

Model: CH-C2 Pro	Date: 20-Dec-16	No.: RD260003
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Subject: Firmware Release Note: Web Support		Prepared by: R. Chino	
From: 1st PP Tech Service Sect., PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **Web Support**.

Version	Program No.	Effective Date	Availability of RFU
1.03	D2615765F	1st Mass production	Not 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
1.03	1st Mass production

Model: CH-C2 Pro	Date: 20-Dec-16	No.: RD260007
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Subject: Firmware Release Note: OpeFont		Prepared by: R. Chino	
From: 1st PP Tech Service Sect., PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **OpeFont**.

Version	Program No.	Effective Date	Availability of RFU
1.00	D2617391B	1st Mass production	Not 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
1.00	1st Mass production

Model: CH-C2 Pro	Date: 20-Dec-16	No.: RD260008
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Subject: Firmware Release Note: BufferPassUnit		Prepared by: R. Chino	
From: 1st PP Tech Service Sect., PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **BufferPassUnit**.

Version	Program No.	Effective Date	Availability of RFU
02.030:04	D3D01702A	1st Mass production	Not 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
02.030:04	1st Mass production

Reissued: 24-Mar-17

Model: CH-C2 Pro	Date: 20-Dec-16	No.: RD260009a
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RTB Reissue

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

Subject: Firmware Release Note: Finisher_COLUMBIA-D		Prepared by: R. Chino	
From: 1st PP Tech Service Sect., PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **Finisher_COLUMBIA-D**.

Version	Program No.	Effective Date	Availability of RFU
<i>01.040:03</i>	<i>D3CA5620D</i>	<i>May 2017 production</i>	<i>Not available</i>
01.030:03	D3CA5620C	1st Mass production	Not 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
<i>01.040:03</i>	<p><i>Error Correction:</i> <i>SC720-35(Trailing Edge Press Motor Error)</i></p> <p><i>*In detail* (as there have been multiple fixes for SC720-35):</i> <i>If a jam occurs at a location other than the stapler tray but the stapler unit is pulled out and pushed back in, the system attempts to resume the job without running the initialization process.</i> <i>This causes interference between the corner stapler stack unit and the stapler unit, resulting in SC720-35.</i> <i>To prevent this, if a jam occurs and the stapler unit is pulled out and pushed back in, the system will consider stacked sheets in the stapler unit as jammed sheets and prompt the operator to remove the sheets to resume printing.</i></p>
01.030:03	1st Mass production

Model: Mo-C2/MET-C2ab/MET-C2cde/MET-C2yz/ Brz-MF1/MT-C6/Gim-MF1.5dM/CH-C2/CH-C2Pro	Date: 04-Mar-16	No.: RD262032a
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Subject: Firmware Release Note: PS3 Font		Prepared by: Y. Kurohashi	
From: 1st PP Tech Service Sect., PP Tech Service Dept.			
Classification:	<input 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 checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **PS3 Font**.

Version	Program No.	Effective Date	Availability of RFU
1.17	D2415681	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
1.17	1st Mass production

Reissued: 19-Dec-16

Model: CH-C2/CH-C2 Pro	Date: 14-Oct-16	No.: RD257015a
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RTB Reissue

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

Subject: Firmware Release Note: PS3		Prepared by: K. Hamada	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **PS3**.

Version	Program No.	Effective Date	Availability of RFU
1.00	D3D85731A	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
1.00	1st Mass production

Reissued: 19-Dec-16

Model: CH-C2/CH-C2 Pro	Date: 14-Oct-16	No.: RD257016a
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RTB Reissue

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

Subject: Firmware Release Note: XPS		Prepared by: K. Hamada	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **XPS**.

Version	Program No.	Effective Date	Availability of RFU
1.08	D3D85738A	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
1.08	1st Mass production

Reissued: 19-Dec-16

Model: CH-C2/CH-C2 Pro	Date: 14-Oct-16	No.: RD257017a
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RTB Reissue

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

Subject: Firmware Release Note: TDCU		Prepared by: K. Hamada	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **TDCU**.

Version	Program No.	Effective Date	Availability of RFU
0.14.2:05	D2585530	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
0.14.2:05	1st Mass production

Reissued: 19-Jan-17

Model: Lef-C1/Brz-MF1/ CH-C2/CH-C2 Pro/Cor-C1.5/ Gim-MF1.5dM/GR-C2/GR-C3/ MET-C2ab/MET-C2cde/MET-C2yz/MET-P2/Mo-C2/ MT-C6	Date: 08-Feb-16	No.: RD259038g
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RTB Reissue

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

Subject: Firmware Release Note: QuickCardAuth for eDC		Prepared by: T. Tachibana	
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **QuickCardAuth for eDC**.

Version	Program No.	Effective Date	Availability of RFU
<i>2.12.04</i>	<i>D2411468A_forEDC</i>	<i>January 2017 production</i>	<i>Not Available</i>
2.12.01	D2411468_forEDC	June 2016 production	Not Available
2.01.25	D2411451F_forEDC	April 2016 production	Not Available
2.01.24	D2411451E_forEDC	April 2016 production	Not Available
2.01.22	D2411451D_forEDC	March 2016 production	Not Available
2.01.20	D2411451C_forEDC	1st Mass production	Not 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
<i>2.12.04</i>	<i>Specification Change</i> - <i>Modified the API to adhere to the Talkback accessibility function in Android OS for visually impaired people.</i>
2.12.01	Additional model information: - New Model Supported. Symptom corrected: - Applications can be uninstalled from Web Image Monitor. Before installing or updating an application, the CheetahSystem firmware needs to be updated to v1.09 (D2411420K) or later.
2.01.25	Symptom corrected: - Applications can be uninstalled from Web Image Monitor.
2.01.24	Symptom Corrected: When using Quick Card Authentication: - Even if the card reader setting in Screen Features is disabled, the login screen for the card is still displayed. - If logging in to Web Image Monitor fails, a message stating that the login failed is displayed on the operation panel even though the operation panel is not being used.
2.01.22	Symptom Corrected: Some of the words are incorrect in several languages.

Reissued: 19-Jan-17

Model: Lef-C1/Brz-MF1/ CH-C2/CH-C2 Pro/Cor-C1.5/ Gim-MF1.5dM/GR-C2/GR-C3/ MET-C2ab/MET-C2cde/MET-C2yz/MET-P2/Mo-C2/ MT-C6	Date: 08-Feb-16	No.: RD259038g
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Version	Modified Points or Symptom Corrected
2.01.20	1st Mass production Symptom Corrected: - Some of the wording in English was incorrect. Other Changes: - Modified the login message in Quick Card Authentication.

Reissued: 10-Mar-17

Model: Lef-C1, GR-C2 SOP, MET-C2ab, MET-C2cde, MET-C2yz, MT-C6, Gim-MF1.5dM, Brz-MF1,CH-C2,Cor-C1.5,MET-P2,GR-C3, <i>CH-C2Pro</i>	Date: 29-Jan-16	No.: RD259013f
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RTB Reissue

The items in bold italics have been corrected or added.

Subject: Firmware Release Note: BluetoothService for eDC		Prepared by: T. Tachibana	
From: 2nd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **BluetoothService for eDC**.

Version	Program No.	Effective Date	Availability of RFU
<i>1.02</i>	<i>D2411465C_forEDC</i>	<i>February 2017 production</i>	<i>Not Available</i>
1.01	D2411465B_forEDC	April 2016 production	Not Available
1.0	D2411465A_forEDC	1st Mass production	Not 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
<i>1.02</i>	<i>Other changes: New Model Supported.</i>
1.01	Other changes: - New Model Supported. --- Symptom corrected: Preinstalled applications can be accidentally uninstalled from Web Image Monitor. Other changes: - Support for the MP 6503SP/MP 7503SP/MP 9003SP. - Support for the MP 402SPF.
1.0	1st Mass production

Model: CH-C2 Pro		Date: 29-Mar-17	No.: RD260017
Subject: Electrical leak from fusing unit		Prepared by: S. Watanabe	
From: PP CS Section, PP FQM Dept., QAC			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input checked="" 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

Do the following at machine installation or the next visit for the target machines, and whenever replacing service parts for all machines.

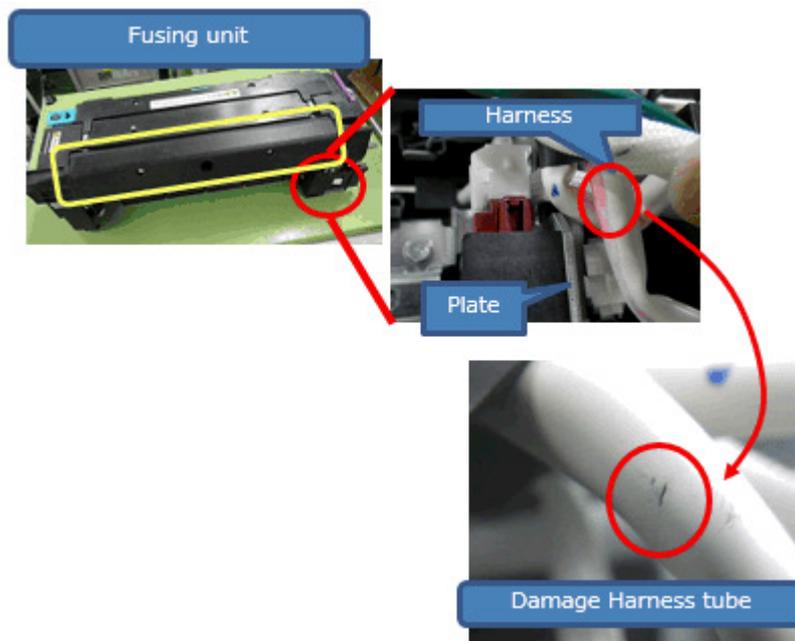
SYMPTOM

1. A circuit breaker cuts off the power.
2. A fuse cuts off if GND is not connected correctly.

Note: Once the machine is installed, the symptom will not occur. This is because the layout of the harness does not change due to the vibrations from machine operation.

CAUSE

The harness layout was changed when the factory assembly team was changed in January 2017. As a result, the following harness tube in the fusing unit was damaged, causing it to contact the metal plate.



SOLUTION

1. Check the target harness tube.
2. If it is damaged, cover the harness with Teflon tape.
3. Cover the edge of the bracket with Teflon tape.

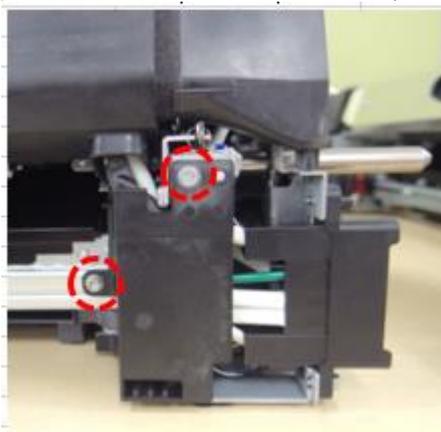
Note: The recommended Teflon tape is 3M PTFE Film tape 5490 (24mm).

PROCEDURE

1. Remove the fusing unit.



2. Remove the harness cover (2 screws).



Model: CH-C2 Pro

Date: 29-Mar-17

No.: RD260017

3. Remove the drawer connector (2 screws).



4. Remove the DC connector (snap fit).



5. Remove the relay connector holder (1 screw).
6. If any of the harnesses are damaged, cover the harness with Teflon tape.
Note: Recommended tape: 3M PTFE Film tape 5490 (24mm).



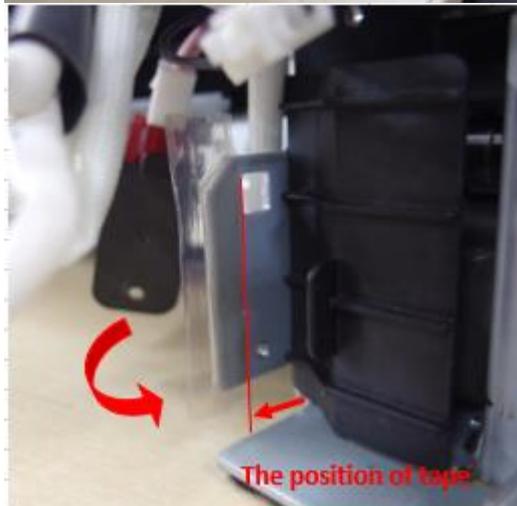
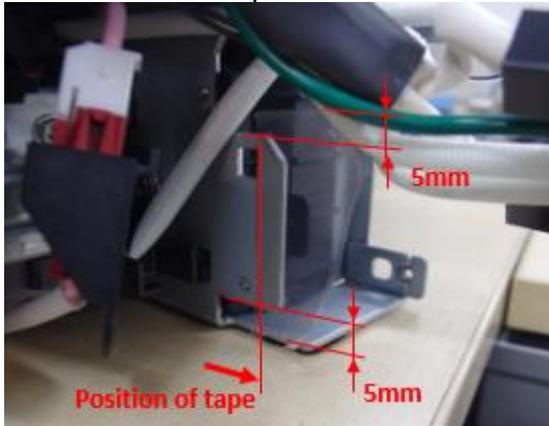
Model: CH-C2 Pro

Date: 29-Mar-17

No.: RD260017

7. Attach the Teflon tape at the following locations on the bracket.

Important: Make sure the tape sticks out 5mm from the top and bottom, as shown in the photos below.



8. Attach the relay connector holder (1 screw).

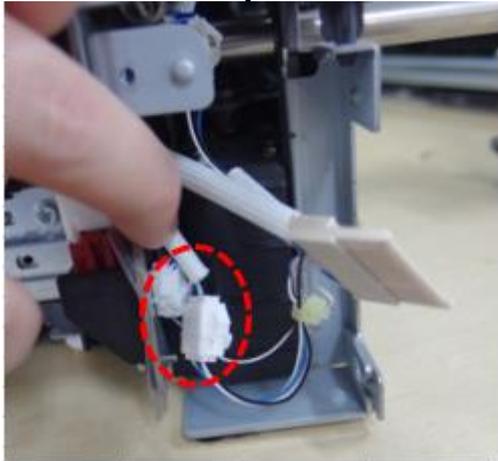


Model: CH-C2 Pro

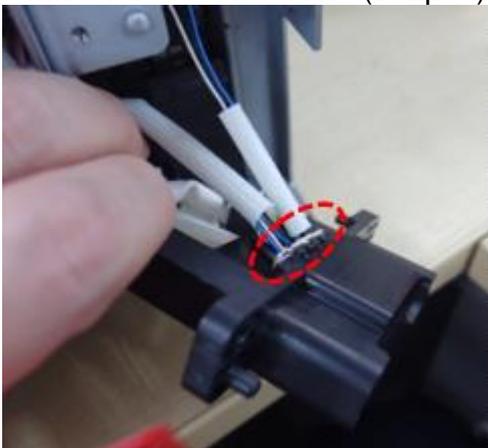
Date: 29-Mar-17

No.: RD260017

9. Hold the two relay harnesses as shown in the photo.

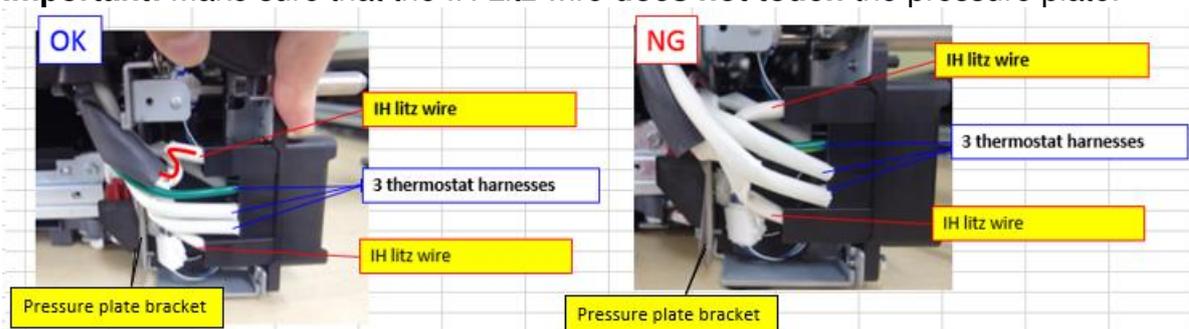


10. Attach the DC connector (snap fit).



11. Attach the drawer connector (2 screws).

Important: Make sure that the IH Litz wire **does not touch** the pressure plate.



Model: CH-C2 Pro

Date: 29-Mar-17

No.: RD260017

12. Reattach the harness cover (2 screws).



13. Reattach the fusing unit.

Cut-in Serial Numbers

Model	Code	Serial number
PRO C5200S	D260	C087C100068 - C087C250015
PRO C5210S	D261	C097C180216 - C097C280400
TCRU/ ORU TYPE S6 (SET B)	D3DP01	002B7C10084 - 002B7C20240

Model: Ch-C2 Pro		Date: 8-May-17	No.: RD260018
Subject: FSM correction –Minimum space requirements for the machine–		Prepared by: A.Shigeta	
From: 1st Tech Service Sec. MFP 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

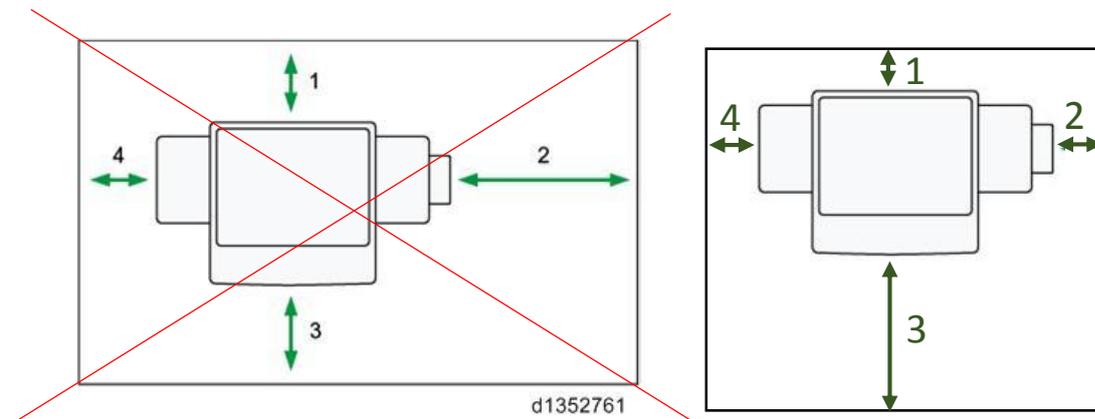
Service Manual Correction

The minimum space requirements for the machine was corrected in the following section of the Service Manual:

2. Installation > Installation Requirements > Minimum Space Requirements

Minimum Space Requirements

The following space is required for the user to use the machine. If you cannot secure this space, then you will not be able to ensure the machine’s usability. Make this space to avoid causing damage.



1 Rear	100mm (4")
2 Right	900mm (35.5") 150 mm (5.9")
3 Front	400mm (15.7") 800 mm (31.5")
4 Left	100mm (4") 150 mm (5.9")

Reissued : 8-May-18

Model: CH-C2 Pro	Date: 9-Jun-17	No.: RD260020a
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RTB Reissue

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

Subject: Revised Smart Operation Panel installation procedure		Prepared by: H.K.	
From: 1st CP Business Department CP Business Center			
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 checked="" type="checkbox"/> Tier 2 <input type="checkbox"/> Tier 0.5

Important notice regarding installation procedure of the Smart Operation Panel Type S6 (D3C9)

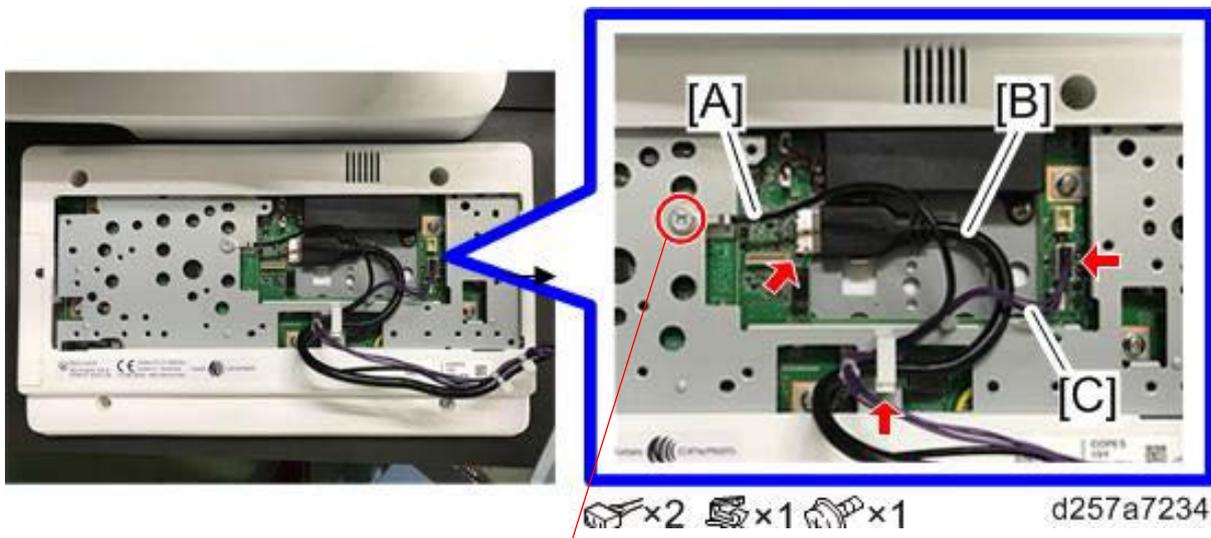
1. Ground cable

When installing the Smart Operation Panel, fixing the ground cable before attaching the arm bracket has the risk of damaging the IC chip in the panel and cause a blank screen, because the screw used for fixing the ground cable may have contact with the IC chip.

To prevent the above, please correct the installation procedure as follows.

Incorrect

11. Connect the harnesses [B] and [C] to the operation panel, and then route them as shown below.
12. Fix the ground cable [A].



Do not install the screw.

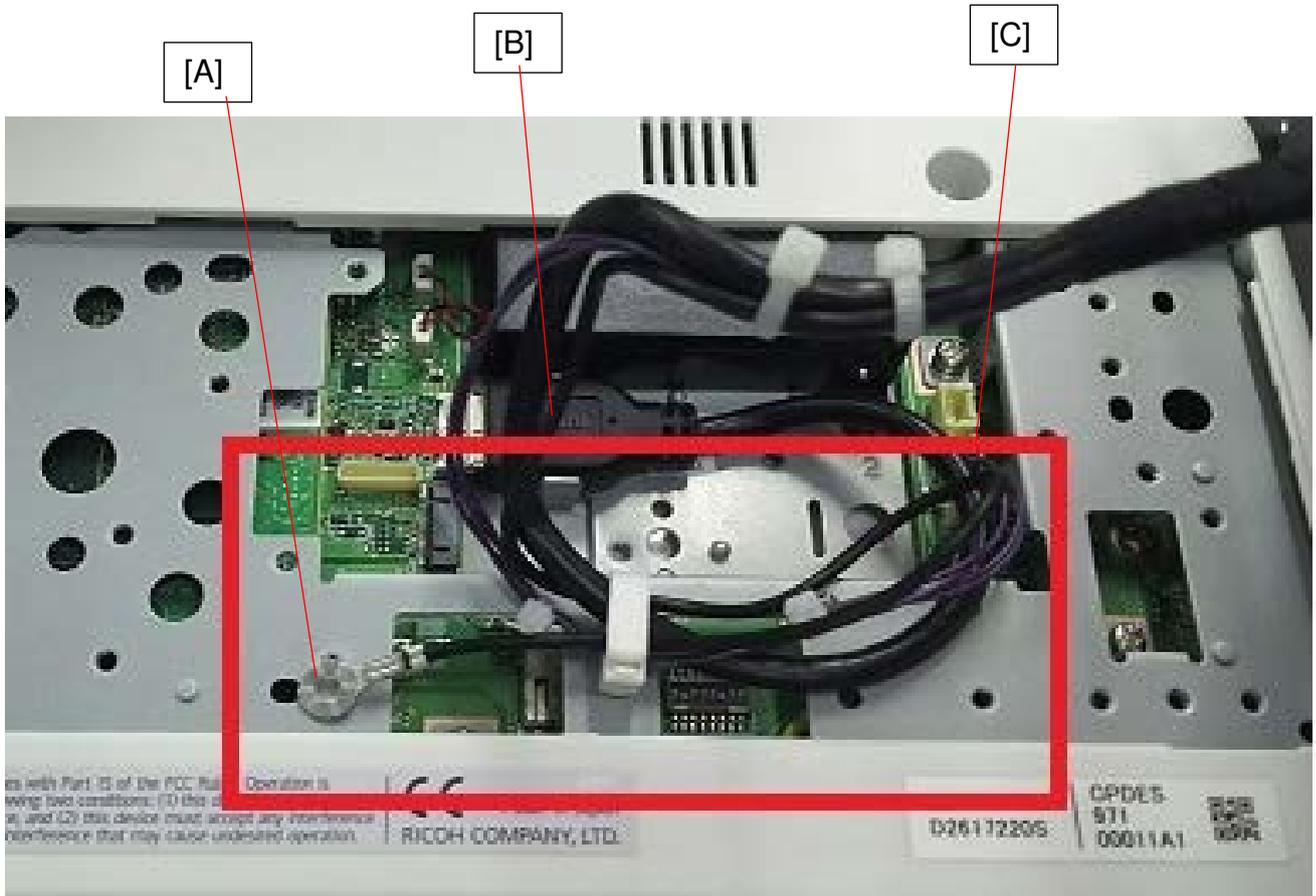
13. Attach the arm bracket [A] to the operation panel, and then fasten the harness [B] with the clamp.

Reissued : 8-May-18

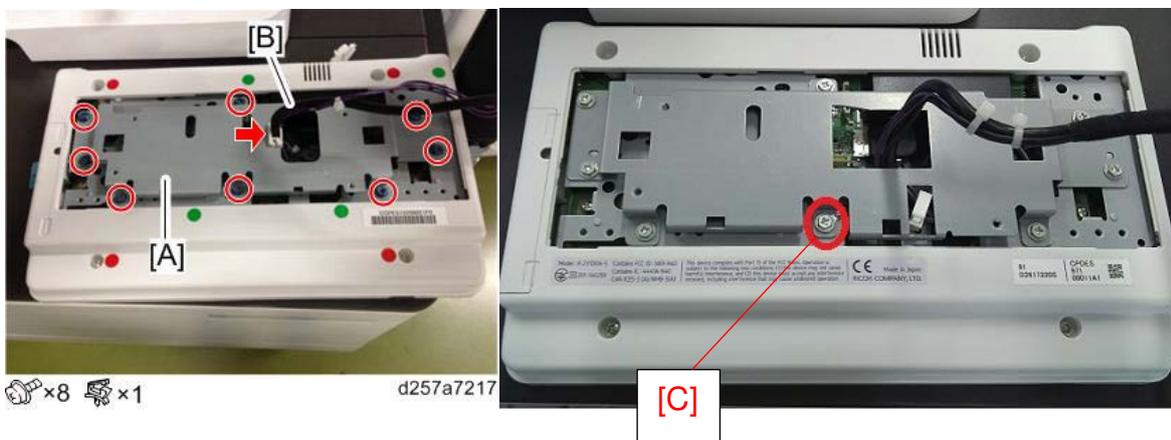
Model: CH-C2 Pro	Date: 9-Jun-17	No.: RD260020a
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Correct

- 11. Connect the harnesses [B] and [C] to the operation panel, and then route them as shown below.
- 12. Fix the ground cable [A].



- 13. Attach the arm bracket [A] to the operation panel, fix the grounding cable [C] together with the bracket, and fasten the harness [B] with the clamp.



Model: Ch-C2 Pro	Date: 2-Jun-17	No.: RD260019
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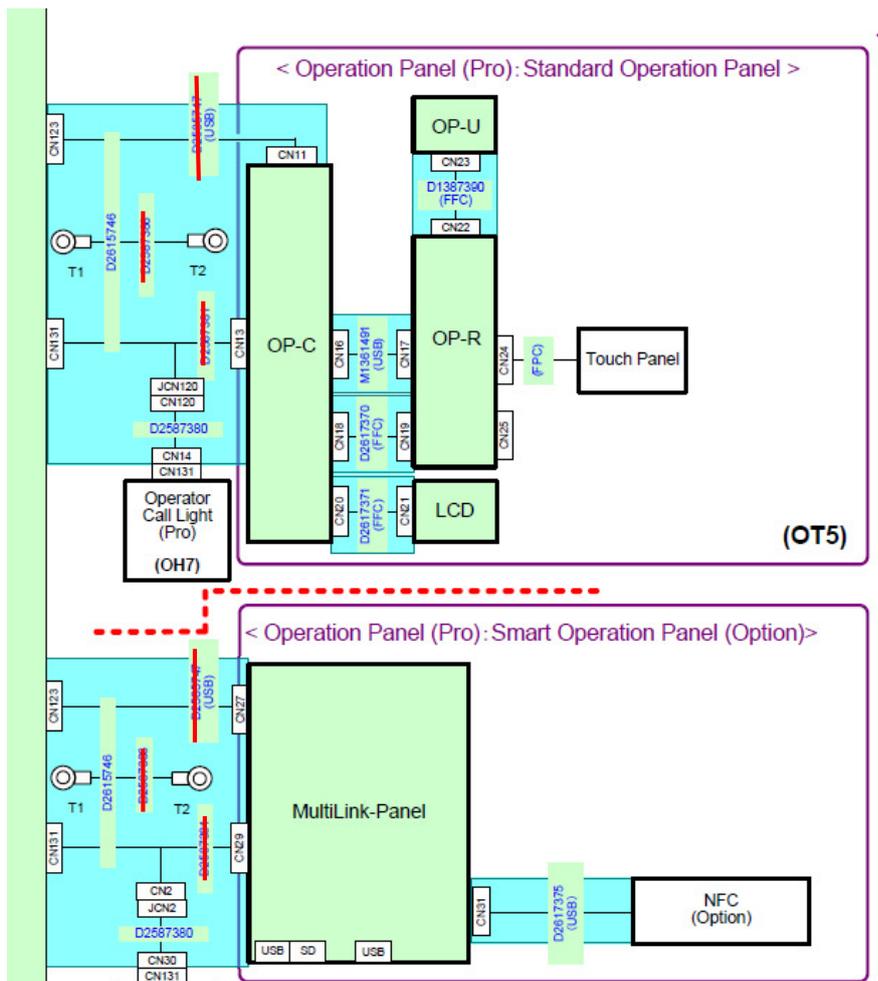
Subject: Harness Part Numbers in P-to-P	Prepared by: H.K.
From: 1st CP Business Department CP Business Center	

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
D2585747		
D2587381		
D2587386		

Change: Please remove the above harness part numbers from the P-to-P diagram.

Reason: These harnesses are not supposed to be listed in the P-to-P diagram as individual parts, because they are included together with binders (x4) and an insulating tape in the assembly registered with the p/n: D2615746.



Model: CH-C2 Pro		Date: 28-Jun-17	No.: RD260022
Subject: Troubleshooting Grainy Image		Prepared by: H.K.	
From: PP CS Section, PP FQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

SYMPTOM

Grainy image

CAUSE

There are the following two possible causes for grainy image:

- A: Surface of the paper is rough.
- B: Limitation of the development process

SOLUTION

1. Feed coated stock to verify whether the cause is A or B.
 If graininess is not observed, do step 2. The cause is A.
 If graininess is observed, do step 3. The cause is B.
2. Adjust the AC transfer bias.
 If AC transfer bias adjustment does not work, change the process speed setting.
3. Change the screen settings in the Fiery printer driver.

PROCEDURE

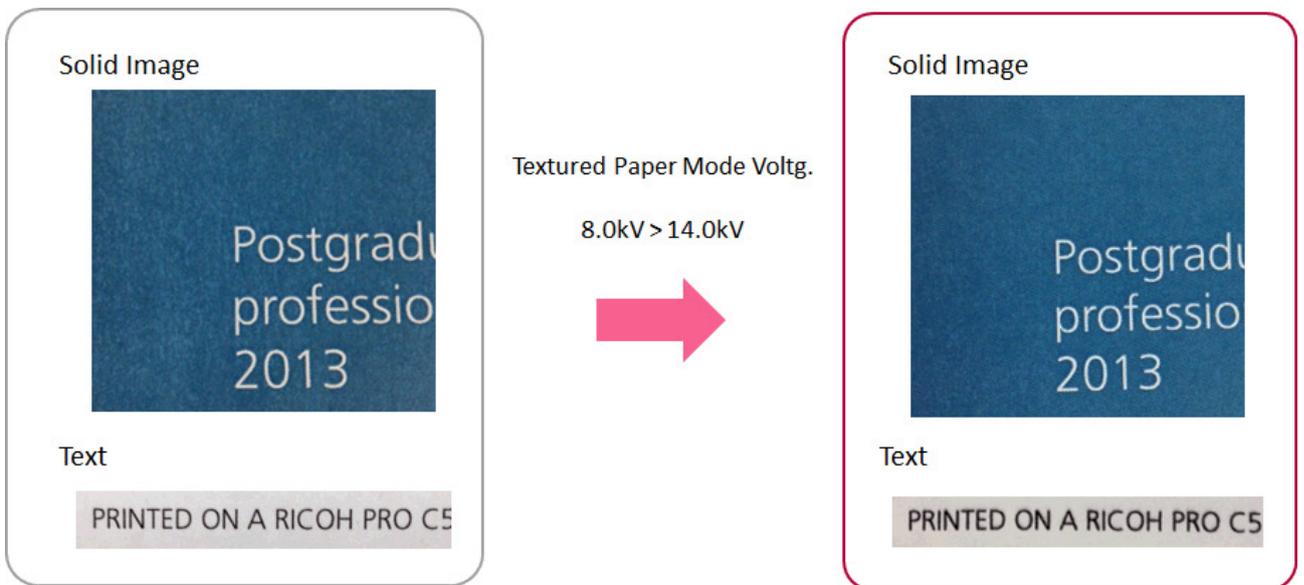
For “A: Surface of the paper is rough”

1. Enable the textured media mode. This will activate the AC bias.
 Tray Paper Settings > Change Advanced Sett.
 032 | Textured Paper Mode: On
2. Adjust the AC transfer bias. (See next page for detail.)
 033 ~ 036 | Textured Paper Mode Voltg.: 8.0 ~ 14.0kV

Model: CH-C2 Pro	Date: 28-Jun-17	No.: RD260022
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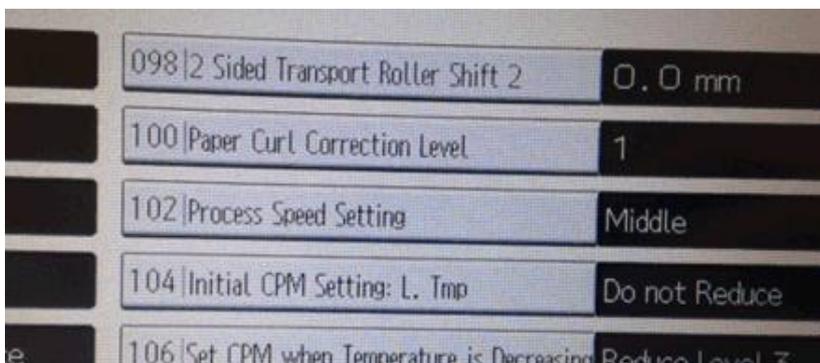
NOTE: Increasing the transfer bias improves Grainy Image, but may cause toner scattering around texts and thin lines.



If AC transfer bias adjustment does not work, change the process speed setting.

Tray Paper Settings > Change Advanced Sett.

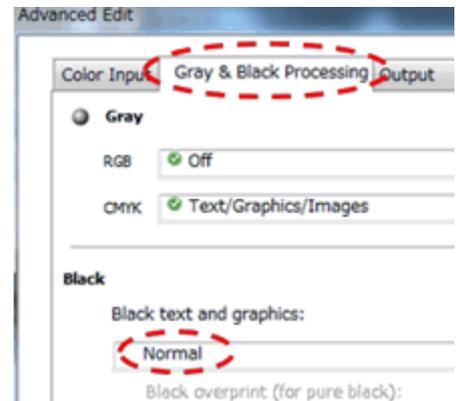
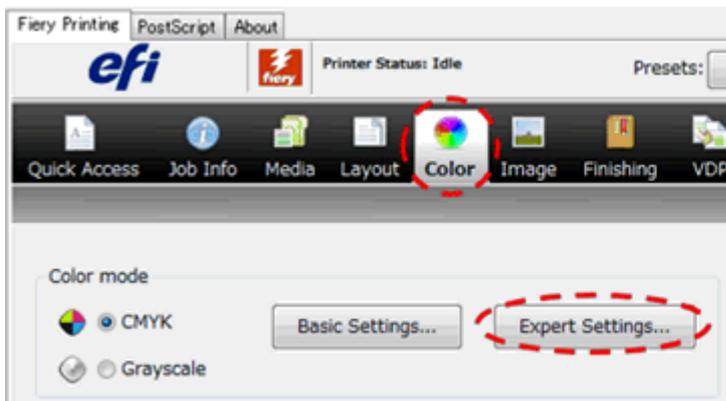
102 | Process Speed Setting: Middle or Low



Model: CH-C2 Pro	Date: 28-Jun-17	No.: RD260022
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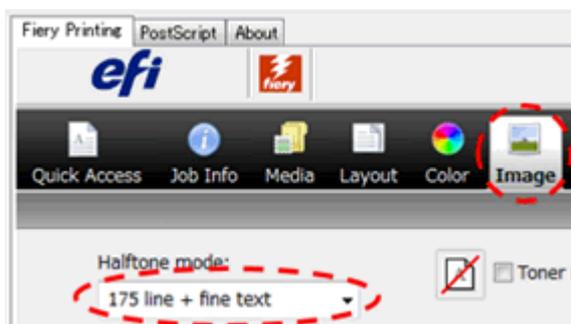
As a side-effect, the density of Bk images will appear lower than expected. If the density is too low, do the following.

1. Apply the maximum toner adhesion amount.
Tray Paper Settings > Change Advanced Sett.
011 | Maximum Image Density: **5** (default: 0)
2. Set the image transfer current to a value between 36 and 41.
016 | Image Transfer Current: FC: K: **36 ~ 41** (default: 31)
3. Set the paper transfer current to a value between -43 and -48.
026, 027 | Paper Transfer Current: FC: **-43 ~ -48** (default: -53)
4. Change the EFI printer driver setting as follows.
Color to Expert Settings > Gray & Black Processing > Black text and graphics: **Normal**



For “B: Limitation of the development process”

Select the Image tab of the Fiery printer driver and set the Halftone mode to **“175line + fine text.”** (Default: 200dot + fine text)



Model: CH-C2 Pro		Date: 26-Jul-17	No.: RD260023
Subject: Note on replacing NVRAM		Prepared by: H.K.	
From: 1st CP Business Department CP Business Center			
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 <input type="checkbox"/> Tier 0.5

Important notice regarding the NVRAM Replacement Procedure

When replacing the NVRAM, make sure to follow the procedure in the service manual, in this section:

- 4. Replacement and Adjustment > Main Boards, and HDD Unit > NVRAM Replacement Procedure
 - NVRAM on the Controller Board (p.1006)
 - NVRAM (EEPROM) on the BICU (p.1009)

DO NOT replace the NVRAMs on the controller board and the NVRAM on the BICU simultaneously.

Doing so will cause the following symptoms when turning ON the machine:

- Status light red
- SC195 and SC995-1
- Toner cartridge set error
- Fusing unit set error

NEVER lose either of the original NVRAMs on the controller board and the original NVRAM on the BICU together, because if lost, the machine will not recover even if replaced with a set of new NVRAMs.

Model: Ch-C2 Pro		Date: 10-Oct-17	No.: RD260024
Subject: Manual correction: Lubrication		Prepared by: H.K.	
From: 1st CP Business Department CP Business Center			
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 checked="" type="checkbox"/> Tier 2

Service Manual Correction

I. Added Lubrication Procedure Required After Replacing the Paper Transfer Belt Unit and its Components (for both MP C6503/C8003 and Pro C5200S/C5210S)

HTML version: Top Page > 4. Replacement and Adjustment > Paper transfer Belt unit > Cleaning blade > Paper transfer lubricant roller (Pro C5200S/5210S)

PDF version: Page 779 (MP C6503/ Pro C5200S series Field Service Manual > 4. Replacement and Adjustment > Paper Transfer Belt unit > Cleaning Blade > Paper transfer lubricant roller (Pro C5200S/C5210S)

Please add the following descriptions in **bold** after the section Paper Transfer lubrication roller (Pro C 5200S/C5210S).

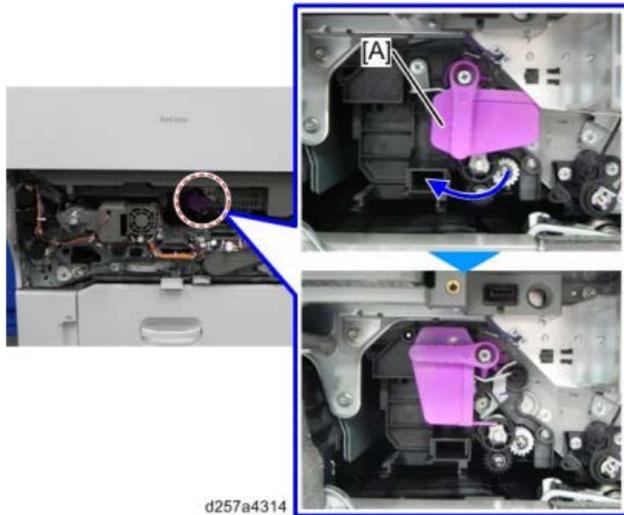
Lubrication After Replacing the Paper Transfer Belt Unit (for both MP C6503/C8003 and Pro C5200S/C5210S)

Perform the following lubrication procedure after replacing the Paper transfer belt unit or its components (Cleaning blade, Belt unit, Paper transfer lubricant bar (Pro C5200S/C5210S only), Paper transfer lubricant roller (Pro C5200S/5210S only)).

- 1. Turn ON the machine, and enter the SP mode. Then push the PM parts counter reset button in the PM Parts display (Cleaning blade, Paper transfer belt, Paper transfer lubricant bar(Pro C5200S/C5210S only), Paper transfer lubricant roller(Pro C5200S/C5210S only))**
- 2. Turn OFF the machine.**
- 3. Replace the paper transfer belt unit or its component(s) requiring the replacement.**
- 4. Remove the ITB cleaning intake fan.**

Model: Ch-C2 Pro	Date: 10-Oct-17	No.: RD260024
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5. Rotate the blade release lever [A] to move the cleaning blade away from the ITB.



6. Attach the drawer unit cover.

7. Pull out the drawer unit.

8. Keep the drawer unit open, and then turn ON the machine main power.

Note:

Automatic adjustment will not run because the drawer unit is open.

9. Enter the SP mode and choose SP2-696-001 (Force Apply Lubricant Execute).

10. Push [Execute] on the operation panel and then push the drawer unit into the machine.

Note:

When the drawer unit is pushed into the machine, lubrication starts automatically. This operation takes about 3 minutes to complete.

11. Turn OFF the machine when the lubrication finishes (the machine stops).

12. Pull out the drawer unit and rotate the blade release lever so that the cleaning blade contacts the ITB.

13. Re-install the ITB cleaning intake fan.

14. Push the drawer unit into the machine.

15. Turn ON the machine.

Model: Ch-C2 Pro	Date: 10-Oct-17	No.: RD260024
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II. Adding Yellow toner lubrication

HTML version: Top Page > 4. Replacement and Adjustment > Paper transfer Belt unit > Cleaning blade

PDF version: Page 775 (MP C6503/ Pro C5200S series Field Service Manual > 4. Replacement and Adjustment > Paper Transfer Belt unit > Cleaning Blade)

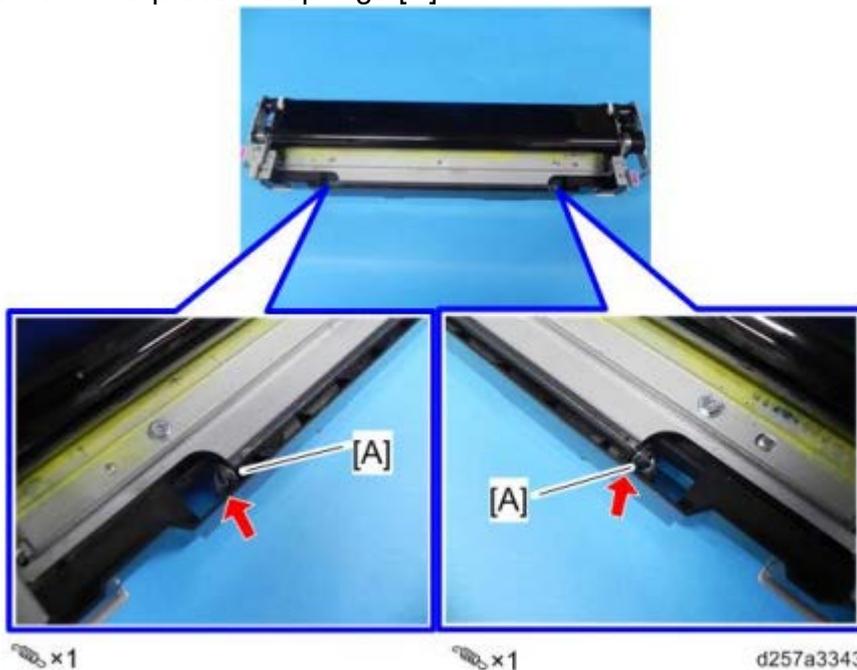
Please add the following descriptions in **bold** in section Cleaning blade (Add Note for Yellow toner lubrication).

Cleaning Blade (MP C6503/C8003)

1. Remove the paper transfer belt unit.
2. Remove the guide plate [A].

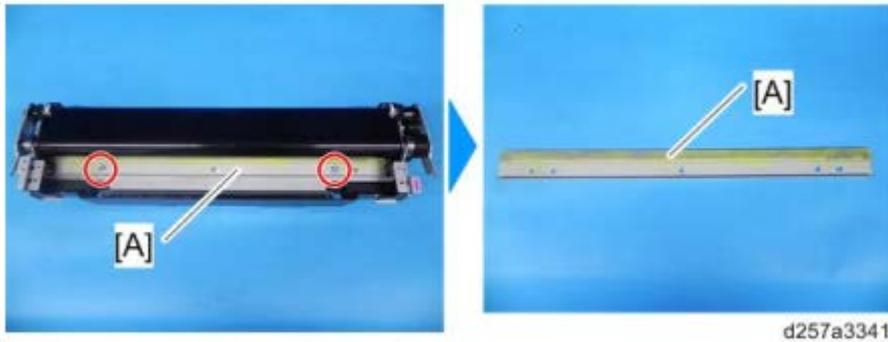


3. Remove the pressure springs [A].



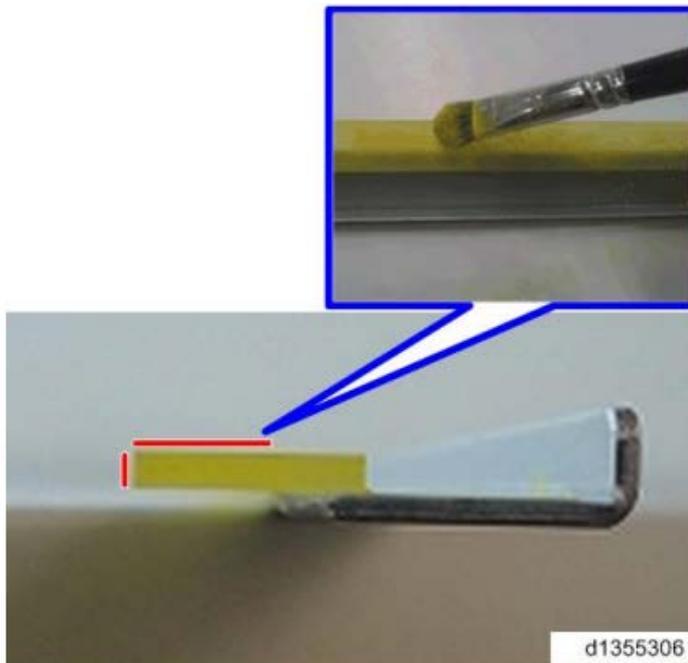
Model: Ch-C2 Pro	Date: 10-Oct-17	No.: RD260024
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4. Remove the cleaning blade [A].



Note

Before installing the cleaning blade, use a brush to apply yellow toner (D0149500) evenly across the surfaces of the new blade indicated with the red lines in the illustration below.

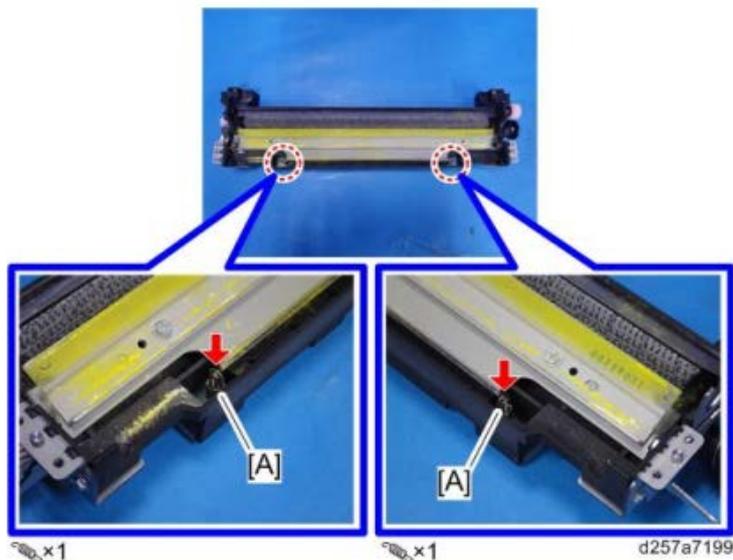


Cleaning Blade (Pro C5200S/C5210S)

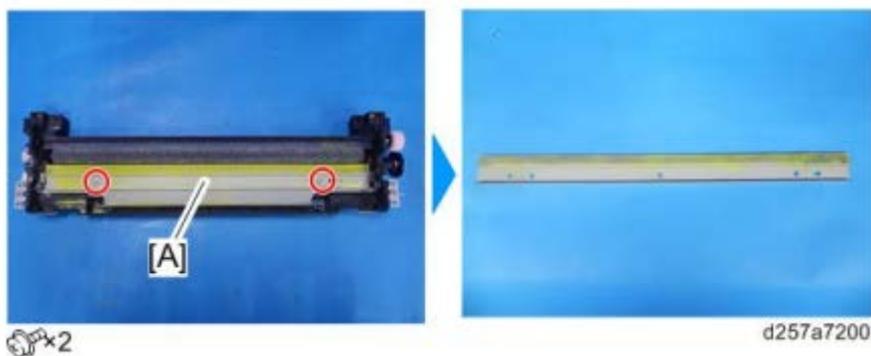
1. Remove the paper transfer lubrication roller. (Pro C5200S/C5210S Only)

Model: Ch-C2 Pro	Date: 10-Oct-17	No.: RD260024
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2. Remove the pressure springs [A].

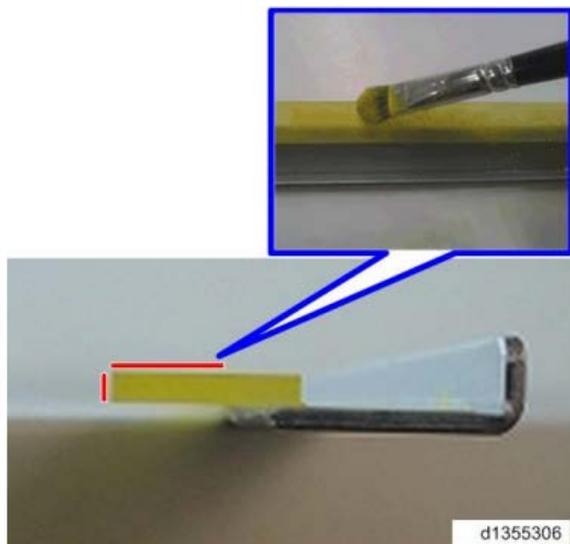


3. Remove the cleaning blade [A]



Note

Before installing the cleaning blade, use a brush to apply yellow toner (D0149500) evenly across the surfaces of the new blade indicated with the red lines in the illustration below.



III. Added steps for lubricant powder lubrication

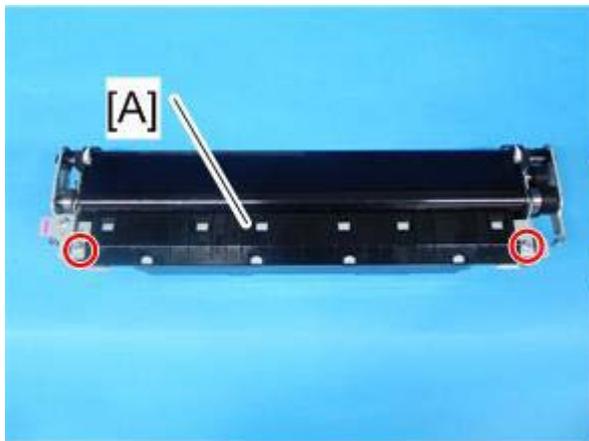
HTML version: Top Page > 4. Replacement and Adjustment > Paper transfer Belt unit> Paper Transfer Belt unit

PDF version: page 771 (MP C6503/ Pro C5200S series Field Service Manual > 4. Replacement and Adjustment > Paper Transfer Belt unit > Paper Transfer Belt unit)

Please add the steps in **bold** in section Paper Transfer Belt Unit

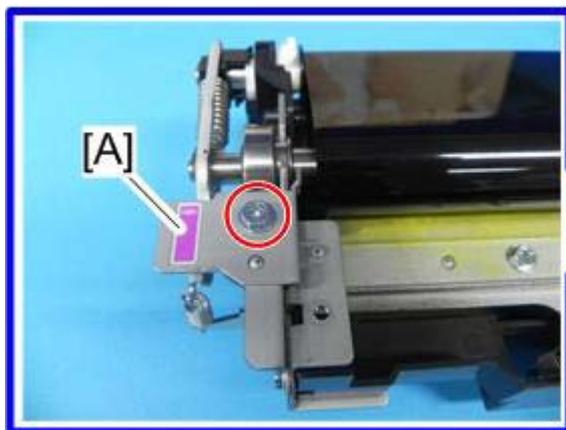
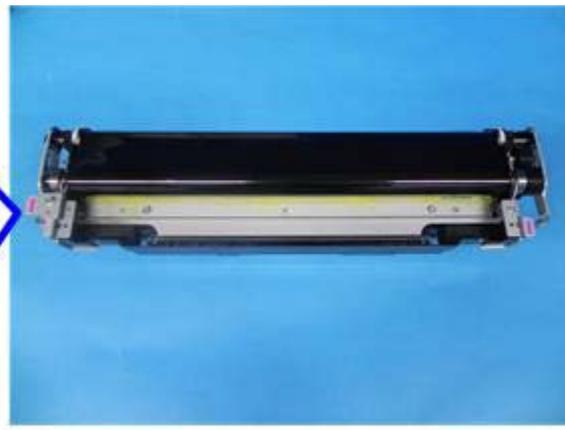
Paper Transfer Belt Unit (MP C6503/C8003)

1. Remove the paper transfer belt unit.
2. Remove the guide plate [A].

 ×2

d257a3336

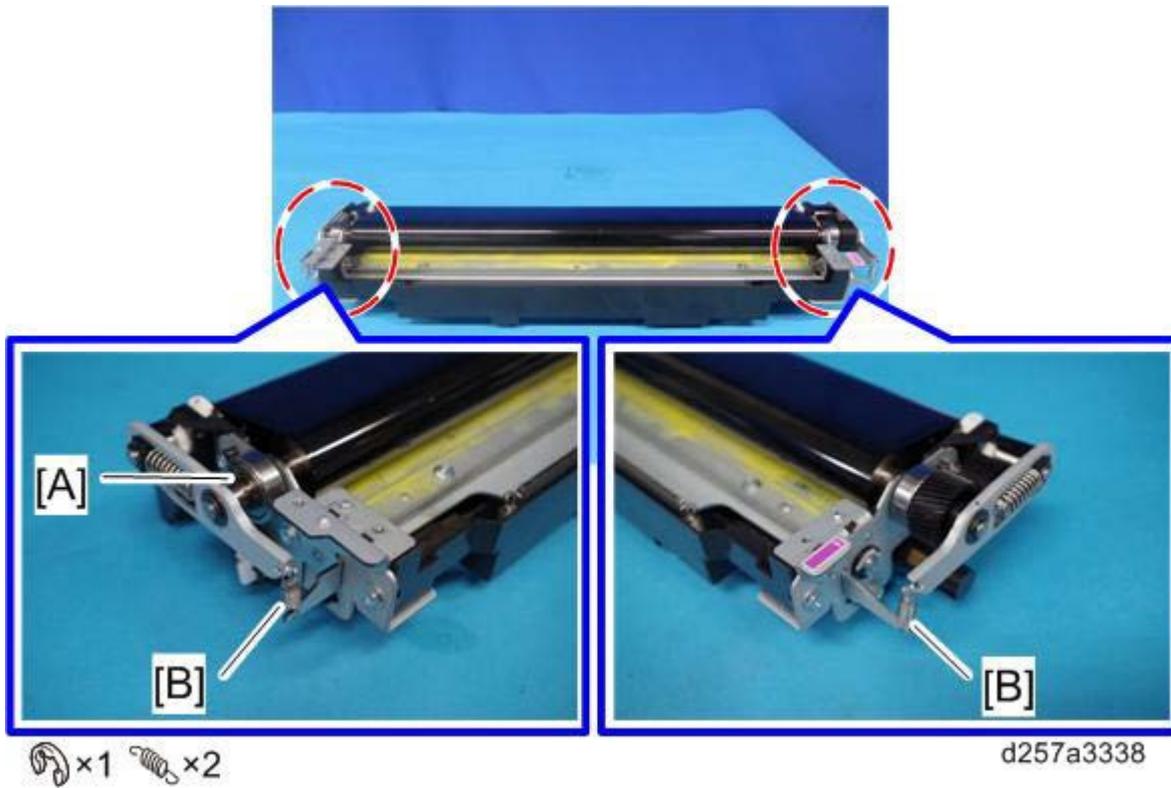
3. Remove the bracket [A].

 ×1

d257a3337

Model: Ch-C2 Pro	Date: 10-Oct-17	No.: RD260024
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4. Remove the E-ring [A] and springs [B].

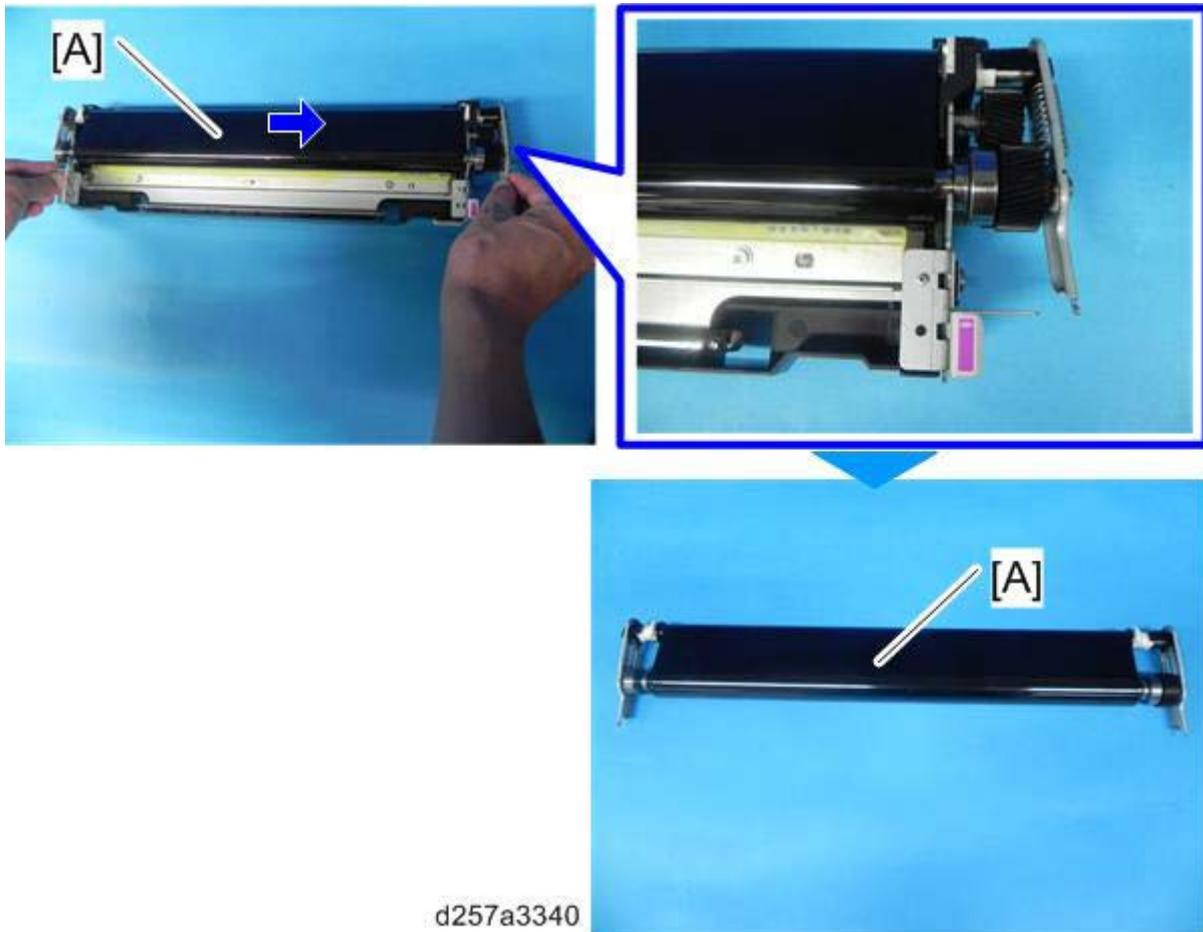


5. Slide the bearing [A].

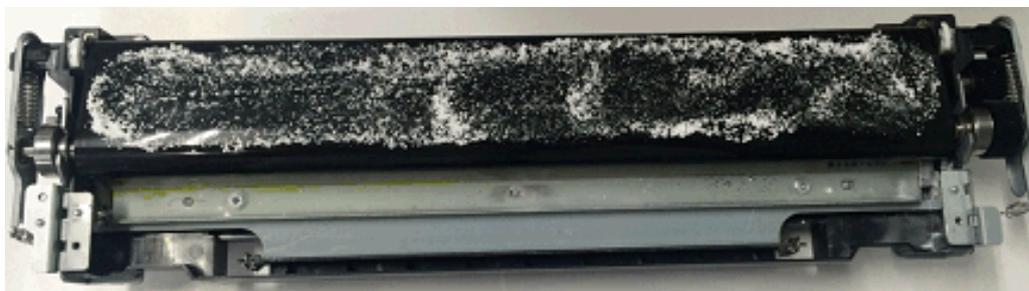


Model: Ch-C2 Pro	Date: 10-Oct-17	No.: RD260024
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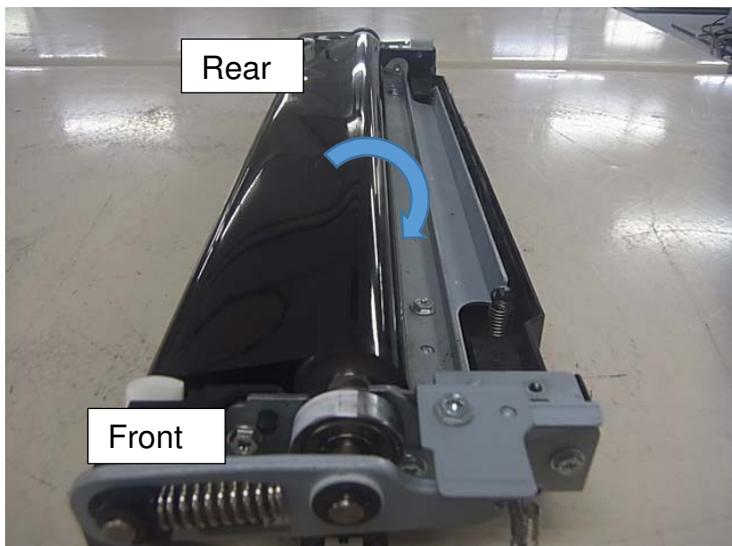
6. Hold the edges on both sides of the belt unit [A], and slide it to remove it.



7. Install the new belt unit.
8. Put back the parts removed in steps 5, 4, and 3 to the paper transfer belt unit.
9. Use a brush to apply the lubricant powder (p/n: D0159501) evenly across the surface of the new belt.



10. Turn the belt three or more times in the direction shown with the arrow.



11. Now turn the belt in the opposite direction one time.

Note

- If the belt does not rotate smoothly, repeat steps 9, 10, and 11.
- Turn the belt until you no longer see the lubricant powder on the belt.

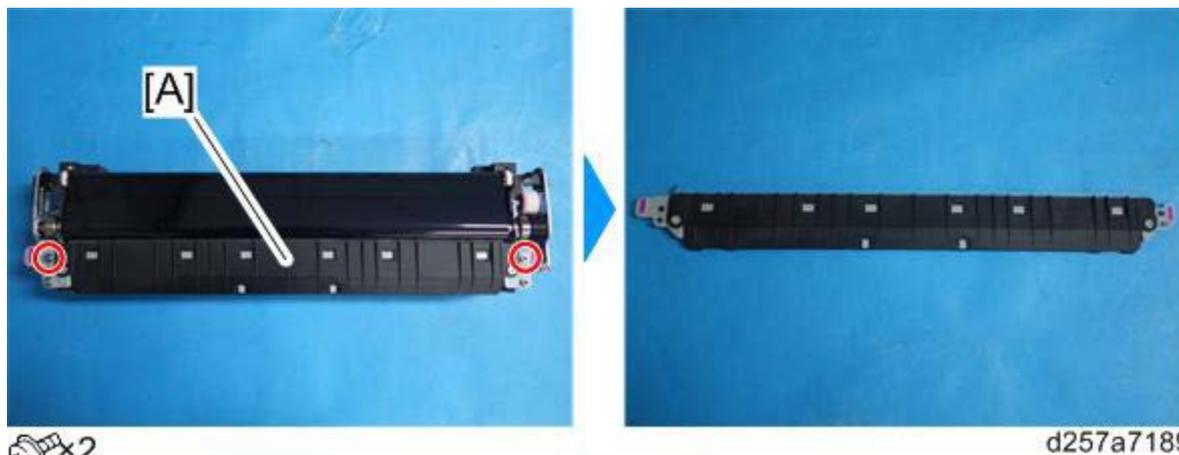


12. Put back the guide plate removed in step 2.

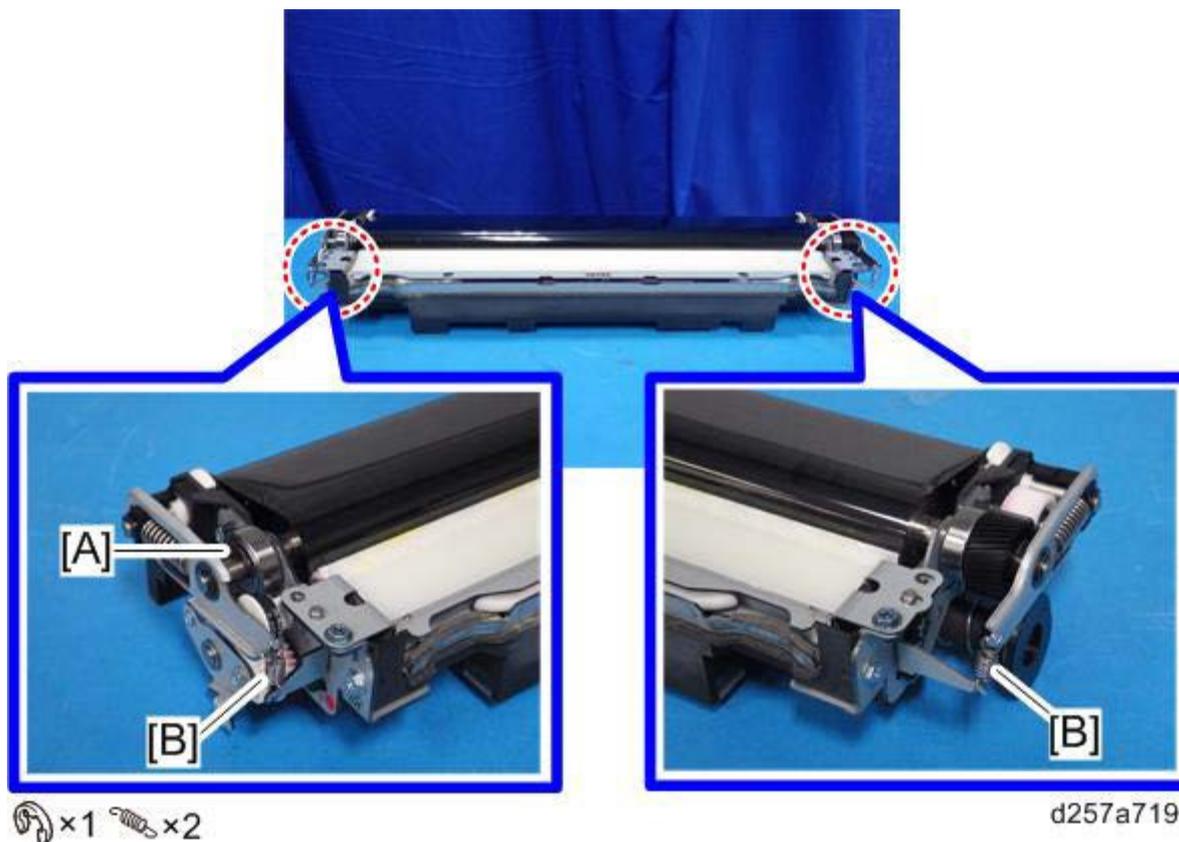
Model: Ch-C2 Pro	Date: 10-Oct-17	No.: RD260024
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Paper Transfer Belt Unit (Pro C5200S/C5210S)

1. Remove the paper transfer belt unit. (Paper Transfer Belt Unit)
2. Remove the guide plate [A].



3. Remove the E-ring [A] and springs [B].



Model: Ch-C2 Pro

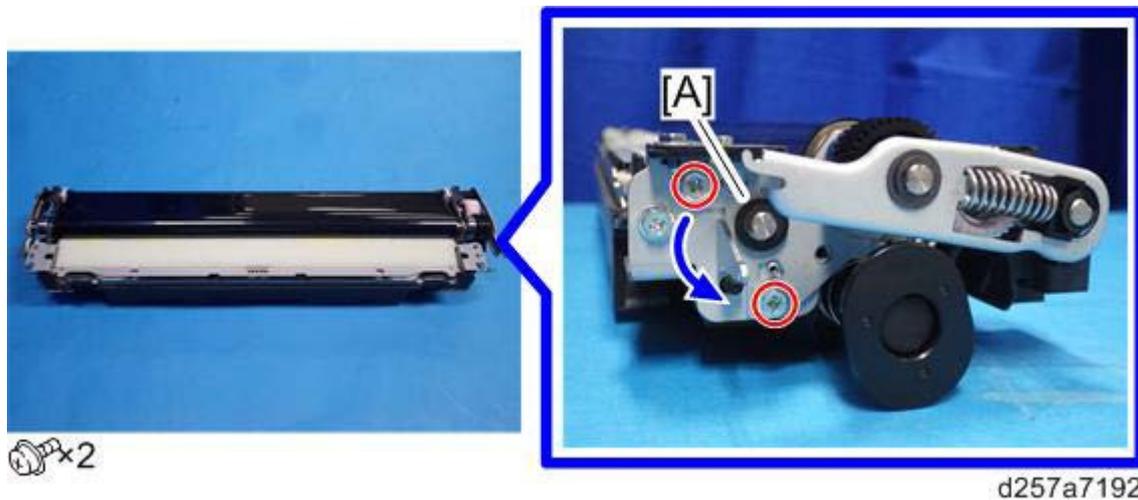
Date: 10-Oct-17

No.: RD260024

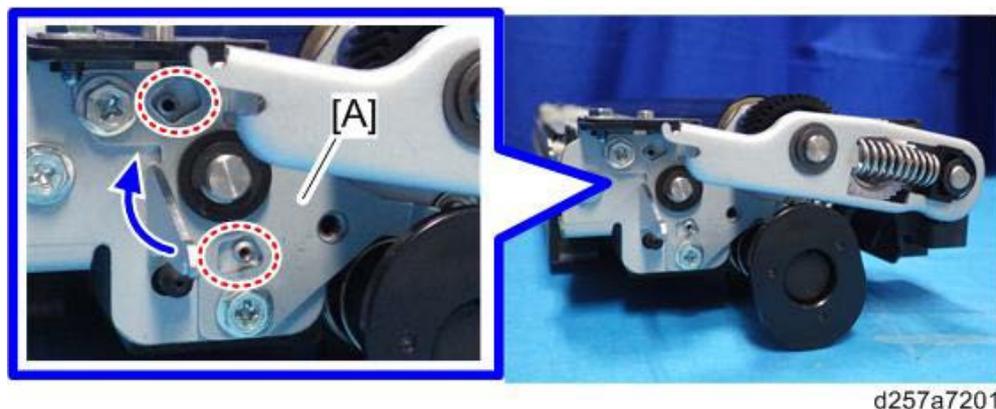
4. Slide the bearing [A].



5. Remove the two screws, and then rotate the bracket [A] in the direction of the blue arrow.

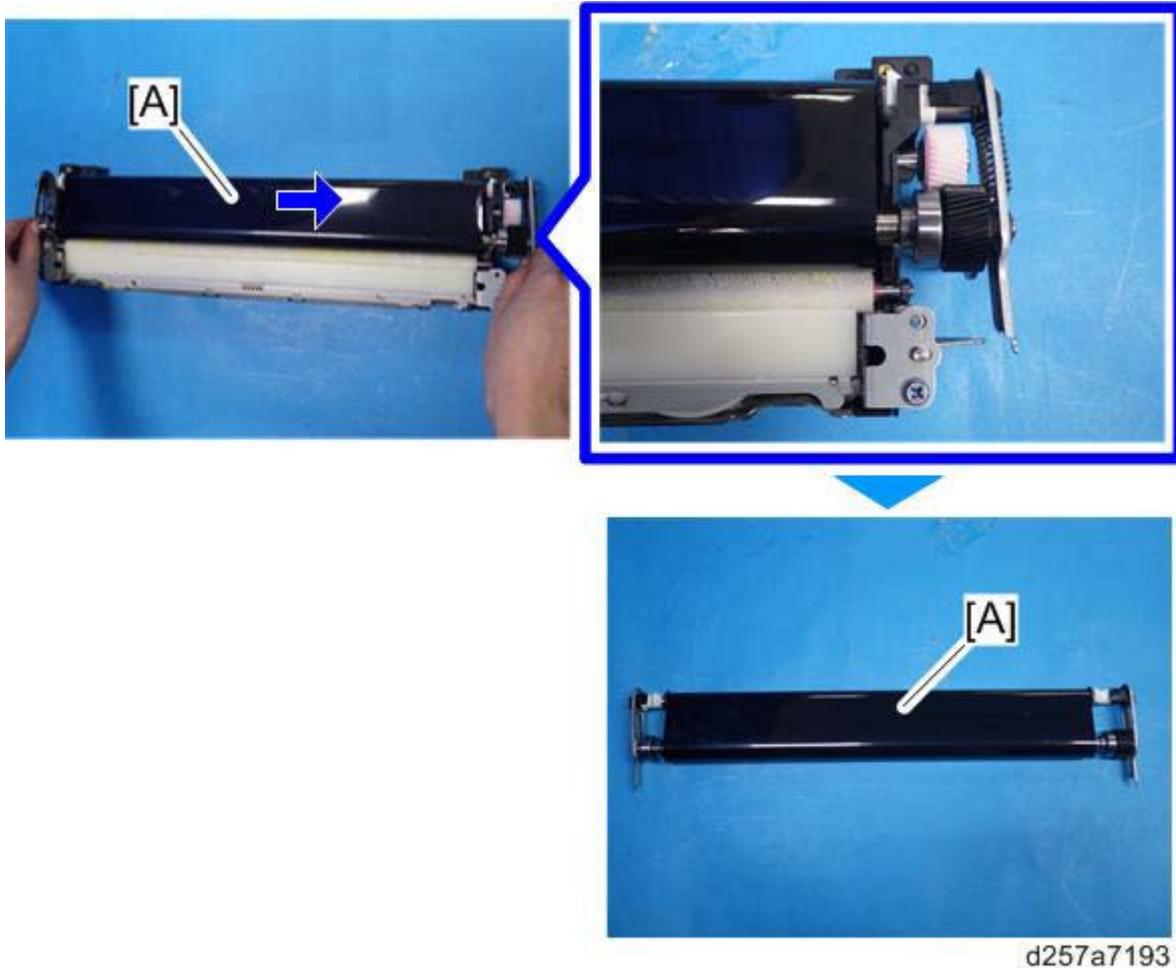
**Note**

When installing the bracket, make sure the bracket [A] fits on the embossments on the paper transfer belt unit as shown below.



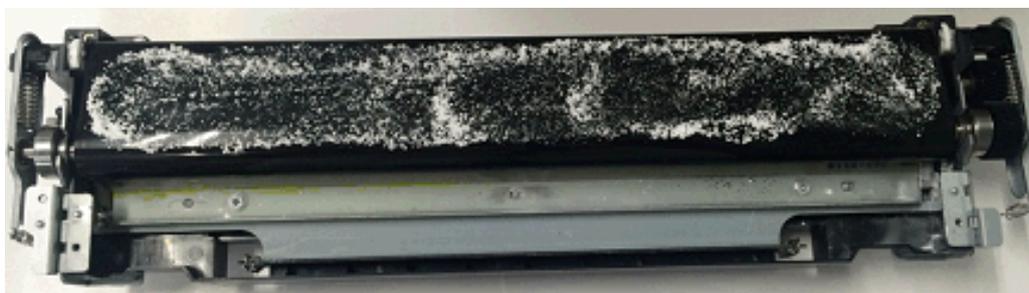
Model: Ch-C2 Pro	Date: 10-Oct-17	No.: RD260024
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6. Hold the edges on both sides of the belt unit [A], and slide it to remove it.



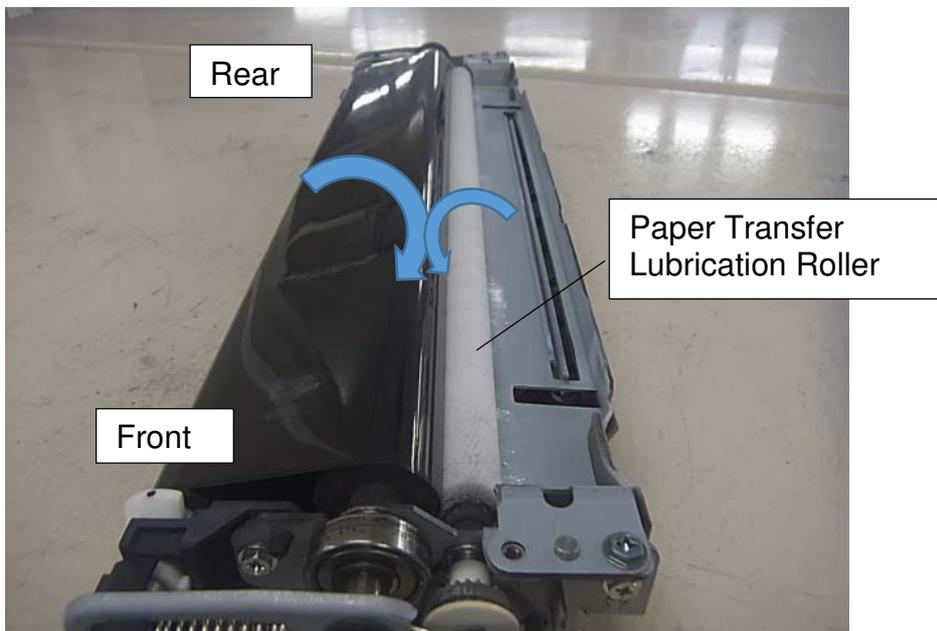
d257a7193

- 7. Install the new belt unit.
- 8. Put back the parts removed in steps 5, 4, and 3 to the paper transfer belt unit.
- 9. Use a brush to apply the lubricant powder (p/n: D0159501) evenly across the surface of the new belt.



Model: Ch-C2 Pro	Date: 10-Oct-17	No.: RD260024
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10. Turn the belt three or more times in the direction shown with the arrow.



11. Now turn the belt in the opposite direction one time.

Note

- If the belt does not rotate smoothly, repeat steps 9, 10, and 11.
- Turn the belt until you no longer see the lubricant powder on the belt.



12. Put back the guide plate removed in step 2.

Model: Ch-C2 Pro		Date: 27-Oct-17	No.: RD260026
Subject: Harness & Tube Type Lamp		Prepared by: H.K.	
From: 1st CP Business Department CP Business Center			
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	Note
D2587380		HARNESS:TUBE TYPE LAMP: CONNECTING	1 - 0		O/O as a set
M0771861	M5001861	TUBE TYPE LAMP:ASS'Y	1 - 1	X/O	

Change: The tube type lamp ass'y was directly connected to the operation unit harness (p/n: D2615746). The connecting tube type lamp harness was eliminated.

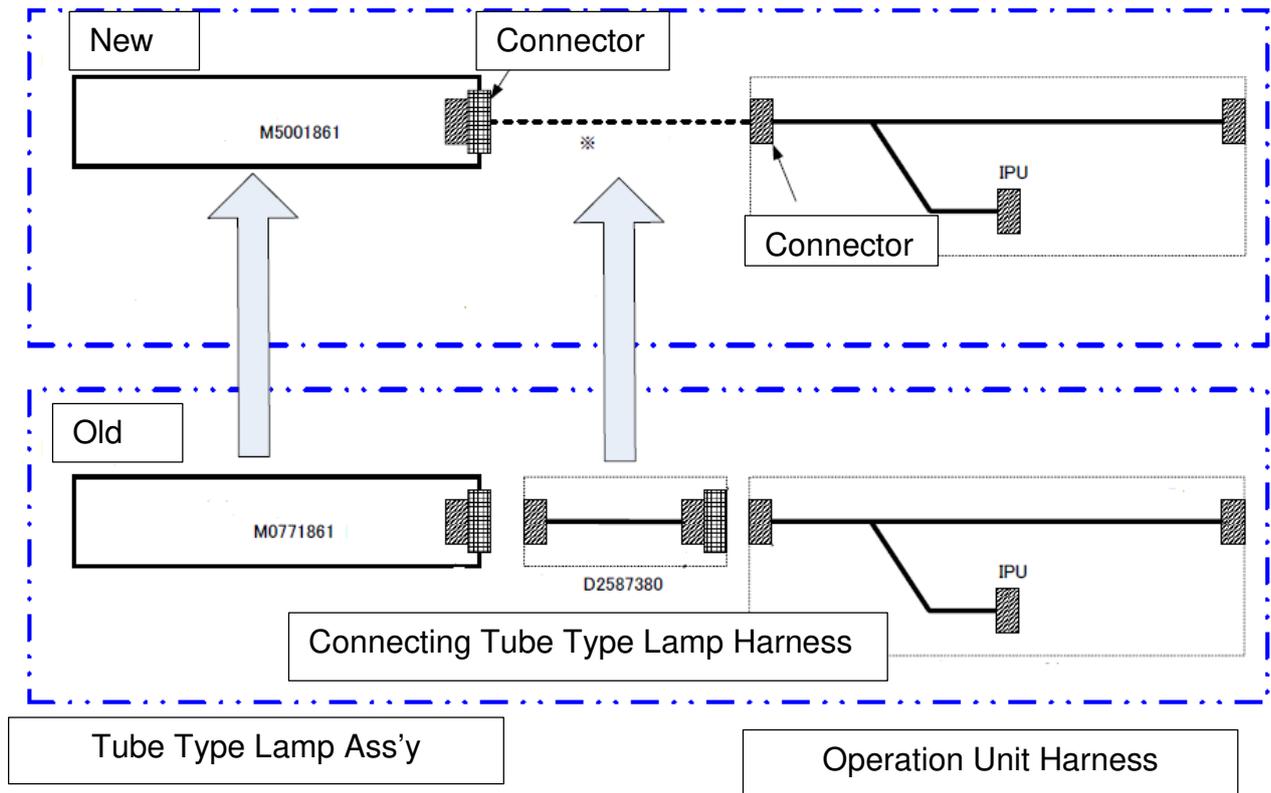
Reason: Vendor stopped manufacturing the old connectors.

Important

- 1) When the tube type lamp ass'y needs to be replaced, connect the new ass'y directly with the operation unit harness. The connecting tube type lamp harness is unnecessary. Remove and keep it for future use.
- 2) When the connecting tube type lamp harness needs to be replaced, replace it with the new tube type lamp ass'y.

* The diagram on the following page illustrates the connection of these components.

Model: Ch-C2 Pro	Date: 27-Oct-17	No.: RD260026
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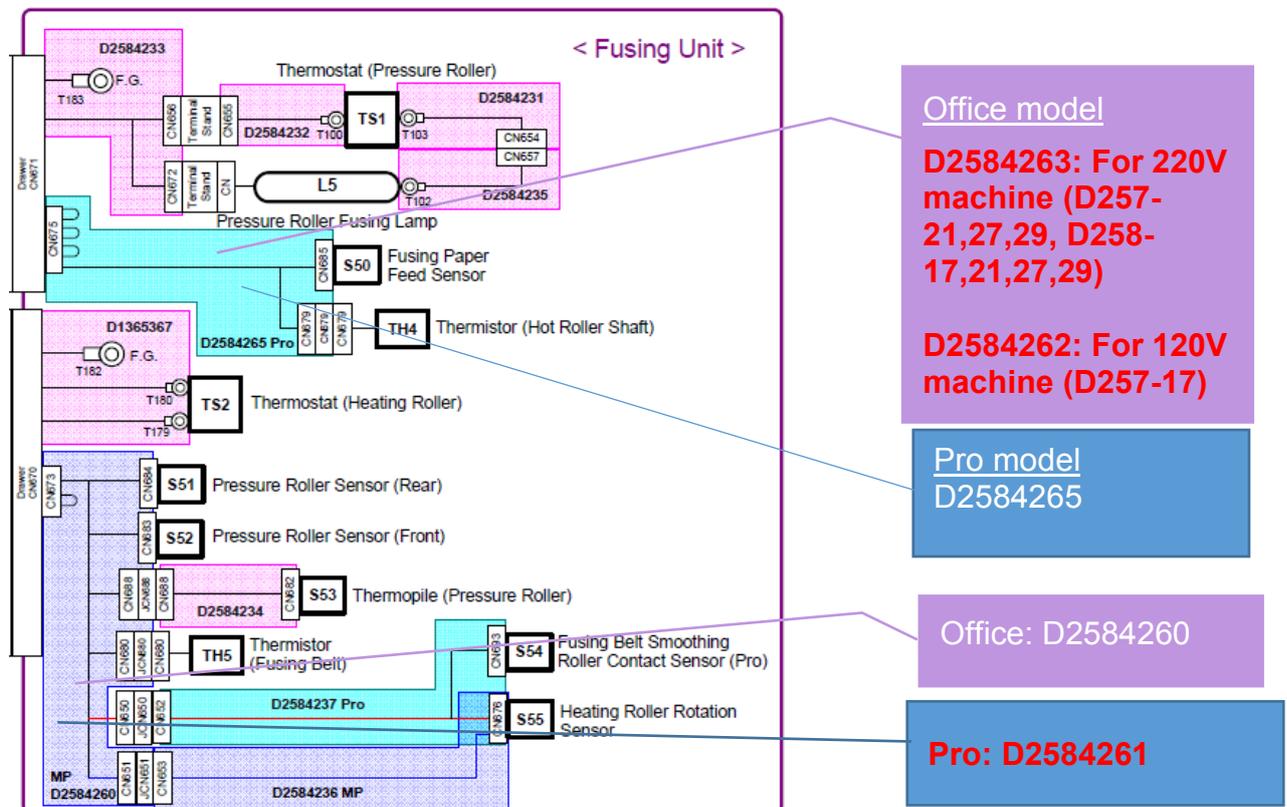


Model: CH-C2 Pro		Date: 2-Mar-18	No.: RD260027
Subject: Harness p/n added to P-to-P		Prepared by: H.K.	
From: 1st CP Business Department CP Business Center			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input 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

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
	D2584263	HARNESS:FUSING UNIT:200V: OFFICE (D257-21,27,29, D258-17,21,27,29)	0 - 1		3/6	P-To-P	
	D2584262	HARNESS:FUSING UNIT:100V: D257 (D257-17)	0 - 1		3/6	P-To-P	
	D2584261	HARNESS:FUSING UNIT:IH: PRO	0 - 1		3/6	P-To-P	

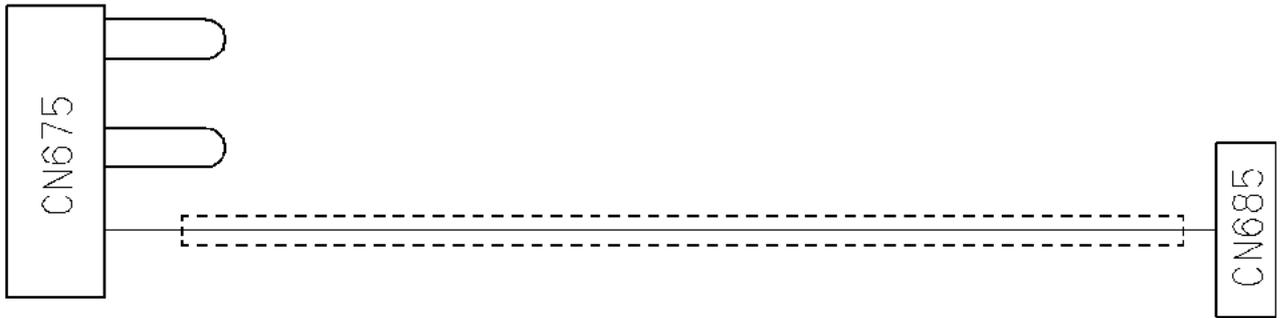
Change: The above three part numbers were added to the P-to-P diagram.

Reason: The part numbers were missing from the P-to-P diagram.

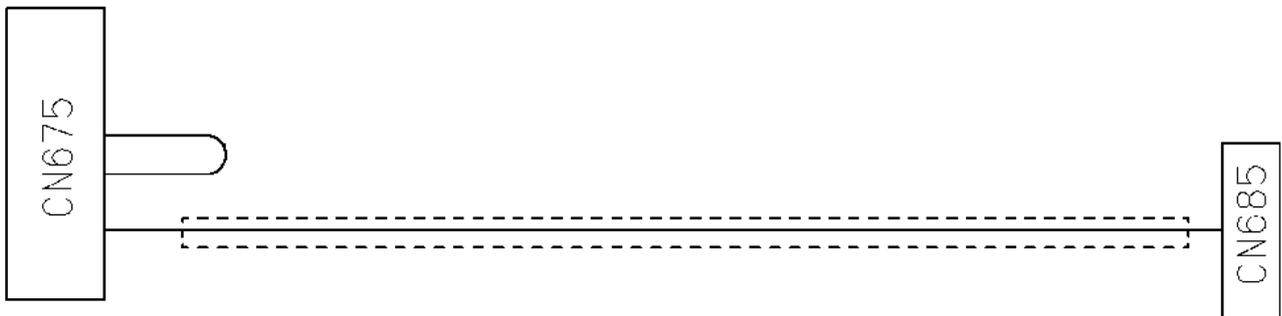


Model: CH-C2 Pro	Date: 2-Mar-18	No.: RD260027
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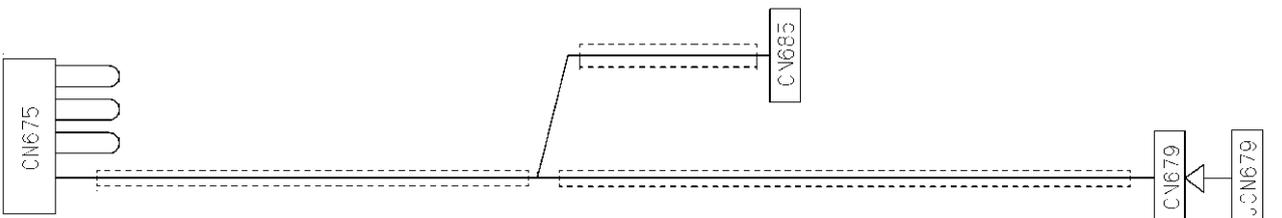
D2584263	HARNESS:FUSING UNIT:200V: OFFICE (D257-21,27,29, D258- 17,21,27,29)	For Office
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D2584262	HARNESS:FUSING UNIT:100V: D257 (D257-17)	For Office
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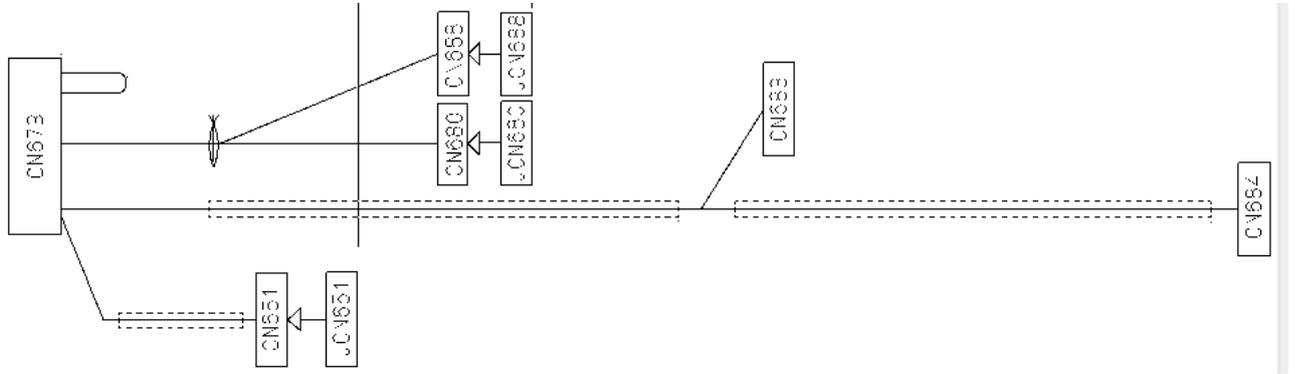


D2584265	HARNESS:FUSING UNIT:200V: PRO	For Pro
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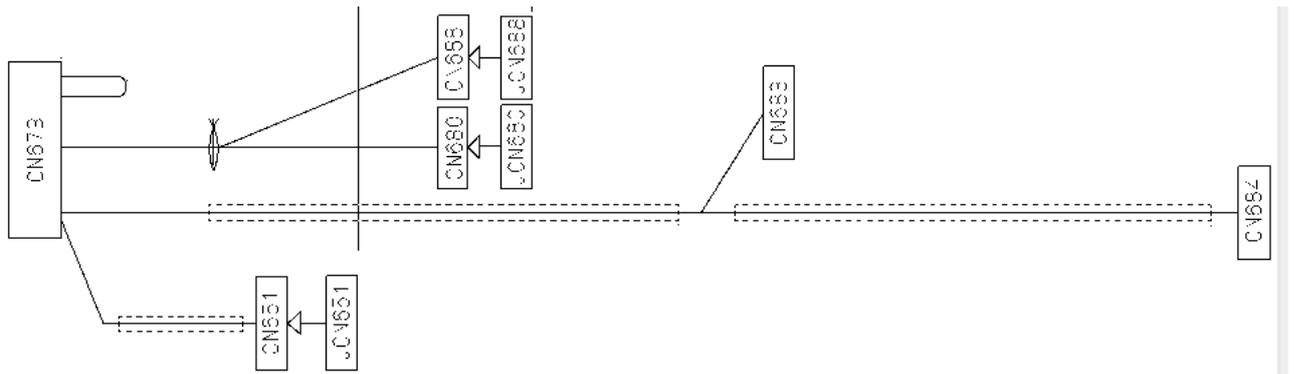


Model: CH-C2 Pro	Date: 2-Mar-18	No.: RD260027
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D2584260	HARNESS:FUSING UNIT:IH: D257/D258	For Office
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D2584261	HARNESS:FUSING UNIT:IH: PRO	For Pro
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Model: CH-C2 Pro		Date: 26-Mar-18	No.: RD260028
Subject: PM parts replacement alert message spec		Prepared by: R. Shohda	
From: 1st Tech Service Sect., PP Tech Service 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

Notice Regarding PM Alert Banner Message

Specification of the PM parts replacement alert banner message that appears on the operation panel for the following parts is not explained in the FSM and has caused confusion in the field. This bulletin clarifies on this point.

- Lubrication Bar: K
- Lubrication Bar: C
- Lubrication Bar: M
- Lubrication Bar: Y
- #Fuser Cleaning Unit
- Toner: K
- Toner: C
- Toner: M
- Toner: Y
- Waste Toner Bottle

SP5062 provides the option to choose whether or not to display the PM parts replacement alert (0: Not display, 1: Display).

However, by spec, the alert message will appear for the above parts regardless of the SP5062 setting, because these are critical components to maintain machine operation.

Note that the machine will automatically stop if they are not replaced at the appropriate timing.

Model: Ch-C2 pro		Date: 26-Oct-17	No.: RD260025
Subject: CC-CERTIFIED IN 2016 Machine		Prepared by: T. Suzuki	
From: Technical Support Sect, Product Marketing 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

This RTB describes the requirements for installing models in the Pro C5200/C5210 series as a CC-CERTIFIED MACHINES compliant with IEEE Std 2600.2™-2009

Do the following eleven steps if you want to install the Pro C5200/C5210 series models as a CC-CERTIFIED MACHINE compliant with IEEE Std 2600.2™-2009.

Note: Machines in production are CC-certified beginning in October 2017.

Important: If you perform with accessing SP mode, the machine become the different condition as when CC certification was attained.

1. Make sure the customer has received the English language Operating Instructions (O/I) shown in the page 5-7.

Important:

- For installations in the EU market, make sure this is the Ricoh-genuine O/I.
- To ensure that the O/Is are Ricoh-genuine, make sure that the part numbers match those listed in the table on page 5. Also make sure that the contents are Ricoh-genuine and there is no suspicious point. (The P/N are normally printed on the back cover).
- Confirm that the URLs written on "Manuals for This Machine" in "Read This First" are the same as the following URLs:
https://support.ricoh.com/services/device/ccmanual/prp_c5200_c5210/en/download_admin.html
https://support.ricoh.com/services/device/ccmanual/prp_c5200_c5210/en/download_user.html
- Tell the customer that those manuals evaluated for CC certification are the manuals listed in The list of Operating Instructions (O/I).
- Tell the customer to see the Online Document Set 1 from the following URL:
https://support.ricoh.com/services/device/ccmanual/ProC5200/en/booklist/int/index_book.htm
- Tell the customer to see the Online Document Set 2 from the following URL:
<https://support.ricoh.com/services/device/ccmanual/ProC5200/en/pdf/User.html>
- Tell the customer to see the Online Document Set 3 from the following URL:
<https://support.ricoh.com/services/device/ccmanual/ProC5200/en/pdf/DriverInstall.html>
- Tell the customer to see the Online Document Set 4 from the following URL:
<https://support.ricoh.com/services/device/ccmanual/ProC5200/en/pdf/Oss.html>
- Tell the customer to see the Online Document Set 5 from the following URL:
<https://support.ricoh.com/services/device/ccmanual/ProC5200/en/pdf/GuideToPaper.html>
- Tell the customer to download the Online Document Set 6 (the information about the

Model: Ch-C2 pro	Date: 26-Oct-17	No.: RD260025
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authentication based on the CC certification system) from the URLs provided in "Manuals for This Machine" in "Read This First".

2. Tell the customer to read the "Notes for Administrators: Using This Machine in a Network Environment Compliant with IEEE Std 2600.2™-2009".

See the following pages for Step 3 to Step 8.

Model: Ch-C2 pro

Date: 26-Oct-17

No.: RD260025

3. Confirm that no suspicious parts or devices are attached to the peripheral.

By comparing the peripheral and the images in "2. Installation" , "SD Card Appli Move" and "Move Exec" in "MP C6503/C8003, Pro C5200S/C5210S Machine Code: D257/D258/D260/D261 Field Service Manual", confirm that no suspicious parts or devices are attached to the USB, LAN, and SD Card Slot of the peripheral.

By comparing the ADF and the images in "4. Replacement and Adjustment" and "ADF" in "MP C6503/C8003, Pro C5200S/C5210S Machine Code: D257/D258/D260/D261 Field Service Manual", confirm that no suspicious parts or devices are attached to the ADF cable.

4. Hide Administrator Password Change Screen

If the "Program/Change Administrator" screen is displayed at startup, execute SP5-755-002 (Hide Administrator Password Change Scrn).

5. Setting "On Board USB" to "0"

In the SP5-985-002 (On Board USB), set "On Board USB" to "0".

6. Setting "Auto Update Setting" to "0"

In the SP5-886-111 (Auto Update Setting), set "Auto Update Setting" to "0".

7. Enabling the Encryption Settings

Enable the encryption settings described in service manual, and execute [Format All Data].

Hand the customer the printout of the encryption key that is printed when enabling the encryption settings.

8. Check firmware versions.

If the customer requests exactly the same condition as when CC certification was attained, install the versions shown in the table below. If not, make sure that firmware versions of the machine are the same as or later than the ones in the table.

● If the customer wants to install the machine in the same condition as when CC Certification was first attained, install the exact versions shown in the table below.

● If the customer wants to install the machine as an equivalent of the condition as when CC certification was first attained, install the versions shown in the table below or later.

If you are not sure which of these the customer prefers, confirm this with your Sales department.

Model: Ch-C2 pro	Date: 26-Oct-17	No.: RD260025
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Firmware versions with which the Pro C5200/C5210 series models first achieved CC-CERTIFICATION:

Firmware Name:	Version:	Firmware Number:
System/Copy	1.07	D2615760J
OpePanel	1.02	D2617390F
Web Support	1.04	D2615765G
Network Support	16.46	D2585769F
Scanner	01.02	D2585764F
Web Uapl	1.04	D2615766C
NetworkDocBox	1.00	D2585770C
OpeFont	1.00	D2617391B
animation	1.01	D2615767E
Printer	1.02	D2615772F
RPCS	3.20.20	D2585774B
Font EXP	1.00	D2415581
PCL	1.03	D2585775D
PCL Font	1.09	D2415586
PDF	1.02	D2585778E
PS3 Font	1.17	D2415681
Java VM v12 std	12.49.00	D2585780H
Data Erase Onb *	1.05	D2625244
PowerSaving Sys	F.L3.08	D2585761B
MediaLibrary	0.01	D2605740
Engine	1.11:02	D2585520H
ADF	01.000:04	D3AZ5550E

* If the Data Erase Onb version is not the same as shown in the table, contact your supervisor. (This version is never upgraded).

Ic Key and Ic Ctlr versions with which the Pro C5200/C5210 series models first achieved CC-CERTIFICATION:

Hardware:	Version:
Ic Ctlr	03
Ic Key	01020d0c

If the Ic Key and Ic Ctlr versions are not the same as shown in the table, contact your supervisor. (This version is never upgraded).

These versions can be confirmed from the operation panel.

Model: Ch-C2 pro

Date: 26-Oct-17

No.: RD260025

The list of Operating Instructions (O/I)

<For North America>

Paper Documents

- D260-7003 Read This First
- D241-7237 SOFTWARE LICENSE AGREEMENT
- D195-7543A Notes for Using This Machine Safely
- D241-7084 Notes for Users
- D241-7178 NOTICE TO USERS

Online Document Set 1

- D260-7090 About This Machine
- D260-7091 Copy/ Document Server
- D260-7092 Print
- D260-7093 Scan
- D260-7094 Troubleshooting
- D260-7095 Connecting the Machine/ System Settings
- D260-7098 Security Guide
- D260-7097 PostScript 3
- D260-7096 Paper Settings
- D260-7099 Extended Feature Settings

Online Document Set 2

- D260-7087 User Guide

Online Document Set 3

- D257-7068 Operating Instructions
 Driver Installation Guide

Online Document Set 4

- D257-7054 About Open Source Software License

Online Document Set 5

- D260-7088 Operating Instructions
 Guide to Paper

Online Document Set 6

- D181-2583 Notes on Security Functions
- D260-7069 Notes for Administrators:
 Using This Machine in a Network Environment
 Compliant with IEEE Std 2600.2™-2009

<For Europe>

Paper Documents

- D260-7002 Read This First

Model: Ch-C2 pro

Date: 26-Oct-17

No.: RD260025

- D241-7068 Notes for Users
- D241-7237 SOFTWARE LICENSE AGREEMENT
- D195-7543A Notes for Using This Machine Safely
- D241-7178 NOTICE TO USERS
- D257-7081 Notes for Users

Online Document Set 1

- D260-7090 About This Machine
- D260-7091 Copy/ Document Server
- D260-7092 Print
- D260-7093 Scan
- D260-7094 Troubleshooting
- D260-7095 Connecting the Machine/ System Settings
- D260-7098 Security Guide
- D260-7097 PostScript 3
- D260-7096 Paper Settings
- D260-7099 Extended Feature Settings

Online Document Set 2

- D260-7087 User Guide

Online Document Set 3

- D257-7068 Operating Instructions
Driver Installation Guide

Online Document Set 4

- D257-7054 About Open Source Software License

Online Document Set 5

- D260-7088 Operating Instructions
Guide to Paper

Online Document Set 6

- D181-2583 Notes on Security Functions
- D260-7069 Notes for Administrators:
Using This Machine in a Network Environment
Compliant with IEEE Std 2600.2™-2009

<For Asia>

Paper Documents

- D260-7004 Read This First
- D241-7237 SOFTWARE LICENSE AGREEMENT
- D223-7236 Notes for Using This Machine Safely
- D241-7178 NOTICE TO USERS

Model: Ch-C2 pro

Date: 26-Oct-17

No.: RD260025

- D241-7087 Notes for Users

Online Document Set 1

- D260-7090 About This Machine
- D260-7091 Copy/ Document Server
- D260-7092 Print
- D260-7093 Scan
- D260-7094 Troubleshooting
- D260-7095 Connecting the Machine/ System Settings
- D260-7098 Security Guide
- D260-7097 PostScript 3
- D260-7096 Paper Settings
- D260-7099 Extended Feature Settings

Online Document Set 2

- D260-7087 User Guide

Online Document Set 3

- D257-7068 Operating Instructions
Driver Installation Guide

Online Document Set 4

- D257-7054 About Open Source Software License

Online Document Set 5

- D260-7088 Operating Instructions
Guide to Paper

Online Document Set 6

- D181-2583 Notes on Security Functions
- D260-7069 Notes for Administrators:
Using This Machine in a Network Environment
Compliant with IEEE Std 2600.2™-2009

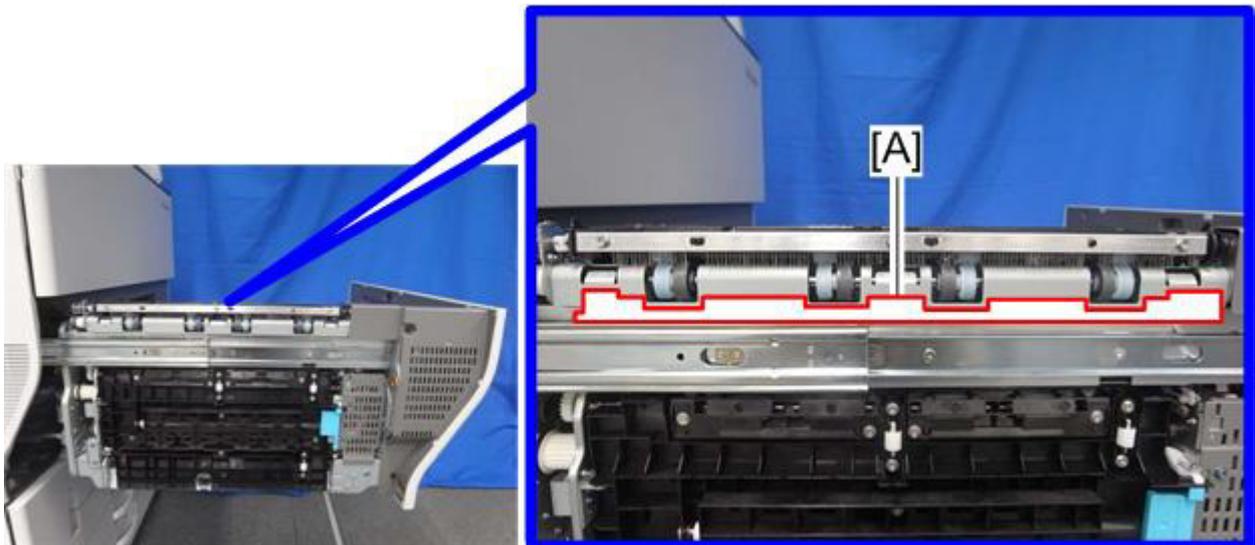
Model: CH-C2 Pro		Date: 5-Apr-18	No.: RD260029
Subject: Copy Tray Type M26 Installation		Prepared by: H.K.	
From: 1st CP Business Department CP Business Center			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<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 <input type="checkbox"/> Tier 0.5

Copy Tray Type M26 (D3D2)

Please correct the Copy Tray Type M26 Installation procedure described in the section:
2. Installation > Copy Tray Type M26(D3D2)

Incorrect

12. Attach the sheet [A] to the left side of the drawer unit.



d1351764

Note

There are four cutouts in the sheet.

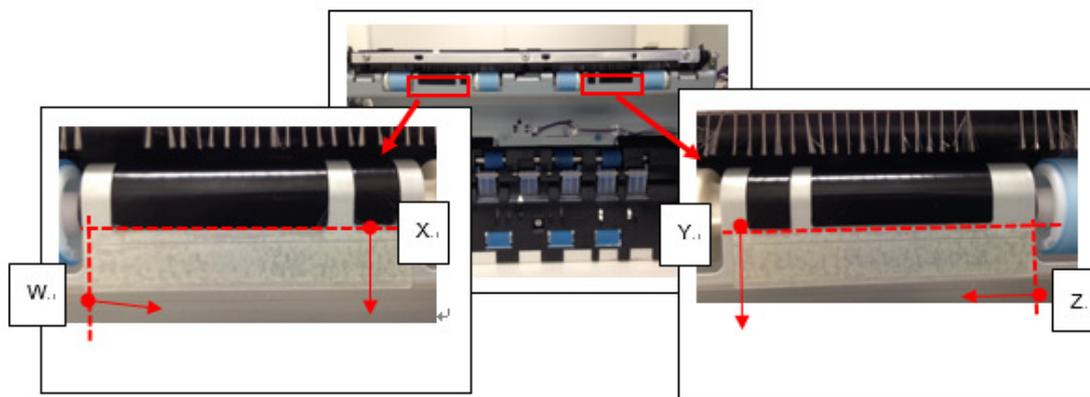
Align the left-most cutout with the corner [A] of the paper exit.

Model: CH-C2 Pro	Date: 5-Apr-18	No.: RD260029
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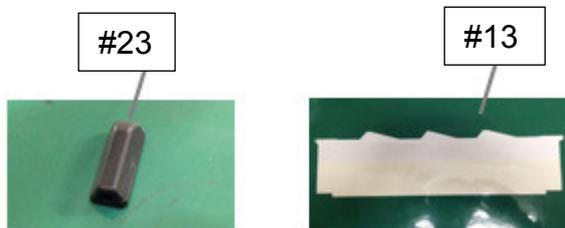
Correct

Step 12 was separated into the following four steps.

- Attach the two sheets indexed #24 to the paper exit unit by aligning the corners W/Z and edges X/Y.
- * Tolerance: 0~0.5mm



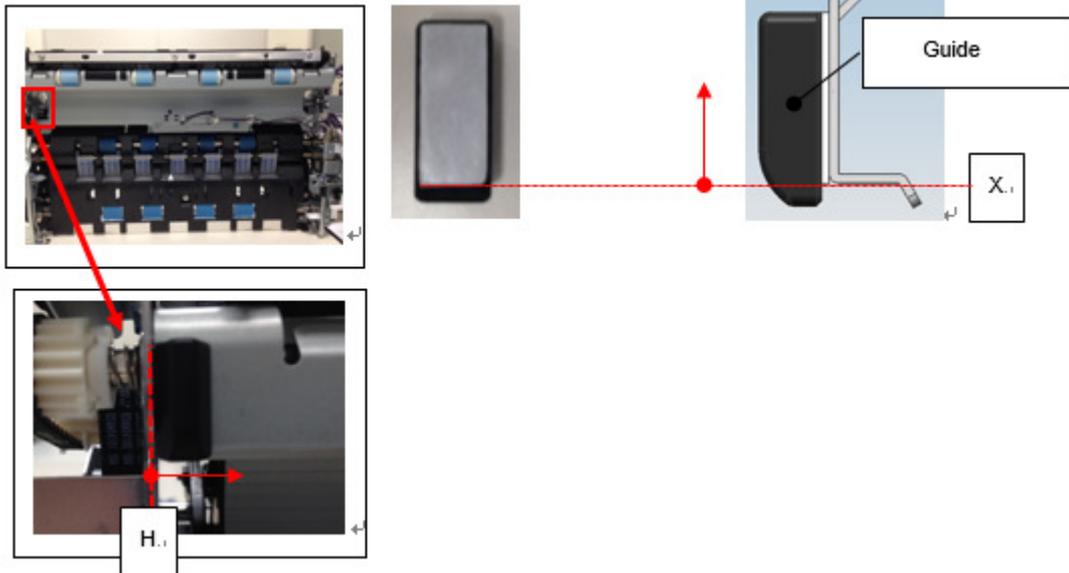
- Attach the guide [#23] and sheet [#13] in the following two steps.



Model: CH-C2 Pro	Date: 5-Apr-18	No.: RD260029
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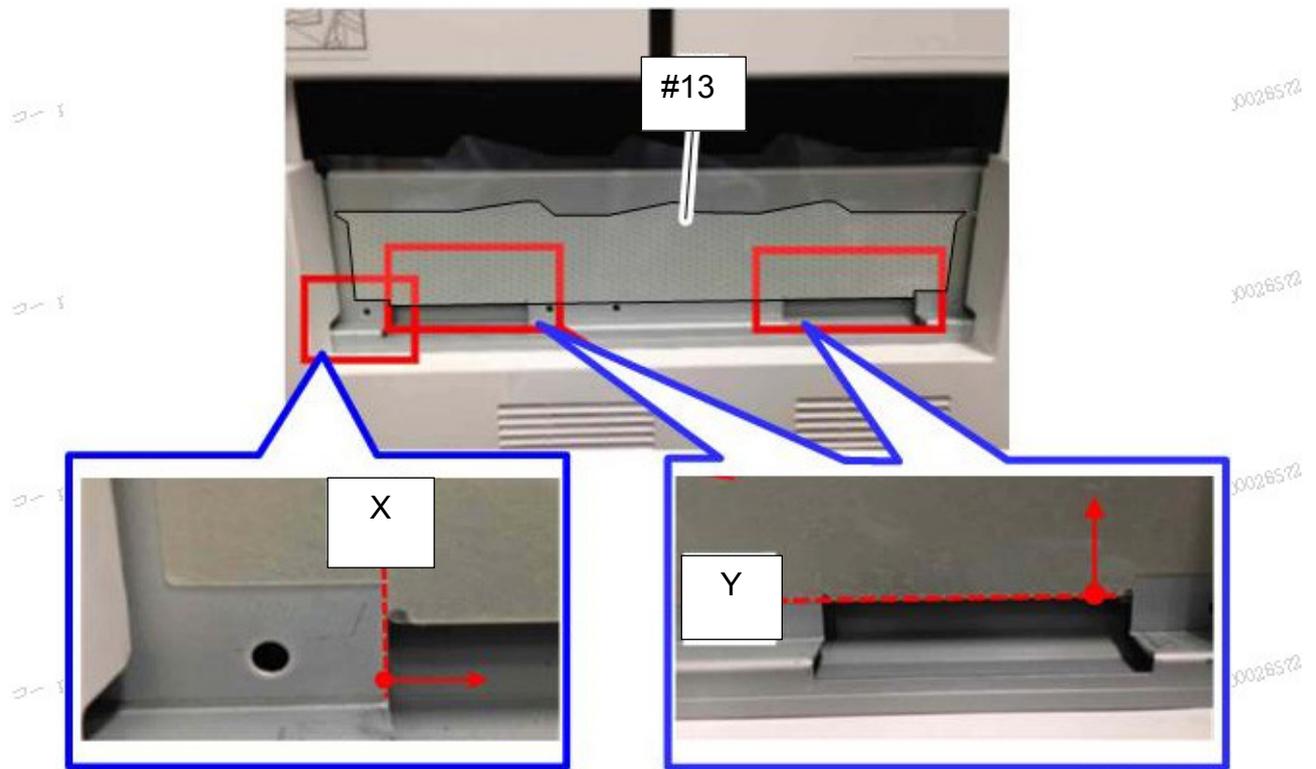
- a. With the drawer unit pulled out, attach the guide [#23] to the non-operator side of the paper exit unit by aligning the edge H with edge X.

* Tolerance: 0~0.5mm



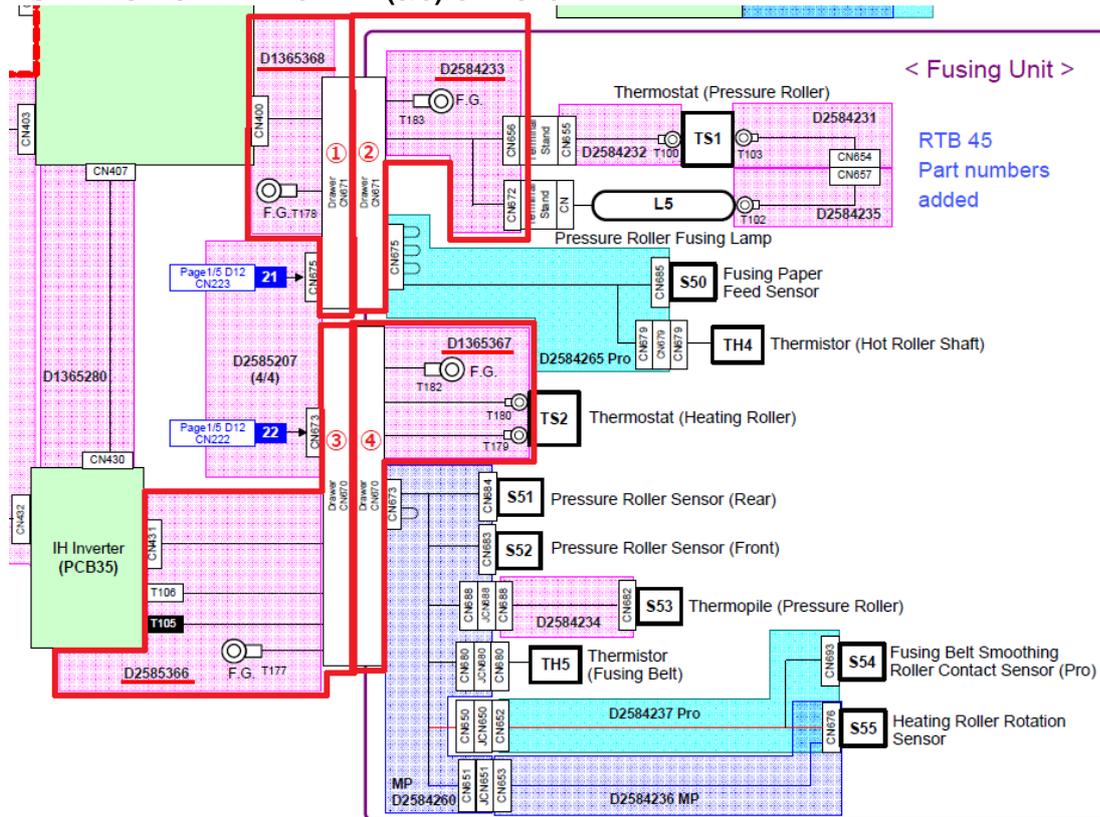
- b. Attach the sheet [#13] to the exit of the mainframe by aligning the corner X with edge Y.

* Tolerance: 0~0.5mm



Model: CH-C2a Pro		Date: 8-May-18	No.: RD260030
Subject: Drawer connector P/N correction		Prepared by: H.Kameda	
From: Technical Support Sect., Product Marketing 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 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 <input type="checkbox"/> Tier 0.5

POINT TO POINT DIAGRAM (3/6) G11-J16



- ① The drawer is included in **D1365368** (HARNESS:FUSING:DRAWER:PRESSURE:MAIN)
- ② The drawer is included in **D2584233** (HARNESS:FUSING UNIT:DRAWER:PRESSURE)
- ③ The drawer is included in **D2585366** (HARNESS:IHU:FUSING:DRAWER:THERMOSTAT)
- ④ The drawer is included in **D1365367** (HARNESS:INDUCTION HEATING UNIT:FUSING UNIT:DRAWER)(**Note 1**)

Note 1

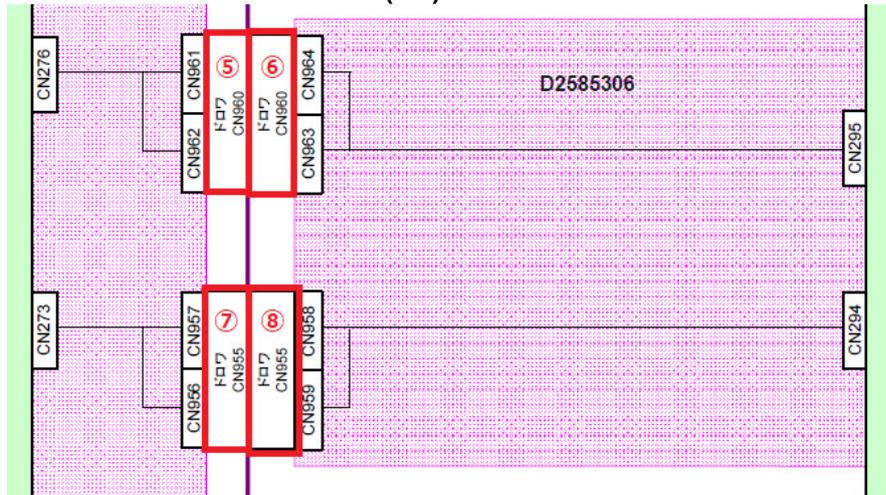
D1365367 cannot be ordered. Please order the parts below instead:

D2584288 (COIL:IH:100V:ASS'Y) For D257 (NA)

D2584289 (COIL:IH:200V:ASS'Y) For D257 (EU/AA/CHN), D258, D260, D261

Model: CH-C2a Pro	Date: 8-May-18	No.: RD260030
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POINT TO POINT DIAGRAM (4/6) F3-G6



- ⑤ 11035841 (CONNECTOR:28W0R-RFC-EGD(LF)(SN))
- ⑥ 11035840 (CONNECTOR:RFCP-28W0-E)
- ⑦ 11035760 (CONNECTOR:36W0R-RFC-EGD(LF)(SN))
- ⑧ 11035758 (CONNECTOR:RFCP-36W0-E)

Model: Ch-C2 Pro		Date: 18-May-18	No.: RD260031
Subject: Manual correction: SP1-206-001		Prepared by: H.K.	
From: 1st CP Business Department CP Business Center			
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

Service Manual Correction

SP 1-206-001

The above SP does not exist. Please delete the following descriptions pertaining to this SP from your FSM.

P493

~~Before adjusting skew manually, be sure to enter the SP mode and set SP1-206-001 to "2" (OFF). This disables side-to-side registration in the main machine's registration unit.~~

P497

~~1. Enter the SP mode and set SP1-206-001 to "2" (OFF).~~

~~10. When you are finished, enter the SP mode and re-set SP1-206-001 to "1".~~

P498

~~1. Enter the SP mode and set SP1-206-001 to "2" (Off).~~

P500

~~4. Enter the SP mode and re-set SP1-206-001 to "1".~~

Model: CH-C2 Pro		Date: 19-Jul-18	No.: RD260032
Subject: Revised Buffer Pass Unit installation, replacment and adjustment procedures		Prepared by: H.K.	
From: 1st CP Business Department CP Business Center			
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 checked="" type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2 <input type="checkbox"/> Tier 0.5

**Important notice regarding installation, replacement and adjustment procedures of the Buffer Pass Unit Type S6 (D3D0)
(Pro C5200S/C5210S Only)**

European safety standards require adding the following caution to your service manual after installing the Buffer Pass Unit to the Mainframe or Decurl Unit.

Mainframe Field Service Manual

2. Installation > Buffer Pass Unit Type S6 (D3D0) (Pro C5200S/C5210S Only)

Buffer Pass Unit Type S6 (D3D0) Field Service Manual

2. Replacement and Adjustment

Caution

Do not disconnect the buffer pass unit from the Mainframe or decurl Unit. The buffer pass unit is unstable and can fall over easily.

Model: Ch-C2 Pro		Date: 24-Oct-18	No.: RD260033
Subject: Manual correction: Additional PCDU cleaning and lubrication procedure		Prepared by: H.K.	
From: 1st CP Business Department CP Business Center			
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

Service Manual Correction

Additional cleaning and lubrication procedures

The following additional procedures for cleaning and applying lubricant are required after replacing the PCDU, charge roller unit, drum cleaning unit and drum. Please add these procedures to your FSM in section:

Replacement Adjustment > PCDU > PCDU, Charge Roller Unit, Drum Cleaning Unit Removal, OPC Drum

What you will need:

D0159501 ZINC STEARATE

D0159500 G104 YELLOW TONER

D0747690 BRUSH:BLOWER

1. Place a few sheets of paper on the table to prevent toner from dirtying the table.
2. Remove the PCDU [A] from the machine and place it on the cradle [B] on the table.



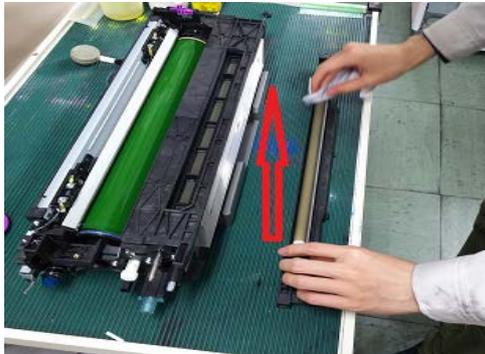
3. Remove the charge roller unit [A].



NOTE: After removing the charge roller unit, place it on a clean, flat surface with the roller facing up.

Model: Ch-C2 Pro	Date: 24-Oct-18	No.: RD260033
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4. Clean the charge roller unit by wiping in one direction as indicated with the arrow. Use wet cloth first, and then, dry cloth.



5. Remove the drum cleaning unit [A].



6. Remove the drum.

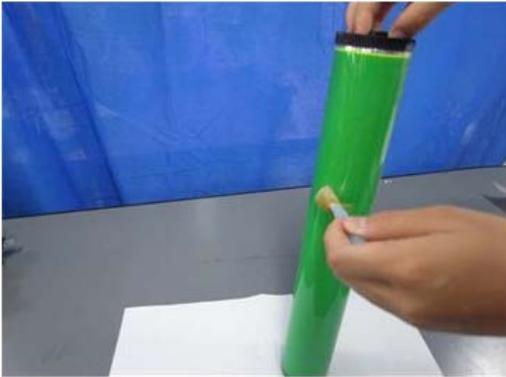


7. Using the blower brush (D0747690), clean the drum, toner catcher of the development unit, and toner receptacle at the bottom of the drum cleaning unit. Then, apply the lubricant powder (D0159501; zinc stearate) across the entire surface of the drum evenly.

Model: Ch-C2 Pro

Date: 24-Oct-18

No.: RD260033

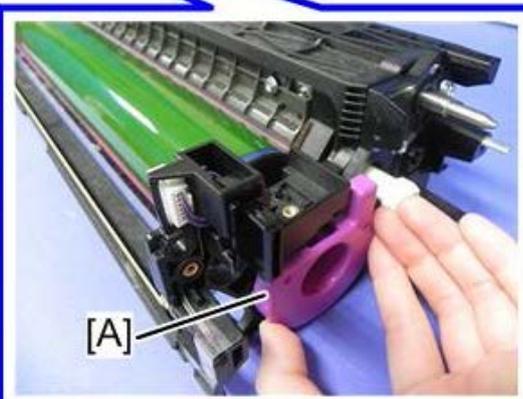
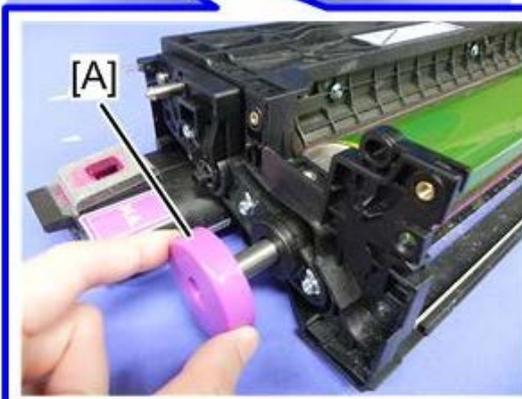
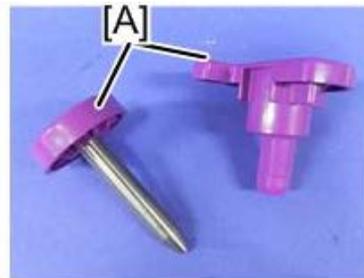
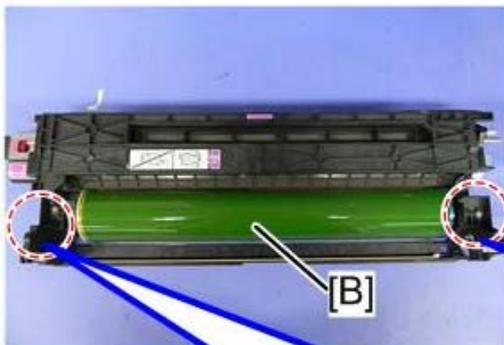


Drum edge



NOTE: Heavy load is put on the edges of the drum. Make sure to apply the lubricant powder at both edges evenly.

8. Put back the drum. Attach the drum holders [A] to the front and rear sides of the drum [B]. To prevent drum fatigue, cover the drum surface with drum protective sheet or sheet of paper.

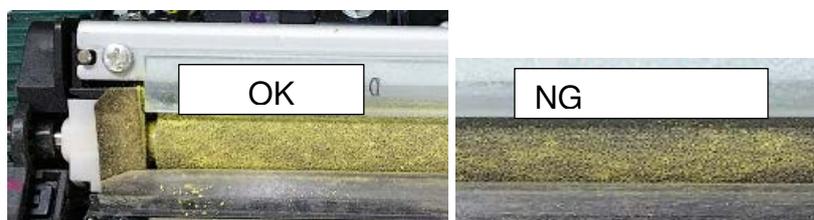
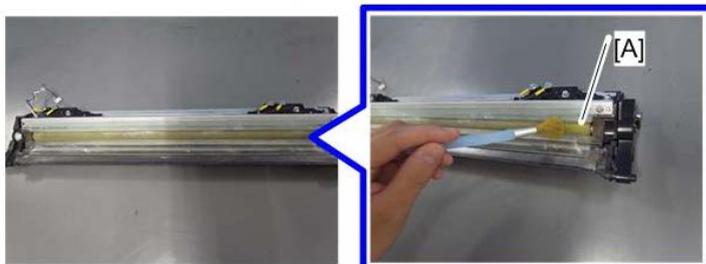


If you have replaced the drum cleaning unit, continue with step 9. If not, do steps 9a and 10a instead of steps 9 and 10.

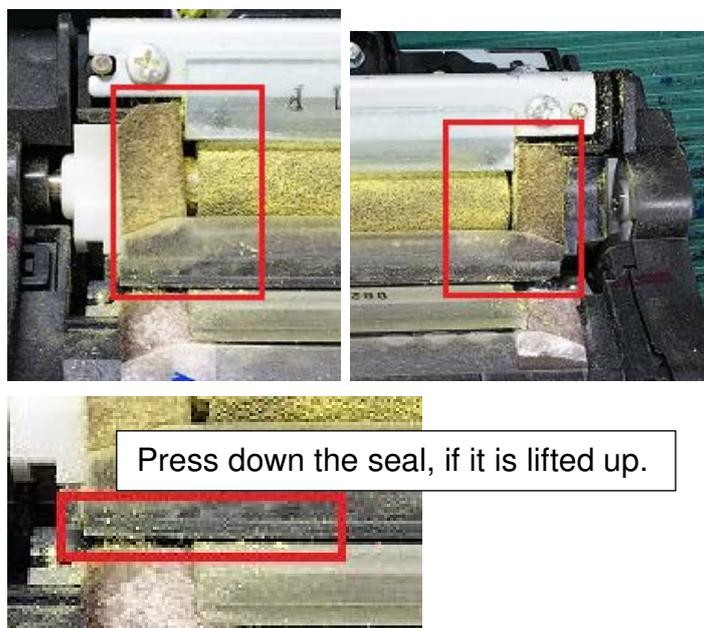
Model: Ch-C2 Pro	Date: 24-Oct-18	No.: RD260033
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When the drum cleaning unit was replaced

- Mix the lubricant powder and yellow toner in a 1:1 ratio and apply it to the entire surface of the lubrication roller [A] with the brush of the blower brush as you rotate the roller.



- Apply the mixture to the side seals and entrance seal edge.



NOTE: Heavy load is put on both edges of the entrance seal, which can cause the seal to lift up. If so, press it down.

- Make sure no lubricants remain on the lubricant blade. If any lubricants remain on the blade, clean with a brush and move them to the lubricant roller.

Model: Ch-C2 Pro

Date: 24-Oct-18

No.: RD260033

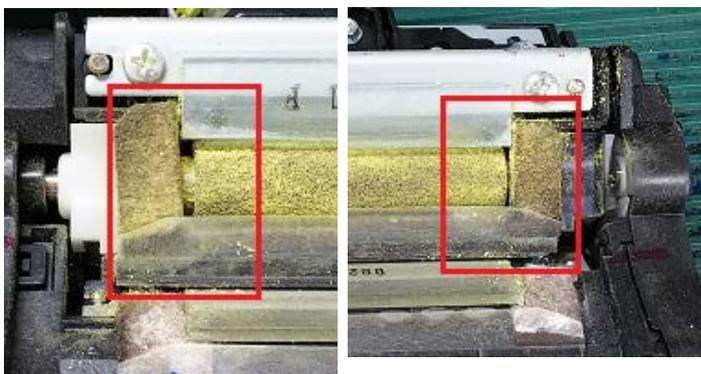
**When the drum cleaning unit was not replaced**

9a. Clean the drum cleaning unit.



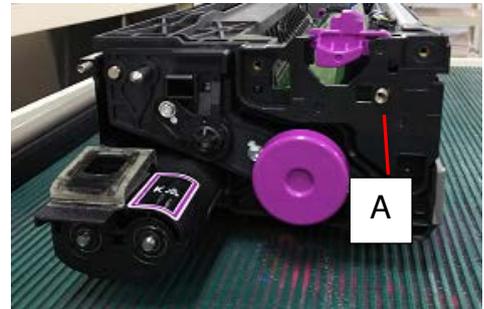
NOTE: Do not use a vacuum cleaner. Clean the cleaning blade with the blower brush until you confirm no lubricant remaining on the cleaning blade. To drop waste toner to the toner collection coil, tap the casing at the opposite side of the cleaning unit. Clean the entrance seal positioned toward the lubricant blade. Do not rotate the lubricant roller, to prevent the lubricant powder from dropping. Clean any dust observed.

10a. Mix the lubricant powder and yellow toner in a 1:1 ratio and apply it to the side seals and entrance seal and entrance seal edge.



Model: Ch-C2 Pro	Date: 24-Oct-18	No.: RD260033
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11. Put back the cleaning unit to the PCDU and then put back the front face plate [A].



12. Rotate the drum two or three times in the direction shown with the arrow. Use your thumbs and index fingers.



13. Put back the charge roller unit and remove the drum holders from the front and rear sides of the drum.

14. Put back the PCDU to the machine.

Notes on when the drum cleaning unit or the cleaning blade was replaced

Enter the SP mode. In the PM counter screen, set "New Part Set" to ON for the drum cleaning unit or the drum cleaning blade. This setting triggers to run process control, cleaning setting initialization and (DEMS:Pro only) after the main switch turns Off and then On.

Model: Ch-C2 Pro

Date: 24-Oct-18

No.: RD260033

Notes on when the drum cleaning unit or the cleaning blade was not replaced

Pro C5200S/C5210S: After putting back the PCDU into the machine, do SP3-040-001 (DEMS: Execute) to correct uneven image density.

MP C6503/C8003: After putting back the PCDU into the machine, do SP3-011-001 (Manual ProCon:Exe - Normal ProCon).

Notes on replacing the drum cleaning unit and drum cleaning blade

Do not replace the drum cleaning unit or the drum cleaning blade together with the following parts.

- ITB
- ITB Cleaning Unit
- ITB Cleaning Blade (ITB Cleaning Unit Component)
- ITB Lubricant Bar (ITB Cleaning Unit Component)
- ITB Lubricant Blade (ITB Cleaning Unit Component)

Reason:

After replacing the drum cleaning unit or the drum cleaning blade, the cleaning setting is initialized automatically. However, when after replacing the above five parts, you need to run SP2-696-001 (Force Apply Lubricant Execute) manually to lubricate the parts before the cleaning setting initialization runs. This is to prevent the ITB cleaning blade from flipping up, which may occur if the cleaning setting initialization runs before the replaced parts are lubricated.

If you need to replace the above five parts together with the drum cleaning unit or the drum cleaning blade, use the following procedure.

1. In the PM counter screen, set "New Part Set" to ON for the drum cleaning unit or the drum cleaning blade.
2. Replace the drum cleaning unit or the drum cleaning blade. (The cleaning setting initialization will run automatically.)
3. In the PM counter screen, set "New Part Set" to ON for the above five parts.
4. Replace the above five parts.
5. Enter the SP mode and run SP2-696-001 (Force Apply Lubricant Execute) manually.

Model: Ch-C2 Pro		Date: 18-Jun-19	No.: RD260034
Subject: Stop using Package (ALL) FW ver. 7.00 (D2615720H) or older		Prepared by: Hiroaki Matsui	
From: Global Engineering Support Department			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input checked="" 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

ACTION required to the mass production machines after the Cut-in S/No. listed in this RTB on page 2/2.

(1) Turn OFF the SP5-886-111(Farm Update Setting/Auto Update Setting)

Check this SP SP5-886-111 and change this setting to **0 (OFF)**.

(2) Turn OFF the SP5-886-115 (Smart Firmware Update/ SFU Auto Download Setting)

Check this SP SP5-886-115 and change this setting to **0 (OFF)**.

(3) Stop using the following package FW with an SD card to the machine in the field.

Firmware Package (ALL) Ver 7.00 (D2615720H) or older

Otherwise, machines will be the fatal error SC878 (Trusted Platform Module authentication error) after the Auto Remote Firmware Update or the Smart Firmware Update is performed.

CAUSE:

Current firmware Package (ALL) Ver 7.00 (D2615720H) contains old version System/Copy firmware. Ver. 1.16(D2615760T). On the other hand, the mass production machines after the Cut-in S/No. listed in this RTB have the Controller board, whose IC tips have the combination between the latest System/Copy firmware ver.1.19 (D2615759) or newer. If the System/Copy firmware is downgraded to Ver. 1.16(D2615760T) due to the Auto Remote Firmware Update or the Smart Firmware Update or manual downgrade with SD card, fatal error SC878 (TPM authentication error) will appear and this error cannot be recovered in the field.

NOTE:

1. Latest independent System/Copy firmware ver.1.19 (D2615759) or newer can be used to all mass production machines including after the Cut-in S/No.
2. Modified Firmware Package (ALL) will be released in a near future. This will be informed as soon as it will be ready.

Model: Ch-C2 Pro

Date: 18-Jun-19

No.: RD260034

Cut-in S/No. of mass production machines, which may be affected by this symptom.

NA

Model	Cut-in S/No.
D260-17	C089C500039
D261-17	C099C500044

EU

Model	Cut-in S/No.
D260-27	No production
D261-27	No production
D261-90	C099C583242

AP

Model	Cut-in S/No.
D260-29	C089C550014
D261-29	C099C550001

CHINA

Model	Cut-in S/No.
D260-21	C089C620001
D261-21	C099C620001

Model: Ch-C2 Pro		Date: 25-Jun19-	No.: RD260035
Subject: Stop using System/Copy FW Ver.1.18(D2615760W) or older to the latest mass production machines.		Prepared by: Hiroaki Matsui	
From: Global Engineering Support Department			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input checked="" 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

IMPORTANT NOTICE OF SYSTEM/COPY FW

The machines after the Cut-in S/No. listed on page 2/2 of this RTB should have the latest System/Copy firmware ver.1.19 (D2615759) or newer.

Never downgrade these machines to the System/Copy FW ver1.18 (D2615760W) or older, regardless of whether on purpose or by mistake. Otherwise, machines will be the fatal error SC878 (Trusted Platform Module authentication error) and cannot be recover in the field.

REASON:

The mass production machines after the Cut-in S/No. listed in this RTB have the new Controller board, whose IC tips have the combination between the latest System/Copy firmware ver.1.19 (D2615759) or newer. If the System/Copy firmware is downgraded to ver. 1.18(D2615760W) or older, fatal error SC878 (TPM authentication error) will appear due to the mismatch between the FW and the IC tips. This SC878 **does not disappear** even though upgrading the System/Copy FW to ver.1.19 (D2615759) again, and this error cannot be recovered in the field.

NOTE:

1. Latest System/Copy firmware ver.1.19 (D2615759) or newer can be used to all mass production machines including the old machines before the Cut-in S/No.
2. See relating RTB# RD260034 also.

Model: Ch-C2 Pro

Date: 25-Jun19-

No.: RD260035

Cut-in S/No. of mass production machines, which are relating to this RTB.**NA**

Model	Cut-in S/No.
D260-17	C089C500039
D261-17	C099C500044

EU

Model	Cut-in S/No.
D260-27	No production
D261-27	No production
D261-90	C099C583242

AP

Model	Cut-in S/No.
D260-29	C089C550014
D261-29	C099C550001

CHINA

Model	Cut-in S/No.
D260-21	C089C620001
D261-21	C099C620001

Reissued: 29-Jul-19

Model: Ch-C2 Pro	Date: 19-Jul-19	No.: RD260036a
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RTB Reissue

The items in ***bold italics*** were corrected or added.
 The item in ~~strike-out~~ was deleted

Subject: Image Transfer Roller compliant to RoHS2.0 regulation		Prepared by: Hiroaki Matsui	
From: Service Planning Sect., Global Engineering Support			
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 checked="" type="checkbox"/> Tier 2

IMPORTANT NOTICE ON IMAGE TRANSFER ROLLER

For any replacement of the image transfer roller that takes place after July 21, 2019 for Charis-C2 Pro (Pro C5200S/ C5210S), please make sure to replace it with the new roller (p/n: D2586166).

This is because the old roller (p/n: D0746158) contains phthalic acid and does not conform to the latest RoHS 2.0 regulation, which takes effect from the ~~above date~~ **July 22, 2019**.

Old part number	New part number	Description	Q'ty	Int
D0746158	D2586166	ROLLER:INTERMEDIATE TRANSFER:ASS'Y	4	X/O

The above part change information was announced in " PCIL_2019(Summary_01-05)".

There is no need to make a forced visit to replace with the new roller.

NOTE:

The old roller can be used for the following models, as these models are unaffected by RoHS 2.0.

- 1. Taurus-C1/P1 : Pro C651EX/Pro C751EX/Pro C751**
- 2. Leo-C1/P1 : Pro C7100S/C7100SX/C7110S/C7110SX/ Pro C7100/ Pro C7110**
- 3. Charis-C1 Pro : Pro C5100S/Pro C5110S**

Reissued: 29-Jul-19

Model: Ch-C2 Pro	Date: 19-Jul-19	No.: RD260036a
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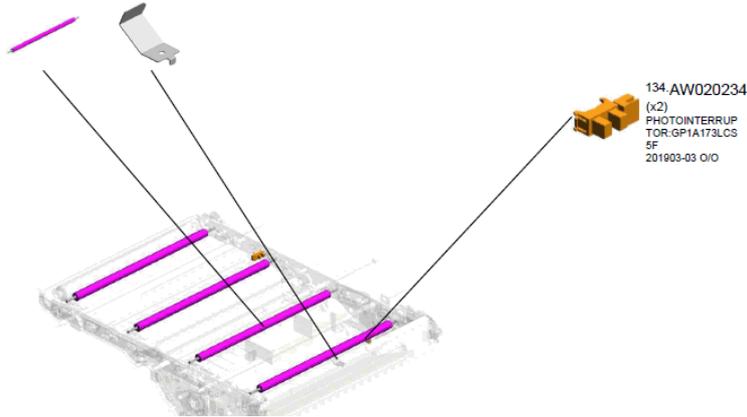
3D parts catalog was revised as follows.

U010_S001
TRANSFER UNIT:INTERMEDIATE TRANSFER:240V:ASS'Y

135.D2586166 (x4) ROLLER:INTERMEDIATE TRANSFER:ASS'Y 201904-01 X/O	132.D2586145 SPRING PLATE:PLATE:CAM:INTERMEDIATE TRANSFER:ASS'Y 201710-02 X/O
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131.D2616005
TRANSFER UNIT:INTERMEDIATE TRANSFER:240V:ASS'Y



134.AW020234
(x2)
PHOTO INTERRUPTOR:GP1A173LCS5F
201903-03 O/O

201904-01	1904 Modification	-	D0746158	ROLLER:INTERMEDIATE TRANSFER:ASS'Y	D2586166	ROLLER:INTERMEDIATE TRANSFER:ASS'Y	U010_S001	135	1	X/O
			D0746158	ROLLER:INTERMEDIATE TRANSFER:ASS'Y	D2586166	ROLLER:INTERMEDIATE TRANSFER:ASS'Y	U010_S001	135	1	X/O
			D0746158	ROLLER:INTERMEDIATE TRANSFER:ASS'Y	D2586166	ROLLER:INTERMEDIATE TRANSFER:ASS'Y	U010_S001	135	1	X/O

Reissued: 29-Jul-19

Model: Ch-C2 Pro	Date: 19-Jul-19	No.: RD260036a
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RTB Reissue

The items in ***bold italics*** were corrected or added.
 The item in ~~strike-out~~ was deleted

Subject: Image Transfer Roller compliant to RoHS2.0 regulation		Prepared by: Hiroaki Matsui	
From: Service Planning Sect., Global Engineering Support			
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 checked="" type="checkbox"/> Tier 2

IMPORTANT NOTICE ON IMAGE TRANSFER ROLLER

For any replacement of the image transfer roller that takes place after July 21, 2019 for Charis-C2 Pro (Pro C5200S/ C5210S), please make sure to replace it with the new roller (p/n: D2586166).

This is because the old roller (p/n: D0746158) contains phthalic acid and does not conform to the latest RoHS 2.0 regulation, which takes effect from the ~~above date~~ **July 22, 2019**.

Old part number	New part number	Description	Q'ty	Int
D0746158	D2586166	ROLLER:INTERMEDIATE TRANSFER:ASS'Y	4	X/O

The above part change information was announced in " PCIL_2019(Summary_01-05)".

There is no need to make a forced visit to replace with the new roller.

NOTE:

The old roller can be used for the following models, as these models are unaffected by RoHS 2.0.

- 1. Taurus-C1/P1 : Pro C651EX/Pro C751EX/Pro C751**
- 2. Leo-C1/P1 : Pro C7100S/C7100SX/C7110S/C7110SX/ Pro C7100/ Pro C7110**
- 3. Charis-C1 Pro : Pro C5100S/Pro C5110S**

Reissued: 29-Jul-19

Model: Ch-C2 Pro	Date: 19-Jul-19	No.: RD260036a
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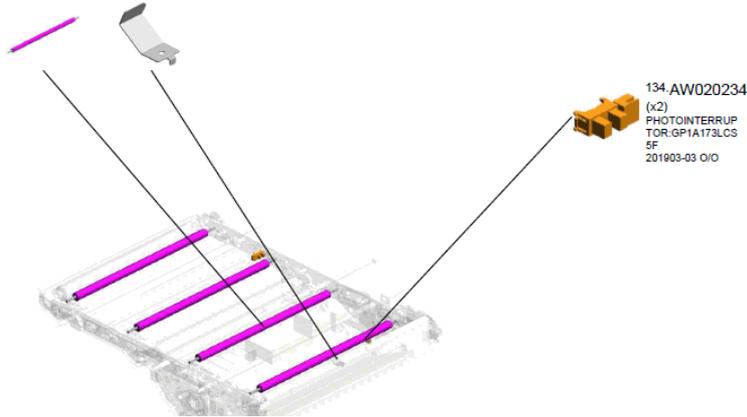
3D parts catalog was revised as follows.

U010_S001
TRANSFER UNIT:INTERMEDIATE TRANSFER:240V:ASS'Y

135.D2586166 (x4) ROLLER:INTERMEDIATE TRANSFER:ASS'Y 201904-01 X/O	132.D2586145 SPRING PLATE.PLATE:CAM:INTERMEDIATE TRANSFER:ASS'Y 201710-02 X/O
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131.D2616005
TRANSFER UNIT:INTERMEDIATE TRANSFER:240V:ASS'Y



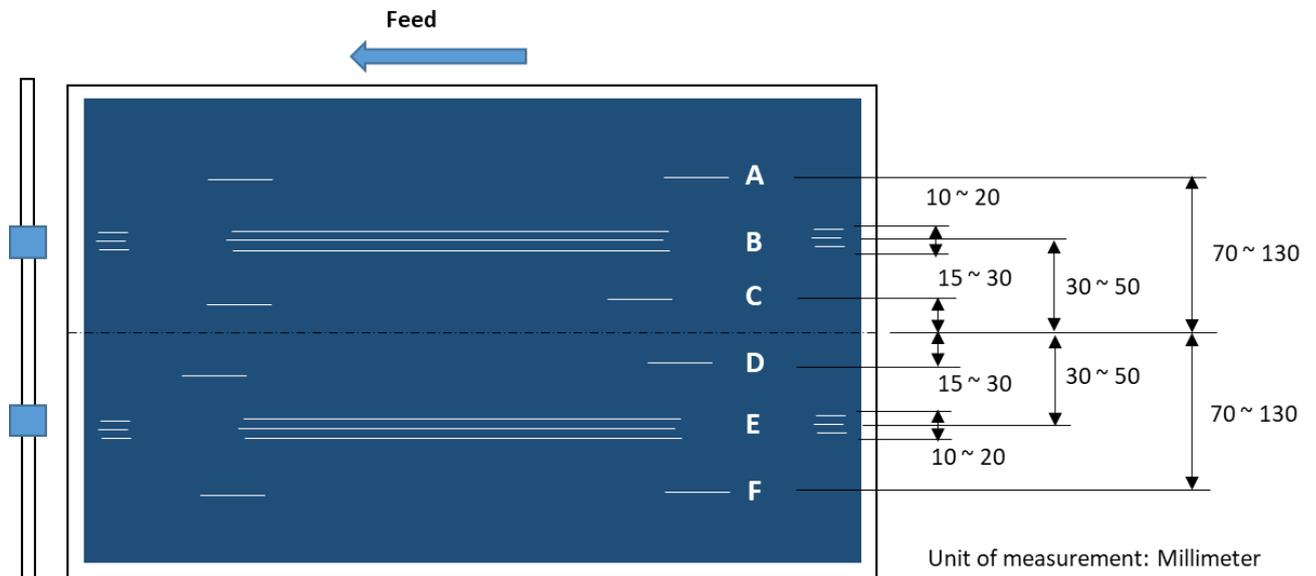
134.AW020234
(x2)
PHOTO INTERRUPTOR:GP1A173LCS5F
201903-03 O/O

201904-01	1904 Modification	-	D0746158	ROLLER:INTERMEDIATE TRANSFER:ASS'Y	D2586166	ROLLER:INTERMEDIATE TRANSFER:ASS'Y	U010_S001	135	1	X/O
			D0746158	ROLLER:INTERMEDIATE TRANSFER:ASS'Y	D2586166	ROLLER:INTERMEDIATE TRANSFER:ASS'Y	U010_S001	135	1	X/O
			D0746158	ROLLER:INTERMEDIATE TRANSFER:ASS'Y	D2586166	ROLLER:INTERMEDIATE TRANSFER:ASS'Y	U010_S001	135	1	X/O

Model: Charis-C2		Date: 20-Aug-19	No.: RD260037
Subject: Troubleshooting roller marks / scratches originating in the Buffer Pass unit Type S6		Prepared by: H. Matsui	
From: Service Planning Sect., Global Engineering Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2 <input type="checkbox"/> Tier 0.5

PROBLEM

Roller marks and/or scratches caused by rollers, guide plates, and plastic sheets in the Buffer Pass unit Type S6.



The location of the roller marks / scratches A ~ F shown above correspond to the rollers and guide plates shown in the pictures on the following page.

SOLUTION

Clean the rollers and guide plates in the Buffer Pass unit by referring to the next page.

Model: Charis-C2	Date: 20-Aug-19	No.: RD260037
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- Verify no foreign substances at the 9 locations circled in red and the bottom guide plate circled in blue. Clean with dry cloth.
- Use alcohol if necessary.

