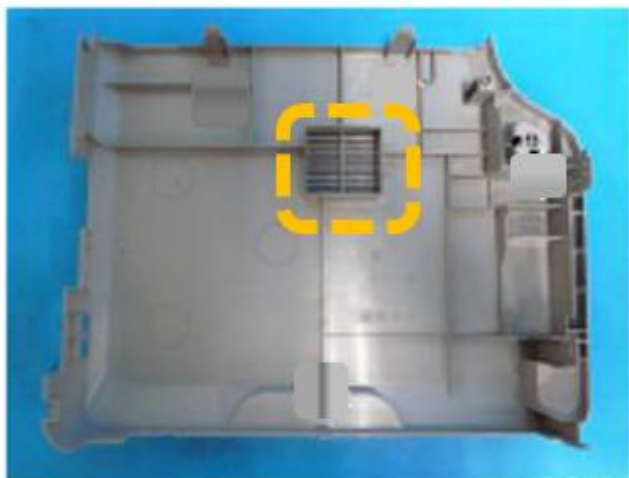
Model: Gim-MF1a/b

Date: 9-Dec-16

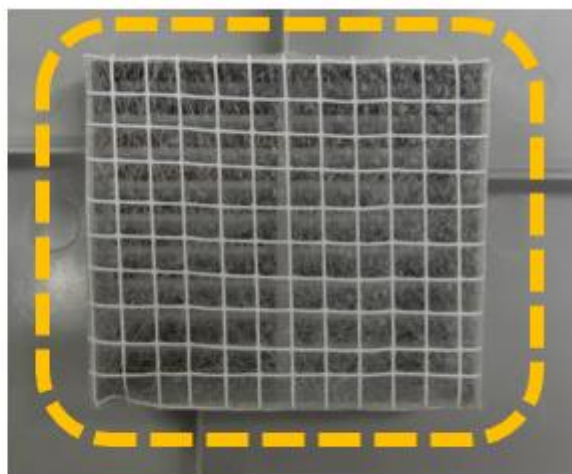
No.: RM172017

SOLUTION

A filter sheet is added to prevent the entry of abnormal substances coming from intake fan.



m173m0020



| Old P/N | New P/N | Description | Q'ty | I/C |
|---------|----------|-------------------|------|-----|
| - | M1721227 | FILTER:DUST:MF1AB | 1 | - |

Cut-in serial numbers

MF1a: M172-17/-27 : T616HA00001~




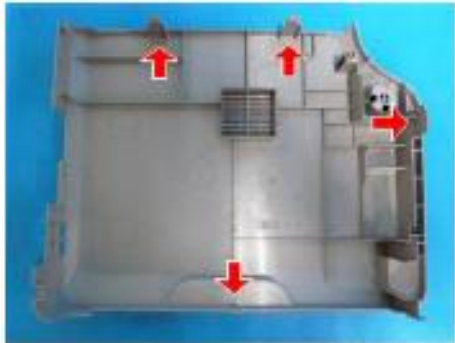
MF1b: M173-17/-21/-27 : T626HA00001~

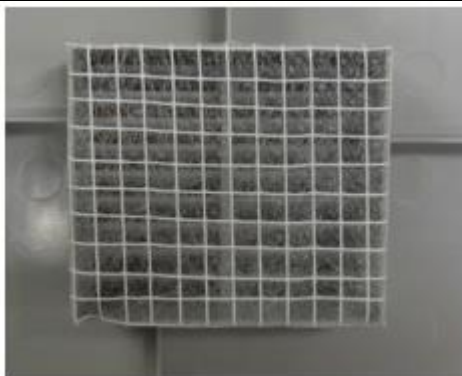
Model: Gim-MF1a/b

Date: 9-Dec-16

No.: RM172017

INSTALLATION PROCEDURE

| Step | Detail | Reference |
|------|--|---|
| 1 | Pull the paper feed tray [A] out completely to detach it. |  m173m0059 |
| 2 | Open the front cover [A] |  m173m0053 |
| 3 | Open the rear cover [A] | - |
| 4 | Remove the four screws circled in red in the pictures. |  m173m0021 |
| 5 | Release the hooks (refer to the picture for the location of the hooks) and remove the right cover. |  m173m0020 |

| Model: Gim-MF1a/b | | Date: 9-Dec-16 | No.: RM172017 |
|-------------------|---|--|---------------|
| 6 | <p>Attach the filter to the right cover.</p> <p>Make sure that the surface of the filter is sufficiently tensioned.</p> |  | |
| 7 | <p>Re-attach the right cover and the paper feed tray.</p> | - | |

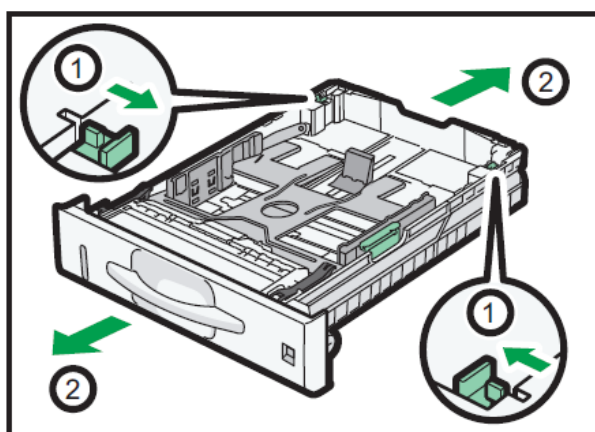
| | | | |
|--|---|--|---|
| Model: Gim-MF1a/b | | Date: 7-Feb-17 | No.: RM172018 |
| Subject: Troubleshooting for Paper No Feed | | Prepared by: K.Nakano | |
| From: Printer Sec., MFP/P FQM Dept. | | | |
| Classification: | <input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input checked="" type="checkbox"/> Paper path <input type="checkbox"/> Product Safety | <input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other () | <input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2 <input type="checkbox"/> Tier 0.5 |

SYMPTOM

“Paper No Feed” jam occurs (Jam Code: 3, 4, 5).

CAUSE

- A) The end fence may be kicked a few notches back by the loaded paper if the fence is adjusted after the paper is loaded.
- B) The end fence may be pushed back when the paper is loaded if the catches (1) do not lock the tray extension.



CXC607

Model: Gim-MF1a/b

Date: 7-Feb-17

No.: RM172018

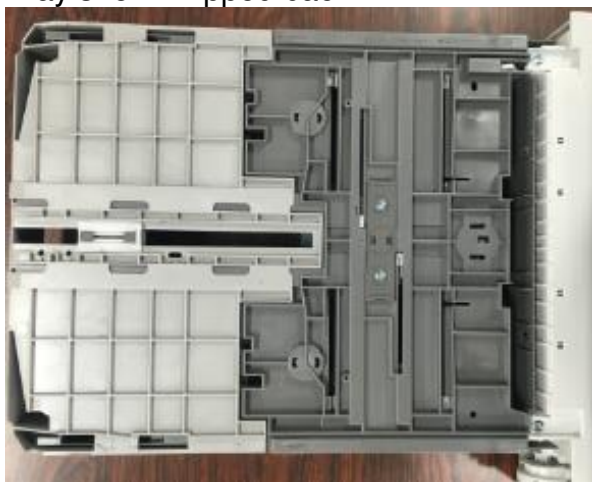
SOLUTION

For cause (A):

Advise the user to fix the position of the end fence **before** loading the paper (as mentioned in the Operator's Instructions). If the user uses only A4SEF, Letter SEF, or A5 SEF, then the end fence can be fixed in place using the following screw:

| P/N | Description | Necessary Q'ty |
|-----------|---------------------------------|----------------|
| 04583010N | HEXAGON HEAD TAPPING SCREW:3X10 | 1 |

Tray shown flipped back:



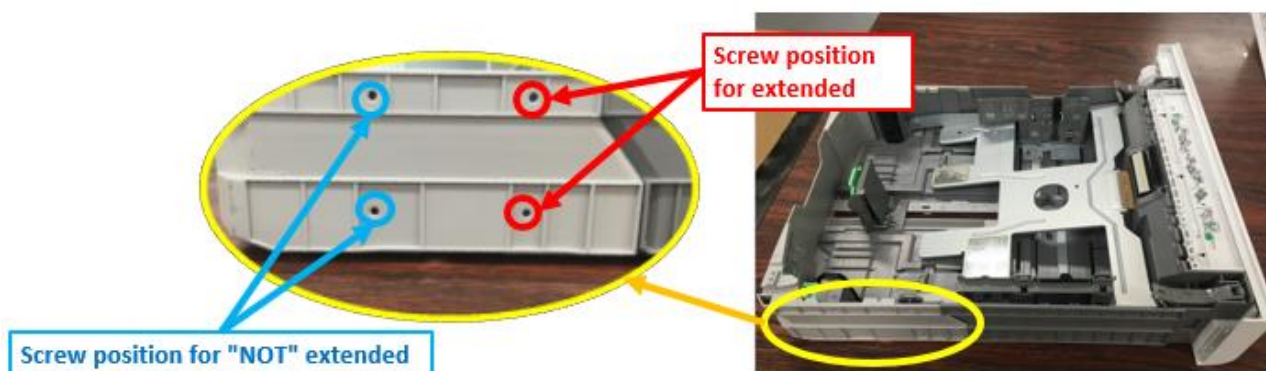
Options for fixing the end fence in place:



For cause (B)

Advise the user to lock the catches and **NOT** to extend the tray when loading A4-SEF or smaller paper sizes (as mentioned in the Operator's Instructions). If the user uses only A4SEF or smaller paper sizes, then the catches can be fixed in place (both sides) using the following screws:

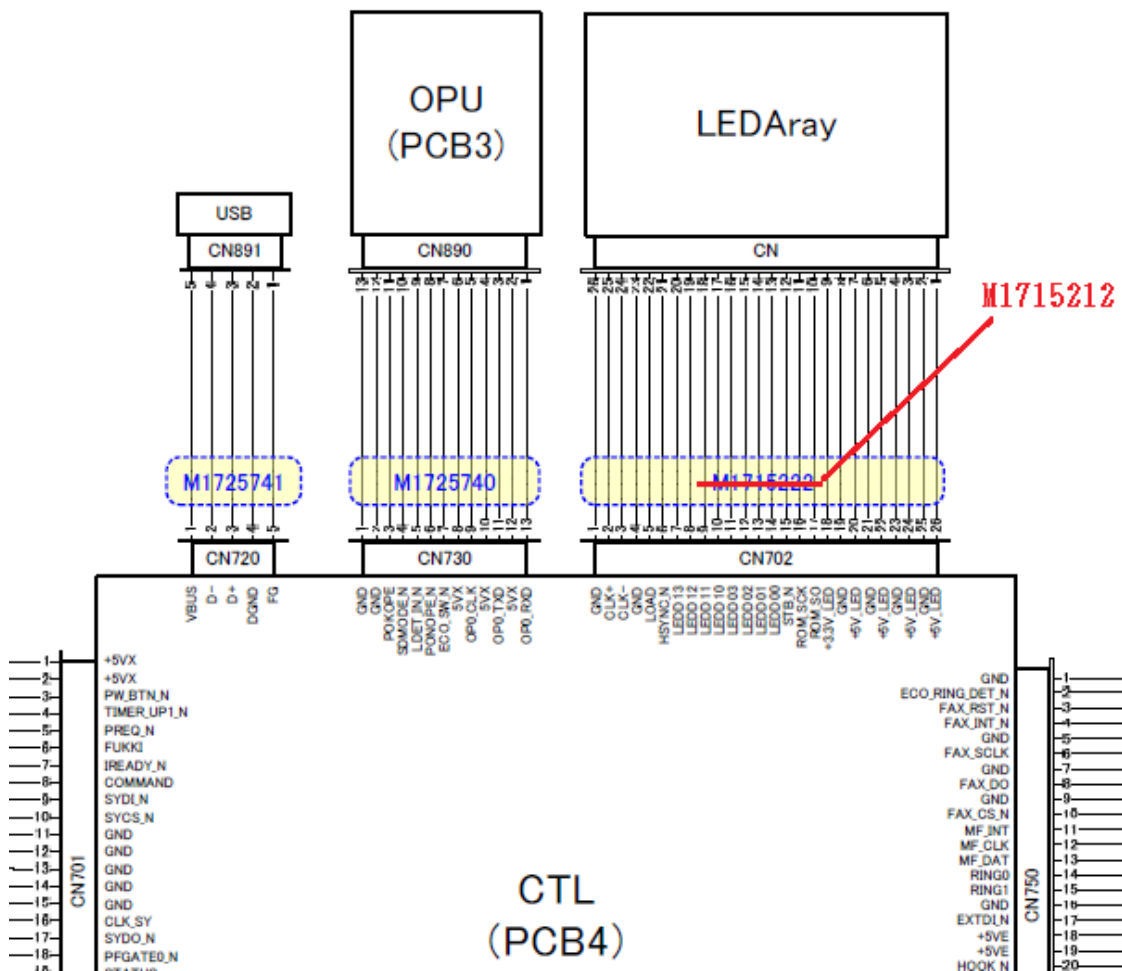
| P/N | Description | Necessary Q'ty |
|-----------|---------------------------------|----------------|
| 04583010N | HEXAGON HEAD TAPPING SCREW:3X10 | 4 |



| | | | |
|--|--|-----------------------|---------------|
| Model: Gim-MF1a/b | | Date: 21-Feb-17 | No.: RM172019 |
| Subject: P-to-P diagram correction : LEDA harness | | Prepared by: Y. Gaman | |
| From: 2nd Tech Service Sect., MFP/P Tech Service Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety | | |
| | <input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other () | | |
| | <input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2 | | |

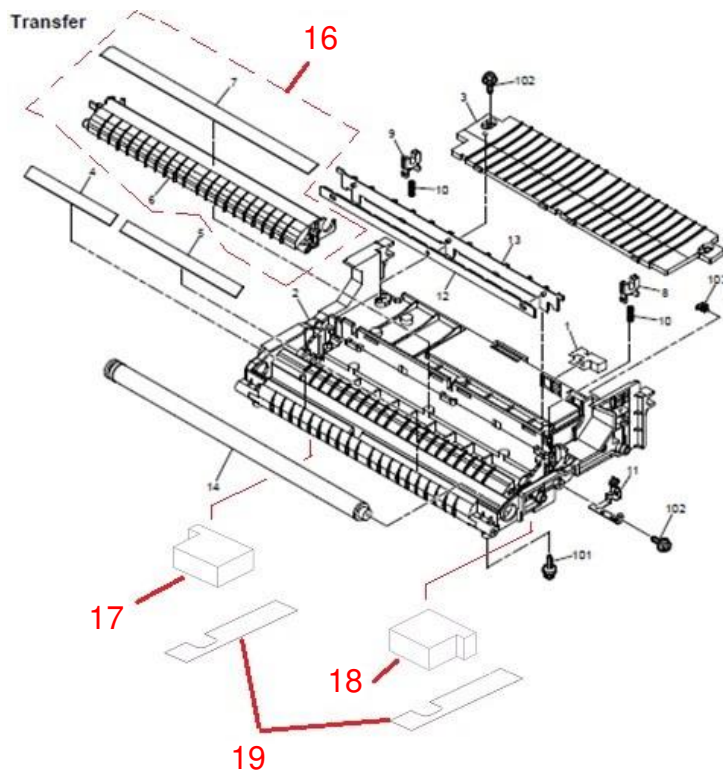
Please correct your part catalog as shown.

| Old part number | New part number | Description | Q'ty | Int | Note |
|-----------------|-----------------|---------------------|------|-----|------|
| M1715222 | M1715212 | HARNESS:FFC:LEDA:AB | 1 | - | |



| | | | |
|--|---|--|--|
| Model: Gim-MF1a/b | | Date: 13-Mar-17 | No.: RM172020 |
| Subject: Part Catalog correction : Transfer Guide | | Prepared by: H. Morishima | |
| From: 2nd Tech Service Sect., MFP/P Tech Service Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety | <input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other () | <input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2 |

| Old part number | New part number | Description | Q'ty | Int | Page | Index | Note |
|-----------------|-----------------|---|------|-----|------|-------|------|
| M1603850 | M1603870 | STAY:TRANSFER | 1 | X/X | 25 | 2 | |
| - | M1603877 | SPONGE:TRANSFER/ SEPARATION UNIT:LEFT | 1 | - | 25 | 17 | |
| - | M1603878 | SPONGE:TRANSFER/ SEPARATION UNIT:RIGHT | 1 | - | 25 | 18 | |
| - | M1603879 | SHEET:TRANSFER UNIT: TONER CATCHPAN | 2 | - | 25 | 19 | |
| - | M1603880 | GUIDE:TRANSFER ROLLER: CLICK:ASS'Y | 1 | - | 25 | 16 | |
| M1603854 | M1603874 | GUIDE:TRANSFER ROLLER: CLICK | 1 | X/X | 25 | 6 | |
| M1603855 | M1603875 | SHEET:GUIDE:TRANSFER ROLLER:CLICK | 1 | X/X | 25 | 7 | |



Model: Gim-MF1a/b

Date: 13-Mar-17

No.: RM172020

Change

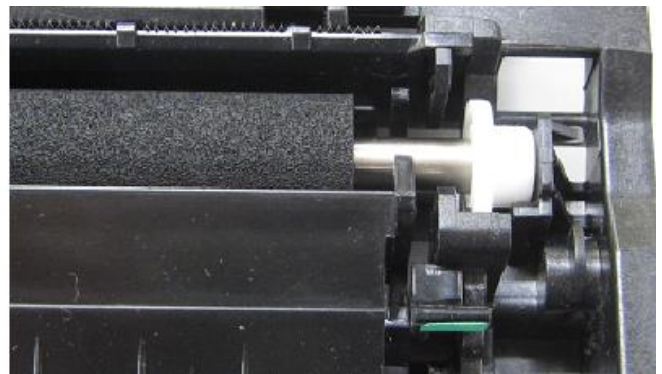
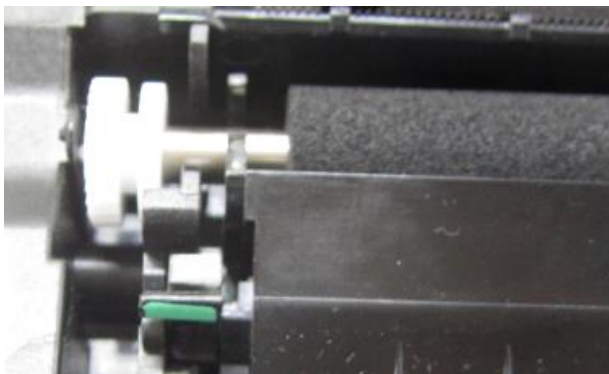
- A cut-out was applied to the right and left edges of the front paper guide of the transfer roller.
- Sponges and sheets were added to the transfer stay.

Reason

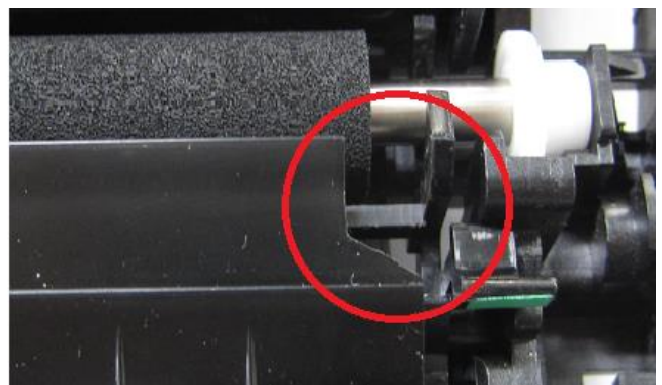
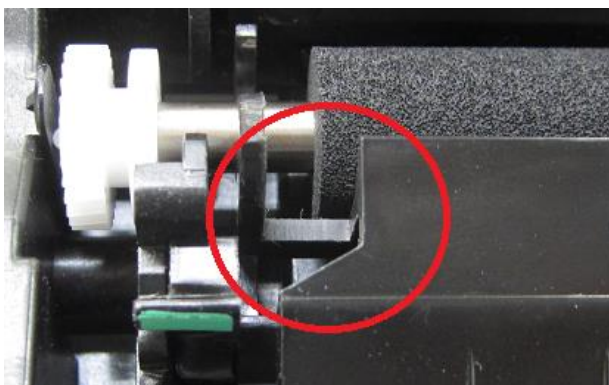
To avoid black band stains caused by dropped toner on the front paper guide of the transfer roller.

With this modification, dropped toner goes around the right and left edges of the front paper guide and accumulates on the transfer stay.

Old



New



Model: Gim-MF1a/b

Date: 13-Mar-17

No.: RM172020

IMPORTANT

This modification has compatibilities. Since the old transfer stay cannot be replaced in the field and the stay of the old type is compatible only with the front paper guide of the old type, when replacing the front paper guide of an old machine, make sure to procure the old type.

This modification allows usage of the PCDU even after exceeding 23K by modifying SP5-931-003*. However, DO NOT modify this SP on machines manufactured prior to this modification, because the front paper guide and transfer stay are both of the old type and will cause toner accumulation on the front paper guide when reaching approximately 23K.

Cut-in serial number:**Shindoh (China) Production**

| MODEL NAME | DESTINATION | CODE | SERIAL NUMBER |
|----------------|-------------|---------|---------------|
| Ricoh SP3600SF | EU | M172-27 | T615HB00001 |
| Ricoh SP3610SF | NA | M173-17 | T626H500001 |
| | CHN | M173-21 | T626H200001 |
| | EU | M173-27 | T625HB00001 |

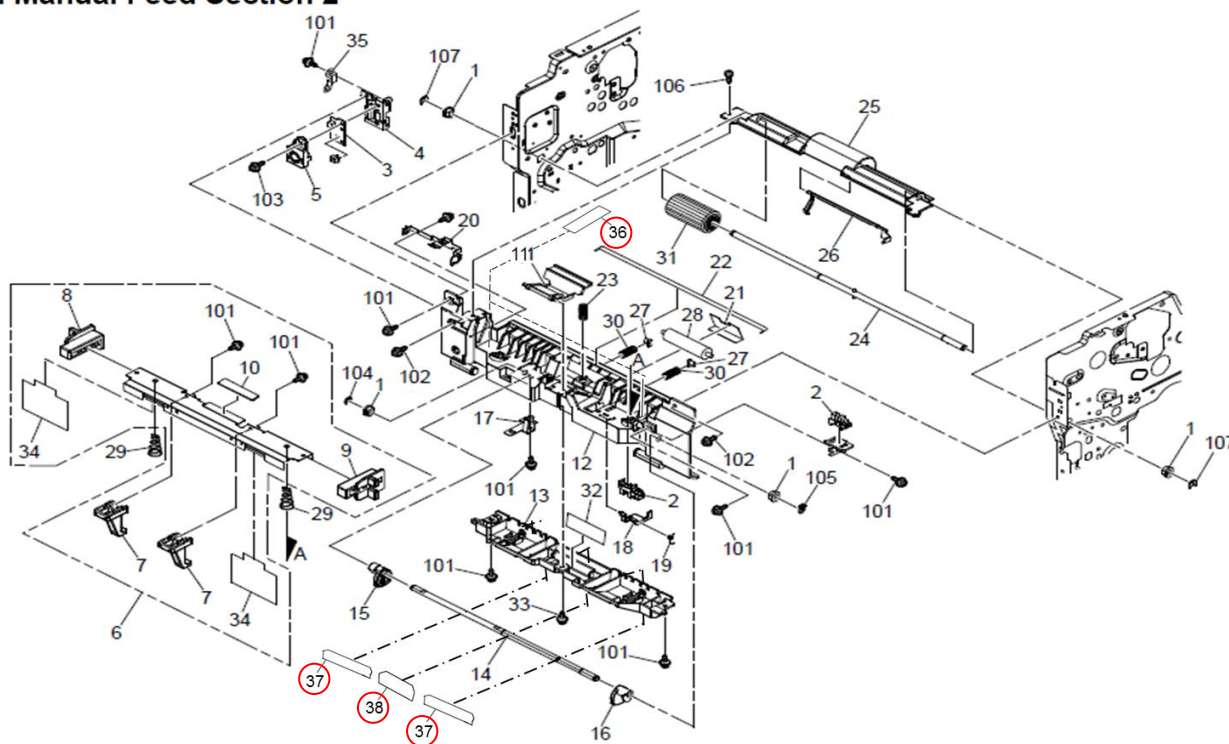
| | | | |
|--|---|--|--|
| Model: Gim-MF1a/b | | Date: 31-Jul-17 | No.: RM172021 |
| Subject: Parts Catalog Correction | | Prepared by: Taiga Itoh | |
| From: 1st Tech. Support Sec. Service Support Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety | <input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other () | <input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2 |

Change: The following parts were registered as service parts.

Reason: To meet requests received from the field.

| Old part number | New part number | Description | Q'ty | Page | Index | Note |
|-----------------|-----------------|------------------------------|------|------|-------|------|
| - | M1602749 | SHEET:GUIDE:MPT:LOWER | 2 | 13 | 37 | |
| - | M1602751 | SHEET:ENTRANCE:MIDDLE:ROLLER | 1 | 13 | 38 | |
| - | M1602756 | INSULATING SHEET:ENTRANCE:MF | 2 | 13 | 36 | |

9. Manual Feed Section 2



| | | | |
|--|---|--|---|
| Model: Gim-MF1 a/b | | Date: 26-Sep-17 | No.: RM172022 |
| ● Subject: Service Manual revision | | Prepared by: Taiga Itoh | |
| From: 1st Tech. Support Sec. Service Support Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other () | <input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2 |

Change/Reason: Service Manual revision

Revised “toner cartridge” to ”PCDU” on 81 page of the service manual.

Before revision

| | |
|------|--|
| 7936 | [PCDU Log] Displays the ID chip log data in the toner cartridge. |
|------|--|



After revision

| | |
|------|---|
| 7936 | [PCDU Log] Displays the ID chip log data in the PCDU . |
|------|---|

| | | | |
|--|---|---|---|
| Model: Gim-MF1 a/b | | Date: 26-Jan-18 | No.: RM172023 |
| Subject: Service Manual Correction:SP3-098-001 | | Prepared by: Taiga Itoh | |
| From: 1st Tech. Support Sec. Service Support Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other () | <input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2 |

Change/Reason: Providing an additional explanation to service manual

Main SP Tables-3

SP3-XXX (Process)

| | | | |
|-----------|--|----|--|
| 3098 | [Days Before End] Switches the near end timing: days before end toner | | |
| 3-098-001 | Toner | E* | [0 to 2 / 1 / 1/step] 0: earlier 1: normal 2: later |

“earlier” means that you are prompted **7 days (959 pages)** before toner end.

“normal” means that you are prompted **5 days (685 pages)** before toner end.

“later” means that you are prompted **3 days (411 pages)** before toner end.

| | | | |
|--|--|---|--|
| Model: Gim-MF1a/b | | Date: 11-Sep-18 | No.: RM172024 |
| Subject: Manual Correction:SC277-10 | | Prepared by: Taiga Itoh | |
| From: 1st Tech. Support Sec. Service Support Dept. | | | |
| Classification: | <input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other () | <input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2 |

Change/Reason: Adding explanations to service manual

| SC No. | Level | Error Name/Error Condition/Major Cause/Solution |
|----------------------|-------|---|
| SC277-00 SC277-10 | D | LEDA communication error |
| | | The head type data was read three times in succession |
| | | (277-00) <ul style="list-style-type: none"> Defective ASIC Defective LEDA |
| | | (277-10) <ul style="list-style-type: none"> LEDA power source error Turn the main power OFF and then ON. Replace the LED head |

Add the following

- Check and connect the FFC.
- Replace the FFC between the BiCU and LED head.
- Replace the BiCU

| | | | |
|--|---|---|---|
| Model: Gim-P1a | | Date: 11-Sep-18 | No.: RM171026 |
| Subject: Manual Correction:SC277-10 | | Prepared by: Taiga Itoh | |
| From: 1st Tech. Support Sec. Service Support Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other () | <input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2 |

Change/Reason: Adding explanations to service manual

| SC No. | Level | Error Name/Error Condition/Major Cause/Solution |
|----------------------|-------|---|
| SC277-00 SC277-10 | D | LEDA communication error |
| | | The head type data was read three times in succession |
| | | (277-00) <ul style="list-style-type: none"> Defective ASIC Defective LEDA |
| | | (277-10) <ul style="list-style-type: none"> LEDA power source error Turn the main power OFF and then ON. Replace the LED head |

Add the following

- Check and connect the FFC.
- Replace the FFC between the BiCU and LED head.
- Replace the BiCU

| | | | |
|---|---|---|---|
| Model: Gim-MF1a/b | | Date: 25-Sep-18 | No.: RM172025 |
| Subject: Manual Correction: SPs to switch the near end timing | | Prepared by: E. Nakamura | |
| From: 1st Tech. Support Sec. Service Support Dept. | | | |
| Classification: | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other () | <input type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2 |

Service Manual Revision

- Added information on the relation between the UP and SP settings for switching the near end timing.
- Added detailed information for each setting.

| | | | |
|-----------|---|----|---|
| 3098 | [Days Before End] Switches the near end timing: days before end toner | | |
| 3-098-001 | Toner | E* | [0 to 2 / 1 / 1/step] 0: earlier RTB 49 1: normal Information added 2: later |

| | | | |
|-----------|--|----|--|
| 7952 | [Days Before End] Switch the timing of the near end: Days until the end. | | |
| 7-952-001 | Maintenance Kit | E* | [0 to 2 / 1 / 1/step] 0: Earlier 1: Normal 2: Later |
| 7-952-002 | PCDU | E* | [0 to 2 / 1 / 1/step] 0: Earlier 1: Normal 2: Later |

Model: Gim-MF1a/b

Date: 25-Sep-18

No.: RM172025

| | | | |
|-----------|---|----|---|
| 3800 | [Days Before End] Switches the near end timing: days before end toner | | |
| 3-800-001 | Waste Toner | E* | [0 to 2 / 1 / 1/step] 0: earlier 1: normal 2: later |

The relation between the UP and SP settings for switching the near-end timing is shown below:

| | Toner | Maintenance Kit | PCDU | Waste Toner |
|-------------------|---------------|-----------------|---------------|---------------|
| UP setting | Available (*) | Available (*) | Available (*) | Not Available |
| SP setting | 3-098-001 | 7-952-001 | 7-952-002 | 3-800-001 |

*Note: Menu > Maintenance > General Settings > Replacement Alert

A description of the setting values is shown below:

| UP setting value | SP setting value | FSM | Notify timing | Printable pages |
|------------------|------------------|---------|-----------------------|-----------------|
| Notify Sooner | 0 | earlier | 7 days before end (*) | 959 (*) |
| Normal | 1 | normal | 5 days before end (*) | 685 (*) |
| Notify Later | 2 | later | 3 days before end (*) | 411 (*) |

***Important Notice:**

- The figures above are intended only as an example and are calculated based on the following conditions:
 - A4 (LT)
 - 6% image coverage ratio
 - 3P/J
 - APV: 3.0k prints/month
- The printing habits of the customer (document type, job size, image density, etc.) will have a substantial impact on the toner cartridge's actual page yield. Accordingly, the actual number of days and/or pages that the machine can print with the remaining toner may vary considerably.

| | | | |
|--|--|---|--|
| Model: Gim-MF1a/b | | Date: 18-Feb-19 | No.: RM172026 |
| Subject: Troubleshooting for @Remote certification update fail | | Prepared by: Y.Tamaoka | |
| From: Overseas Field info Sec. OP/OS PQM Dept | | | |
| Classification: | <input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other () | <input checked="" type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2 <input type="checkbox"/> Tier 0.5 |

SYMPTOM

The following messages are displayed on the operation panel and in WIM, triggering unnecessary communication between the device and @Remote gateway.

Operation panel:

“@Remote Cert. update failed”, “Please call service”

WIM:

“Failed to update @Remote certificate”

CAUSE

Bug with controller firmware.

SOLUTION

Update the controller firmware to **Ver. 1.15** or later.