

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
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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-P1a		Date: 23-Feb-15	No.: RM171002
Subject: Service manual revision		Prepared by: T.Suzuki	
From: 3rd Tech. Support Sec. Service Support 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"/> Product Safety	<input type="checkbox"/> Other ()	<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-P1a

Date: 23-Feb-15

No.: RM171002

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

Reissued: 25-Jun-15

Model: Gim-P1a	Date: 09-Mar-15	No.: RM171003a
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RTB Reissue

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.

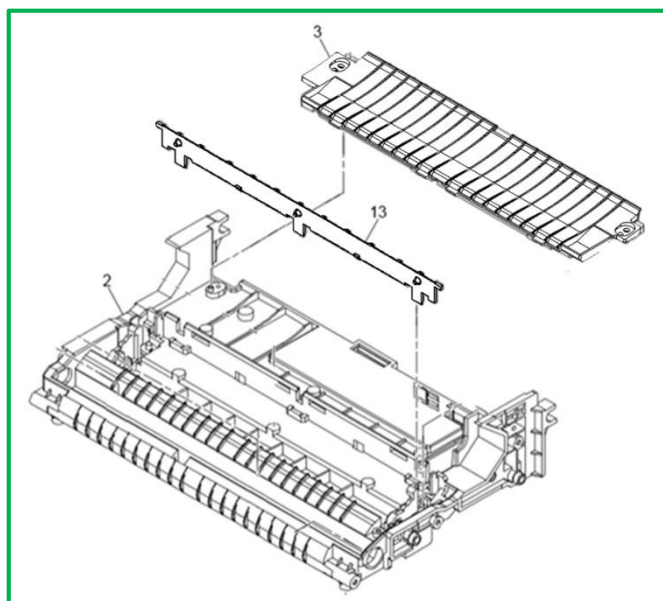
1. The maximum height of the guide rib of the exit guide stay was shortened.
2. The material and shape of the electrode plate cover was changed.
3. The shape of the transfer stay was changed as shown in the illustration.

Reason: To further minimize staining on the printed paper.

Note: The reverse side of the printed 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**.

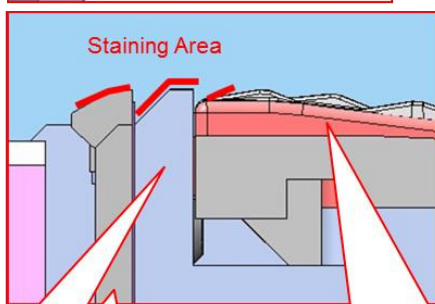
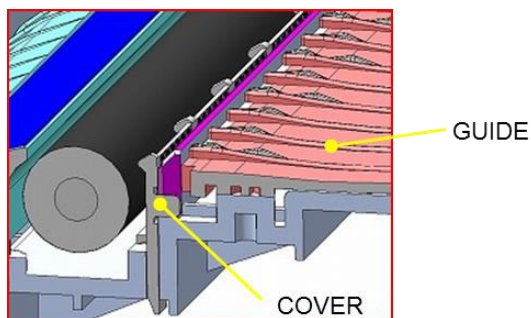
Incorrect part number	Correct part number	Description	Q'ty	Int	Page	Index	Note
M1603861	M1603865	COVER:ELECTRODE PLATE:SEPARATION:2	1 - 1	X/X	18	13	X/O as a set
M1603851	M1603866	GUIDE:EXIT:STAY:TRANSFER:2	1 - 1	X/X	18	3	
M1603850	M1603870	STAY:TRANSFER	1 - 1	X/X	18	2	



Reissued: 25-Jun-15

Model: Gim-P1a	Date: 09-Mar-15	No.: RM171003a
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Old

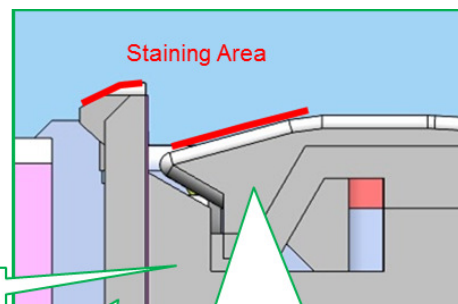
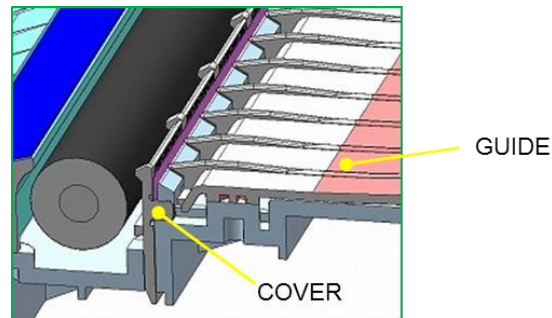


M1603850
STAY:TRANSFER

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

Mass production

MODEL NAME	DESTINATION	CODE	SERIAL NUMBER	Produced Date
SP3600DN	NA	M171-17	T635H103664	2015.01.23
	CHN	M171-21	T634HC00701	2014.12.11
	EU/AA	M171-27	T634HC00001	2014.12.10

Model: Gim-P1a		Date: 9-Mar-15	No.: RM171004
Subject: Part catalog correction		Prepared by: J.Kitagawa	
From: 3rd 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

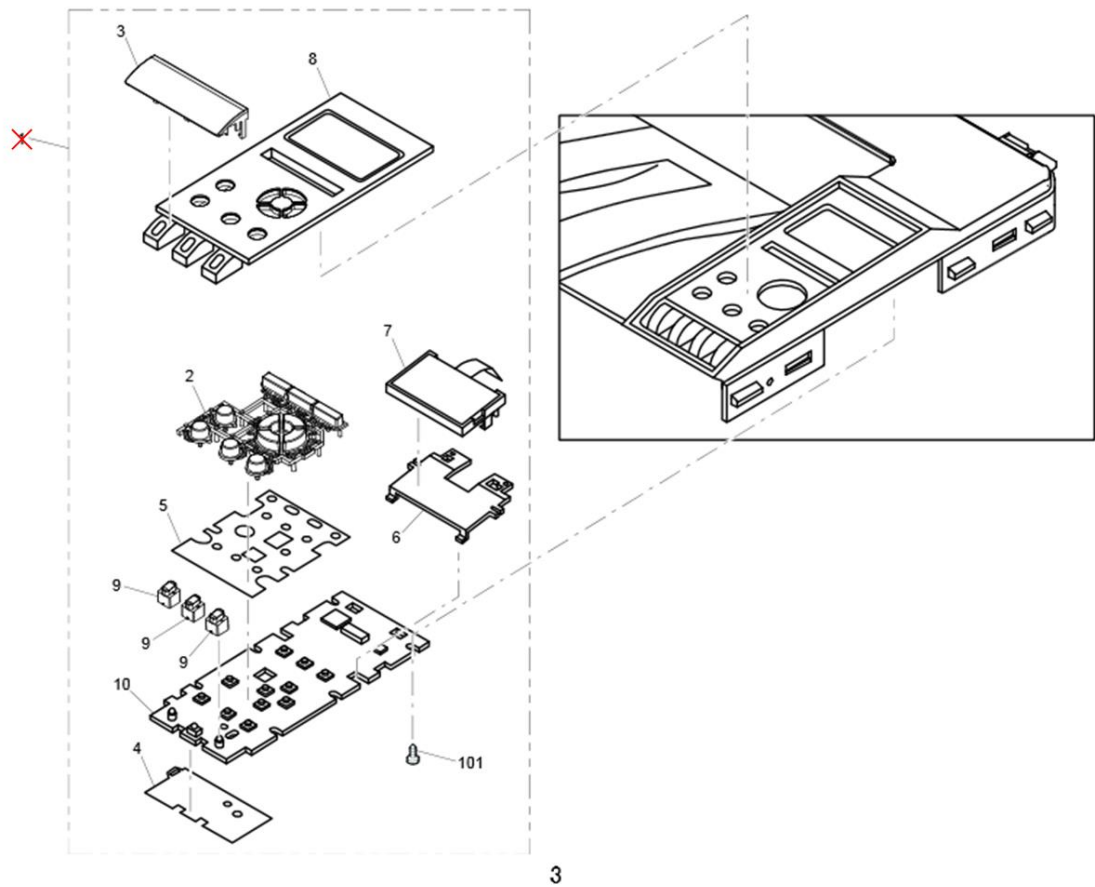
Change: The following part was deleted. Instead, the components are available as individual service parts.

Reason: Difficulty in supplying the operational panel as an assembled unit.

Note: The individual parts (indexes 2-10, 101) are still available.

Incorrect part number	Correct part number	Description	Q'ty	Page	Index	Note
M1711411	-	OPERATION PANEL:ASS'Y	1	4	1	
M1711413	-	OPERATION PANEL:CHN:ASS'Y	1	4	1	For China

2. Operation Panel



Model: Gim-P1a		Date: 19-Mar-15	No.: RM171006
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. 95

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)

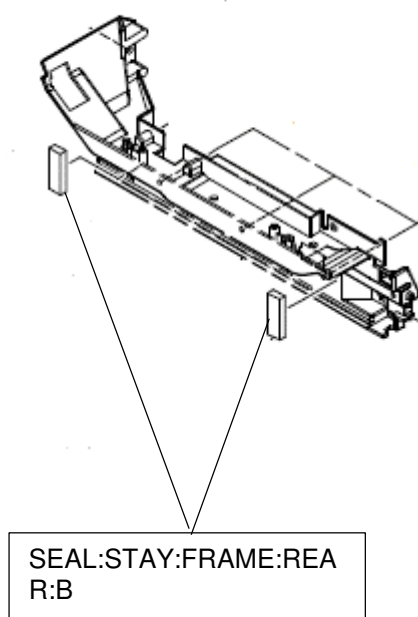
Note: SP values set with the KIBO controller are **not** carried over when the controller board is replaced.

Model: Gim-P1a		Date: 26-May-15	No.: RM171007
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		34	*39	

*: New index

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



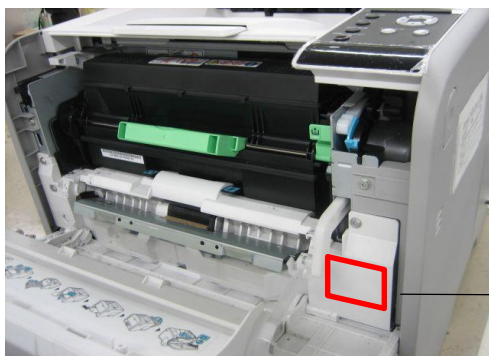
Model: Gim-P1a		Date: 27-May-15	No.: RM171008
Subject: LED Lever Decal		Prepared by: H.K.	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> 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		8	*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-P1a

Date: 27-May-15

No.: RM171008

SHINDO Production

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NUMBER
Savin SP 3600DN Lanier SP 3600DN Ricoh SP 3600DN	115/60	USA	M171-17	T634HCxxxxx
Gestetner SP 3600DN Nashuatec SP 3600DN Rex Rotary SP 3600DN Lanier SP 3600DN Ricoh SP 3600DN	220/50	Europe, Asia	M171-27	T634HCxxxxx
Ricoh SP 3600DN	220/50	China	M171-21	T634HCxxxxx

Model: Gim-P1a		Date: 25-Jun-15	No.: RM171009
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 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
M1600141		PCU:EXP:ASS'Y	1 - 0		6	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-P1a

Date: 25-Jun-15

No.: RM171010

Subject: Part catalog correction "Fusing Section 1"

Prepared by: J.Kitagawa

From: 1st Tech Service Sect., MFP/P Tech Service Dept.

Classification:

☐ Troubleshooting

☒ Part information

☐ Action required

☐ Mechanical

☐ Electrical

☐ Service manual revision

☐ Paper path

☐ Transmit/receive

☐ Retrofit information

☐ Product Safety

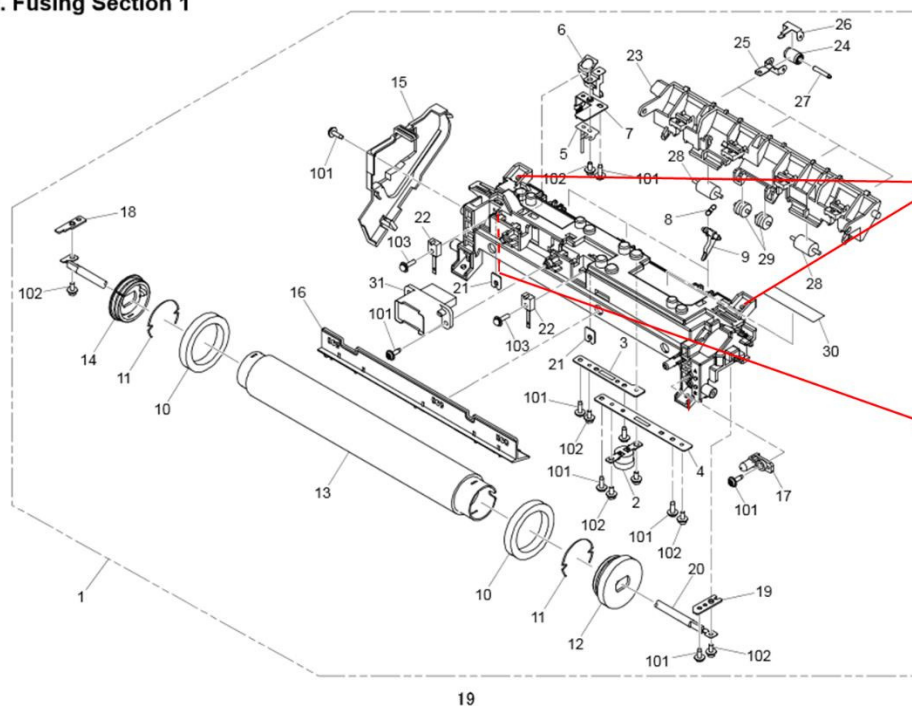
☐ Other ()

☐ Tier 2

Change: Geometry of these parts has changed.

Incorrect part number	Correct part number	Description	Q'ty	Page	Index	Note
-	M1604138	GROUND PLATE:HOT ROLLER	1	20	32	
-	M1604139	RESISTOR:1GOHM	1	20	33	
-	M1604141	WASHER:DIA10.1:DIA6.0:0.6T	1	20	34	

10. Fusing Section 1



Index No.34
M1604141
WASHER:DIA10.1:DIA6.0:0.6T



Index No.32
M1604138
GROUND PLATE:HOT ROLLER



Index No.33
M1604139
RESISTOR:1GOHM



Model: Gim-P1 a		Date: 26-Jun-15	No.: RM171011
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	12	For EU Only

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

ABS

Model: Gimlet-P1a		Date: 21-Jul-15	No.RM171012
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 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 number was corrected.

Incorrect part number	Correct part number	Description	Q'ty	Page	Index	Note
M1602620	M1712620	HOLDER:FRICION PAD:ADHESION	1	12	13	

6. Paper Feed 1

Index No.	Part No.	Description	Q'ty Per Assembly
1	M1712550	PAPER TRAY:REAR:250 SHEET FEED UNIT:ASS'Y	1
2	M1712560	END FENCE:250 SHEET FEED UNIT:ASS'Y	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-ASS'Y	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:FRICTION 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:ASS'Y	1
18	M1602655	LEVER:LOCK:SIDE FENCE:TRAY	1
19	M1602641	HOLDER:PINION	1
20	M1712660	SIDE FENCE:LEFT:250 SHEET FEED UNIT:ASS'Y	1
21	GA063084	COMPRESSION SPRING:AUXILIARY:SIDE FENCE	2
22	M1602668	ARM:TRAY BOTTOM PLATE	2
23	M1602680	DIAL:PAPER SIZE SENSOR:TRAY:CHN:ASS'Y	1
	M1602687	DIAL:PAPER SIZE SENSOR:TRAY:EXP:ASS'Y	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:ASS'Y	2
30	M1712607	SEAL:TRAY:REAR:EU:CHN:250 SHEET FEED UNIT	2

[illegible]

Model: GIM-P1a		Date: 23-Jul-15	No.:RM171013
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

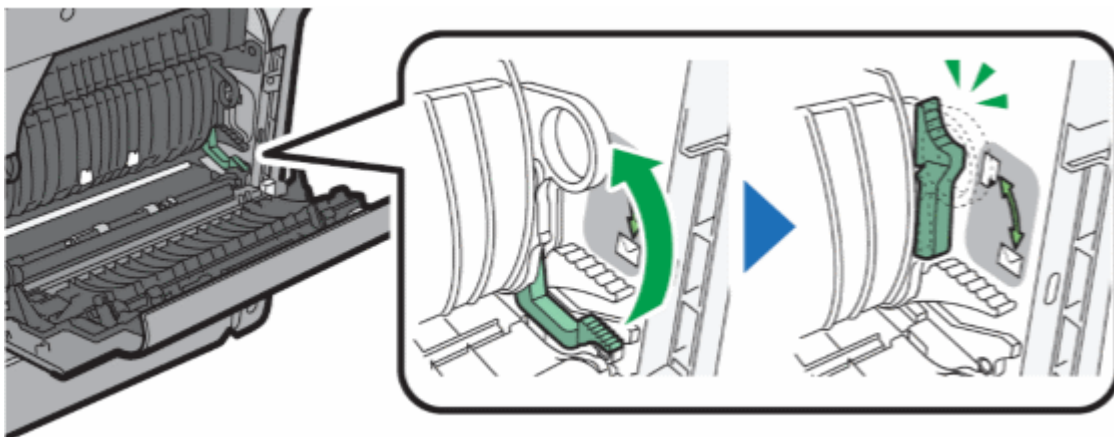
Toner is not properly fixed when printed on a recommended type of plain paper.

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: 13-Mar-17

Model: Gim-P1a	Date: 13-Nov-15	No.: RM171014a
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RTB Reissue

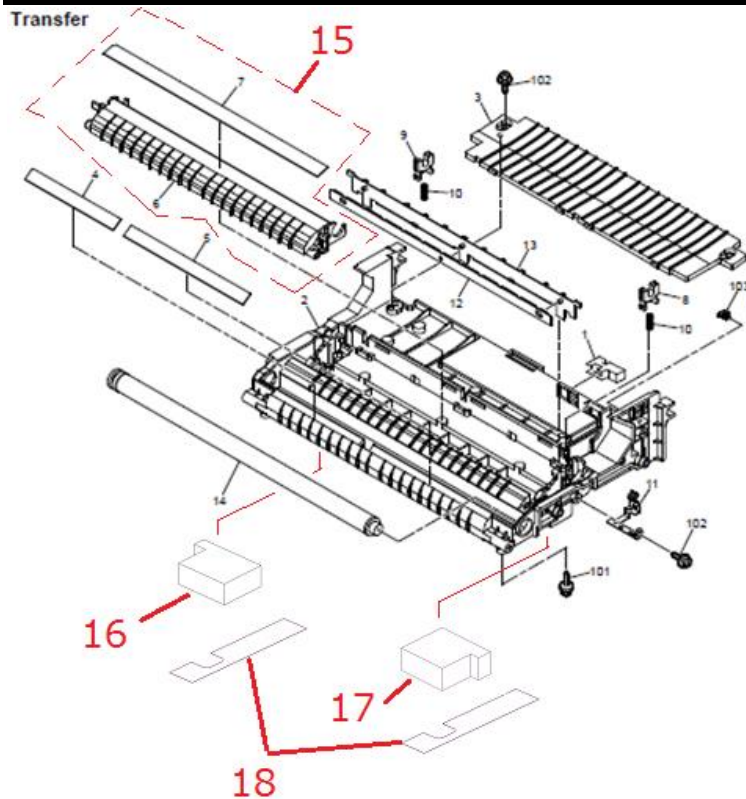
The items in ***bold italics*** have been corrected or added.

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	Index	Note
M1603850	M1603870	STAY:TRANSFER	1	X/X	2	
	M1603877	SPONGE:TRANSFER/ SEPARATION UNIT:LEFT	1	X/X	16	
	M1603878	SPONGE:TRANSFER/ SEPARATION UNIT:RIGHT	1	X/X	17	
	M1603879	SHEET:TRANSFER UNIT: TONER CATCHPAN	2	X/X	18	
M1603881	M1603880	GUIDE:TRANSFER ROLLER: CLICK:ASS'Y	1	X/X	15	
M1603854	M1603874	GUIDE:TRANSFER ROLLER: CLICK	1	X/X	6	
M1603855	M1603875	SHEET:GUIDE:TRANSFER ROLLER:CLICK	1	X/X	7	

Reissued: 13-Mar-17

Model: Gim-P1a	Date: 13-Nov-15	No.: RM171014a
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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.

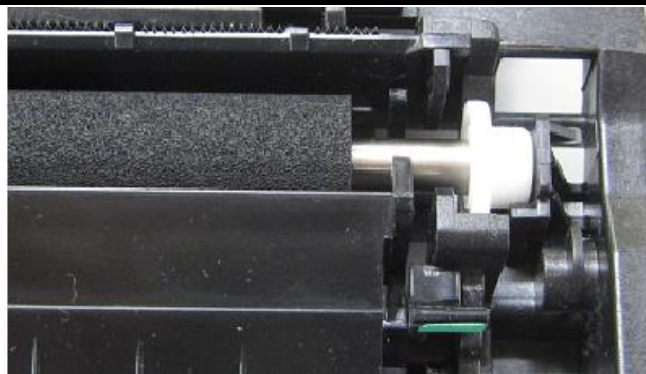
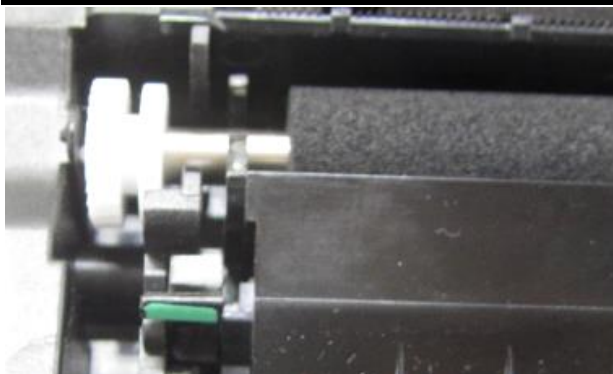
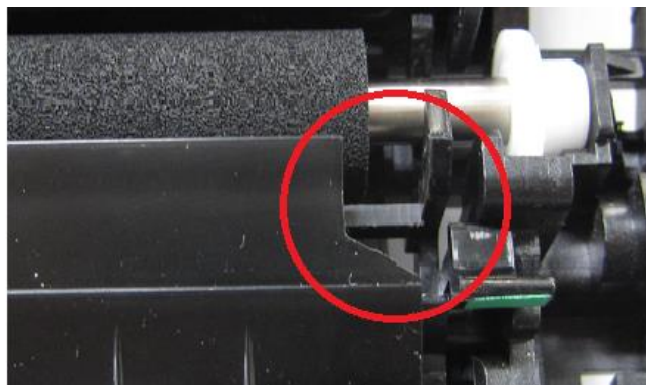
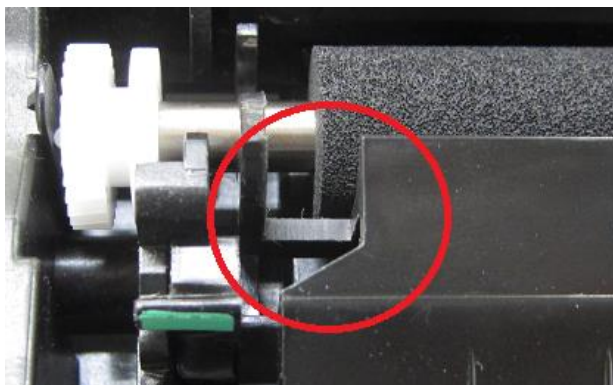
Old

Reissued: 13-Mar-17

Model: Gim-P1a

Date: 13-Nov-15

No.: RM171014a

**New****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:

Reissued: 13-Mar-17

Model: Gim-P1a	Date: 13-Nov-15	No.: RM171014a
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Shindoh (China) Production

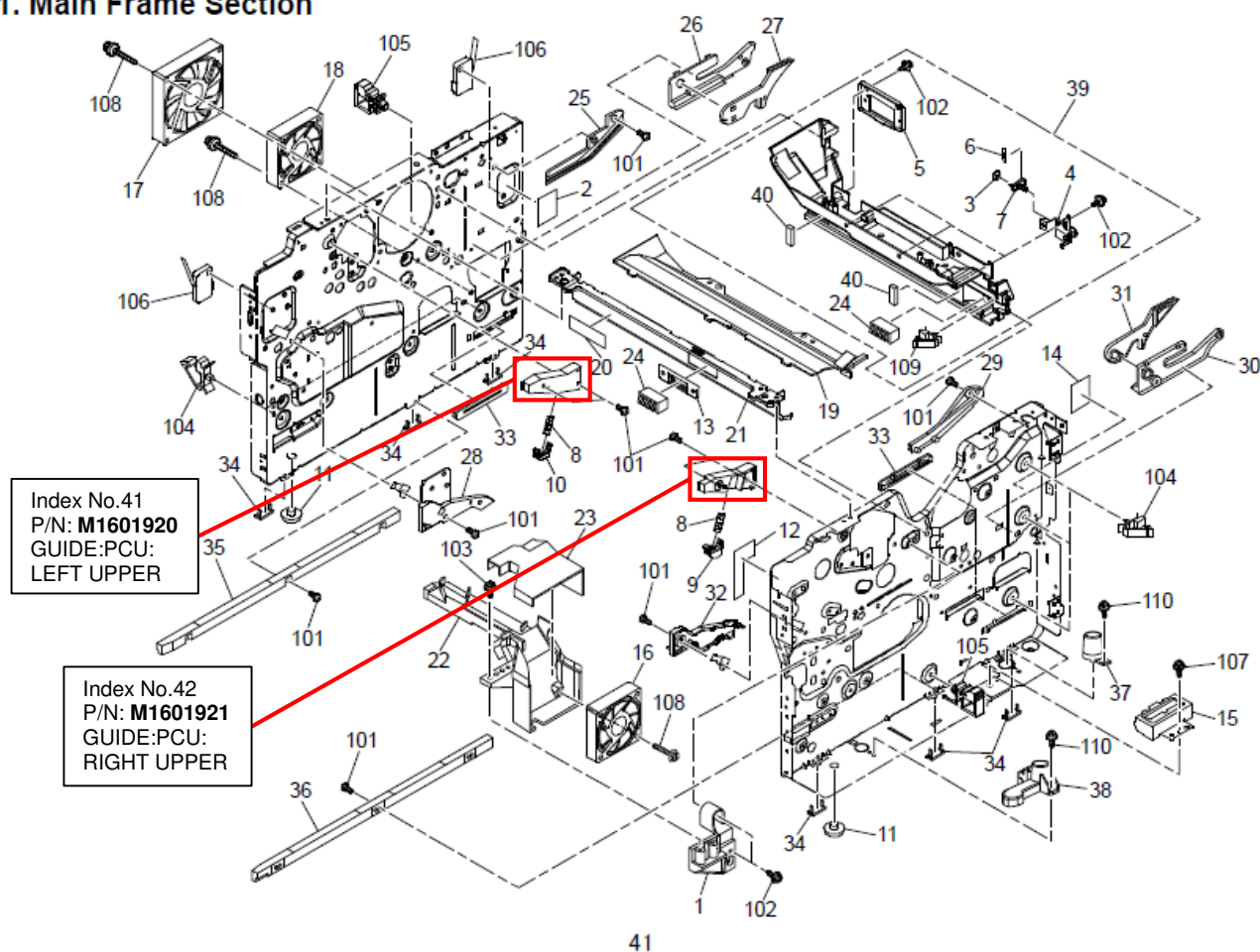
MODEL NAME	DESTINATION	CODE	SERIAL NUMBER
Ricoh SP3610DN	USA	M171-17	<i>T636H100070</i>
	Europe, Asia	M171-27	T635HA01189

Model: Gim-P1a		Date:12-Jan-16	No.: RM171015
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

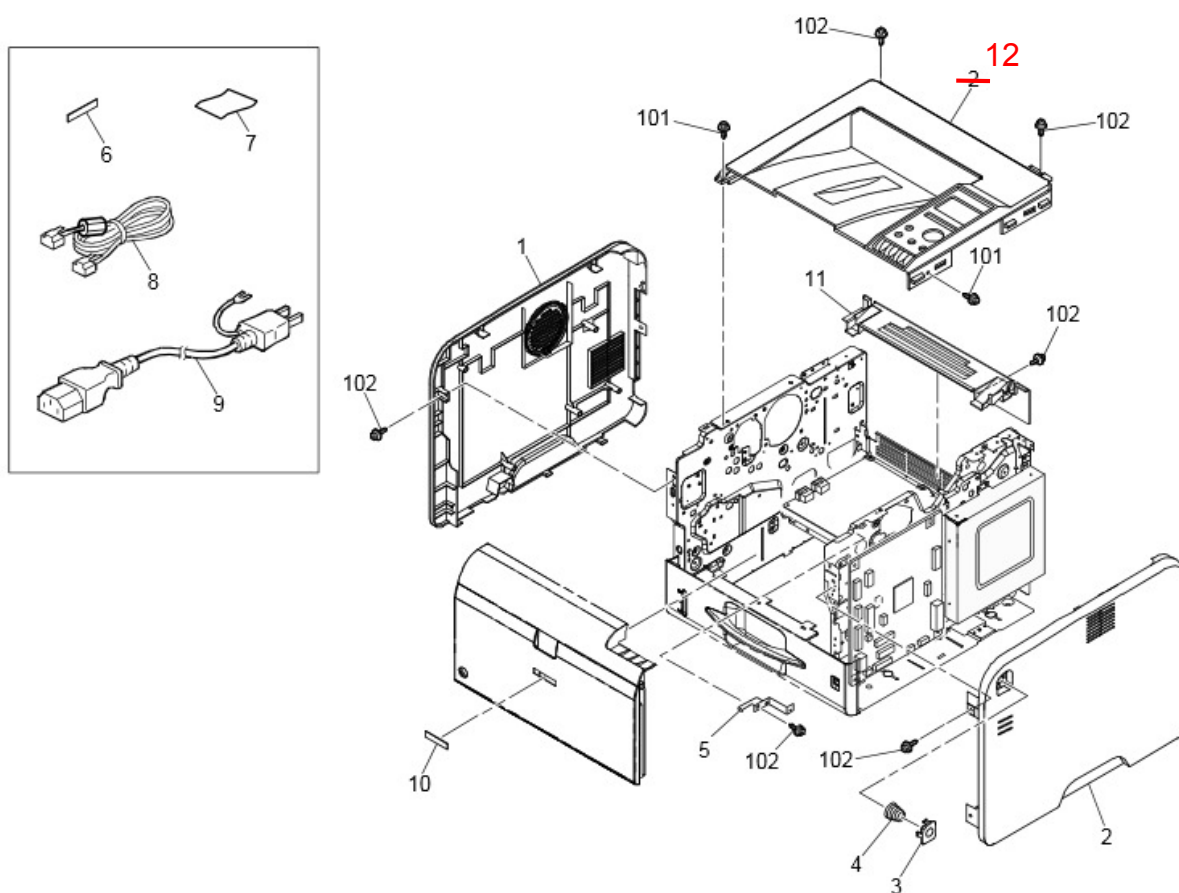


Model: Gim-P1a		Date: 17-Feb-16	No.: RM171016
Subject: Part Catalog Correction -Missing p/n in Exterior section		Prepared by: Norito Yasuda	
From: 1st Tech Service Sec. MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> 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

Part number of the upper cover was missing from the parts catalog and its index number was incorrect. Please make the following correction to your part catalog.

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
-	M1711231	COVER:UPPER:P1_A	1		1	12	

1. Exterior



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

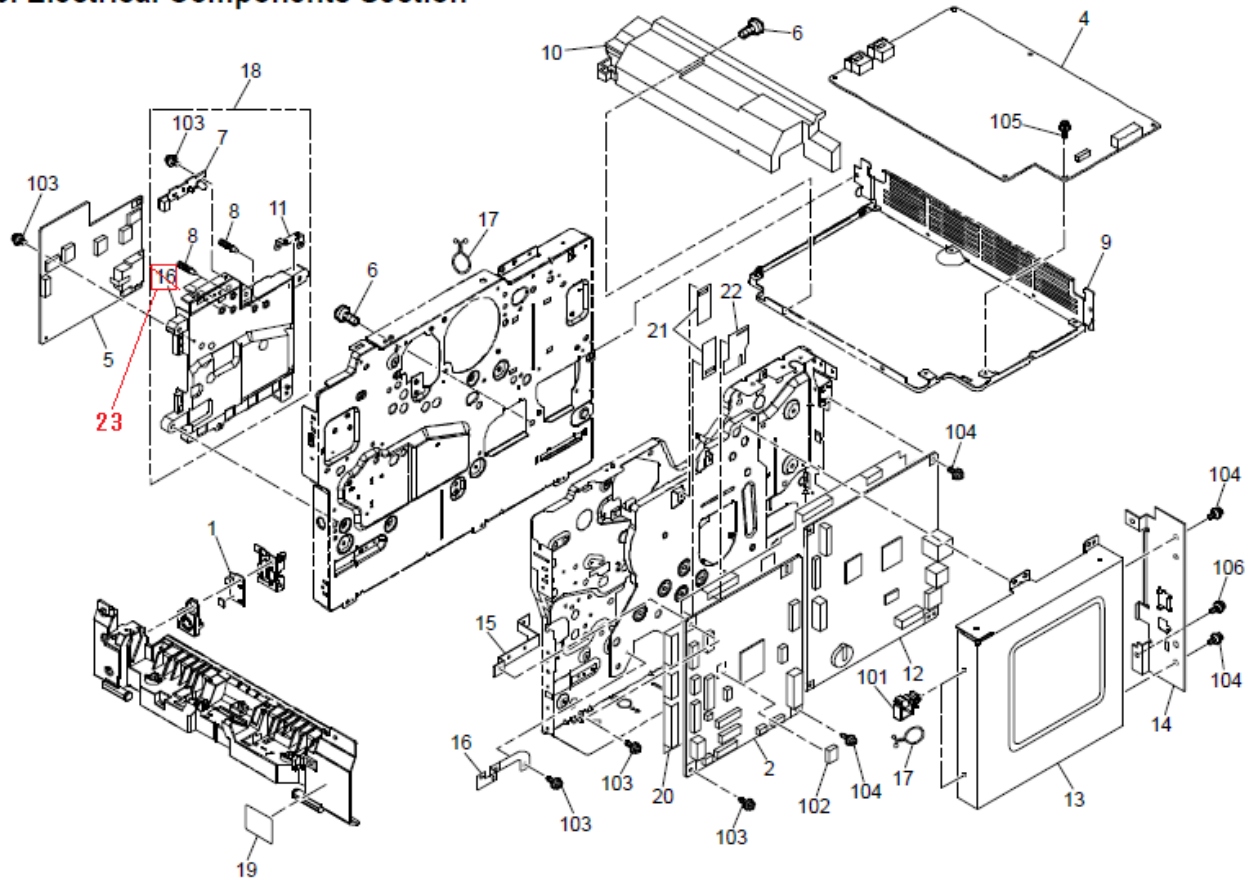
P/N	Description	Pressure	Color
M1589003	SEPARATION SPRING 5N GIMLET	5N	Black

Model: Gim-P1a		Date: 7-Oct-16	No.: RM171017
Subject: Catalog correction : Electrical Components		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

Change: The following part numbers were corrected.

Incorrect part number	Correct part number	Description	Q'ty	Page	Index	Note
M1605508	M1715010	PCB:BCU:ASS'Y	1	32	2	
M1715010	-		1	32	3	
M1605506	M1605515	GROUND PLATE:POWER PACK	1	32	11	
-	M1605506	BRACKET:POWER PACK	1	32	23	

16. Electrical Components Section



Model: Gim-P1a		Date: 20-Oct-16	No.: RM171018
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.

Model: Gim-P1aRS(Europe)		Date: 15-Nov-16	No.: RM171019
Subject: Service document revision for M0AQ		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 checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Gim-P1aRS (M0AQ) was added as a new model to the Gim-P1 series, targeting only the EU market.

Due to this addition, the Service Manual and TTP for M171 were revised. The description “M171” was changed to “**M171/M0AQ**” in both of these documents.

Note that the following components are unique to M0AQ and are not interchangeable with other models:

- Toner cartridge
- PCDU
- PCB

Revisions made to the Field Service Manual and Parts Catalog are as follows.

- Field Service Manual revision

P.16 Consumables for M0AQ

Item	Machine Code	Remarks	Yield
Print Cartridge SP 400E	M947-27	NEW	5,000 pages (ISO)
Print Cartridge SP 400LE	M948-27	NEW	2,500 pages (ISO)
Photo Conductor Unit SP 400	M906-04	NEW	20,000 pages (3P/J)

Model: Gim-P1cRS(Europe)

Date: 15-Nov-16

No.: RM158037

P.17 Other Yield Parts

	Yield – Condition		Compatibility	
	Yield (Page)	Condition	User Maintenance Model	
			M171	M0AQ
High Yield Toner for M171	6,000	ISO	Available	N/A
Low Yield Toner for M171	3,000	ISO	Available	N/A
High Yield Toner for M0AQ	5,000	ISO	N/A	Available
Low Yield Toner for M0AQ	2,500	ISO	N/A	Available
Standard PCDU for M171	20,000	3P/J	Available	N/A
Standard PCDU for M0AQ	20,000	3P/J	N/A	Available

- Parts Catalog revision (Service parts for M0AQ)

Section	P/N	Description	Page	Index
Electrical Components	M0AQ5010	PCB:BCU:RS:ASS'Y	32	2

Reissued: 17-Mar-17

Model: Gim-P1a	Date: 9-Dec-16	No.: RM171020b
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RTB Reissue

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

Subject: Field Modification Announcement for PCPU 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.

PCIDR - SP 40-0206		Serial No. 3276-00000		Procession Title	SP 40-0206	Page 10 of 10
EMC Page				Procession Title	SP 40-0206	Page 10 of 10
1	SP 40-0206	1	SP 40-0206	1	SP 40-0206	1
2	SP 40-0206	2	SP 40-0206	2	SP 40-0206	2
3	SP 40-0206	3	SP 40-0206	3	SP 40-0206	3
4	SP 40-0206	4	SP 40-0206	4	SP 40-0206	4
5	SP 40-0206	5	SP 40-0206	5	SP 40-0206	5
6	SP 40-0206	6	SP 40-0206	6	SP 40-0206	6
7	SP 40-0206	7	SP 40-0206	7	SP 40-0206	7
8	SP 40-0206	8	SP 40-0206	8	SP 40-0206	8
9	SP 40-0206	9	SP 40-0206	9	SP 40-0206	9
10	SP 40-0206	10	SP 40-0206	10	SP 40-0206	10
11	SP 40-0206	11	SP 40-0206	11	SP 40-0206	11
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16	SP 40-0206	16	SP 40-0206	16	SP 40-0206	16
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18	SP 40-0206	18	SP 40-0206	18	SP 40-0206	18
19	SP 40-0206	19	SP 40-0206	19	SP 40-0206	19
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22	SP 40-0206	22	SP 40-0206	22	SP 40-0206	22
23	SP 40-0206	23	SP 40-0206	23	SP 40-0206	23
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47	SP 40-0206	47	SP 40-0206	47	SP 40-0206	47
48						

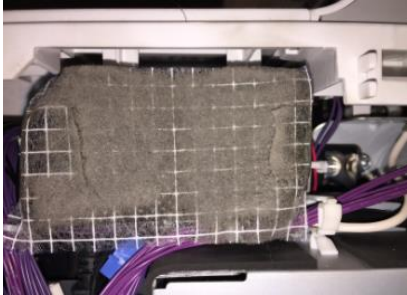


Reissued: 17-Mar-17

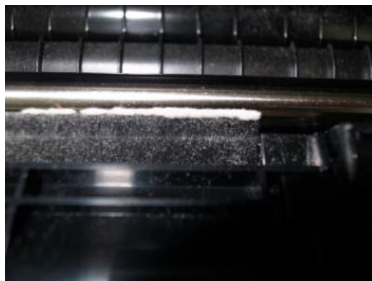
Model: Gim-P1a	Date: 9-Dec-16	No.: RM171020b
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CAUSE

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



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

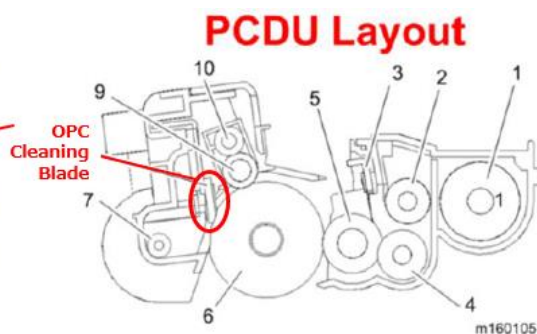
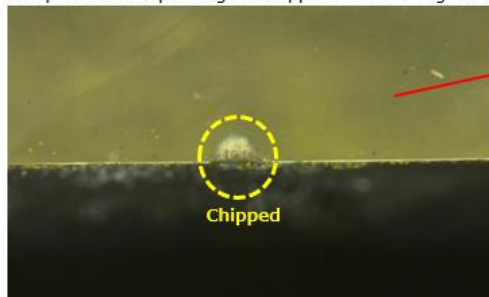


3. *A foreign substance adheres to the paper loaded in the tray and on the bypass.*



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

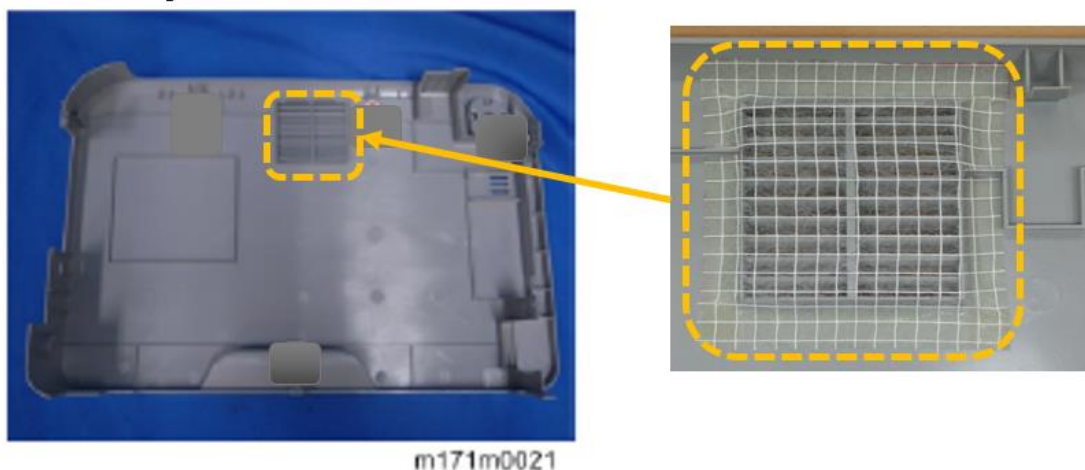
Model: Gim-P1a	Date: 9-Dec-16	No.: RM171020b
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SOLUTION

On the Production Line

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

Inside of the right cover:



m171m0021

Old P/N	New P/N	Description	Q'ty	I/C
-	M1711227 (M1719900)*	FILTER:DUST:P1A	1	-

* For field modification only

Cut-In Serial number

P1a : M171-17/-21/-27 : T636HA00001~

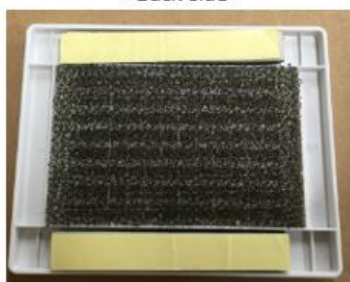
P1aRS : M0AQ-27 : Y696HA00001~

In the Field

<Front side>



<Back side>



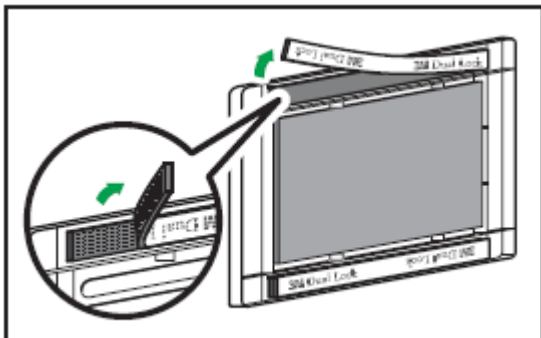
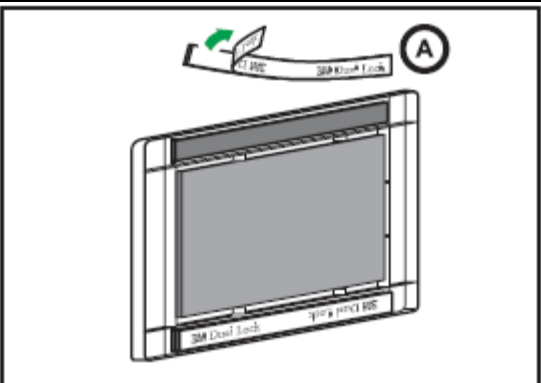
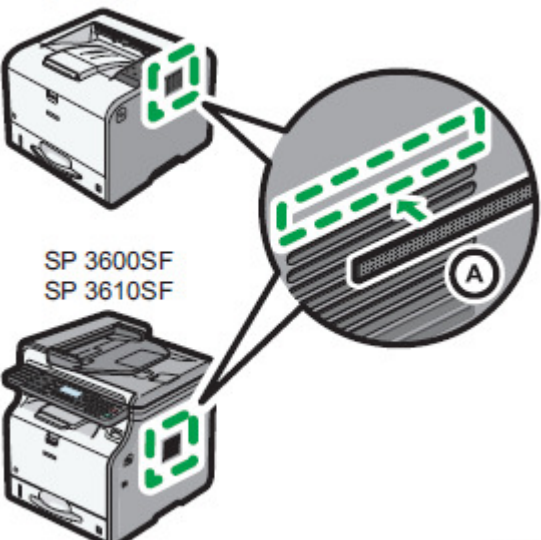
<External Appearance>



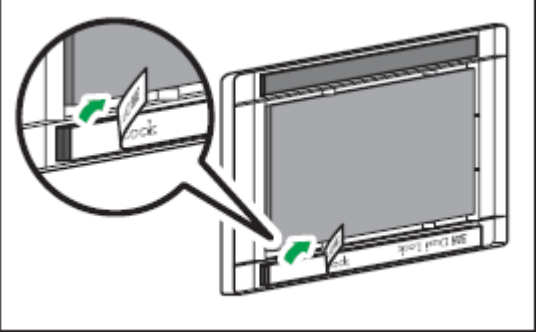
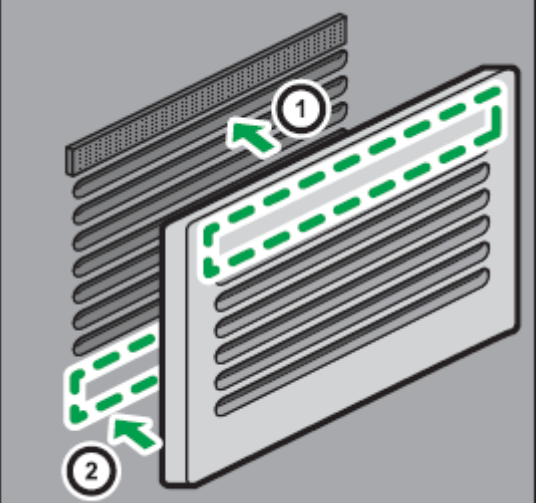
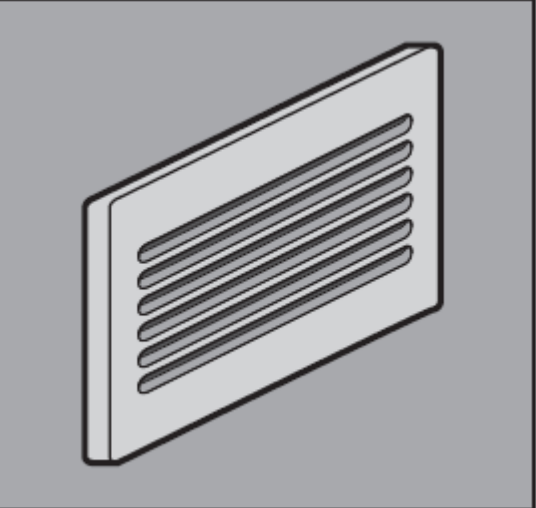
Old P/N	New P/N	Description	Q'ty	I/C
-	M1589900	FILTER UNIT	1	-

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-P1a
Date: 9-Dec-16
No.: RM171020b
INSTALLATION PROCEDURE

Step	Detail	Reference
1	Take off the Velcro.	 <p>Diagram showing 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 showing 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 showing the attachment of the Velcro strip (A) to the right cover. A circular inset shows the Velcro strip being attached to the right cover.</p> <p>DIR002</p>

Reissued: 17-Mar-17

Model: Gim-P1a	Date: 9-Dec-16	No.: RM171020b
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-P1a		Date: 9-Dec-16	No.: RM171021
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 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 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.

[illegible]

Model: Gim-P1a

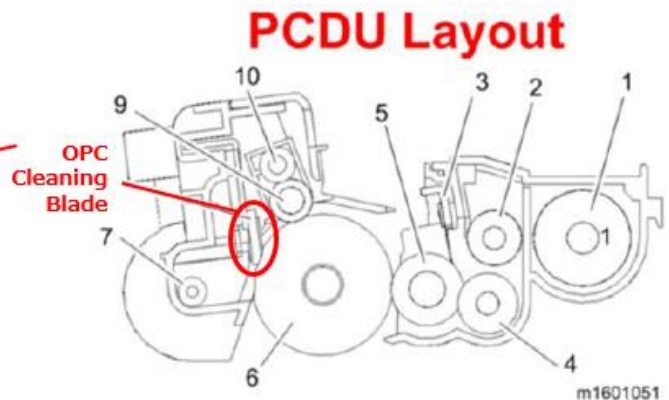
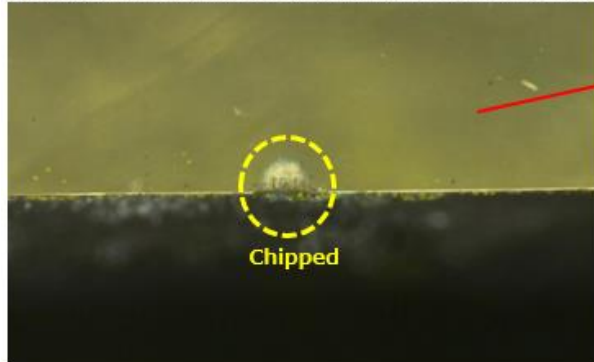
Date: 9-Dec-16

No.: RM171021

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

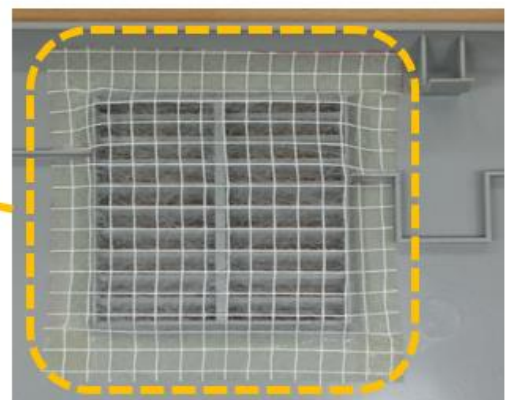
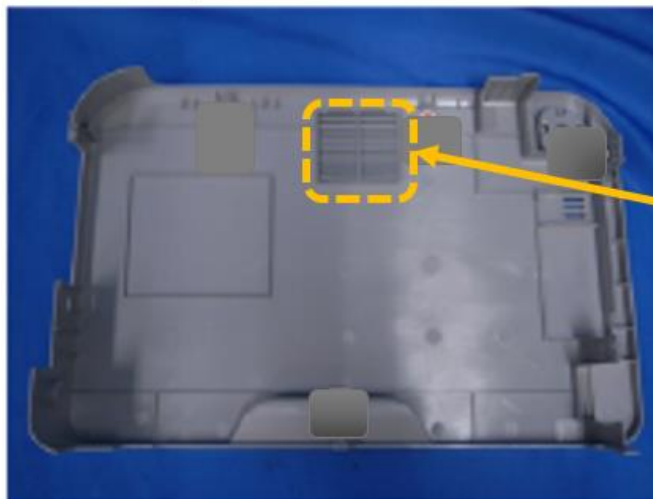


At such a location, the cleaning blade cannot clean toner out from the PCDU, causing black lines on prints. Gradually this toner transfers to the charge roller and charge cleaning roller. When it comes to a certain level, the charge roller cannot charge sufficiently, causing white lines on prints.

SOLUTION

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

Inside of the right cover:



Old P/N	New P/N	Description	Q'ty	I/C
-	M1711227	FILTER:DUST:P1A	1	-

Cut-in serial numbers

P1a : M171-17/-21/-27 : T636HA00001~


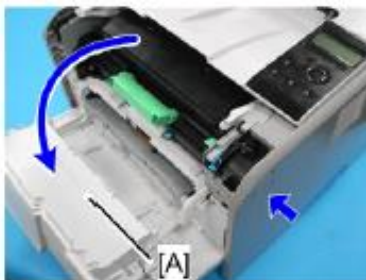

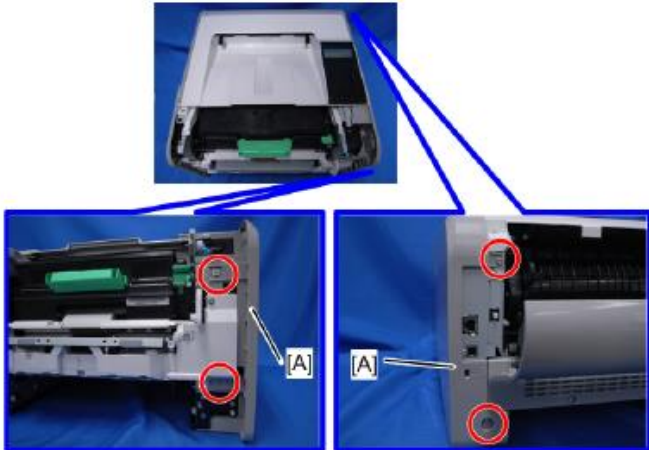
P1aRS : M0AQ-27 : Y696HA00001~


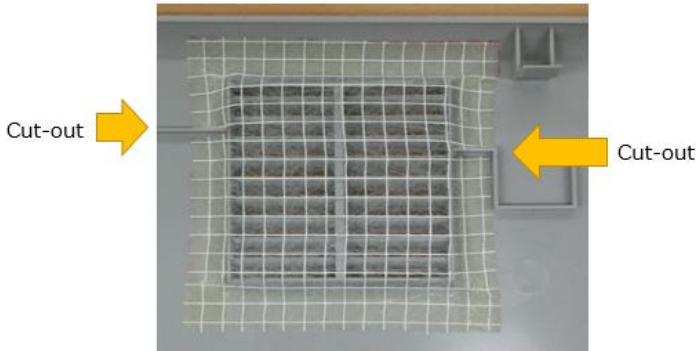
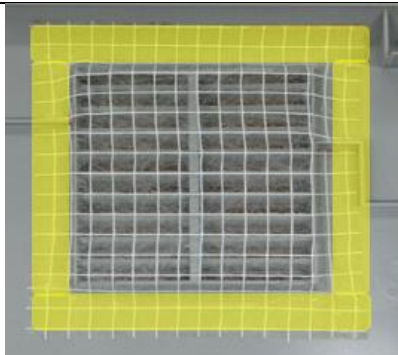
Model: Gim-P1a

Date: 9-Dec-16

No.: RM171021

INSTALLATION PROCEDURE

Step	Detail	Reference
1	Pull the paper feed tray [A] out completely to detach it.	 <p>m1600081</p>
2	Press the release button and open the front cover [A].	 <p>m171m0018</p>
3	Open the rear cover [A].	 <p>m158m0011</p>
4	Remove the four screws [A].	 <p>m171m0022</p>

Model: Gim-P1a		Date: 9-Dec-16	No.: RM171021
5	Release the hooks (refer to the picture for the location of the hooks) and remove the right cover.	 m171m0021	
6	Align the cut-out portions and attach the filter to the right cover. Make sure that the surface of the filter is sufficiently tensioned.		
7	Make sure there is no peeling or incomplete attachment at the edges highlighted in yellow.		
8	Re-attach the right cover and the paper feed tray.	-	

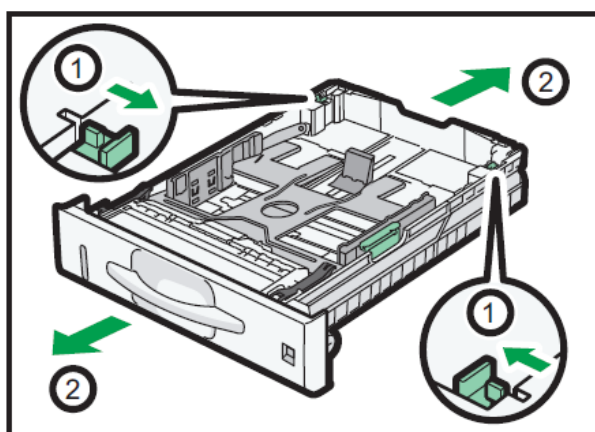
Model: Gim-P1a		Date: 7-Feb-17	No.: RM171022
Subject: Troubleshooting for Paper No Feed		Prepared by: K.Nakano	
From: Printer Sec., MFP/P FQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input checked="" type="checkbox"/> Paper path <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-P1a

Date: 7-Feb-17

No.: RM171022

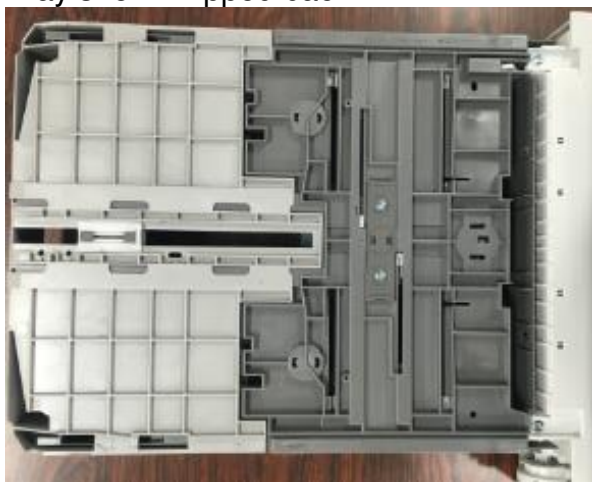
SOLUTION

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:



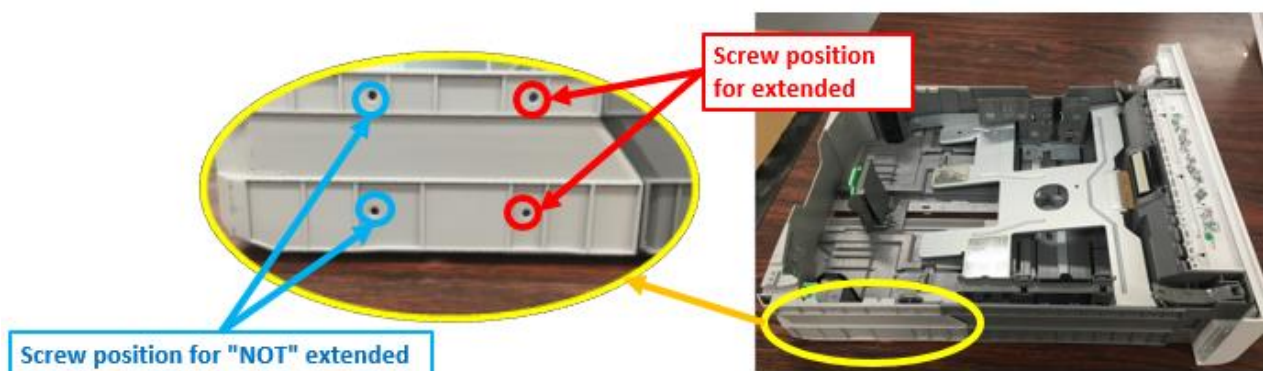
Options for fixing the end fence in place:



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



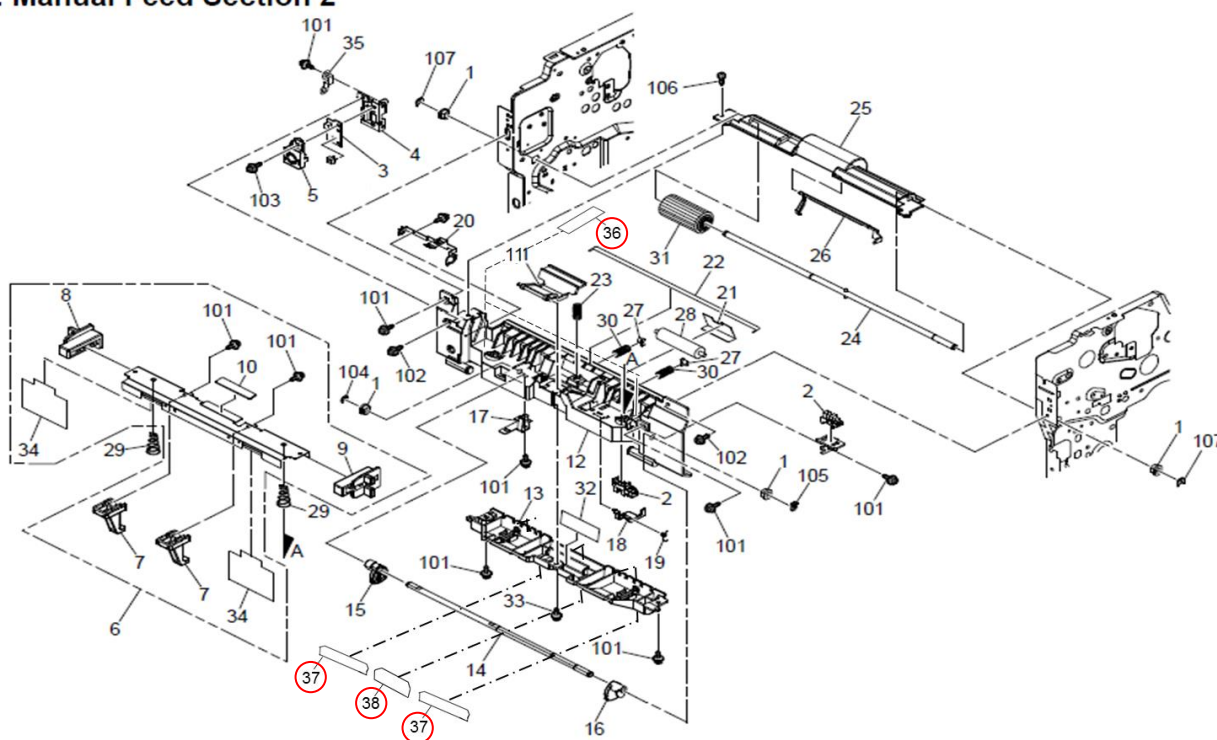
Model: Gim-P1 a		Date: 31-Jul-17	No.: RM171023
Subject: Parts Catalog Correction		Prepared by: Taiga Itoh	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> 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	

5. Manual Feed Section 2



Model: Gim-P1 a		Date: 26-Sep-17	No.: RM171024
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 71 page of the service manual.

Before revision

7936	[PCDU Log] Displays the ID chip log data in the toner cartridge.
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After revision

7936	[PCDU Log] Displays the ID chip log data in the PCDU .
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Model: Gim-P1a		Date: 26-Jan-17	No.: RM171025
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-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-P1a		Date: 25-Sep-18	No.: RM171027
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-P1a	Date: 25-Sep-18	No.: RM171027
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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-P1a		Date: 18-Feb-19	No.: RM171028
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"/> 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 type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<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. 1.16** or later.

Model: Gim-P1, MF1/1.5		Date: 4-Apr-19	No.: RM158056
Subject: Troubleshooting: Defect of waste toner collecting auger		Prepared by: Y. Tamaoka	
From: Overseas Field Info Sec., OP/OS FQM Dept., QAC			
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 <input type="checkbox"/> Tier 0.5

SYMPTOMS

One of more of the following occurs:

- Black lines/streaks
- Toner drops on prints
- Mechanical noise from the PCDU
- SC440

CAUSE

The intake filter on the right cover is not cleaned while the machine is used with Energy Saver disabled.

When the machine is used under these conditions, the intake filter clogs, causing the machine internal temperature to rise. The toner in the waste toner path hardens and sticks to the path, preventing the toner collection auger from functioning correctly.

SOLUTION

If the symptom occurs, do the following:

1. Replace the PCDU with a new one.
2. Then, enable Energy Saver **and/or** clean the intake filter with a wet cloth.