

Troubleshooting: TCRU

Model Name:

Pro C651EX/Pro C751EX/Pro C751

Read this manual carefully before using this machine and keep it handy for future reference.

How to Read This Manual

Introduction

This manual contains detailed instructions and notes on the operation and use of this machine. For your safety and benefit, read this manual carefully before using the machine. Keep this manual in a handy place for quick reference.

Symbols

This manual uses the following symbols:

 CAUTION
Indicates a potentially hazardous situation which, if instructions are not followed, may result in minor or moderate injury or damage to property.

Important:

Indicates points to pay attention to when using the machine, and explanations of likely causes of paper misfeeds, damage to originals, or loss of data. Be sure to read these explanations.

Note:

Indicates supplementary explanations of the machine's functions, and instructions on resolving user errors.

[]

Indicates the names of keys that appear on the machine's display panel.

[] key

Indicates the names of keys on the machine's control panel.

Important

- In no event will the company be liable for direct, indirect, special, incidental, or consequential damages as a result of handling or operating the machine.
- The manufacturer shall not be responsible for any damage or expense that might result from use of other than genuine parts from the manufacturer with your office products.

Notes

- Contents of this manual are subject to change without prior notice.
- This manual covers several different models, and therefore contains functions and settings that may not be available for your model. Images, illustrations, and functions may differ from those of your model.
- Some illustrations in this manual might be slightly different from the machine.
- Certain options might not be available in some countries. For details, please contact your local dealer.
- Depending on which country you are in, certain units may be optional. For details, please contact your local dealer.
- Use metric notation when making settings for this machine.

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1. Before You Begin

If the machine will not print, does not print as expected, or exhibits any other problem, find the problem in this manual and troubleshoot accordingly.

⚠ CAUTION

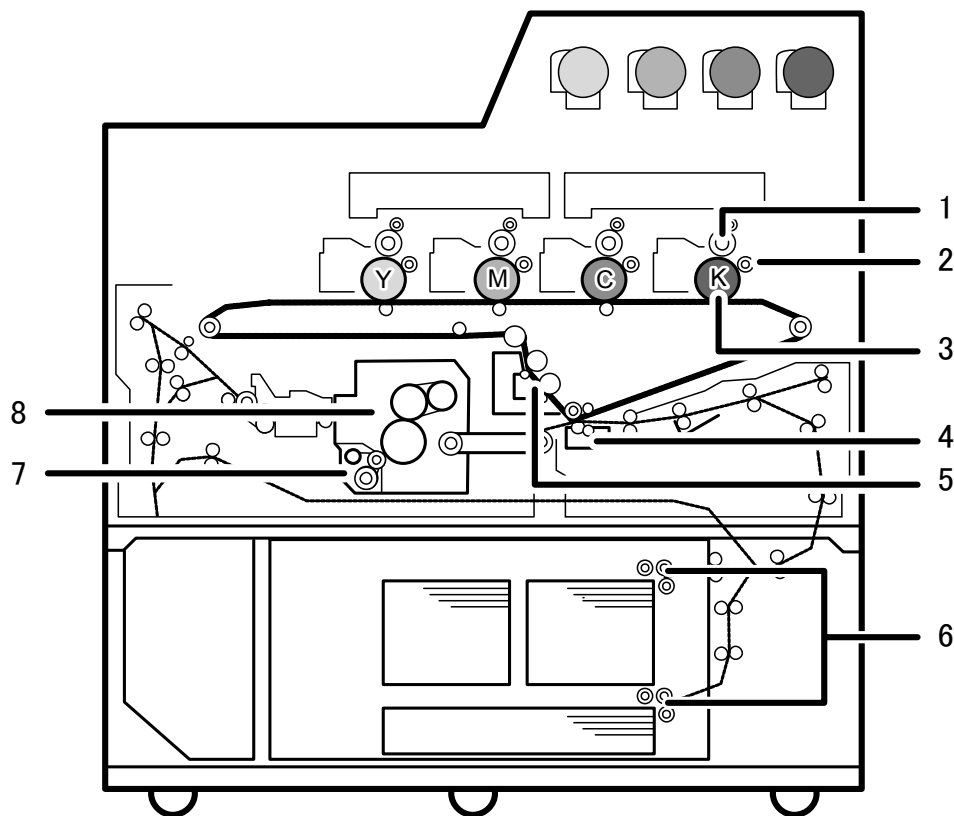
Before you replace any unit:

- To prevent electrical shock, turn off the color controller on the machine control panel, switch off the operation power switch then the main power switch, and then disconnect the machine from the power supply.
- Allow the machine to cool for at least 30 minutes before replacing a part.

1.1 Guide to Components

This section introduces the names of the components.

Refer to the following diagrams when replacing units or troubleshooting.



CEZ591

- | | |
|----------------------------------|---|
| 1. Charge Roller (Black) | 5. Cleaning unit for intermediate transfer belt |
| 2. Cleaning unit for PCU (Black) | 6. Paper feed roller |
| 3. Drum unit (Black) | 7. Cleaning unit for fusing unit |
| 4. Transfer Unit | 8. Fusing unit |

1.2 Adjustment Settings for Skilled Operators Menu

To access the Adjustment Settings for Skilled Operators menu:

1. Press the [User Tools] key.
2. Press [Adjustment Settings for Skilled Operators].
3. Press [Login].
4. Enter your login user name, and then press [OK].
If you are logging in as the administrator for the first time, enter "admin".
5. Enter your login password, and then press [OK].
The [Adjustment Settings for Skilled Operators] menu appear.

Note:

- For details about the Adjustment Settings for Skilled Operators menu, see "Adjustment Settings for Skilled Operators", Adjustment Item Menu Guide.

1.3 Advanced Settings for Custom Papers

This section explains how to access the advanced settings for custom papers.

The machine's administrator can adjust the custom paper settings registered in [Custom Paper].

1. Press the [User Tools] key on the control panel.
2. Press [Login].
3. Press [Login].
4. Enter your login user name, and then press [OK].
If you are logging in as the administrator for the first time, enter "admin".
5. Enter your login password, and then press [OK].
6. Press the [Paper Setting] key on the control panel.
7. Press [Custom Paper].
8. Check that [Program / Change] is selected.
9. Select the program number of the custom paper setting you wish to adjust.
10. Press [Advanced Settings].

The advanced settings for custom paper adjustment appear.

Note:

- For details about the Advanced Settings, see "Custom Paper Settings for Administrators", Adjustment Item Menu Guide.

1.4 Before you change a setting

Important:

If the problem persists despite the setting being changed, restore the value you made a note of. Operating the machine with the changed setting may cause problems such as reduced print quality.

If the problem persists even though the setting has been changed, restore the value noted. Operating the machine with the changed setting may cause problems, such as inferior printed images.

2. Troubleshooting Service Call Problems (SC Codes)

2.1 What Are SC Codes?

If an error occurs during operation, the machine displays an SC code ("SCnnn", where "nnn" is a three-digit number). The machine stops and cannot be used when an SC code is displayed.

If an SC code appears:

1. Write down the SC number.
2. Turn off the main power switch.
Note: The main power switch is in the upper left corner behind the front left cover.
3. Wait a few moments, then turn the machine on again.
In most cases, cycling the machine off and on will restore it to full operation.
4. If the SC code reappears, check it against the table (see, 2.2 SC Code List).
Check for the SC code in the following table (see 2.2 SC Code List). If the SC code is listed in the table, carry out the recommended procedure.

-OR-

If the SC CODE is not listed in the following table (see 2.2 SC Code List), contact your service representative.

2.2 SC Code List

This table contains a list of selected SC codes. If the SC code that is displayed on the control panel is listed in this table, carry out the recommended procedure. If the SC Code is not listed in this table, contact your service representative.

Important:

- If the error persists after replacing the unit, contact your service representative.

Code	Error	Procedure
SC330	Toner supply motor error: K	Take out and reinsert the black toner bottle or replace it.
SC331	Toner supply motor error: C	Take out and reinsert the cyan toner bottle or replace it.
SC332	Toner supply motor error: M	Take out and reinsert the magenta toner bottle or replace it.
SC333	Toner supply motor error: Y	Take out and reinsert the yellow toner bottle or replace it.
SC415	Potential sensor error: Vd Adjustment K	Replace the black charge roller.
SC416	Potential sensor error: Vd Adjustment C	Replace the cyan charge roller.
SC417	Potential sensor error: Vd Adjustment M	Replace the magenta charge roller.
SC418	Potential sensor error: Vd Adjustment Y	Replace the yellow charge roller.
SC420	Potential sensor error: VI adjustment K	Replace the black charge roller and black drum unit.
SC421	Potential sensor error: VI adjustment C	Replace the cyan charge roller and cyan drum unit.
SC422	Potential sensor error: VI adjustment M	Replace the magenta charge roller and magenta drum unit.
SC423	Potential sensor error: VI adjustment Y	Replace the yellow charge roller and yellow drum unit.
SC430	Potential sensor error 1: Vr adjustment K	Replace the black drum unit.
SC431	Potential sensor error 1: Vr adjustment C	Replace the cyan drum unit.
SC432	Potential sensor error 1: Vr adjustment M	Replace the magenta drum unit.
SC433	Potential sensor error 1: Vr adjustment Y	Replace the yellow drum unit.

3. Troubleshooting Image Quality Problems

This section describes some common image quality problems and explains how to resolve them.

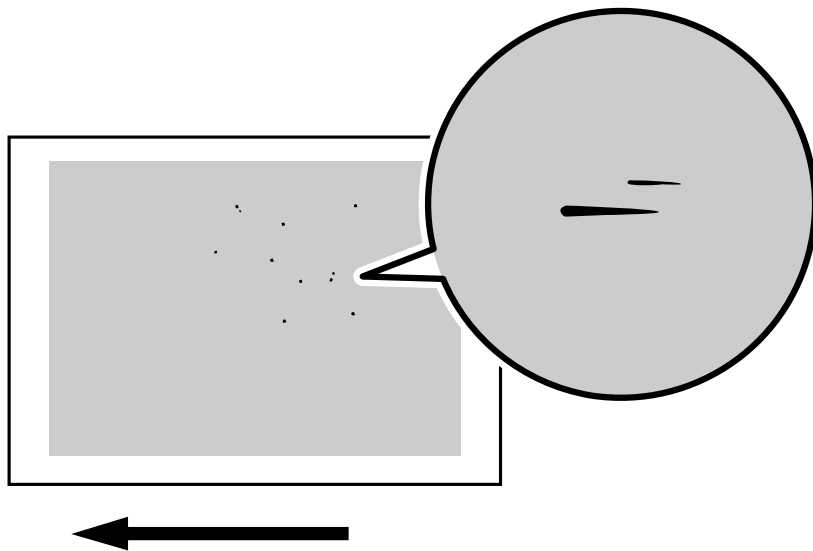
Paper Feed Direction

The dark arrow in each illustration indicates the direction of paper feed.

3.1 Color Toner Spotting/Staining

3.1.1 Paper Is Spotted with Toner

Paper is soiled with toner spots of 0.5–1 mm (0.02–0.04 inches) in diameter.



CEZ538

Cause:

Toner fragments have slipped through the cleaning web.

This may occur in any of the following cases:

Duplex printing, printing on uncoated (especially rough-textured) paper, halftone printing, printing after halftone printing, or printing after printing on many small-size sheets

Note:

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Registering a Custom Paper", Paper Settings Reference.

Solution:

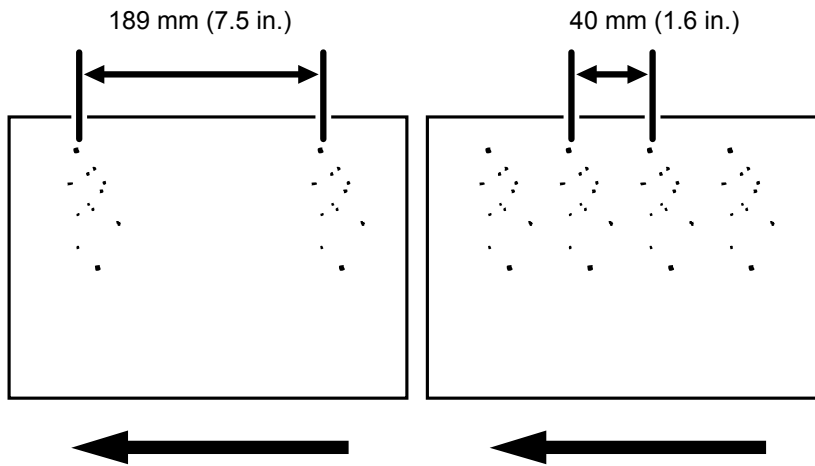
1. Increase the temperature by 5 °C in [44: Fusing Heat Roller Temperature Adj] in [Advanced Settings].
2. Print 20 sheets of the image, then another 10. Does this eliminate the problem?
Yes Finished!
No Go to the next step.
3. Increase the temperature by and additional 5 °C in [44: Fusing Heat Roller Temperature Adj].
4. Print 20 sheets of the image, then another 10. Does this eliminate the problem?
Yes Finished!
No Go to the next step.
5. Have changes to the settings resulted in glossy lines or paper misfeed?
Yes Decrease the temperature by 10 °C, and then go to the next step.
No Go to the next step.
6. Set [50: Adjust Cleaning Web Motor Interval] to -30% in [Advanced Settings] for the custom paper in use.
7. Print 20 sheets of the image, then another 10. Does this eliminate the problem?
Yes Finished!
No Go to the next step.
8. Set [50: Adjust Cleaning Web Motor Interval] to -60% in [Advanced Settings] for the custom paper in use.
9. Print 20 sheets of the image, then another 10. Does this eliminate the problem?
Yes Finished!
No Go to the next step.
10. Set [50: Adjust Cleaning Web Motor Interval] to -75% in [Advanced Settings] for the custom paper in use.
11. If the problem persists, contact your service representative.

Note:

- Decreasing the value in [50: Adjust Cleaning Web Motor Interval] will shorten the replacement cycle of the cleaning unit for fusing unit.

3.1.2 Colored Spots

Colored spots appear at 189 mm or 40 mm (7.5 inches or 1.6 inches) intervals.



CEZ539

Cause:

- (a) Colored spots appear at 189 mm (7.5 inches) intervals
The drum unit is scratched or stained.
- (b) Colored spots appear at 40 mm (1.6 inches) intervals
The charge roller is scratched or stained.

Solution:

The solution depends on the interval at which the colored spots appear. If they appear every 189 mm (7.5 inches), follow Procedure (a) on the following page; if they appear every 40 mm (1.6 inches), Procedure (b) on the following page.

(a) Colored spots at 189 mm (7.5 inches) intervals

1. To identify the affected color, print three full-page, solid-fill A3 or DLT sheets for each of white and black, and three full-page, halftone A3 or DLT sheets for each of cyan, magenta, and yellow.
2. Detach the drum unit of the affected color and check the drum surface. Is the surface scratched?

Yes **Replace the drum unit.**

No Contact your service representative.

3. If the problem persists, contact your service representative.

Note:

- For details about replacing the drum unit, see Replacement Guide.

(b) Colored spots at 40 mm (1.6 inches) intervals

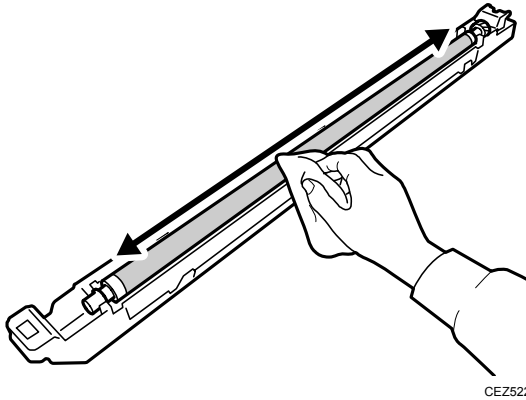
1. To identify the affected color, print three full-page, solid-fill A3 or DLT sheets for each of white and black, and three full-page, halftone A3 or DLT sheets for each of cyan, magenta, and yellow.
2. Detach the charge roller of the affected color and check its surface. Is the surface scratched?

Yes **Replace the charge roller.**

No Wipe the charge roller surface with a well-wrung-out damp cloth, wipe it with a dry rag until no moisture remains, and then reattach the roller.

Note:

- Do not use ethanol or any other organic solvent to clean the charge roller. Otherwise it may cause damage to the charge roller.



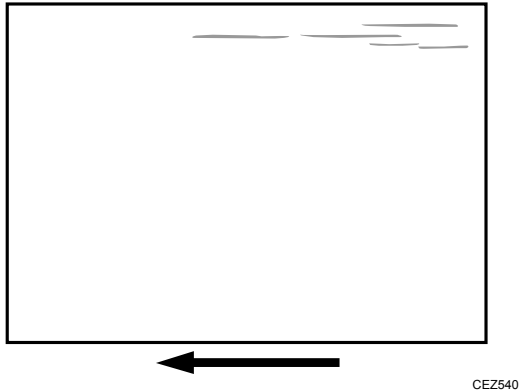
3. If the problem persists, contact your service representative.

Note:

- For details about replacing the charge roller, see Replacement Guide.

3.1.3 Colored Streaks (1)

Colored streaks parallel to the paper feed direction appear.



Cause:

- The charge roller is stained.
- The cleaning unit for PCU has worn out.
- The drum unit surface is scratched.

Solution:

1. To identify the affected color, print three full-page, solid-fill A3 or DLT sheets for each of white and black, and three full-page, halftone A3 or DLT sheets for each of cyan, magenta, and yellow.
2. Detach the charge roller of the affected color and check its surface. Is the surface stained?

Yes Wipe the charge roller with a dry rag to remove the stain. If the stain cannot be removed, **replace the charge roller**. Go to the next step.

No Go to the next step.

3. Detach the drum unit of the affected color and check the drum surface. Is the surface stained or scratched?

Stained: **Replace the cleaning unit for PCU.**

Scratched: **Replace the drum unit.**

Neither: Contact your service representative.

4. If the problem persists even if you replace the cleaning unit for PCU or drum unit, contact your service representative.

Note:

- For details about replacing the charge roller, cleaning unit for PCU and drum unit, see Replacement Guide.

3.1.4 Colored Streaks (2)

Extended, blurred colored streaks parallel to the paper feed direction appear. The streaks also appear randomly in the margins.



CEZ541

Cause:

If the temperature or humidity is low, remaining toner might be missed by the cleaning blade of the cleaning unit for intermediate transfer belt or transfer unit, causing streaks to appear sporadically.

Solution:

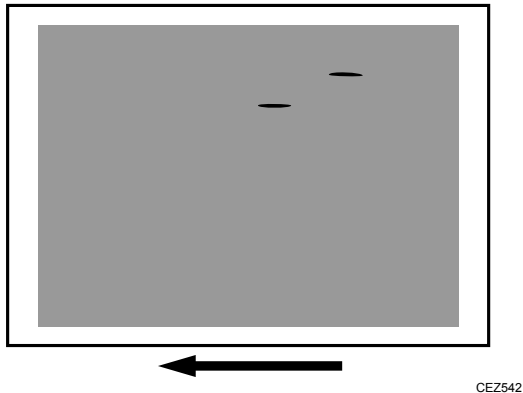
1. To identify the affected color, print three full-page, solid-fill A3 or DLT sheets for each of cyan, yellow, magenta, and black.
2. Is the printed side affected by the problem?
Yes Proceed to Step 4.
No **Replace the transfer unit.**
3. Print the image. Is the problem resolved?
Yes Finished!
No Go to the next step.
4. **Replace the cleaning unit for intermediate transfer belt.**
5. If the problem persists even if you replace the cleaning unit for intermediate transfer belt, contact your service representative.

Note:

- For details about replacing the transfer unit and cleaning unit for intermediate transfer belt, see Replacement Guide.

3.1.5 Colored Streaks (3)

Colored streaks appear in solid-filled areas.



Cause:

If the toner contains small clumps, they disintegrate in the development unit, producing colored streaks.

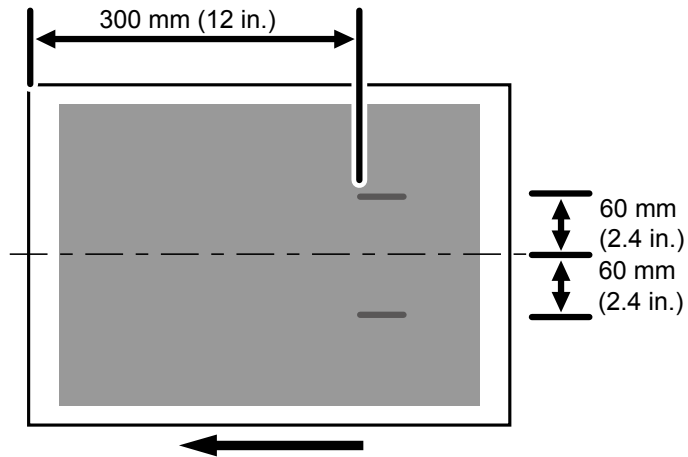
This problem may occur if the machine is left unattended for a long period or the toner bottle is kept out of its moisture-proof bag for a long period.

Solution:

1. To identify the affected color, print three full-page, solid-fill A3 or DLT sheets for each of cyan, yellow, magenta, and black. The color affected by the colored streaks is the cause of the problem.
2. Print 200 full-page, solid-fill A3 or DLT sheets in the affected color.
3. Print the image. Is the problem resolved?
Yes Finished!
No Replace the toner bottle for the affected color.
4. Print 200 full-page, solid-fill A3 or DLT sheets in the affected color.
5. If the problem persists, contact your service representative.

3.1.6 Black Streaks

Short black streaks appear on a black halftone image.



Cause:

A sheet is bent at the entrance to the fusing unit and comes into contact with the edge of the paper delivery tank, where static electricity builds up on the sheet through friction. This causes scattering of unfixed toner on the paper surface.

This may occur if:

- Printing is done at low temperature or humidity
- The thickness of the paper is equivalent to Paper Weight 2 or lower
- A black halftone image is printed

Note:

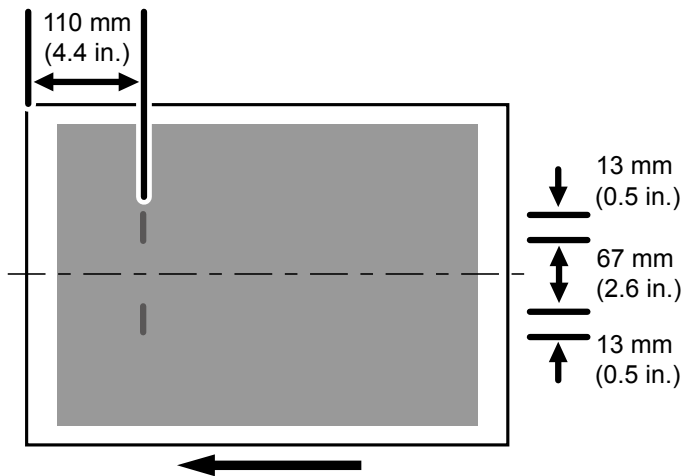
- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Registering a Custom Paper", Paper Settings Reference.

Solution:

1. In [Advanced Settings] for the custom paper in use, select [22: Fusing Feed Speed Adjustment].
2. Check the present value. Is it higher than +1.5%?
Yes No further improvement is likely. Contact your service representative.
No Increase the value by 0.5 percentage points.
3. Print the image. Is the problem resolved?
Yes Finished!
No Repeat Steps 1 to 3. If the problem persists even though you have increased the value to +1.5%, contact your service representative.

3.1.7 Two 13-mm Long Vertical Streaks

Two 13-mm long vertical streaks appear within 110 mm (4.4 inches) from the leading edge.



CNT005

Cause:

The invert exit drive rollers or invert exit idle rollers in the machine's left drawer are soiled.

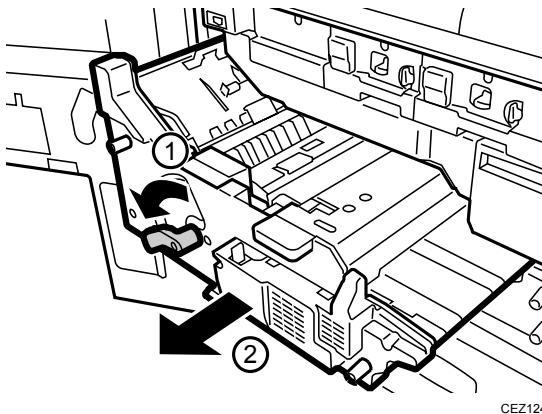
This may occur if:

- Sheets are delivered face down after one-sided printing
- Images are printed on a white or halftone yellow background

Solution:

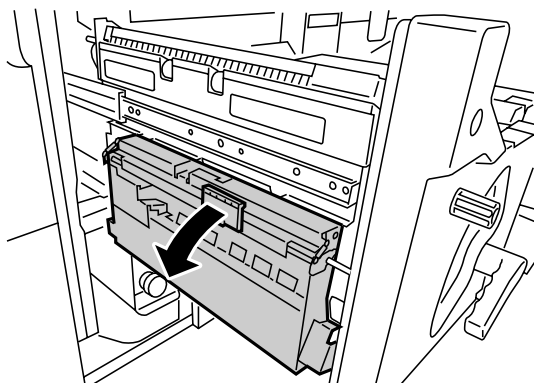
Clean the invert drive rollers and invert exit idle rollers in the machine's left drawer.

1. Make sure that the system is turned off and the machine power cord is disconnected from the power source.
2. Open the left and right front covers.
3. Lower the lever C1, and then pull the left drawer out completely until it stops.



CEZ124

4. Pull down and open the cover D5.

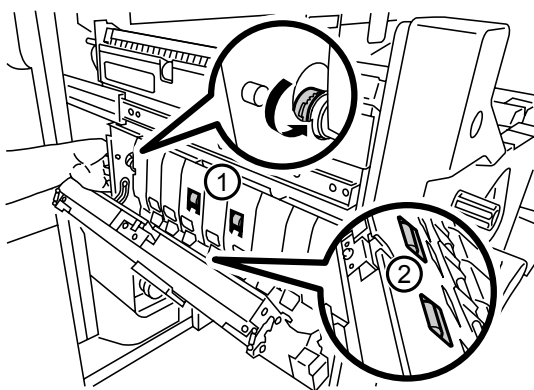


CEZ255

5. Turn the gear in the back while using a slightly damp cloth on:

(1) Invert exit drive rollers 1 (as you rotate the gear)

(2) Invert exit idle rollers 2

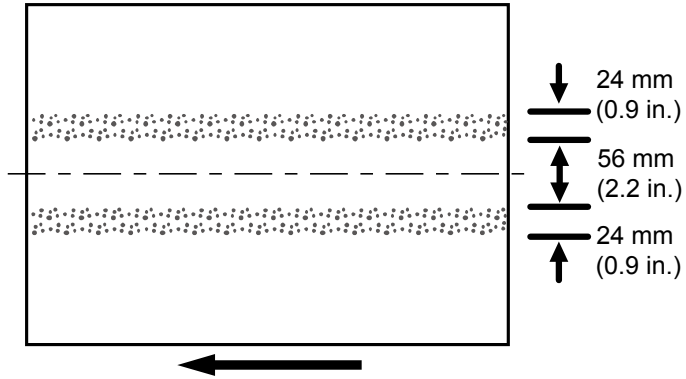


CEZ258

6. After cleaning, restore the machine so that it resumes operation.

3.1.8 Two 24-mm Wide Streaks

Two 24-mm wide streaks parallel to the paper feed direction appear.



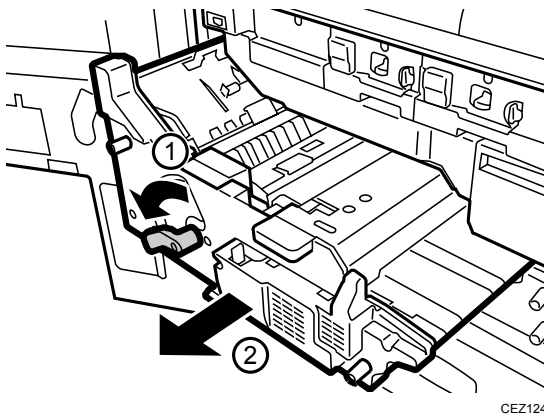
Cause:

The exit drive rollers, exit idle rollers, exit relay drive rollers, or exit relay idle rollers in the machine's left drawer are soiled.

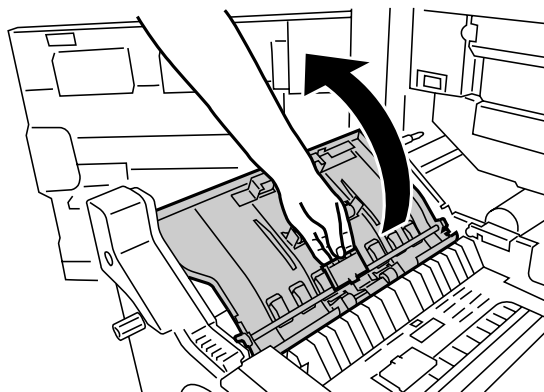
Solution:

Clean the exit drive rollers, exit idle rollers, exit relay drive rollers, and exit relay idle rollers in the machine's left drawer.

1. Make sure that the system is turned off and the machine power cord is disconnected from the power source.
2. Open the left and right front covers.
3. Lower the lever C1, and then pull the left drawer out completely until it stops.



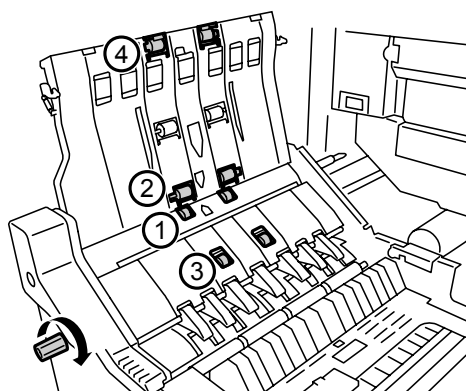
4. Pull up and open the cover D4.



CEZ249

5. Turn the knob D1 while using a slightly damp cloth on:

- (1) Exit drive rollers
- (2) Exit idle rollers
- (3) Exit relay drive rollers
- (4) Exit relay idle rollers



CNT015

6. After cleaning, restore the machine so that it resumes operation.

3.1.9 Stained Paper Edges

Solution:

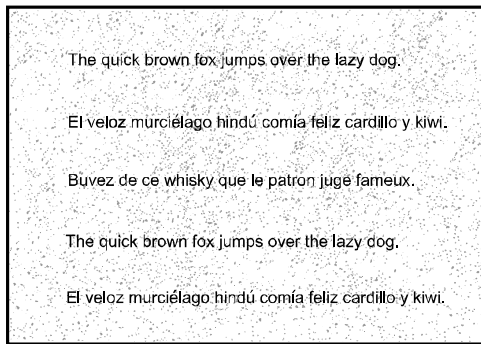
1. If the paper edges are stained, carry out the procedure in 3.6.1, "Insufficient Toner Fusing".

3.1.10 Stained Background

Random "powdered" dots appear, creating a dirty background.

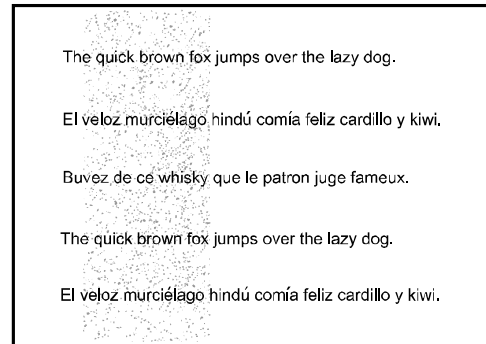
The background may be partially or completely stained.

Completely stained background



CEZ543

Partially stained background



CEZ544

Cause:

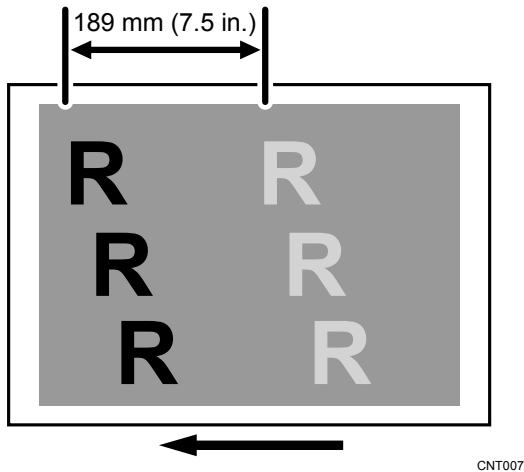
This may occur because of wearing of the developer and drum unit or staining of the charge roller.

Solution:

1. If a message prompting replacement of a unit has appeared, **replace the unit.**
2. In the [Adjustment Settings for Skilled Operators] menu, execute [0201: Adjust Image Density].
3. Print the image. Is the problem resolved?
Yes Finished!
No In the [Adjustment Settings for Skilled Operators] menu, execute [0302: Execute Process Initial Setting].
4. If the problem persists, contact your service representative.

3.1.11 Ghosting

A ghost image of an image to be printed appears at a distance of 189 mm (7.5 inches) to the side of the intended image.



Cause:

The image transfer current is transmitted to the drum, where a potential difference occurs between a developed area and non-developed area and causes the intended image to be reproduced.

This may occur if:

- Solid filled images or bold characters are printed in black on a halftone background
- Printing is done at low temperature or humidity
- Many screening lines are used

Solution:

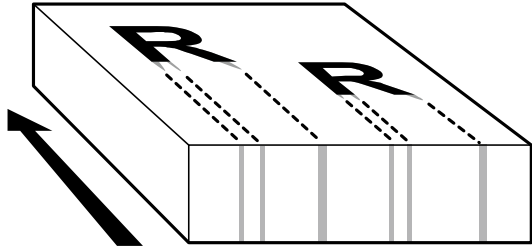
1. In the [Adjustment Settings for Skilled Operators] menu, select [0201: Adjust Image Density].
2. Print the image. Is the problem resolved?

Yes Finished!

No Contact your service representative.

3.1.12 Scratched Images and Stained Paper Edges

Scratched images or soiled paper edges appear.



CNT008

Cause:

When a relatively stiff, thick paper is delivered, the entrance guide plate for the transfer unit is warped toward the intermediate transfer belt due to the stiffness of the paper. The edge of the entrance guide plate comes into contact with the toner on the belt to cause images to be scratched and paper edges to be soiled.

This may occur if:

- Paper with a thickness equivalent to Paper Weight 7 is used
- Paper with its grain parallel to the paper feed direction is used. For example, A3/DLT long grain paper is delivered, A4/LT short grain paper is delivered from its long edge, or A4/LT long grain paper is delivered from its short edge.
- Paper is stored at low temperature or humidity

Solution:

Change the direction of paper grain for paper delivery.

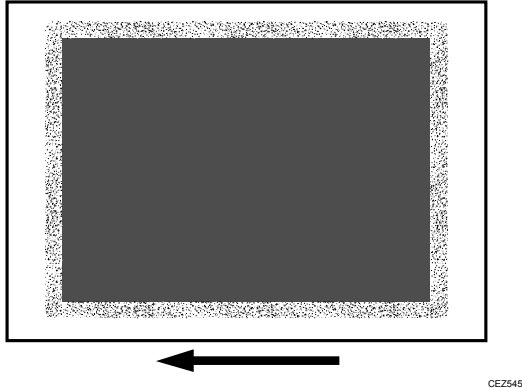
Note:

- When storing paper at low humidity, wrap the paper in coated paper or a plastic sheet.

3.2 Toner Scatter

3.2.1 Toner Scatter (1)

Toner is scattered around a solid-fill print.



Cause:

This may occur if printed at low temperature or humidity.

Note:

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Registering a Custom Paper", Paper Settings Reference.

Solution:

1. Check both sides of the paper for the problem. If this problem appears only on the side 2 of the paper, skip to Step 3.
2. Adjust the setting for the side 1 of the paper. Configure the following settings in [Advanced Settings] for the custom paper in use.

<Printing in black and white>

Increase the absolute value of the negative current by 5% in [31: Paper Transfer Current: B&W].

Example: If the present current is $-40\ \mu\text{A}$, change it to $-42\ \mu\text{A}$.

<Printing in full color>

Increase the absolute value of the negative current by 5% in [32: Paper Transfer Current: FC].

Example: If the present current is $-70\ \mu\text{A}$, change it to $-73\ \mu\text{A}$.

3. Adjust the setting for the side 2 of the paper. Configure the following settings in [Advanced Settings] for the custom paper in use.

<Printing in black and white>

Increase the scaling factor by 5 percentage points in [33: Paper Transfer Current; Side 2: B&W].

Example: If the present value is 100%, change it to 105%.

<Printing in full color>

Increase the scaling factor by 5 percentage points in [34: Paper Transfer Current; Side 2: FC].

Example: If the present value is 100%, change it to 105%.

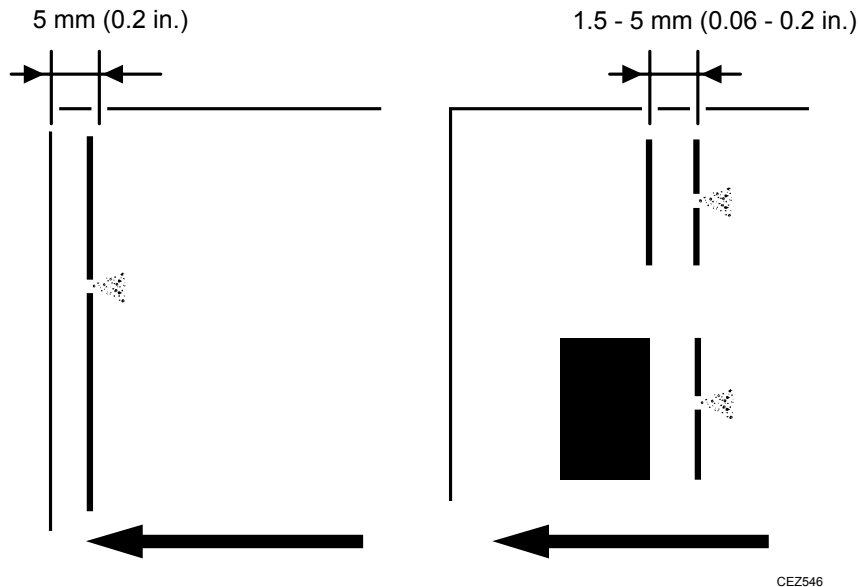
4. Print the image. Is the problem resolved?

Yes Finished!

No Repeat Steps 1 to 4. If the problem persists, contact your service representative.

3.2.2 Toner Scatter (2)

Parts of a line exhibit splatter. This may occur in a line that is 5 mm (0.2 inches) or less from the leading edge, or in a line that is 1.5 to 5 mm (0.06 to 0.2 inches) from an image on the side of the image facing the trailing edge.



Cause:

This may occur when printing lines on coated or other slippery paper.

Note:

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Registering a Custom Paper", Paper Settings Reference.

Solution:

The solution depends on the area in which the line splatter occurs. If the splatter occurs 5 mm (0.2 inches) or less from the leading edge, follow Procedure (a) on the following page; otherwise, follow Procedure (b) on the following page.

a) Line splatter that is 5 mm (0.2 inches) or less from the leading edge

Increase the leading edge margin to more than 5 mm (0.2 inches) using one of the following procedures:

(1) Adjusting the shift image

In [Advanced Settings] for the custom paper in use, specify [08: Adj Image Position of Side1 With Feed] for the side 1 of the paper and [09: Adj Image Position of Side2 With Feed] for the side 2.

(2) Adjusting the mask width at the leading edge

In [Advanced Settings] for the custom paper in use, specify [13: Adjust Erase Margin of Leading Edge].

(3) Adjusting the file's leading edge margin

Increase the leading edge margin in the print settings for the image to be printed.

For details about adjusting the shift image and adjusting the mask width at the leading edge, see "Adjustment Item Menu Guide".

If you cannot increase the leading edge margin to more than 5 mm (0.2 inches), contact your service representative.

b) Line splatter that is in an area more than 5 mm (0.2 inches) from the leading edge

1. Configure the following settings in [Advanced Settings] for the custom paper in use.

<Printing in black and white>

Increase the absolute value of the current by 10 μ A in [26: Image Transfer Current: B&W].

<Printing in full color>

Increase the absolute value of the current by 10 μ A in [27: Image Transfer Current: FC: Black].

2. Print the image. Is the problem resolved?

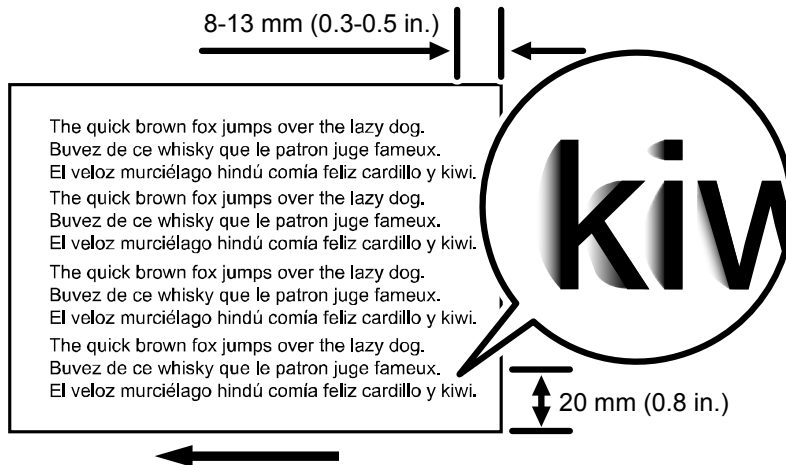
Yes Finished!

No Increase the value by 10 μ A.

3. Repeat Step 2. If the problem persists even though you have set the current to 70 μ A (maximum), contact your service representative.

3.2.3 Toner Scatter (3)

Parts of a line or character exhibit splatter. This may occur in a line or character that is 8 to 13 mm (0.3 to 0.5 inches) from the trailing edge and 20 mm (0.8 inches) or less from the left edge facing the paper feed direction.



CNT009

Cause:

A shock jitter occurs when the trailing edge of the paper leaves the paper guide during paper transfer and causes toner scattering.

This may occur if paper with a thickness equivalent to Paper Weight 4 or higher is used.

Note:

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Registering a Custom Paper", Paper Settings Reference.
- Changing the transfer current may produce either or both of the following side effects:
 - Reduction in toner yields
 - Occurrence of banding (streaks)

Solution:

<Printing in full color>

1. In [Advanced Settings] for the custom paper in use, select [27: Image Transfer Current: FC: Black].
2. Check the present value. Is it lower than 50 μ A ?
Yes Carry out all of the following:
 - (1) Increase the value by 5 μ A in [27: Image Transfer Current: FC: Black].
 - (2) Set [40: Paper Transfer Current; Trail Edge: FC] to "200%".
 - (3) Set [42: Ppr Transfer Current Trail Edg Dist: FC] to "30 mm".**No** No further improvement is likely. Contact your service representative.
3. Print the image. Is the problem resolved?
Yes Finished!
No Repeat Steps 1 to 3. If the problem persists even though you have increased the value to 50 μ A, contact your service representative.

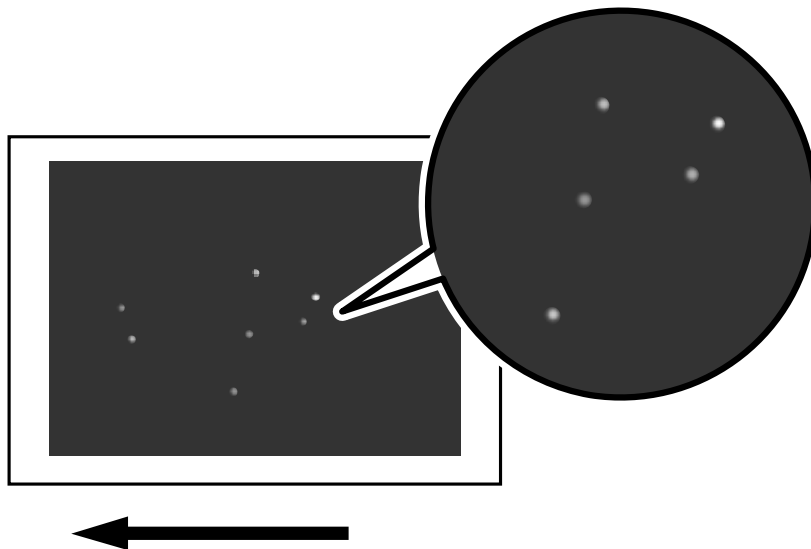
<Printing in black and white>

1. In [Advanced Settings] for the custom paper in use, select [26: Image Transfer Current: B&W].
2. Check the present value. Is it lower than 50 μ A ?
Yes Carry out all of the following:
 - (1) Increase the value by 5 μ A in [26: Image Transfer Current: B&W].
 - (2) Set [39: Paper Transfer Current; Trail Edge: B&W] to "200%".
 - (3) Set [41: Ppr Transfer Current Trail Edg Dist: BW] to "30 mm".**No** No further improvement is likely. Contact your service representative.
3. Print the image. Is the problem resolved?
Yes Finished!
No Repeat Steps 1 to 3. If the problem persists even though you have increased the value to 50 μ A, contact your service representative.

3.3 Color Loss

3.3.1 Colorless Spots

Colorless spots appear in solid-filled areas.



CEZ547

Cause:

If the toner contains small clots, they fail to be transferred, producing colorless spots.

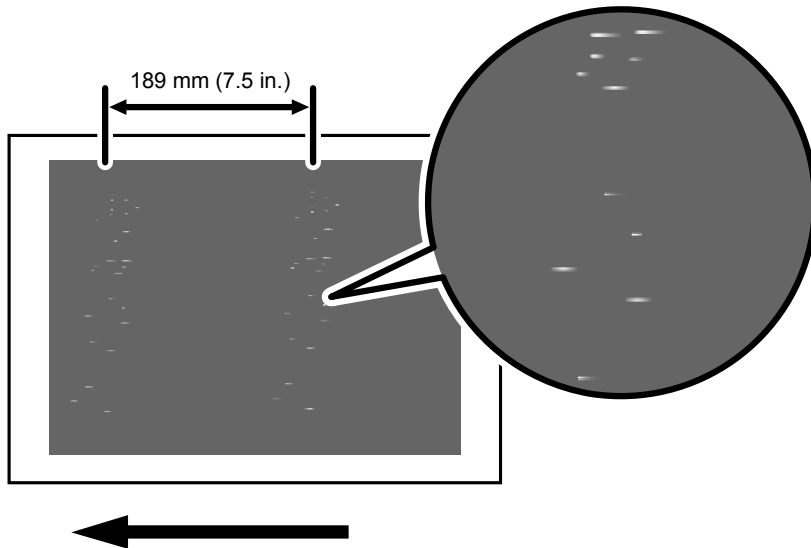
This problem may occur if the machine is left unattended for a long period or the toner bottle is taken out of its moisture-proof bag for a long period of time.

Solution:

If colorless spots appear in color printing, carry out the procedure in 3.1.5, "Colored Streaks (3)".

3.3.2 White Dots/Lines

White dots or short lines appear, spaced at intervals of 189 mm (7.5 inches) in the direction of the paper feed.



CEZ548

Cause: The drum unit is stained.

Solution:

1. To identify the affected color, print three full-page, solid-fill A3 or DLT sheets for each of cyan, magenta, black, and green.

Because it is difficult to identify white spots on yellow, green is used instead of yellow.

2. Detach the drum unit of the affected color and check the drum surface. Is the surface stained?

Yes Wipe the drum unit surface with a clean dry cloth to remove the stain and set [0208: Photoconductor Special Mode] to [Special Mode] in the [Adjustment Settings for Skilled Operators] menu.

No **Replace the drum unit.**

3. Print the image. Is the problem resolved?

Yes Finished!

No **Replace the cleaning unit for PCU and drum unit.**

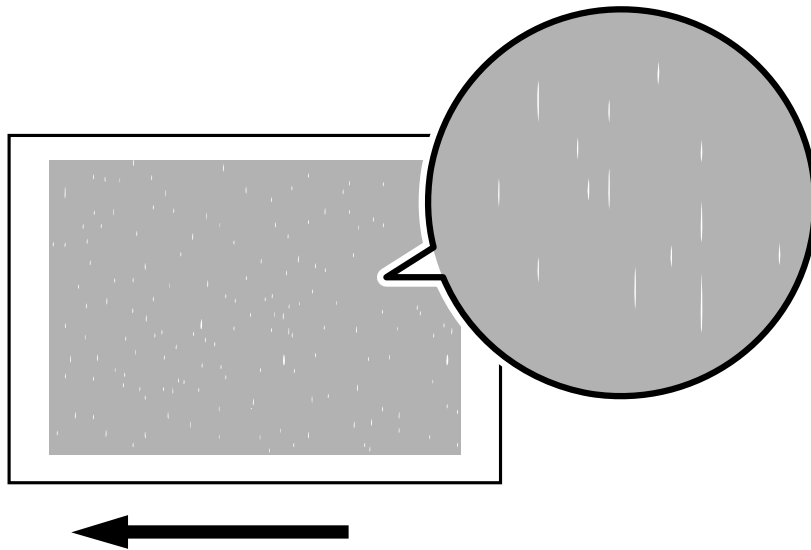
4. If the problem persists, contact your service representative.

Note:

- For details about replacing the cleaning unit for PCU and drum unit, see Replacement Guide.

3.3.3 Vertical White Streaks

White streaks of 1 to 8 mm (0.04 to 0.3 inches) long and perpendicular to the paper feed direction appear.



CEZ604

Cause:

One of the charge rollers is soiled.

Note:

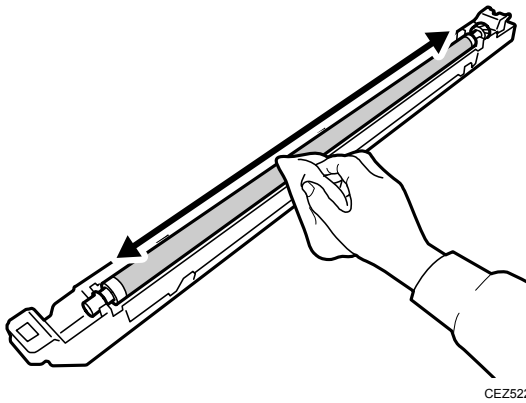
If white streaks appear at 189 or 40 mm (7.5 or 1.6 inches) intervals, carry out the procedure in 3.1.2, "Colored Spots".

Solution:

1. To identify the affected color, print three full-page, halftone A3 or DLT sheets for each of cyan, magenta, yellow, and black.
2. Detach the charge roller of the affected color, wipe its surface with a well-wrung-out damp cloth, wipe it with a dry cloth until no moisture remains, and then reattach the roller.

Note:

Do not use ethanol or any other organic solvent to clean the charge roller. Otherwise it may cause damage to the charge roller.

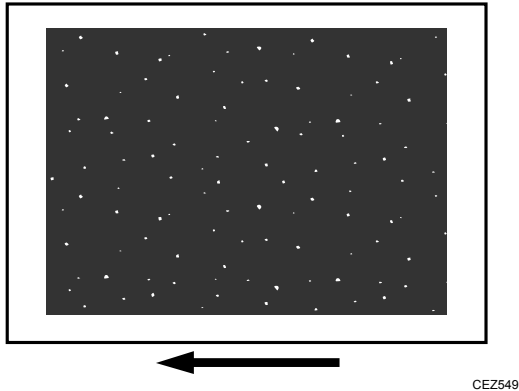


CEZ522

3. If the problem persists, contact your service representative.

3.3.4 White Spots

White spots of 0.2–0.3 mm (0.008–0.01 inches) in diameter appear.



Cause:

This may occur if printed at low temperature or humidity.

Note:

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Registering a Custom Paper", Paper Settings Reference.
- If you reduce the paper transfer current to eliminate white spots, copies may become too faint.

Solution:

1. Check both sides of the paper for the problem. If this problem appears only on the side 2 of the paper, skip to Step 3.
2. Adjust the setting for the side 1 of the paper. Configure the following settings in [Advanced Settings] for the custom paper in use.

<Printing in black and white>

Decrease the absolute value of the negative current by 5% in [31: Paper Transfer Current: B&W].

Example: If the present current is $-40\ \mu\text{A}$, change it to $-38\ \mu\text{A}$.

<Printing in full color>

Decrease the absolute value of the negative current by 5% in [32: Paper Transfer Current: FC].

Example: If the present current is $-70\ \mu\text{A}$, change it to $-67\ \mu\text{A}$.

3. Adjust the setting for the side 2 of the paper. Make the following settings in [Advanced Settings] for the custom paper in use.

<Printing in black and white>

Decrease the scaling factor by 5 percentage points in [33: Paper Transfer Current; Side 2: B&W].

Example: If the present value is 100%, change it to 95%.

<Printing in full color>

Decrease the scaling factor by 5 percentage points in [34: Paper Transfer Current; Side 2: FC].

Example: If the present value is 100%, change it to 95%.

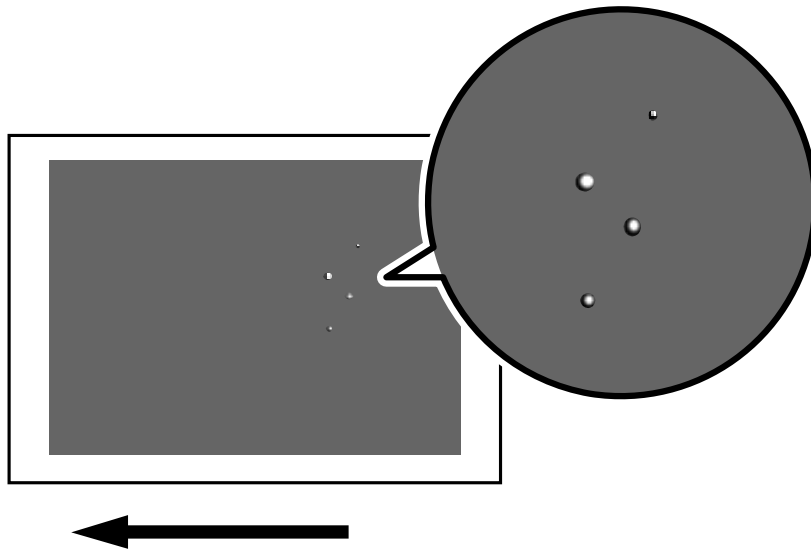
4. Print the image. Is the problem resolved?

Yes Finished!

No Repeat Steps 1 to 4. If the problem persists, contact your service representative.

3.3.5 Blister-like White Spots

White spots 0.3–0.5 mm (0.01–0.02 inches) in diameter surrounded by denser spots (blister-like white spots) appear.



CEZ602

Cause:

This may occur if a solid image is printed on coated paper, if a solid image is printed during duplex printing, or if printing is done at low temperature.

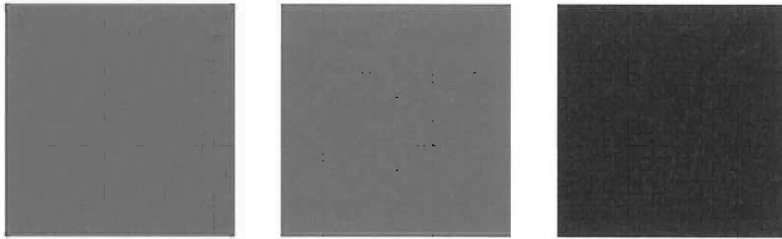
Solution:

If blister-like white spots appear, carry out the procedure in 3.6.1, "Insufficient Toner Fusing".

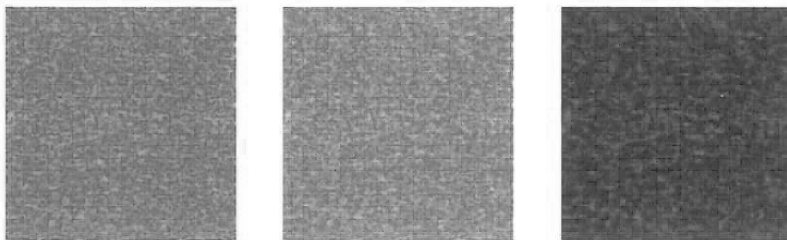
3.3.6 Mottling

Mottling occurs in solid-filled areas.

Normal



Mottled



Cause:

This may occur if:

- Using paper with a rough surface
- Continuously printing solid fills covering small areas
- Printing in a low humidity environment
- Printing in a high humidity environment

Note:

- If the problem occurs only if black is used when printing in full-color mode, carry out the procedure in 3.4.8, "Color (1): Black Faint During Full Color Printing".

Solution:

1. To identify the affected color, print three full-page, solid-fill A3 or DLT sheets for each of cyan, yellow, magenta, and black.
2. In the [Adjustment Settings for Skilled Operators] menu, execute [0201: Adjust Image Density].
3. Print the image. Is the problem resolved?
Yes Finished!
No Print 100 full-page, solid-fill A3 or DLT sheets in the affected color.
4. Print the image. Is the problem resolved?
Yes Finished!
No Reload with new paper.
5. Print the image. Is the problem resolved?
Yes Finished!
No Replace the paper with smoother paper.
6. If the problem persists, contact your service representative.

3.4 Density Problems

3.4.1 Uneven Image Density

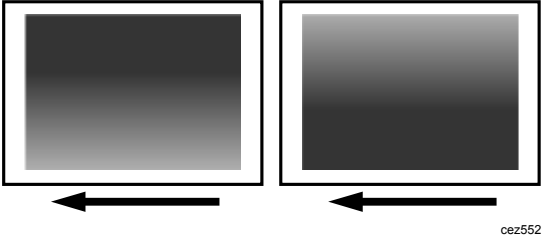
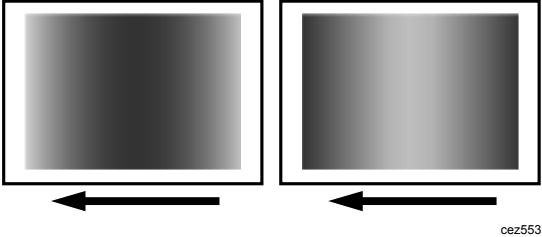
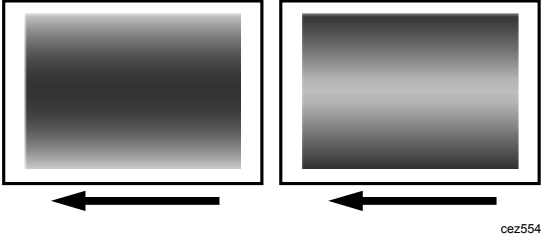
The density is uneven.

Solution:


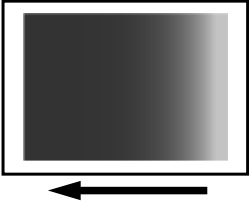
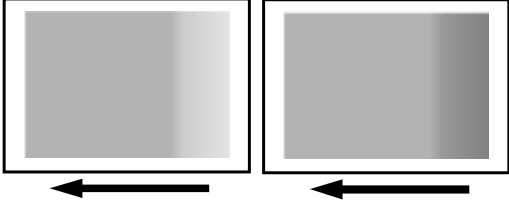
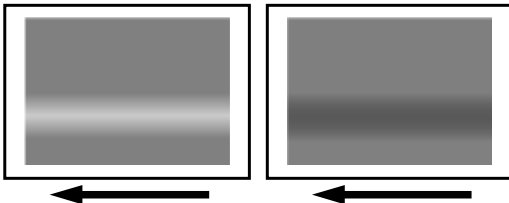
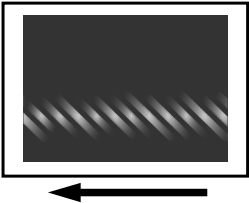
The solution depends on the type of unevenness.

Carry out the appropriate procedure from those in the following table:

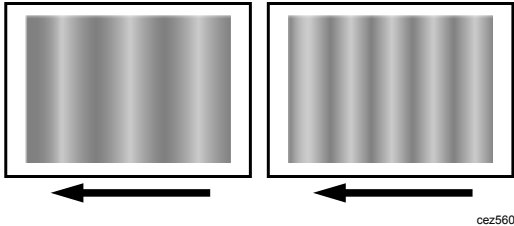
(A) The density is uneven across the entire image.

Affected area		Solution
The density from top to bottom is uneven.		<ol style="list-style-type: none"> 1. In the [Adjustment Settings for Skilled Operators] menu, execute [0201: Adjust Image Density]. 2. If the problem persists, see p.46, "Uneven Density from Top to Bottom".
The sides are fainter or denser.		<ol style="list-style-type: none"> 1. In the [Adjustment Settings for Skilled Operators] menu, execute [0201: Adjust Image Density]. 2. If the problem persists, contact your service representative.
The top and bottom are fainter or denser.		<ol style="list-style-type: none"> 1. In the [Adjustment Settings for Skilled Operators] menu, execute [0201: Adjust Image Density]. 2. If the problem persists, contact your service representative.

(B) The density is uneven in a part of the image.

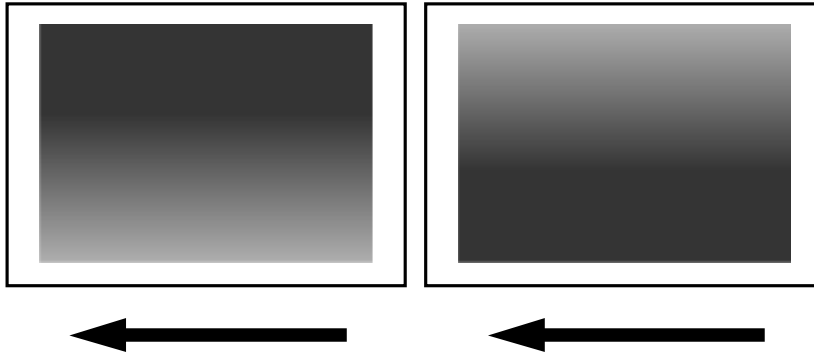
Affected area		Solution
The leading edge is fainter.	 <div>cez555</div>	<ol style="list-style-type: none"> 1. In the [Adjustment Settings for Skilled Operators] menu, execute [0201: Adjust Image Density]. 2. If the problem persists, see p.47, "Fainter Leading Edge".
The trailing edge is fainter.	 <div>cez556</div>	<ol style="list-style-type: none"> 1. In the [Adjustment Settings for Skilled Operators] menu, execute [0201: Adjust Image Density]. 2. If the problem persists, see p.49, "Fainter Trailing Edge".
The area within 90 mm (3.5 inches) of the trailing edge is fainter or denser.	 <div>cez557</div>	<ol style="list-style-type: none"> 1. In the [Adjustment Settings for Skilled Operators] menu, execute [0201: Adjust Image Density]. 2. If the problem persists, see p.51, "Uneven Density within 90 mm (3.5 in.) of the Trailing Edge".
The center is fainter or denser	 <div>cez558</div>	<ol style="list-style-type: none"> 1. In the [Adjustment Settings for Skilled Operators] menu, execute [0201: Adjust Image Density]. 2. If the problem persists, contact your service representative.
Wavy unevenness	 <div>cez559</div>	<ol style="list-style-type: none"> 1. In the [Adjustment Settings for Skilled Operators] menu, execute [0201: Adjust Image Density]. 2. If the problem persists, contact your service representative.

(C) The vertical density fluctuates periodically

Affected area		Solution
Periodic vertical density fluctuation		<ol style="list-style-type: none">1. In the [Adjustment Settings for Skilled Operators] menu, execute [0201: Adjust Image Density]. If the problem persists, see p.53, "Periodic Density Fluctuation (1)".

3.4.2 Uneven Density from Top to Bottom

The density is uneven from top to bottom.



CEZ561

Important:

You can adjust the density of halftone images, but not that of solid fills.

Cause:

This may occur at high temperature or humidity.

Solution:

1. To identify the affected color, print three full-page, halftone A3 or DLT sheets for each of cyan, yellow, magenta, and black.
2. In the [Adjustment Settings for Skilled Operators] menu, select [0205: Adjust Density Difference Across Feed Direction].

Decreasing the value for the affected color makes the area above the center denser and that below fainter.

Increasing the value for the affected color makes the area above the center fainter and that below denser.

3. Turn off the power and the main power switch, and then turn the main power switch back on.

The setting specified in step 2 will be in effect.

4. Print the image. Is the problem resolved?

Yes Finished!

No **Replace the charge roller and drum unit of the affected color.**

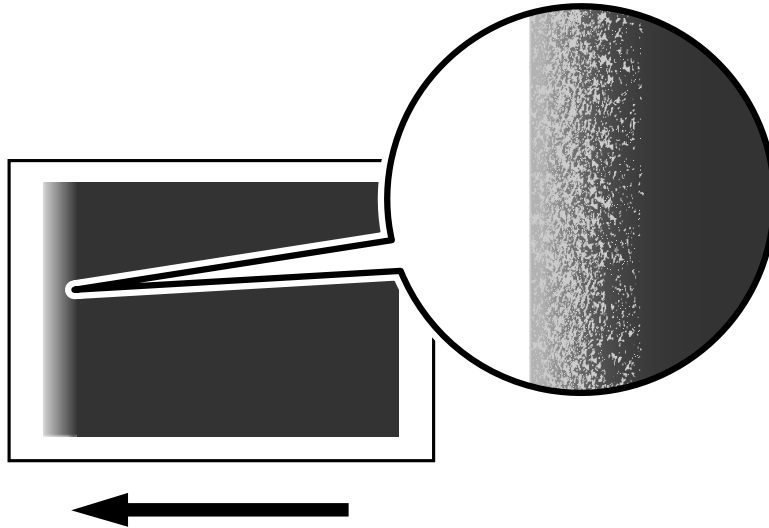
5. If unit replacement does not resolve the problem, contact your service representative.

Note:

- For details about replacing the charge roller and drum unit, see Replacement Guide.

3.4.3 Fainter Leading Edge

The leading edge is fainter.



CEZ562

Cause:

At low temperature or when using thin coated paper, this may occur if the paper transfer current is insufficient.

At high temperature, this may occur if the paper transfer current is excessive.

Important:

This solution only works when the thickness of the paper is equivalent to Paper Weight 4 or higher. Do not try this as a solution when using paper with a thickness equivalent to Paper Weight 3 or lower, as it may cause paper misfeeding.

Note:

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Registering a Custom Paper", Paper Settings Reference.

Solution:

1. Make a note of the present value in the following setting in [Advanced Settings] for the custom paper in use.

<Printing in black and white>

[35: Paper Transfer Current; Lead Edge: B&W]

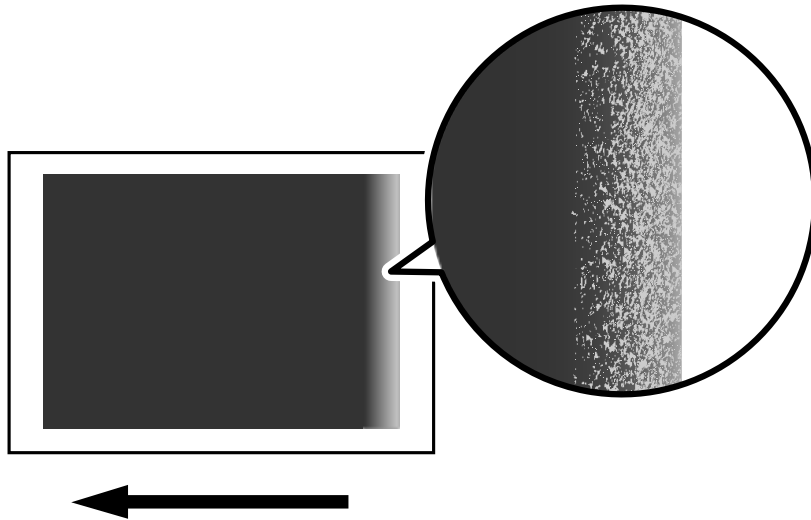
<Printing in full color>

[36: Paper Transfer Current; Lead Edge: FC]

2. Increase the scaling factor in the above setting by 10 percentage points.
3. Print the image. Is the problem resolved?
Yes Finished!
No Increase the scaling factor by 10 percentage points.
4. Repeat Step 3. If the problem persists even though you have increased the scaling factor by 50 percentage points, restore the value noted in Step 1 and go to the next step.
5. Decrease the scaling factor in the above setting by 10 percentage points.
6. Print the image. Is the problem resolved?
Yes Finished!
No Decrease the scaling factor by 10 percentage points.
7. Repeat Step 6. If the problem persists even though you have decreased the scaling factor by 50 percentage points, restore the value noted in Step 1 and contact your service representative.

3.4.4 Fainter Trailing Edge

The trailing edge is fainter.



CEZ563

Cause:

This may occur because of insufficient or excessive paper transfer current when using paper weighing approximately 160 g/m² (60 lb. Cover) or heavier at low temperature.

Note:

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Registering a Custom Paper", Paper Settings Reference.

Solution:

1. Measure in millimeters how far the fainter area extends from the trailing edge.
2. Configure the following settings in [Advanced Settings] for the custom paper in use.

<Printing in black and white>

In [41: Ppr Transfer Current Trail Edg Dist: BW], enter the value you measured in Step 1 plus an additional 10 mm.

<Printing in full color>

In [42: Ppr Transfer Current Trail Edg Dist: FC], enter the value you measured in Step 1 plus an additional 10 mm.

3. Make a note of the present value in the following setting in [Advanced Settings] for the custom paper in use.

<Printing in black and white>

[39: Paper Transfer Current; Trail Edge: B&W]

<Printing in full color>

[40: Paper Transfer Current; Trail Edge: FC]

4. Increase the scaling factor in the above setting by 5 percentage points.
5. Print the image. Is the problem resolved?

Yes Finished!

No Increase the scaling factor by 5 percentage points.

6. Repeat Step 5. If the problem persists even though you have increased the scaling factor by 50 percentage points, restore the value noted in Step 3 and go to the next step.
7. Decrease the scaling factor in the above setting by 5 percentage points.
8. Print the image. Is the problem resolved?

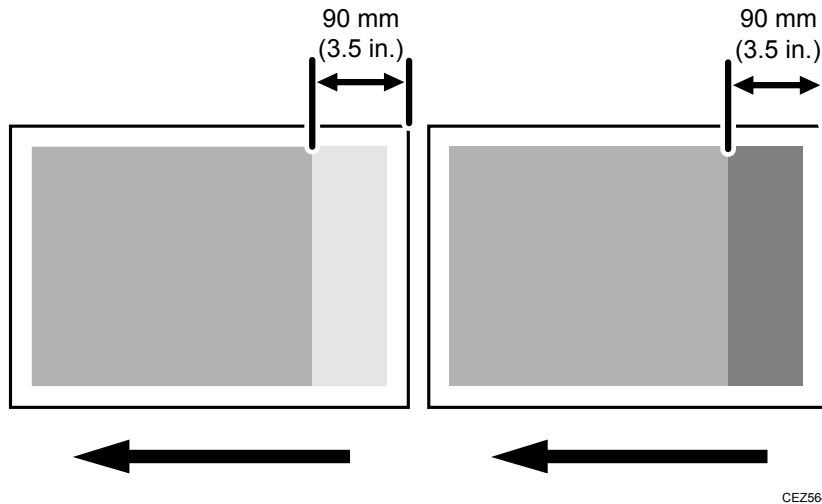
Yes Finished!

No Decrease the scaling factor by 5 percentage points.

9. Repeat Step 8. If the problem persists even though you have decreased the scaling factor by 50 percentage points, restore the value noted in Step 3 and contact your service representative.

3.4.5 Uneven Density within 90 mm (3.5 in.) of the Trailing Edge

Printing in the area extending approximately 90 mm (3.5 inches) from the trailing edge is fainter or denser when the temperature or humidity is low.



Note:

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Registering a Custom Paper", Paper Settings Reference.

Solution:

The solution depends on whether the area within 90 mm (3.5 inches) of the trailing edge is denser or fainter.

<If the area within 90 mm (3.5 inches) of the trailing edge is fainter>

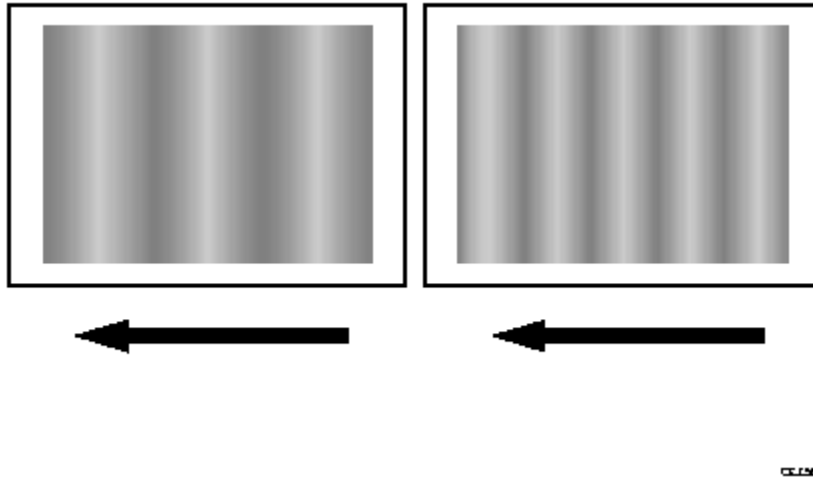
1. In [Advanced Settings] for the custom paper in use, select [20: Transfer Timing Roller Feed Speed Adj].
2. Check the present value. Is it higher than +0.5%?
Yes Contact your service representative.
No Increase the value by 0.1 percentage point.
3. Print the image. Is the problem resolved?
Yes Finished!
No Repeat Steps 1 to 3. If the problem persists even if you increase the value to +0.5%, contact your service representative.

<If the area within 90 mm (3.5 inches) of the trailing edge is denser>

1. In [Advanced Settings] for the custom paper in use, select [20: Transfer Timing Roller Feed Speed Adj].
2. Check the present value. Is it lower than -0.5%?
Yes Contact your service representative.
No Decrease the value by 0.1 percentage point.
3. Print the image. Is the problem resolved?
Yes Finished!
No Repeat Steps 1 to 3. If the problem persists even if you decrease the value to -0.5%, contact your service representative.

3.4.6 Periodic Density Fluctuation (1)

The vertical density fluctuates periodically.



Solution:

The solution depends on the interval.

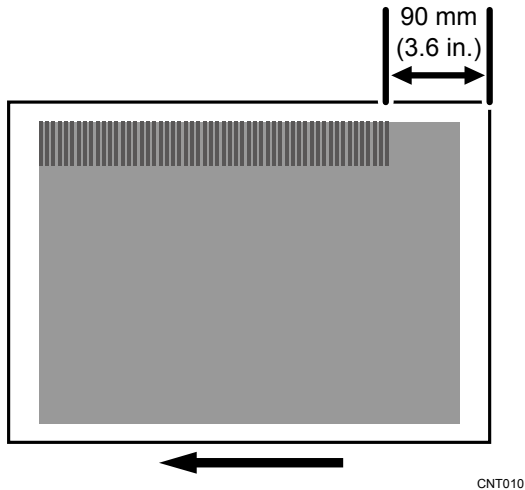
Interval	Solution
Approximately 12-18 mm (0.5-0.7 inches)	Contact your service representative.
Approximately 50 mm (2 inches)	<u>Replace the charge roller.</u> If the problem persists, contact your service representative.
Approximately 60 mm (2.4 inches)	<u>Replace the transfer unit.</u> If the problem persists, contact your service representative.
Approximately 95 mm (3.7 inches)	Contact your service representative.
Approximately 190 mm (7.5 inches)	<u>Replace the drum unit.</u> If the problem persists, contact your service representative.

Note:

- For details about replacing the charge roller, transfer unit, and drum unit, see Replacement Guide.

3.4.7 Periodic Density Fluctuation (2)

The vertical column density fluctuates at 11 mm (0.4 inches) intervals on the right edge perpendicular to the paper feed direction. This fluctuation does not occur in the area that is 90 mm (3.6 inches) or less from the trailing edge.



Cause:

The speed of the transfer timing roller is less than that of paper transfer.

This may occur if:

- Printing is done at low temperature or humidity
- Halftone images are printed

Note:

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Registering a Custom Paper", Paper Settings Reference.
- Increasing the speed of the transfer timing roller may lead to a change in density in the area that is 90 mm (3.6 inches) or less from the trailing edge.

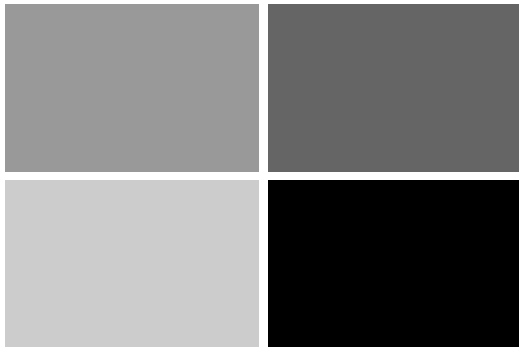
Solution:

1. In [Advanced Settings] for the custom paper in use, select [20: Transfer Timing Roller Feed Speed Adj].
2. Check the present value. Is it higher than +0.5% ?
Yes No further improvement is likely. Contact your service representative.
No Increase the value by 0.1 percentage points.
3. Print the image. Is the problem resolved?
Yes Finished!
No Repeat Steps 1 to 3. If the problem persists even though you have increased the value to +0.5%, contact your service representative.

3.4.8 Color (1): Black Faint During Full Color Printing

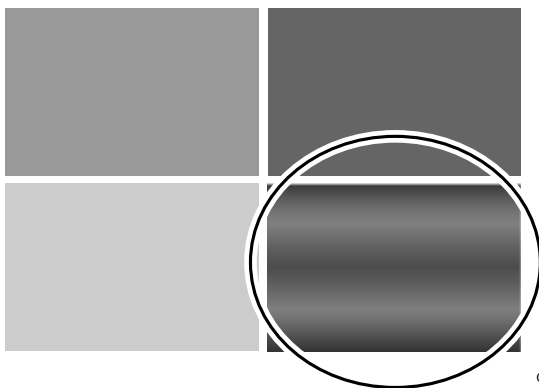
Black is fainter than normal during full color printing.

Normal



CEZ566

Black is fainter



CEZ584

Cause:

If black is used when printing in full color mode with black toner only, the printing may become faint.

Note:

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Registering a Custom Paper", Paper Settings Reference.

Solution:

Carry out the following sequence of procedures. Terminate the sequence as soon as the problem is resolved.

Procedure 1: Increasing the image transfer current for black in full color mode

1. In [Advanced Settings] for the custom paper in use, select [27: Image Transfer Current: FC: Black].
2. Increase the value by 10 μ A.
3. Print the image. Is the problem resolved?
Yes Finished!
No Increase the value by 5 μ A.
4. Repeat Step 3. If doing this adversely affects colors other than black, reduce the value by 5 μ A and carry out Procedure 2, "Executing image processing".

Procedure 2: Executing image processing

Do the following on the Command WorkStation (CWS).

1. Select "Properties..." for the image.
2. Click the "Color" tab.
3. In "Color mode", select "Expert Settings...".
4. If "CMYK/Grayscale" is set to "Colorwise OFF", change it to an appropriate image process.
5. If the problem persists even after an appropriate image process is selected, carry out Procedure 3, "Printing black using four colors (YMCK) in full-color mode".

Procedure 3: Printing black using four colors (YMCK) in full-color mode

Do the following on the Command WorkStation (CWS).

1. Select "Properties..." for the image.
2. Click the "Color" tab.
3. In "Color mode", select "Expert Settings...".
4. Click the "Gray & Black processing" tab.
5. Set "Black text and graphics:" to "Normal".

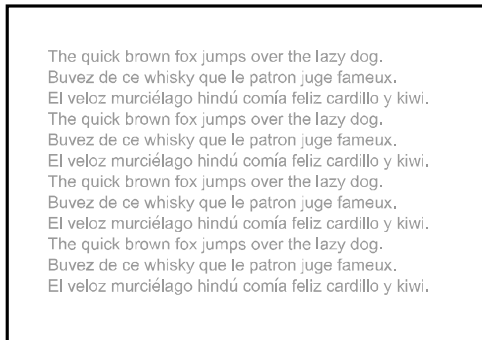
Black is printed with 4 colors (YMCK).

Note:

- If "Black text and graphics:" is set to "Pure Black On", black is printed with only black toner.
6. If the problem persists, contact your service representative.

3.4.9 Color (2): Entire Image Faint

The entire image is fainter than normal.



CEZ585

Cause:

This may occur if:

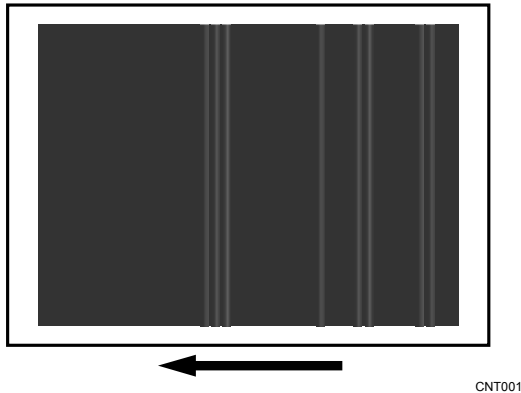
- Continuously printing an image that consumes little toner
- The machine has not been used for a long time
- The machine is located somewhere very humid and has not been used for a while

Solution:

1. In the [Adjustment Settings for Skilled Operators] menu, execute [0201: Adjust Image Density].
2. Print the image. Is the problem resolved?
Yes Finished!
No Go to the next step.
3. Increase the value by 1 for all colors in [0203: Adjust Maximum Image Density].
4. Execute [0201: Adjust Image Density].
5. Print the image. Is the problem resolved?
Yes Finished!
No Repeat Steps 3 to 5. If the problem persists even if you increase the value to 5, contact your service representative.

3.4.10 Color (3): Faded Vertical Streaks During Full Color Printing

Faded vertical streaks may appear during full color printing.



Cause:

This may occur if:

- Printing is done at low temperature or humidity
- Coated paper or paper that produces high paper-to-paper friction is used
- Printing is done in full color mode

Note:

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Registering a Custom Paper", Paper Settings Reference.

Solution:

Carry out the following sequence of procedures. Terminate the sequence as soon as the problem is resolved.

Procedure 1: Increasing the paper transfer current in full color mode

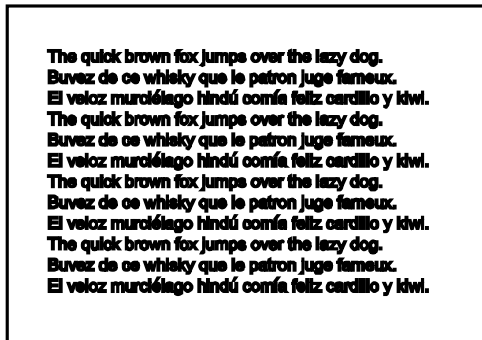
1. In [Advanced Settings] for the custom paper in use, select [32: Paper Transfer Current: FC].
2. Increase the value by 5 μ A.
3. Print the image. Is the problem resolved?
Yes Go to the next step.
No Increase the value by 5 μ A.
4. Repeat Step 3. If the problem persists, contact your service representative.
5. Is the density uneven?
Yes Carry out Procedure 2, "Increasing the paper transfer current applied to the side 2 of the paper in full color mode".
No Finished!

Procedure 2: Increasing the paper transfer current applied to the side 2 of the paper in full color mode

1. Is the side 1 density uneven?
Yes No further improvement is likely. Contact your service representative.
No Go to the next step.
2. In [Advanced Settings] for the custom paper in use, select [34: Paper Transfer Current; Side 2: FC].
3. Increase the scaling factor by 10 percentage points.
Example: If the present value is 100%, change it to 110%.
4. Print the image. Is the problem resolved?
Yes Finished!
No Increase the value by 10 percentage points.
5. Repeat Step 4. If the problem persists, contact your service representative.

3.4.11 Color Is Too Dense

The entire image is denser than normal.



CEZ568

Cause:

This may occur if:

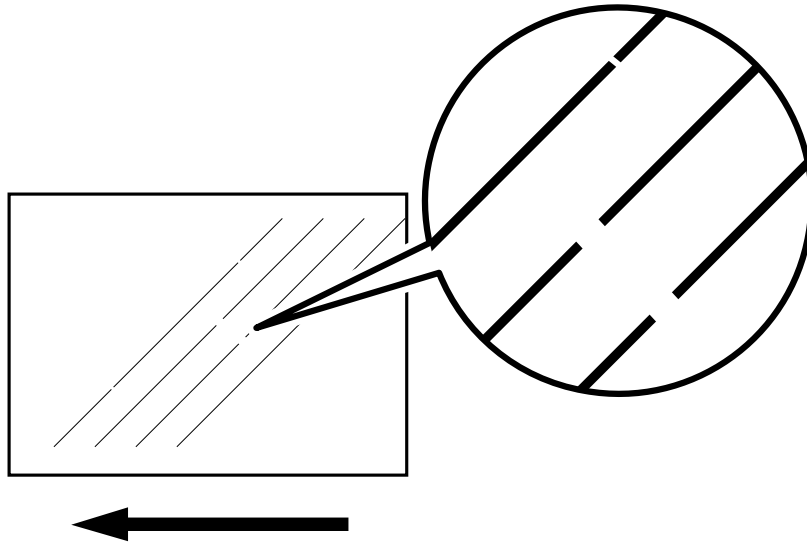
- Continuously printing an image that consumes much toner
- The machine has not been used for a long time
- The machine is located somewhere very humid and has not been used for a while

Solution:

1. In the [Adjustment Settings for Skilled Operators] menu, execute [0201: Adjust Image Density].
2. Print the image. Is the problem resolved?
Yes Finished!
No Go to the next step.
3. Decrease the value by 1 for all colors in [0203: Adjust Maximum Image Density].
4. Execute [0201: Adjust Image Density].
5. Print the image. Is the problem resolved?
Yes Finished!
No Repeat Steps 3 to 5. If the problem persists even if you decrease the value to -5, contact your service representative.

3.4.12 Broken Thin Lines

Thin lines (1 dot lines in 1200 dpi images) break.



CEZ569

Cause:

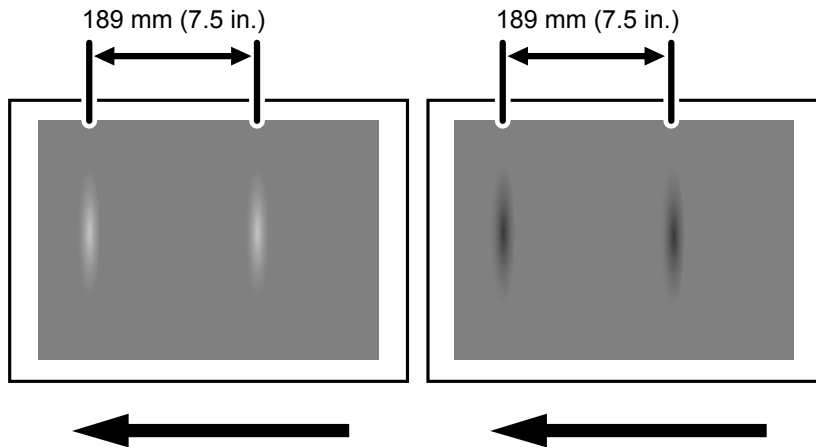
Oblique (approximately 45°) thin lines or thin lines printed in faint colors are likely to contain breaks.

Solution:

1. In the [Adjustment Settings for Skilled Operators] menu, execute [0201: Adjust Image Density].
2. Print the image. Is the problem resolved?
Yes Finished!
No Go to the next step.
3. Increase the value by 1 for all colors in [0204: Adjust Line Width].
4. Execute [0201: Adjust Image Density].
5. Print the image. Is the problem resolved?
Yes Finished!
No Repeat Steps 3 to 5. If the problem persists even if you increase the value to 5, contact your service representative.

3.4.13 Blurred Images

Lens-shaped blurred images appear at 189 mm (7.5 inches) intervals.



CNT002

Cause:

If the machine is left unattended for a long period in an environment where temperature and humidity are high, corona products on the drum absorb moisture to prevent a buildup or removal of static electricity on the drum.

Solution:

Carry out either of the following procedures:

Procedure 1: Printing multiple sheets

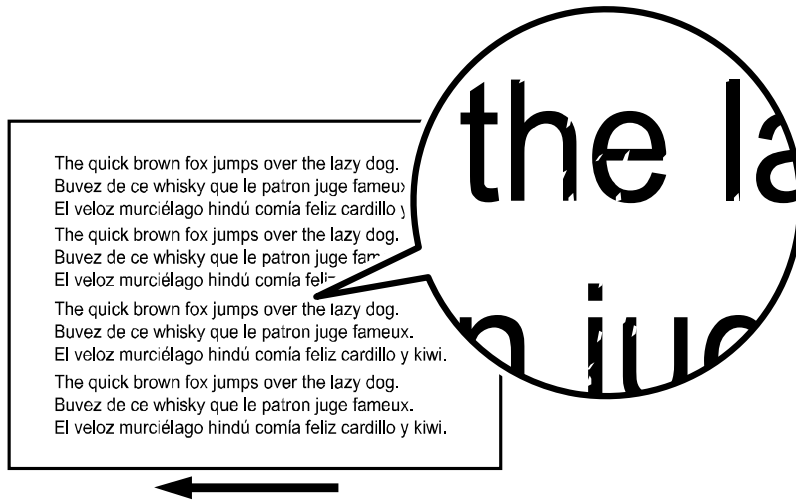
1. Print multiple sheets. Is the problem resolved?
Yes Finished!
No Go to the next step.
2. Repeat Step 1. If the problem persists even though you have repeated Step 1 five times or more, contact your service representative.

Procedure 2: Executing the process initial setting

1. In the [Adjustment Settings for Skilled Operators] menu, execute [0302: Execute Process Initial Setting].
2. Print the image. Is the problem resolved?
Yes Finished!
No Execute [0302: Execute Process Initial Setting].
3. Repeat Step 2. If the problem persists even though you have repeated Step 2 five times or more, contact your service representative.

3.4.14 Dropouts (Character Voids)

Dropouts (character voids) occur when characters or lines are printed in black-and-white mode.



CNT003

Note:

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Registering a Custom Paper", Paper Settings Reference.
- Dropouts (character voids) do not occur on the first sheet.
- Decreasing the process speed may produce either or both of the following side effects:
 - Reduction in yields
 - Occurrence of fusing blisters

Solution:

Carry out either of the following procedures:

Procedure 1: Changing the process speed

1. In [Advanced Settings] for the custom paper in use, select [19: Process Speed Setting].
2. Decrease the value by one level.
If the present value is [High], select [Middle]. If it is [Middle], select [Low].
3. Print the image. Is the problem resolved?
Yes Finished!
No Contact your service representative.

Procedure 2: Printing black using four colors (YMCK) in full-color mode

Do the following on the Command WorkStation (CWS).

1. Select "Properties..." for the image.
2. Click the "Color" tab.
3. In "Color mode", select "Expert Settings...".
4. Click the "Gray & Black Processing" tab.
5. Set "Black text and graphics:" to "Normal".
6. Set "CMYK" to "Off".

Black is printed with 4 colors (YMCK).

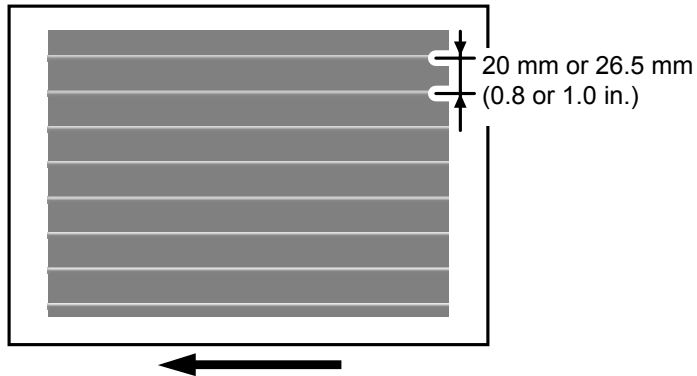
Note:

- If "Black text and graphics:" is set to "Rich Black On", black can also be printed in full-color mode.
7. If the problem persists, contact your service representative.

3.5 Gloss Problems

3.5.1 Glossy Lines

Glossy lines appear every 20 or 26.5 mm (0.8 or 1.0 inches).



CEZ570

Cause:

This may occur if coated or thin paper is used.

Note:

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Registering a Custom Paper", Paper Settings Reference.
- If the glossy lines appear at irregular intervals, you cannot resolve the problem with this procedure. Contact your service representative.
- Decreasing the fusing temperature may produce one or more of the following side effects:
 - Insufficient toner fusing
 - Insufficient gloss
 - Halftone images on uncoated paper are soiled

Solution:

1. Print the image on twenty sheets. Do glossy lines appear on the tenth sheet and later sheets?

Yes Go to the next step.

No You cannot resolve the problem with this procedure. Contact your service representative.

2. In [Advanced Settings] for the custom paper in use, select [44: Fusing Heat Roller Temperature Adj.] and decrease the value by 5 °C.

3. Print the image on twenty sheets. Do glossy lines appear on the tenth sheet and later sheets?

Yes Repeat Step 2 and 3. If the problem persists even though the setting has reached its minimum value, contact your service representative. If the problem is resolved, go to the next step.

No Go to the next step.

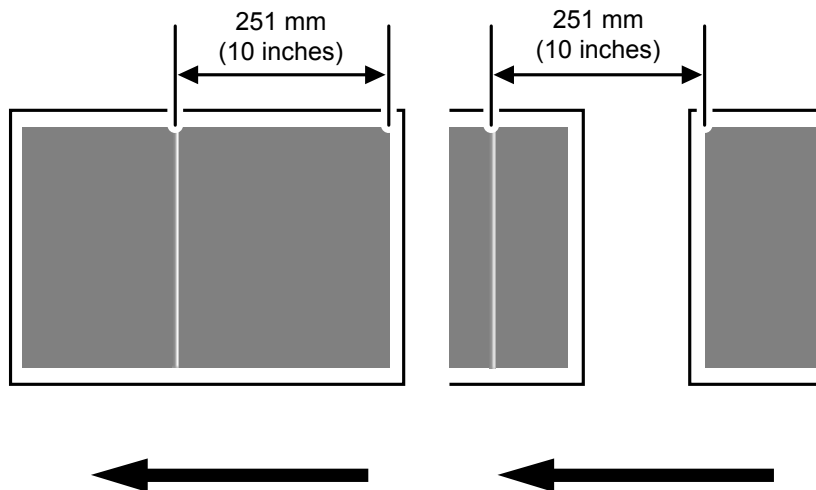
4. Check the toner fusion. Is it satisfactory?

Yes Finished!

No Restore the previous setting and contact your service representative.

3.5.2 Vertical Glossy Lines

Glossy lines perpendicular to the paper feed direction appear.



CEZ603

Cause:

Glossy lines perpendicular to the paper feed direction may appear 251 mm (10 inches) from the boundary of the margin and the solid image (in the direction opposite to the paper feed direction).

Solution:

If vertical glossy lines appear, carry out the procedure in 3.5.1, "Glossy Lines".

3.5.3 Insufficient Gloss

The image is not glossy enough.

Solution:

If the gloss of the image is not glossy enough, carry out the procedures in 3.6.1 Procedure 1, "Changing the fusing temperature" and 3.6.1 Procedure 4, "Changing the process speed".

3.6 Fusing Problems

3.6.1 Insufficient Toner Fusing

This section explains how to resolve the problem of insufficient toner fusing on printed copies.

Note:

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Registering a Custom Paper", Paper Settings Reference.
- Changing the fusing temperature or changing the process speed may produce one or more of the following side effects:
 - Paper curling
 - Paper misfeeding
 - Blisters
 - Glossy lines
 - Change of gloss
- If one or more of the above side effects occurs, adjust the fusing temperature and process speed by decreasing the fusing temperature and increasing the process speed.

Solution:

Carry out the following sequence of procedures. Terminate the sequence as soon as the problem is resolved.

Procedure 1: Changing the fusing temperature

1. Increase the temperature by 5 °C in [44: Fusing Heat Roller Temperature Adj] in [Advanced Settings].
2. Print the image and check toner fusion. Is the problem resolved?
Yes Finished!
No Increase the temperature an additional 5 °C.
3. Repeat Step 2.
If the problem persists even if you increase the temperature to 180 °C, perform Procedure 2, "Image processing 1".

Procedure 2: Image processing 1

Do the following on the Command WorkStation (CWS).

1. Select "Properties..." for the image.
2. Click the "Color" tab.

3. In "Color mode", select "Expert Settings...".
4. If "CMYK/Grayscale" is set to "Colorwise OFF", change it to an appropriate image process.
5. If the problem persists even after an appropriate image process is selected, carry out Procedure 3, "Image processing 2".

Procedure 3: Image processing 2

1. Are the images printed in one or two colors?
 - Yes** Carry out Procedure 4, "Changing the process speed".
 - No** (three-color printing or unknown): In the printer driver setting, select toner reduction mode.
2. Print the image and check toner fusion. Is the problem resolved?
 - Yes** Finished!
 - No** Carry out Procedure 4, "Changing the process speed".

Procedure 4: Changing the process speed

This will slow down the printing to give the toner more time to fuse. However, because of this, throughput will be reduced.

Example when printing on A4/LT paper:

<Pro C651EX>

If the process speed is changed from [High] to [Middle]: 65 cpm → 45 cpm

If the process speed is changed from [Middle] to [Low]: 45 cpm → 32 cpm

<Pro C751EX/ProC751>

If the process speed is changed from [High] to [Middle]: 75 cpm → 52 cpm

If the process speed is changed from [Middle] to [Low]: 52 cpm → 37 cpm

1. In [Advanced Settings] for the custom paper in use, select [19: Process Speed Setting].
2. Decrease the value by one level.
If the present value is [High], select [Middle]. If it is [Middle], select [Low].
3. Print the image and check toner fusion. Is the problem resolved?
 - Yes** Finished!
 - No** If the problem persists, the machine may be faulty or the paper unsupported. Contact your service representative.

4. Troubleshooting Paper Delivery Problems

4.1 Frequent Paper Misfeeds

◆ **Coated or another type of unsupported paper is loaded in the machine's tray.**

Load paper not supported by the machine's paper tray (Trays 1 and 2) in the wide LCT (Trays 3-5) or another paper tray supporting the paper.

For details about the size and type of paper that can be loaded in the paper trays, see "Recommended Paper Sizes and Types", About This Machine.

◆ **The side fences in the paper tray are too close together.**

If the distance between the side fences is less than the paper width, it may interfere with paper transfer and so cause paper misfeeds.

Adjust the side fences to match the paper width.

When you close the paper tray, the side fences may become misaligned due to the weight of the paper. To prevent this, close the paper tray slowly.

For details about loading paper, see "Loading Paper", About This Machine.

◆ **The side fences in the paper tray are too far apart.**

If the side fences are too far apart, paper misfeeds may occur due to wrong paper size detection.

Adjust the side fences to match the paper width.

For details about loading paper, see "Loading Paper ", About This Machine.

◆ **The paper size/orientation is not specified correctly.**

In tray paper settings, specify the size and orientation of the paper in use.

For details about tray paper settings, see "Changing Tray Paper Settings", Paper Settings Reference.

◆ **Too many sheets of paper are loaded in the paper tray.**

When loading paper, do not exceed the limit.

For details about how many sheets can be loaded in the paper trays, see "Recommended Paper Sizes and Types",

◆ **The edges of the sheets are rough.**

Turn the sheets the other way up or smooth the edges before loading.

◆ **Sheets are curled or wavy.**

- Flatten curls and waviness before loading paper.
- Turn the sheets the other way up or smooth the edges before loading.
- Stacking too many sheets may cause the sheets on top to curl greatly. If this happens, reduce the number of stacked sheets.

◆ **Sheets absorbed moisture and became limp.**

Sheets that will not be used for a long time should be protected from moisture by, for example, storing them in a sealed bag.

If you switch the anti-humidity heater on, the heater inside the paper tray will operate to prevent sheets from absorbing moisture even when the main power is off.

For details about operating the anti-humidity heater, see "Anti-humidity Heater Switch", About This Machine.

◆ **When using thick paper or slippery paper.**

Enable the Pickup Assist setting.

<If custom paper is used>

1. In [Advanced Settings] for the custom paper in use, set [03: Pickup Assist Setting] to [On].

<If custom paper is not used>

1. In the [Adjustment Settings for Skilled Operators] menu, set [0115: Pickup Assist Setting] to [On].

◆ **The paper feed sensor is stained with paper dust.**

Clean the part of the paper feed sensor where the paper misfeed is detected.

For details about cleaning the paper feed sensor, see the Replacement Guide.

◆ **The paper feed performance is less sufficient because the paper transport roller is soiled with toner.**

Clean the part of the paper transport roller where the paper misfeed is detected.

For details about cleaning the paper transport roller, see the Replacement Guide.

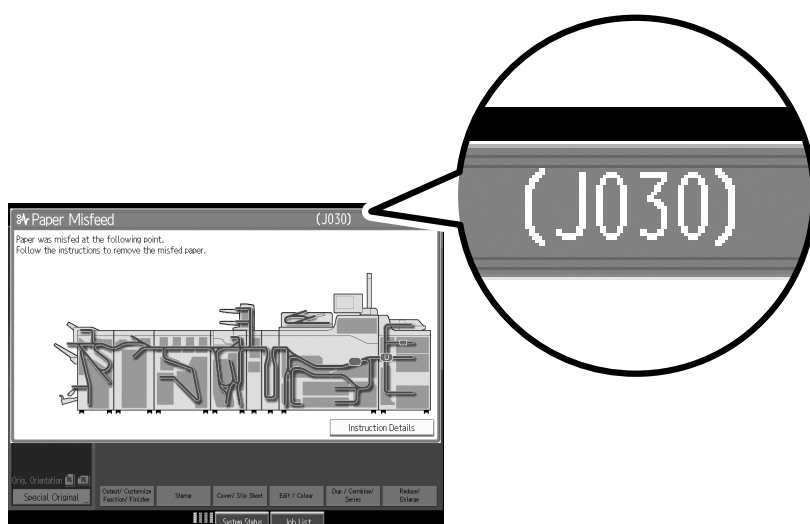
4.2 Messages Reporting Paper Misfeeds

Paper misfeeds are reported by messages prefixed with problem codes.

Resolve the problem according to the code.

This section only lists the codes for problems that can be resolved by the user.

If a problem code not listed in this section appears, contact your service representative.



CEZ598

4.2.1 If (J032) Appears

Cause:

The edge of a sheet is jammed in the intermediate transfer belt or paper transfer roller.

Floppy paper is likely to cause paper misfeeding because it tends to stick to the intermediate transfer belt and paper transfer roller.

Solution:

<Color printing>

1. In [Advanced Settings] for the custom paper in use, set [36: Paper Transfer Current; Lead Edge: FC] to "100%".
2. Print 25 sheets of the image. Is the problem resolved?
Yes Finished!
No Go to the next step.
3. Set [36: Paper Transfer Current; Lead Edge: FC] to "80%".
4. Print 25 sheets of the image.
 - If paper misfeeding no longer occurs, the problem has been resolved.
 - If the leading edge of the printed image becomes faint as a result of this, go to the next step.
 - If the paper misfeeding persists, skip to step 7.
5. Set [38: Ppr Transfer Current Lead Edg Dist: FC] to "5 mm".
6. Print 25 sheets of the image. Is the problem resolved?
Yes Finished!
No Contact your service representative.
7. Increase the leading edge margin in the print settings for the image to be printed.
8. Set [36: Paper Transfer Current; Lead Edge: FC] to "0%".
9. Print 25 sheets of the image. Is the problem resolved?
Yes Finished!
No Contact your service representative.

<Black-and-white printing>

1. In [Advanced Settings] for the custom paper in use, set [35: Paper Transfer Current; Lead Edge: B&W] to "100%".
2. Print 25 sheets of the image. Is the problem resolved?
Yes Finished!
No Go to the next step.
3. Set [35: Paper Transfer Current; Lead Edge: B&W] to "80%".
4. Print 25 sheets of the image.
 - If paper misfeeding no longer occurs, the problem has been resolved.
 - If the leading edge of the printed image becomes faint as a result of this, go to the next step.
 - If the paper misfeeding persists, skip to step 7.
5. Set [37: Ppr Transfer Current Lead Edg Dist: BW] to "5 mm".
6. Print the image. Is the problem resolved?
Yes Finished!
No Contact your service representative.
7. Increase the leading edge margin in the print settings for the image to be printed.
8. Set [35: Paper Transfer Current; Lead Edge: B&W] to "0%".
9. Print 25 sheets of the image. Is the problem resolved?
Yes Finished!
No Contact your service representative.

Note:

- If you cannot change the leading edge margin, paper misfeeding may be eliminated by reorienting the loaded paper according to its grain. For details about paper grain and orientation, see "Loading Paper", About This Machine.

4.2.2 If (J080) Appears

Cause:

The correct paper feed speed is not being maintained.

When using slippery paper, traction may be lost, reducing paper feed speed.

Solution:

1. In [Advanced Settings] for the custom paper in use, set [07: Regist Jam Detection with Feed Dir] to [Off].

When you set this to [Off], the printed image may become misaligned at the leading edge.

2. Print the image. Is the problem resolved?

Yes Finished!

No Contact your service representative.

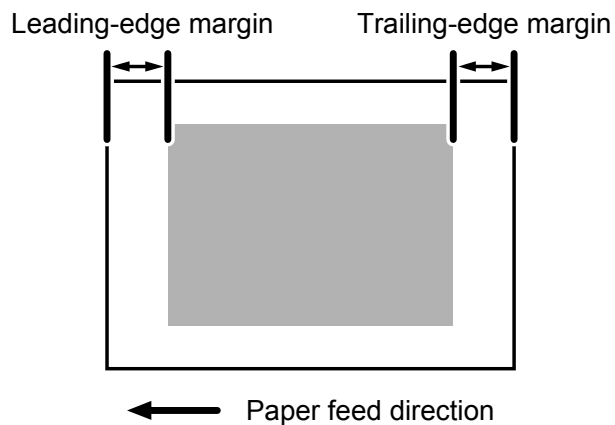
4.2.3 If (J083) Appears

Cause:

Paper is jammed in the fusing belt stripper plate.

This is likely to occur if:

- Thin or coated paper is used
- A solid image that consumes a lot of toner is printed at the leading edge
- The leading/trailing edge margin is too narrow



CEZ586

Solution:

Increase the leading/trailing edge margin.

By increasing the margin, paper can separate more easily from the fusing belt stripper plate.

When printing on one side only

<If it is acceptable for the image to be incompletely printed at its edge>

Trim the image at its leading edge to increase the margin.

1. In [Advanced Settings] for the custom paper in use, select [13: Adjust Erase Margin of Leading Edge] and increase the value by 0.5 mm.
2. Print the image. Is the problem resolved?

Yes Finished!

No Keep increasing the value by 0.5 mm until the problem is resolved.

If the problem persists even though the setting has reached its maximum value, contact your service representative.

<If it is not acceptable for the image to be incompletely printed at its edge>

1. In [Advanced Settings] for the custom paper in use, select [08: Adj Image Position of Side1 With Feed] and increase the value by 0.5 mm.
2. Print the image. Is the problem resolved?

Yes Finished!

No Keep increasing the value by 0.5 mm until the problem is resolved.

If the problem persists even though the setting has reached its maximum value, contact your service representative.

When printing on both sides

<If it is acceptable for the image to be incompletely printed at its edge>

1. In [Advanced Settings] for the custom paper in use, select [14: Adjust Erase Margin of Trailing Edge] and increase the value by 0.5 mm.
2. Print the image. Is the problem resolved?

Yes Finished!

No Keep increasing the value by 0.5 mm until the problem is resolved.

If the problem persists even though the setting has reached its maximum value, contact your service representative.

<If it is not acceptable for the image to be incompletely printed at its edge>

1. In [Advanced Settings] for the custom paper in use, select [08: Adj Image Position of Side1 With Feed] and increase the value by 0.5 mm.
2. Select [09: Adj Image Position of Side2 With Feed] and decrease the value by 0.5 mm.
3. Print the image. Is the problem resolved?

Yes Finished!

No Keep increasing/decreasing the value by 0.5 mm until the problem is resolved.

If the problem persists even though the setting has reached its maximum/minimum value, contact your service representative.

4.2.4 If (J097) Appears

Cause:

Paper is skewed.

Solution:

Depending on the cause of the problem, do one the following:

◆ **The side fences in the paper trays are not positioned correctly.**

Adjust the side fences to match the paper width.

When you close the paper tray, the side fences may become misaligned due to the weight of the paper. To prevent this, close the paper tray slowly.

For details about loading paper, see "Loading Paper", About This Machine.

◆ **The paper size/orientation/type is not specified correctly.**

In tray paper settings, specify the size, orientation, and type of the paper in use.

For details about tray paper settings, see "Changing Tray Paper Settings", Paper Settings Reference.

◆ **Sheets of mixed type, thickness, or color are loaded in the paper tray.**

Load identical sheets in the paper tray.

When printing from a tray containing sheets of mixed color, you can prevent paper misfeeding by specifying the following settings:

1. In the [Adjustment Settings for Skilled Operators] menu, set [0107: Deactivate Image Position Adjustment Across Feed Dir] to [On].
2. Set [0108: Skew Detection] to [Off].

◆ **An envelope is used.**

The machine feeds envelopes with their flaps open. If the flap has an oblique edge, a skew may be wrongly detected.

Disable the skew detection function.

<If custom paper is used>

1. In [Advanced Settings] for the custom paper in use, set [05: Skew Detection] to [Off].

<If custom paper is not used>

1. In the [Adjustment Settings for Skilled Operators] menu, set [0108: Skew Detection] to [Off].

◆**The skew detection level is too high.**

The skew detection level may be too high.

Decrease the skew detection level.

1. In the [Adjustment Settings for Skilled Operators] menu, increase the value in [0109: Skew Detection Level].

Increase the value to reduce the detection level.

If the problem persists even though the setting has reached its maximum value, contact your service representative.

2. Set [0108: Skew Detection] to [Off].

Note:

- If the skew detection level is reduced or the skew detection function is disabled, no misfeed report will be displayed. However, this may result in paper skew feeding. If you do not want this result, contact your service representative.
- If the machine wrongly detects skew, see p.85 "Wrong Detection of Skew".

4.2.5 If (J098) Appears

Cause:

Sheets cannot be positioned properly by image position adjustment.

Solution:

Depending on the cause of the problem, do one of the following:

◆**The side fences in the paper trays are not positioned correctly.**

Adjust the side fences to match the paper width.

When you close the paper tray, the side fences may become misaligned due to the weight of the paper. To prevent this, close the paper tray slowly.

For details about loading paper, see "Loading Paper", About This Machine.

◆**The paper size/orientation/type is not specified correctly.**

In tray paper settings, specify the size, orientation, and type of the paper in use.

For details about tray paper settings, see "Changing Tray Paper Settings", Paper Settings Reference.

◆ **Sheets of mixed type, thickness, or color are loaded in the paper tray.**

Load identical sheets in the paper tray.

When printing from a tray containing sheets of mixed color, you can prevent paper misfeeding by specifying the following settings:

1. In the [Adjustment Settings for Skilled Operators] menu, set [0107: Deactivate Image Position Adjustment Across Feed Dir] to [On].
2. Set [0108: Skew Detection] to [Off].

◆ **Colored paper or transparencies are loaded in the paper tray.**

Paper edges may not have been detected correctly.

Adjust the color paper edge detection.

1. Make a note of the present value in [06: Color Paper Edge Detection Adjustment] in [Advanced Settings] for the custom paper in use.
2. Increase the value in [06: Color Paper Edge Detection Adjustment].
3. Print the image. Is the problem resolved?

Yes Finished!

No Keep increasing the value until the problem is resolved.

If the problem persists even though the setting has reached its maximum value, restore the value noted in step 1 and go to the next step.

4. Decrease the value in [06: Color Paper Edge Detection Adjustment].
5. Print the image. Is the problem resolved?

Yes Finished!

No Keep decreasing the value until the problem is resolved.

If the problem persists even though the setting has reached its minimum value, restore the value noted in step 1 and go to the next step.

6. Set [12: Deactivate Image Position Adjustment] to [Activate].
7. Print the image. Is the problem resolved?

Yes Finished!

No Contact your service representative.

4.2.6 If (J099) Appears

Cause:

Double feeding has occurred.

Solution:

Depending on the cause of the problem, do one of the following:

◆ **Coated or another type of unsupported paper is loaded in the machine's tray.**

Load paper not supported by the machine's paper tray (Trays 1 and 2) in the wide LCT (Trays 3–5) or another paper tray that supports the paper.

For details about the size and type of paper that can be loaded in the paper trays, see "Recommended Paper Sizes and Types", About This Machine.

◆ **Sheets are stuck to each other.**

Fan the paper before loading it to loosen the sheets.

For details about fanning the paper, see "Fanning the Paper", About This Machine.

◆ **The edges of the sheets are rough.**

Turn the sheets the other way up or smooth the edges before loading the paper.

◆ **Wrong detection of double feeding**

The machine may have wrongly detected a double feed.

For details, see p.88 "Wrong Detection of Double Feeding".

4.3 Paper Skew

◆The side fences in the paper tray are too far apart.

If the side fences are too far apart, the paper may misfeed.

Adjust the side fences to match the paper width.

When you close the paper tray, the side fences may become misaligned due to the weight of the paper. To prevent this, close the paper tray slowly.

For details about loading paper, see "Loading Paper", About This Machine.

◆A scrap of paper or some other small fragment is jammed in the paper feed path.

Remove the fragment.

For details about cleaning the paper feed path, see the Replacement Guide.

◆The correct degree of paper arching has not been specified.

Adjust the degree of paper arching at the registration gate.

<If using paper of Paper Weight 1 to 4>

1. In the [Adjustment Settings for Skilled Operators] menu, change the value in [0103: Adjust Registration Paper Buckle].

<If using paper of Paper Weight 5 to 7>

1. In the [Adjustment Settings for Skilled Operators] menu, change the value in [0104: Adjust Registration Paper Buckle (Thick Paper)].

Increase the value for the paper tray in use, and then print the image. If the problem persists even though the setting has reached its maximum value, try decreasing the setting.

If the problem persists even though you have tried the complete range of settings from minimum to maximum, contact your service representative.

◆The skew detection level is too low.

Increase the skew detection level.

1. In [Adjustment Settings for Skilled Operators], select [0109: Skew Detection Level] and reduce the value.

Reduce the value to increase the detection level.

This will allow the machine to report a paper misfeed and stop printing even for a slight skew.

However, if you set the detection level too high, a paper misfeeding message (J097) will be appear frequently.

4.4 Wrong Detection of Skew

◆An envelope is used.

The machine feeds envelopes with their flaps open. If the flap has an oblique edge, a skew may be wrongly detected.

Disable skew detection function.

1. In the [Adjustment Settings for Skilled Operators] menu, set [0108: Skew Detection] to [Off].

Note:

- Disabling the skew detection function will allow skewed printing. If this is not acceptable, contact your service representative.

4.5 Double Feeding

◆Is the paper feed roller covered with paper dust?

Paper dust may decrease the traction of the paper feed roller and result in double feeding due to paper slippage or insufficient separation.

Cleaning the paper feed roller will restore traction and so prevent double feeding.

For details about cleaning the paper feed roller of each of the machine's trays (Trays 1 and 2) see the Replacement Guide.

For details about cleaning the paper feed roller of the multi bypass tray (Tray 6), see p.116 "Cleaning the Paper Feed Path in the Multi Bypass Tray (Tray 6)".

For details about cleaning the paper feed roller of the interposer, see p.119 "Cleaning the Paper Feed Rollers and Paper Feed Belt in the Interposer".

◆Have you ruffled the paper sufficiently?

Double feeding may result if the paper is not ruffled properly.

Remove the paper, ruffle it, and reload it.

For details about ruffling the paper, see "Fanning the Paper", About This Machine.

◆Is the Pickup Assist setting enabled?

If the Pickup Assist function operates too much, it may cause double feeding with coated paper.

By disabling the Pickup Assist setting, you can prevent double feeding.

<If custom paper is used>

1. In [Advanced Settings] for the custom paper in use, set [03: Pickup Assist Setting] to [Off].

<If custom paper is not used>

1. In the [Adjustment Settings for Skilled Operators] menu, set [0115: Pickup Assist Setting] to [Off].

◆ **Special or coated paper is used.**

- Is the airflow strong enough?

The factory-set airflow of the wide LCT may not be strong enough to separate the sheets. Increase the airflow.

<If custom paper is used>

1. In [Advanced Settings] for the custom paper in use, increase the value in [02: Adjust Wide LCT Fan Level].

<If custom paper is not used>

1. In the [Adjustment Settings for Skilled Operators] menu, increase the value in [0113: Adjust Wide LCT Fan Level].

- Is the tab sheet holder attached?

By attaching the tab sheet holder, you can prevent air from leaking at the trailing edge of the paper and improve separation.

For details about attaching the tab sheet holder, see p.111 "Attaching the Tab Sheet Holder".

4.6 Wrong Detection of Double Feeding

◆Preprinted paper is used.

If the sensor detects the printed part of preprinted paper, it may wrongly detect it as double feeding.

Disable the double feeding detection function.

<If custom paper is used>

1. In the [Adjustment Settings for Skilled Operators] menu, set [0105: Double Feed Detect] to [Off].

<If custom paper is not used>

1. In [Advanced Settings] for the custom paper in use, set [04: Double Feed Detect] to [Off].

◆An envelope is being used.

The seams of envelopes may cause double feeds to be erroneously detected.

Disable the double feed detection.

<If custom paper is used>

1. In the [Adjustment Settings for Skilled Operators] menu, set [0105: Double Feed Detect] to [Off].

<If custom paper is not used>

1. In [Advanced Settings] for the custom paper in use, set [04: Double Feed Detect] to [Off].

◆The double feed detection sensor is soiled.

If the double feed detection sensor is soiled with paper dust or other fragments, it may wrongly detect double feeding.

Clean the double feed detection sensor.

For details about cleaning the double feed detection sensor, see the Replacement Guide.

Note:

- Disabling double feed detection may reduce print image quality or cause blank sheets to be delivered.

4.7 Paper Misfeeding

◆Have you ruffled the paper properly?

Not ruffling the paper properly may cause paper misfeeding.

Remove the paper, ruffle it, and reload it.

When you close the paper tray, the side fences may become misaligned due to the weight of the paper. To prevent this, close the paper tray slowly.

For details about ruffling paper, see "Fanning the Paper", About This Machine.

◆The side fences in the paper tray are too close together.

If the distance between the side fences is less than the paper width, it may interfere with paper transfer and so cause paper misfeeds.

Adjust the paper guides to match the paper width.

For details about loading paper, see "Loading Paper", About This Machine.

◆Special or coated paper is used.

- Is the airflow powerful enough?

The factory-set airflow of the wide LCT may not be strong enough to separate the sheets. Increase the airflow.

<If custom paper is used>

1. In [Advanced Settings] for the custom paper in use, increase the value in [02: Adjust Wide LCT Fan Level].

<If custom paper is not used>

1. In the [Adjustment Settings for Skilled Operators] menu, increase the value in [0113: Adjust Wide LCT Fan Level].

- Is the tab sheet holder attached?

By attaching the tab sheet holder, you can prevent air from escaping at the trailing edge of the paper and so improve separation.

For details about attaching the tab sheet holder, see p.111 "Attaching the Tab Sheet Holder".

- Is the paper feed roller covered with paper dust?

Paper dust or the surface of coated paper may reduce the traction of the paper feed roller and cause paper misfeeding due to paper slippage or insufficient separation.

By cleaning the paper feed roller, the frictional force can be restored so that double feeding will not occur.

For details about cleaning the paper feed roller of the wide LCT (Trays 3-5), see p.114 "Cleaning the Paper Feed Path in the Wide LCT (Trays 3-5)".

◆ **An envelope is used.**

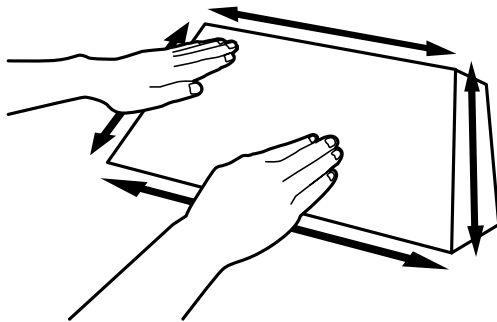
Depending on the type of envelope, air trapped inside may be squeezed out when the paper feed roller picks up the envelope and cause slippage leading to a misfeed.

- Is the wide LCT fan disabled?

In [Advanced Settings] for the custom paper in use, set [01: Wide LCT Fan Setting] to [Off].

- Have you flattened the envelope?

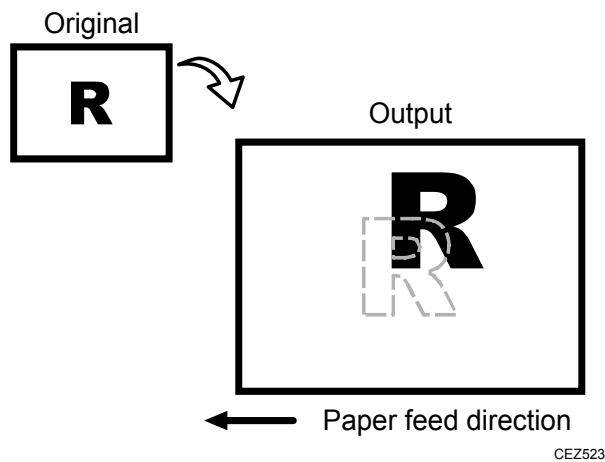
Flatten the envelope and all its edges to eliminate air before loading. If the envelope is curled, decurl it before loading.



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4.8 Paper Feed Problems Affecting Image Quality

4.8.1 The Image Is Positioned Incorrectly



Cause:

Depending on the paper thickness, floppiness, edge roughness, and curl, the image may become mispositioned.

Solution:

Adjust the image position.

<If custom paper is used>

1. In [Advanced Settings] for the custom paper in use, adjust the image position.
 - Side 1
 - To adjust the position horizontally, change the value in [08: Adj Image Position of Side1 With Feed].
 - To adjust the position vertically, change the value in [10: Adj Image Position of Side1 Across Feed].
 - Side 2
 - To adjust the position horizontally, change the value in [09: Adj Image Position of Side2 With Feed].
 - To adjust the position vertically, change the value in [11: Adj Image Position of Side2 Across Feed].

<If custom paper is not used>

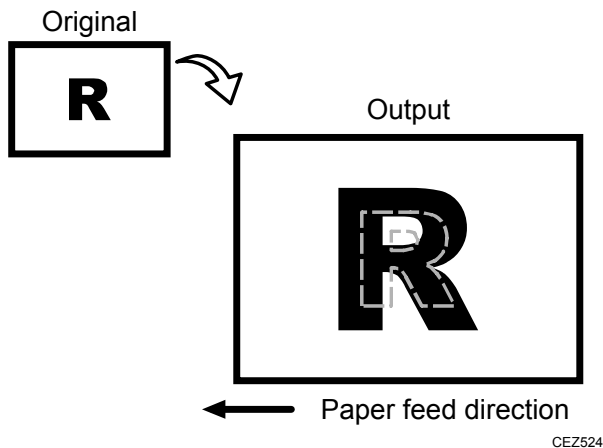
1. In the [Adjustment Settings for Skilled Operators] menu, adjust the image position.
 - To adjust the position horizontally, change the value in [0101: Adjust Image Position With Feed Direction].
 - To adjust the position vertically, change the value in [0102: Adjust Image Position Across Feed Direction].

If the problem persists even though you have adjusted the setting to its maximum and minimum values, contact your service representative.

Note:

- For details about specifying settings in the [Adjustment Settings for Skilled Operators] menu, see the Adjustment Item Menu Guide.

4.8.2 Image Scaling Error on the Side 1 of Paper



Cause:

An image scaling error may occur because of expansion or contraction of the paper.

Solution:

Adjust the image scaling.

1. In [Advanced Settings] for the custom paper in use, adjust the image scaling.
 - To adjust the horizontal scaling, change the value in [15: Adj Magnification of Side1 Across Feed].
 - To adjust the vertical scaling, change the value in [16: Adj Magnification of Side1 With Feed].

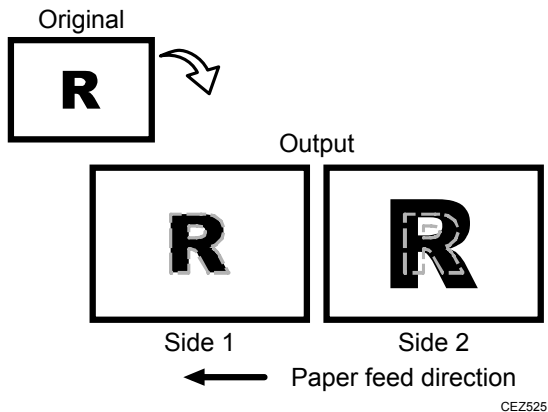
Press [+] to increase the scaling and [-] to decrease it.

2. Print the image. Is the problem resolved?

Yes Finished!

No Contact your service representative.

4.8.3 Image Scaling Error on the Side 2 of Paper



Cause:

An image scaling error on the side 2 of the paper may occur because the paper expands or contracts after the image on the side 1 of the paper has been fused.

Solution:

Adjust the scaling for the side 2 of the paper and minimize the difference in print size between the side 1 and the side 2.

1. In [Advanced Settings] for the custom paper in use, adjust the image scaling.
 - To adjust the horizontal scaling, change the value in [17: Adj Magnification of Side2 Across Feed].
 - To adjust the vertical scaling, change the value in [18: Adj Magnification of Side2 With Feed].

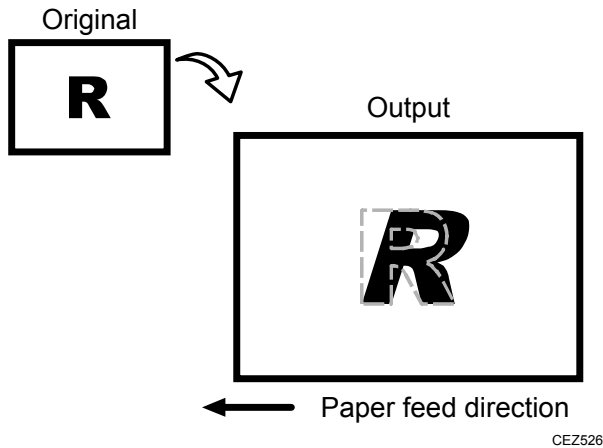
Press [+] to increase and [-] to decrease the scaling.

2. Print the image. Is the problem resolved?

Yes Finished!

No Contact your service representative.

4.8.4 Image Skewing



Cause:

Depending on the machine's operating environment (levelness and temperature), the printed image may become vertically skewed.

Solution:

Adjust image skew.

1. Print the image in black and white.
2. Check the direction of the skew.
3. In the [Adjustment Settings for Skilled Operators] menu, adjust the value in [0117: Perpendicularity Adjustment].

You can adjust the skew in steps of 16.5 μm .

Press [+] to skew the image counterclockwise or [-] to skew it clockwise.

4. Print the image in black and white.

Gradually increase the value and check the printed image.

- If the problem is resolved, go to the next step.
- If the problem persists even though the setting has reached its maximum value, contact your service representative.

5. Execute color registration.

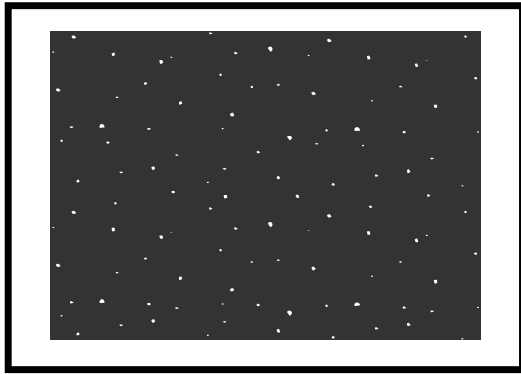
In executing color registration, the black adjustment will also be applied to cyan, magenta, and yellow.

For details about color registration, see "Adjusting the Color Registration" in the Troubleshooting guide supplied with the machine.

Note:

- You cannot skew paper with [0117: Perpendicularity Adjustment]. For details about adjusting paper skew, see p.84 "Paper Skew".

4.8.5 White Spots



← Paper feed direction

CEZ527

Cause:

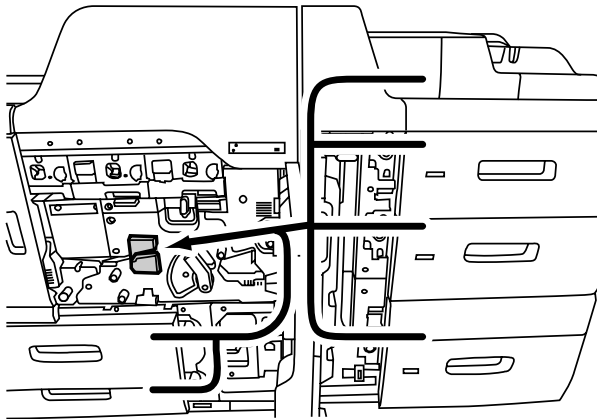
Paper dust on the guide board and transfer timing roller may stick to the paper and produce white spots.

Some types of paper, such as recycled paper, roughly cut paper, and high-friction coated paper produce a lot of paper dust, which will likely stick to the paper.

Solution:

Clean the paper feed path (dust catcher, transfer timing roller, guide board, and paper feed roller) between the paper tray in use and the transfer unit's nip (where the images are transferred from the intermediate transfer belt to the paper).

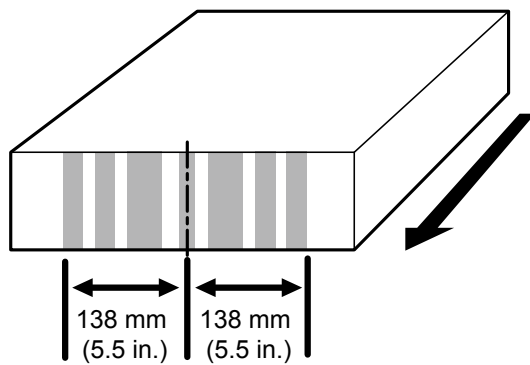
The paper feed paths between each paper tray and the nip are as follows:



CEZ501

- For details about cleaning the dust catcher, transfer timing roller, and the machine's paper trays (Trays 1 and 2), see the Replacement Guide.
- For details about cleaning the paper feed roller of the wide LCT (Trays 3-5), see p.114 "Cleaning the Paper Feed Path in the Wide LCT (Trays 3-5)".
- For details about cleaning the paper feed roller of the multi bypass tray (Tray 6), see p.116 "Cleaning the Paper Feed Path in the Multi Bypass Tray (Tray 6)".
- For details about periodic cleaning of the machine, see the Replacement Guide.

4.8.6 Paper Edges Are Soiled (1)



CNT011

Cause:

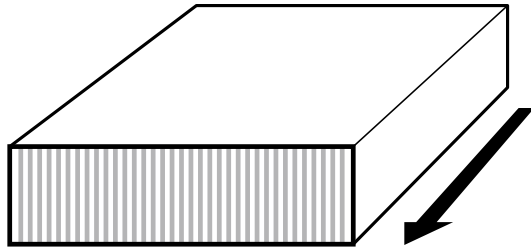
The paper feed rollers in the machine's left drawer are soiled.

Solution:

Clean the paper feed rollers in the machine's left drawer.

For details about cleaning the paper feed roller, see the Replacement Guide.

4.8.7 Paper Edges Are Soiled (2)



CNT012

Cause:

The antistatic brushes in the exit transport and invert transport of the machine's left drawer are soiled or the anti-static brushes in Finisher SR5030/Booklet Finisher SR5040 are soiled.

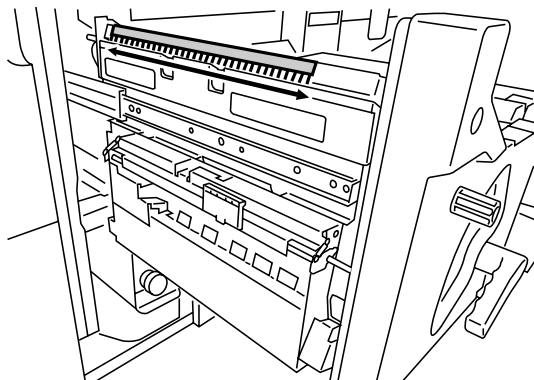
Solution:

Carry out the following sequence of procedures. Terminate the sequence as soon as the problem is resolved.

Procedure 1: Cleaning the antistatic brushes in the exit transport and inverter transport of the machine's left drawer

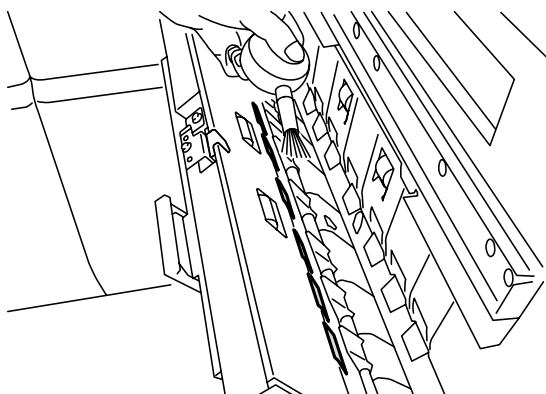
Clean the antistatic brushes in the exit transport and inverter transport of the machine's left drawer with a blower brush.

- The antistatic brush in the exit transport



CEZ256

- The antistatic brush in the inverter transport



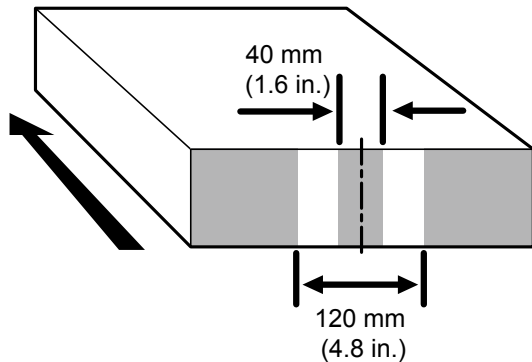
CNT019

Procedure 2: Disabling the decurl setting and delivering sheets with their printed side facing down

Note:

- Apply this procedure only when all of the following conditions are met.
 - The decurler unit is attached.
 - A back-curl is required to flatten curls.
 - Sheets are delivered with their printed side facing up in the post-processing machine.
- 1. In the [Adjustment Settings for Skilled Operators] menu, check the present degree of decurling (Off, Weak, or Strong) in [0116: Adjust Paper Curl].
- 2. Is it "Adjust ∩ Curl: Weak" or "Adjust ∩ Curl: Strong"?
 - Yes** Go to the next step.
 - No** Contact your service representative.
- 3. Is this setting essential?
 - Yes** Go to the next step.
 - No** Set [0116: Adjust Paper Curl] to "Adjust ∩ Curl: Off" (set it back to the default value).
- 4. Are the sheets delivered with their printed side facing up?
 - Yes** Go to the next step.
 - No** Contact your service representative.
- 5. Is this setting essential?
 - Yes** Contact your service representative.
 - No** Change the setting so that the sheets are delivered with their printed side facing down.
- 6. Print the image. Is the problem resolved?
 - Yes** Finished!
 - No** Contact your service representative.

4.8.8 Paper Edges Are Soiled (3)



CNT014

Cause:

The paper feed speed of the decurler unit is too high.

Note:

- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Registering a Custom Paper", Paper Settings Reference.
- Decreasing the paper feed speed of the decurler unit may result in creases, scratches, or paper jams if thin paper is used.

Solution:

You can lessen the problem by decreasing the paper feed speed of the decurler unit.

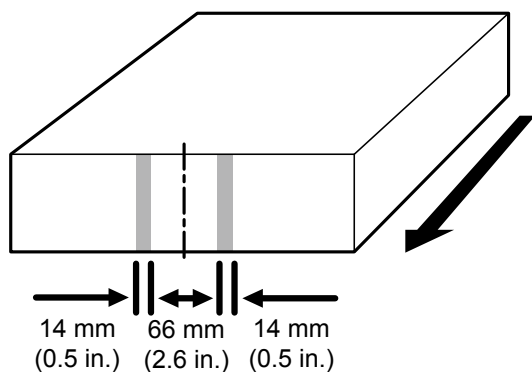
1. In the [Adjustment Settings for Skilled Operators] menu, check the present degree of decurling (Off, Weak, or Strong) in [0116: Adjust Paper Curl].
2. In [Advanced Settings] for the custom paper in use, adjust the paper feed speed of the decurler unit.
 - If the degree of decurling is set to "Off", reduce the value in [51: Decurler Feed Speed Adj: Curl Adj Off] by 0.5%.
 - If the degree of decurling is set to "Weak", reduce the value in [52: Decurler Feed Speed Adj: Curl Adj Weak] by 0.5%.
 - If the degree of decurling is set to "Strong", reduce the value in [53: Decurler Feed Speed Adj: Curl Adj Strg] by 0.5%.
3. Print the image. Is the problem resolved?

Yes Finished!

No Keep decreasing the value by 0.5% until the problem is resolved.

If the problem persists even though the setting has reached its minimum value, contact your service representative.

4.8.9 Paper Edges Are Soiled (4)



CNT013

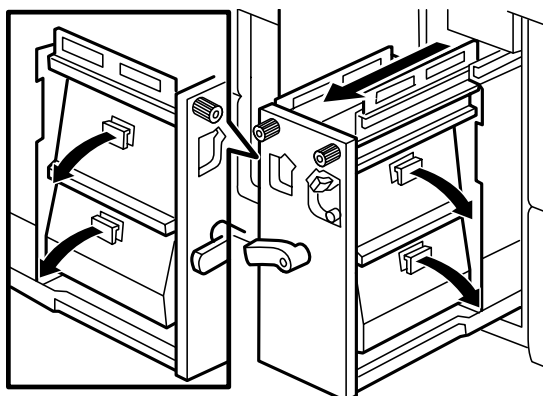
Cause:

The paper transport rollers or guide plates in the buffer pass unit are soiled.

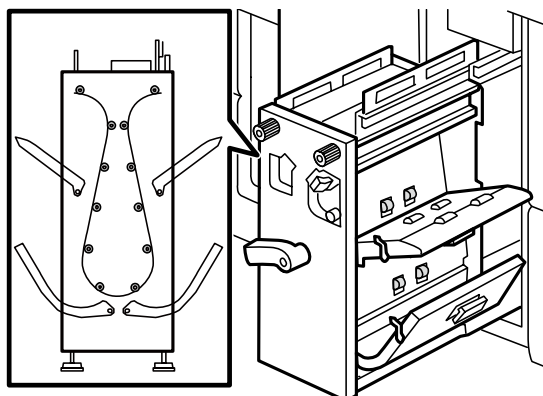
Solution:

Clean the paper transport rollers and guide plates in the buffer pass unit.

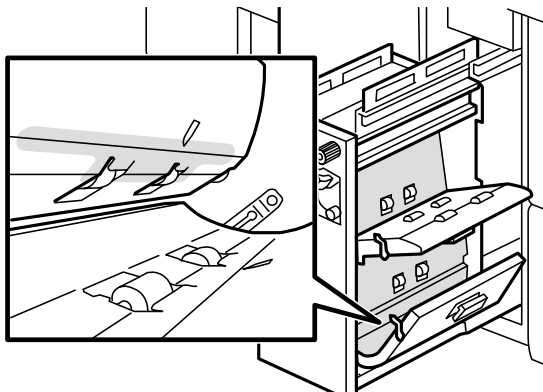
1. Pull out the buffer pass unit and open the guide plates.



2. Wipe the rubber rollers for the transport rollers with a slightly damp cloth. There are twenty-four rubber rollers for the twelve transport rollers.



3. Wipe the guide plates (especially the ridgelines of the bends and the cut-and-bent portions) with a cloth moistened with alcohol.

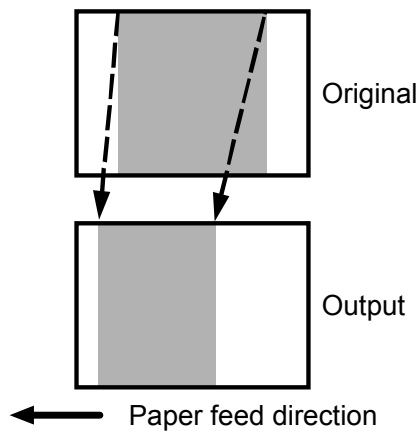


CNT018

4. Close the guide plates and push the buffer pass unit back into the machine.

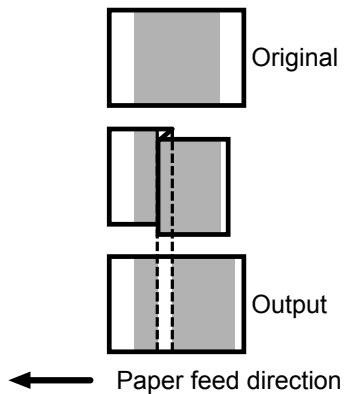
4.8.10 Expansion and Contraction (1)

The leading edge margin is too narrow and the image has shrunk lengthwise.



CEZ528

The paper has creased and no print appears where the crease has occurred.



CEZ529

Cause:

The paper feed speed of the transfer timing roller is too high.

Solution:

Decrease the feed speed of the transfer timing roller.

1. In [Advanced Settings] for the custom paper in use, select [20: Transfer Timing Roller Feed Speed Adj] and reduce the value by 0.1%.
2. Print the image. Is the problem resolved?

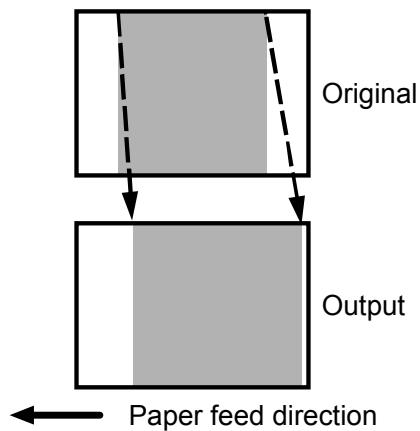
Yes Finished!

No Keep decreasing the value by 0.1% until the problem is resolved.

If the problem persists even though you have decreased the value by 1.0%, contact your service representative.

4.8.11 Expansion and Contraction (2)

The leading edge margin is too wide and the image has stretched lengthwise.



CEZ530

Cause:

The paper feed speed of the transfer timing roller is too high.

Solution:

Increase the feed speed of the transfer timing roller.

1. In [Advanced Settings] for the custom paper in use, select [20: Transfer Timing Roller Feed Speed Adj] and increase the value by 0.1%.
2. Print the image. Is the problem resolved?

Yes Finished!

No Keep increasing the value by 0.1% until the problem is resolved.

If the problem persists even though you have increased the value by 1.0%, contact your service representative.

4.8.12 Scratches, Streaks, or Vertical Creases Appear on the Image

Cause:

The paper feed speed of the exit motor, switchback entrance, or switchback exit is too high or too low.

Solution:

<If scratches or streaks appear on the side 2 of the paper>

You can lessen the problem by decreasing the paper feed speed.

1. In [Advanced Settings] for the custom paper in use, adjust the paper feed speed for delivery.
Depending on the type of printing, specify one of the following:
 - For one-sided printing, reduce the value in [23: Exit Motor Feed Speed Adjustment] by 0.1%.
 - For duplex printing, reduce the value in [24: Switchback Entrance Feed Speed Adj] by 0.1%.
 - For one-sided printing (delivery of inverted paper), reduce the value in [25: Switchback Exit Feed Speed Adj] by 0.1%.
2. Print the image. Is the problem resolved?

Yes Finished!

No Keep decreasing the value by 0.1% until the problem is resolved.

If the problem persists even though you have decreased the value by 1.0%, contact your service representative.

<If scratches or streaks appear on the side 1 of the paper>

You can lessen the problem by increasing the paper feed speed.

1. In [Advanced Settings] for the custom paper in use, adjust the paper feed speed for delivery.
Depending on the type of printing, specify one of the following:
 - For one-sided printing, increase the value in [23: Exit Motor Feed Speed Adjustment] by 0.1%.
 - For duplex printing, increase the value in [24: Switchback Entrance Feed Speed Adj] by 0.1%.
 - For one-sided printing (delivery of inverted paper), decrease the value in [25: Switchback Exit Feed Speed Adj] by 0.1%.
2. Print the image. Is the problem resolved?

Yes Finished!

No Keep increasing the value by 0.1% until the problem is resolved.

If the problem persists even though you have increased the value by 1.0%, contact your service representative.

4.8.13 Decurling Results in Scratches, Streaks, or Creases

Cause:

The paper feed speed of the decurler unit is too high or too low.

Solution:

<If scratches or streaks appear on the side 2 of the paper or continuous noise results>

You can lessen the problem by decreasing the paper feed speed of the decurler unit.

1. In the [Adjustment Settings for Skilled Operators] menu, check the present degree of decurling (Off, Weak, or Strong) in [0116: Adjust Paper Curl].
2. In [Advanced Settings] for the custom paper in use, adjust the paper feed speed of the decurler unit.
 - If the degree of decurling is set to "Off", reduce the value in [51: Decurler Feed Speed Adj: Curl Adj Off] by 0.5%.
 - If the degree of decurling is set to "Weak", reduce the value in [52: Decurler Feed Speed Adj: Curl Adj Weak] by 0.5%.
 - If the degree of decurling is set to "Strong", reduce the value in [53: Decurler Feed Speed Adj: Curl Adj Strg] by 0.5%.
3. Print the image. Is the problem resolved?

Yes Finished!

No Keep decreasing the value by 0.5% until the problem is resolved.

If the problem persists even though the setting has reached its minimum value, contact your service representative.

<If scratches, streaks, or creases appear on the side 1 of the paper>

You can lessen the problem by increasing the paper feed speed of the decurler unit.

1. In the [Adjustment Settings for Skilled Operators] menu, check the present degree of decurling (Off, Weak, or Strong) in [0116: Adjust Paper Curl].
2. In [Advanced Settings] for the custom paper in use, adjust the paper feed speed of the decurler unit.
 - If the degree of decurling is set to "Off", increase the value in [51: Decurler Feed Speed Adj: Curl Adj Off] by 0.5%.
 - If the degree of decurling is set to "Weak", increase the value in [52: Decurler Feed Speed Adj: Curl Adj Weak] by 0.5%.
 - If the degree of decurling is set to "Strong", increase the value in [53: Decurler Feed Speed Adj: Curl Adj Strg] by 0.5%.
3. Print the image. Is the problem resolved?

Yes Finished!

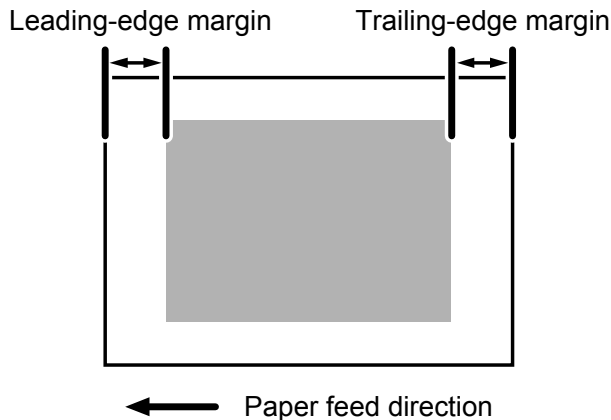
No Keep increasing the value by 0.5 mm until the problem is resolved.

If the problem persists even though the value has reached its maximum value, contact your service representative.

4.8.14 The Leading/Trailing Edge Margin Is Long

Cause:

In some custom paper presets, the leading/trailing edge margins are wide enough to prevent paper jams.



CEZ586

Solution:

Adjust the leading/trailing edge margins.

1. In [Advanced Settings] for the custom paper in use, reduce the value by 0.5 mm in [13: Adjust Erase Margin of Leading Edge].
2. Reduce the value by 0.5 mm in [14: Adjust Erase Margin of Trailing Edge].
3. Print the image. Is the problem resolved?

Yes Finished!

No If this results in a paper jam during duplex printing, restore the previous setting.

Note:

- The adjusted margin cannot be applied to masked images that are solid-filled or contain ruled lines at the leading/trailing edges.
- Reducing the leading/trailing edge margin may result in a paper jam on the fusing belt stripper plate.

4.8.15 Curling

To eliminate curling without using the decurler unit, lower the heat roller temperature.

Lowering the temperature may result in:

- Unsatisfactory fusing
- Reduced glossiness
- Smeared for halftone images on uncoated paper

1. In [Advanced Settings] for the custom paper in use, select [44: Fusing Heat Roller Temperature Adj] and reduce the value by 5 °C.
2. Print a full-page solid-fill image. Is the problem resolved?

Yes Finished!

No Further reduce the value by 5 °C. until the problem is resolved.

If the problem persists, contact your service representative.

Note:

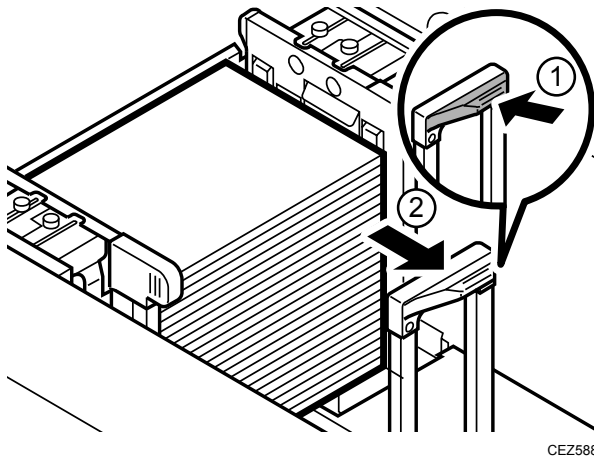
- To use the decurler unit, specify [0116: Adjust Paper Curl] in the [Adjustment Settings for Skilled Operators] menu.

4.9 Attaching the Tab Sheet Holder

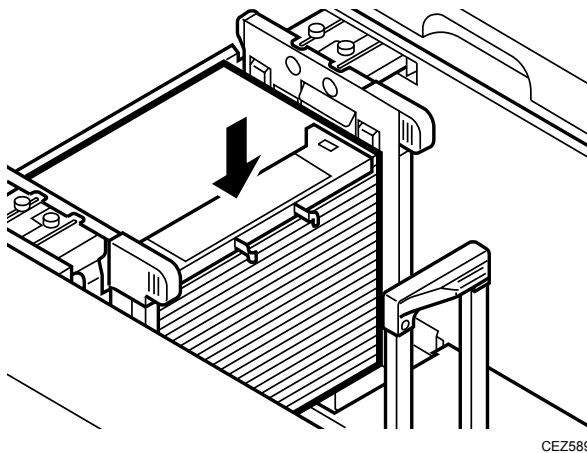
If the tab sheet holder is attached, you can prevent air from escaping at the trailing edge of the paper and improve separation.

This will prevent double feeding and misfeeding of special or coated paper loaded in the wide LCT (Trays 3–5).

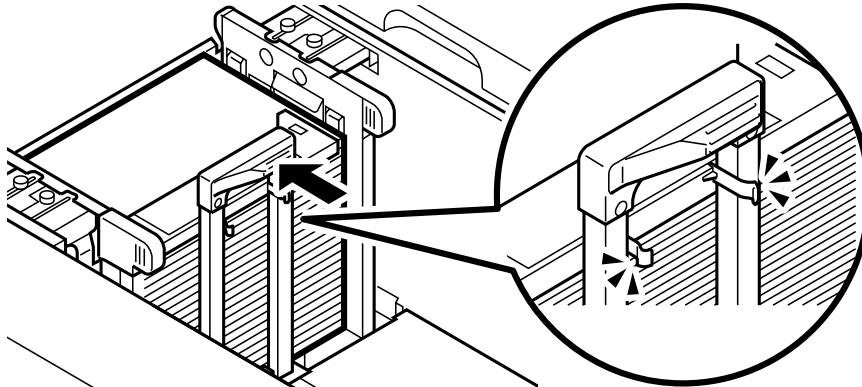
1. Unlock the end fence, and then slide it away from the paper.



2. Place the tab sheet holder on the paper.



3. Slide the end fence against the paper so that the tab sheet holder's clips pass through the fence and click into place.



CEZ590

Note:

You can use the tab sheet holder for paper of the following sizes:

- Paper with a width of 288.0–330.2 mm (11.34–13.00 inches) and a length of 182.0–487.7 mm (7.17–19.20 inches).
- Paper with a width of 139.7–287.9 mm (5.50–11.33 inches) and a length of 335.5–487.7 mm (13.21–19.20 inches).

4.10 Cleaning the Paper Feed Path

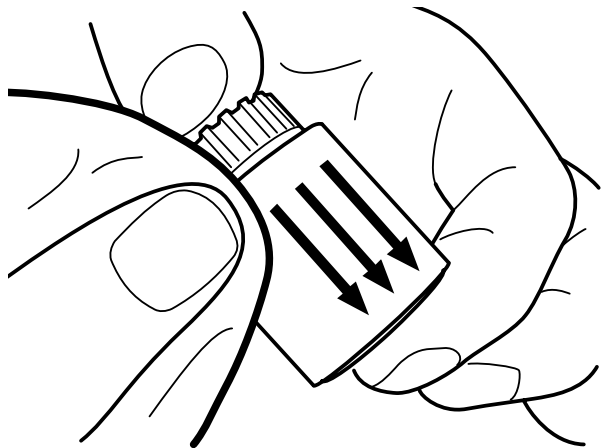
Clean the paper feed path if white spots appear due to paper dust sticking to the paper, or if paper misfeeding or double feeding occurs.

◆Guide Board

Wipe the guide board with a well-wrung-out damp cloth. To clean the innermost recesses, use a cloth that is as large as your palm.

◆Paper Feed Roller

Wipe the entire surface of the paper feed roller lengthwise with a well-wrung-out damp cloth, and then wipe with a dry, unused, lint-free cloth until no moisture remains.



CEZ306

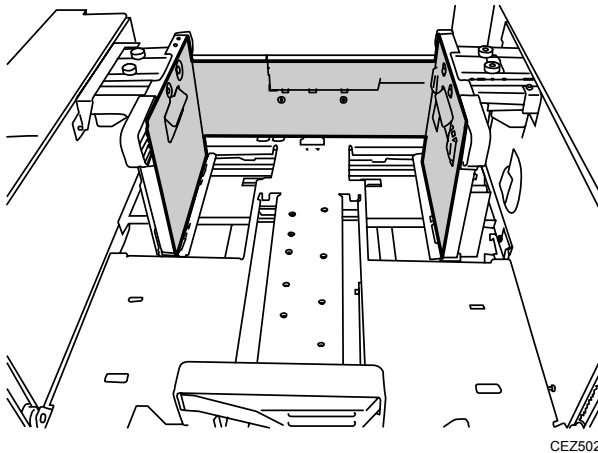
4.10.1 Cleaning the Paper Feed Path in the Wide LCT (Trays 3-5)

Clean the guide board and paper feed rollers in the wide LCT.

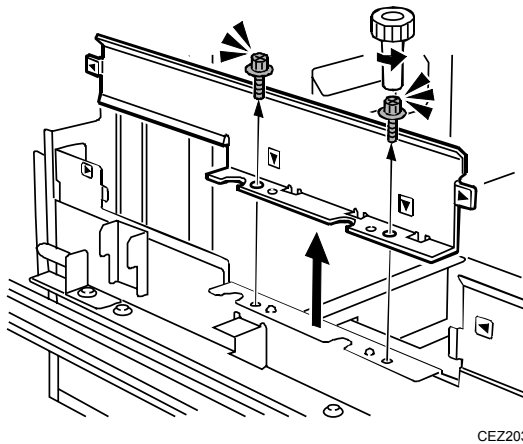
The procedure is explained using Tray 3 as an example.

The procedure is the same for Trays 4 and 5.

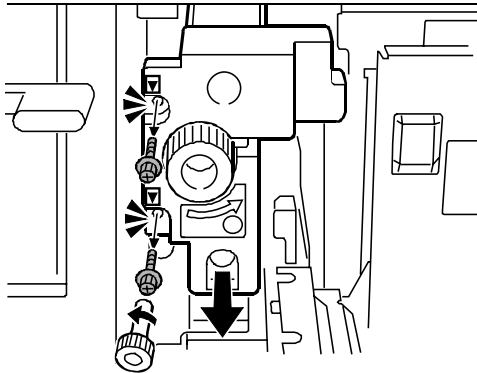
1. Open the wide LCT front cover.
2. Pull open the top tray (Tray 3) until it stops. If there is any paper in the tray, remove it.
3. Clean the side fences and front guide.



4. Remove the two black screws on the side plate, and then remove the plate.

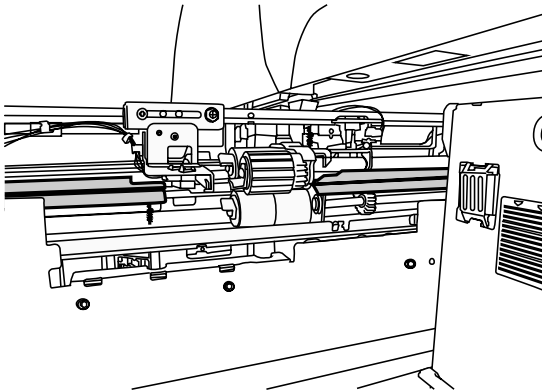


5. Remove the two black screws on the paper feed unit U2, and then pull out the paper feed unit U2 until it stops.



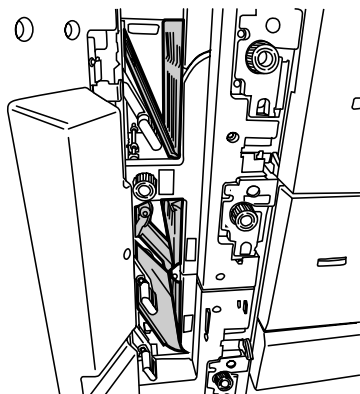
CEZ204

6. Clean the paper feed rollers.
For details about detaching and reattaching the paper feed rollers, see the Replacement Guide.
7. Clean the guide board of the paper feed unit.



CEZ503

8. Open the guide board U1, U3, and U5, and then clean the guide board interior.



CEZ504

9. After cleaning, restore the machine so that it resumes operation.

Note:

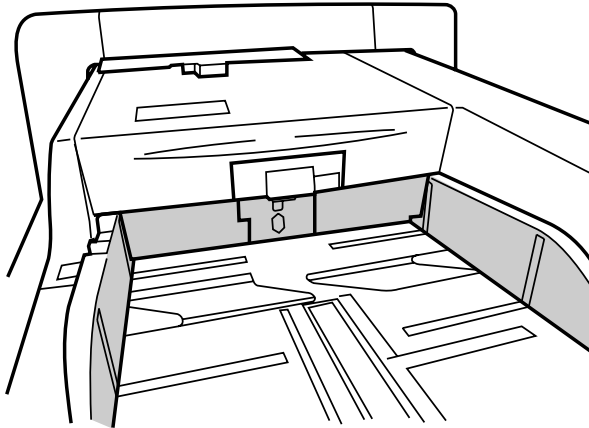
- For details about the general and periodic cleaning of the machine, see the Replacement Guide.

4.10.2 Cleaning the Paper Feed Path in the Multi Bypass Tray (Tray 6)

Clean the guide board and paper feed rollers in the multi bypass tray (Tray 6).

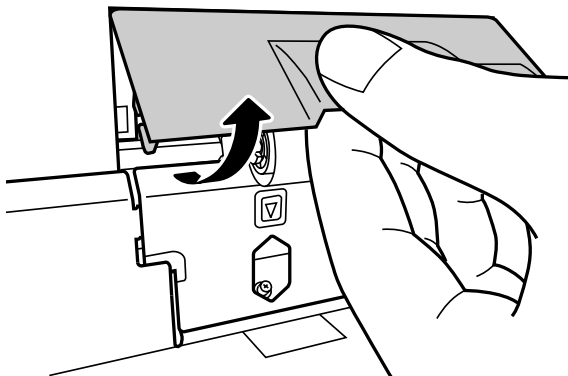
Wipe the guide board with a well-wrung-out damp cloth. To clean the innermost recesses, use a cloth that is as large as your palm.

1. Remove the loaded paper.
2. Clean the side fences and front guide.



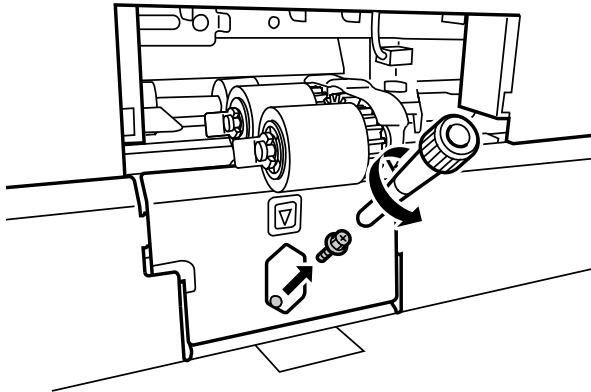
CEZ587

3. Pull off the snap-off cover.



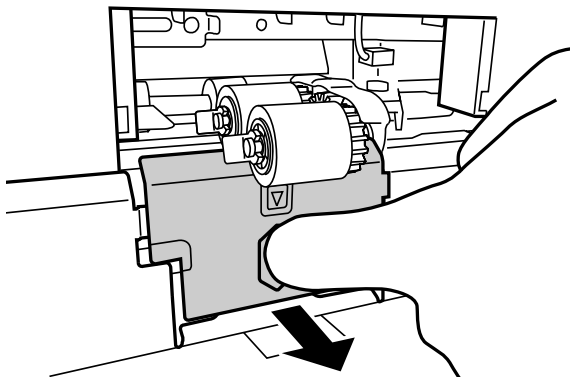
CEZ168

4. Remove the black screw.



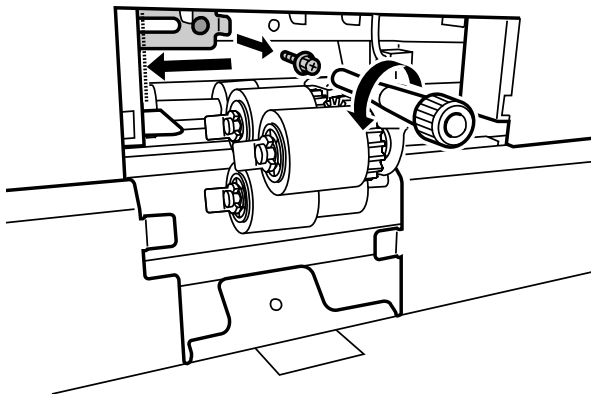
CEZ169

5. Remove the plate.



CEZ170

6. Remove the black screw on the sensor positioning plate.



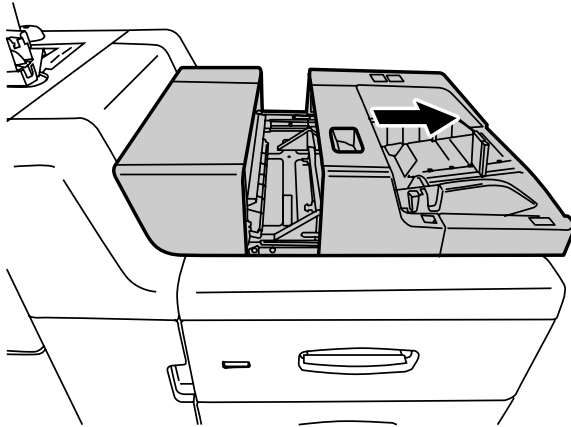
CEZ171

7. Push the sensor positioning plate to the left.
If this plate is not pushed to the left, the feed roller cannot be removed.

8. Clean the paper feed rollers.

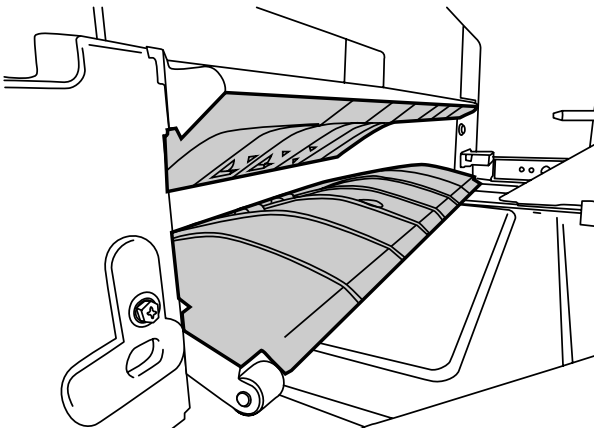
For details about detaching and reattaching the paper feed rollers, see the Replacement Guide.

9. Slide the paper tray to the right.



CEZ505

10. Clean the guide board.



CEZ506

11. After cleaning, restore the machine so that it resumes operation.

Note:

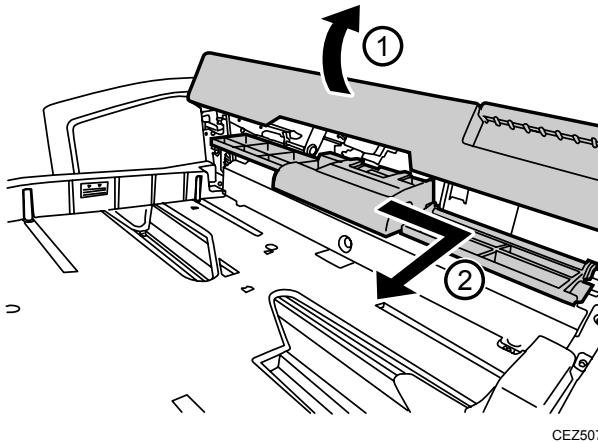
- For details about the general and periodic cleaning of the machine, see the Replacement Guide.

4.10.3 Cleaning the Paper Feed Rollers and Paper Feed Belt in the Interposer

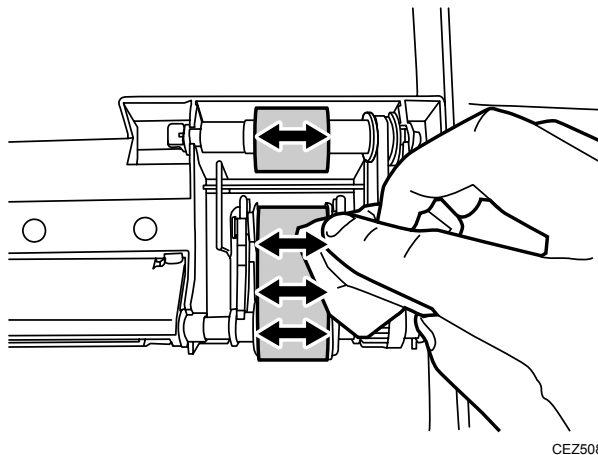
Clean the paper feed belt and paper feed rollers in the interposer.

The procedure is explained using the interposer upper tray. The procedure is the same for the lower tray.

1. Remove the loaded paper.
2. Open the upper cover, and then detach the paper feed unit.
Pull it out slightly, release the metal shaft, and then detach it.



3. Clean the paper feed belt and paper feed rollers in the detached paper feed unit.



4. After cleaning, restore the machine so that it resumes operation.

5. Post-Processing Option Troubleshooting

5.1 Finisher SR5030/Booklet Finisher SR5040

5.1.1 Delivered Sheets Are Not Stacked Properly

Solution:

Depending on the cause of the problem, do one of the following:

◆ **Coated paper is being used.**

If coated paper is being used, attach the auxiliary tray for thin coated paper.

For details about attaching the auxiliary tray for thin coated paper, see "When Coated Paper Is Not Properly Aligned" in the Troubleshooting supplied with the machine.

◆ **There is airflow in the room.**

Minimize the airflow. For instance, turn the air conditioner off.

◆ **Printed sheets are curled.**

<If the decurler unit is attached>

1. In the [Adjustment Settings for Skilled Operators] menu, adjust the degree of decurling in [0116: Adjust Paper Curl].

To correct curls facing up, specify "Adjust ∪ Curl".

To correct curls facing down, specify "Adjust ∩ Curl".

Select "Strong" or "Weak" depending on the degree of decurling required.

<If the decurler unit is not attached>

1. Load the sheets the other way up.

◆ **There are too many stacked sheets.**

Reduce the number of the stacked sheets. To do this, suspend printing and remove the stacked sheets, and then resume printing.

For details about suspending a print job, see "Pausing Print When Using Finisher SR5030 or Booklet Finisher SR5040" in the Troubleshooting supplied with the machine.

5.1.2 Large Delivered Sheets Are Not Stacked Properly

Cause:

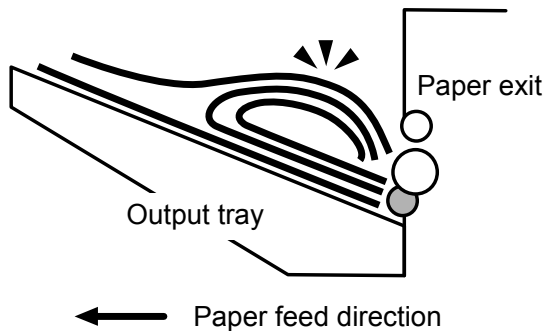
When using large-size or coated and paper-to-paper friction is very high, a sheet may push against another or paper deflection may occur.

This is likely to occur if:

- B4, 8" x 14", or larger size of paper is used.
- Paper that produces high paper-to-paper friction is used.
- The temperature or humidity is high.

◆Sheet bending

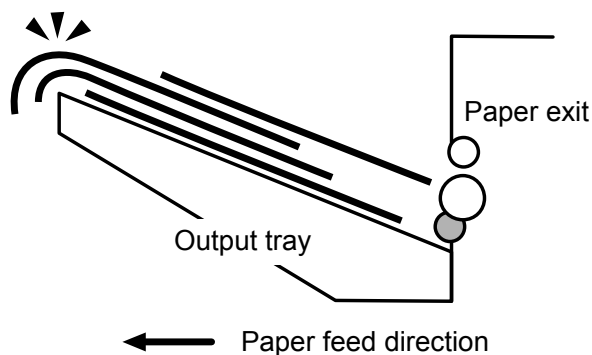
The leading edge of the delivered sheet bends upward and backward.



CEZ594

◆One sheet pushing out another

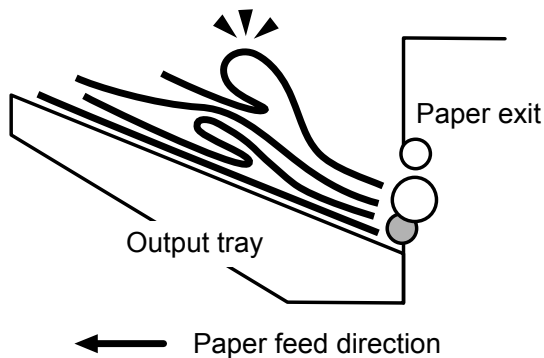
Because of high paper friction, the delivered sheet may get stuck and push out other sheets of paper.



CEZ595

◆Paper deflection

Because of high paper friction, the delivered sheet may arch up and become crimped.



Solution:

Depending on the cause of the problem, do one of the following:

<Sheet bending>

◆The auxiliary tray is not attached.

- If using paper of Paper Weight 3 or lower, attach the auxiliary tray for thin coated paper.
For details about attaching the auxiliary tray for thin coated paper, see "Using Thin Coated Paper" in the Troubleshooting supplied with the machine.
- If using paper of Paper Weight 4 or higher, attach the auxiliary paper tray.
For details about attaching the auxiliary paper tray, see "Using Thick Coated Paper" in the Troubleshooting supplied with the machine.

◆There is airflow in the room.

Minimize the airflow. For instance, turn the air conditioner off.

◆Sheets are curled upward.

<If the decurler unit is attached>

1. In the [Adjustment Settings for Skilled Operators] menu, set [0116: Adjust Paper Curl] to "Adjust ∩ Curl".

To control the level of decurling, select "Weak" if the present setting is "Off" or "Strong" if the present value is "Weak".

<If the decurler unit is not attached>

1. Load the sheets the other way up.

<One sheet pushing out another or sheets becoming crimped>

◆The auxiliary tray is not attached.

- If using paper of Paper Weight 3 or lower, attach the auxiliary tray for thin coated paper.
For details about attaching the auxiliary tray for thin coated paper, see "Using Thin Coated Paper" in the Troubleshooting supplied with the machine.
- If using paper of Paper Weight 4 or higher, attach the auxiliary paper tray.
For details about attaching the auxiliary paper tray, see "Using Thick Coated Paper" in the Troubleshooting supplied with the machine.

◆Sheets are curled downward.

<If the decurler unit is attached>

1. In the [Adjustment Settings for Skilled Operators] menu, set [0116: Adjust Paper Curl] to "Adjust \frown Curl".

To control the level of decurling, select "Weak" if the present setting is "Off" or "Strong" if the present value is "Weak".

<If the decurler unit is not attached>

1. Load the sheets the other way up.

Note:

- If problems persist and sheets cannot be stacked properly, attach the auxiliary tray for thin coated paper of Paper Weight 4 or higher, or attach the auxiliary paper tray for paper of Paper Weight 3 or lower.
- If the auxiliary tray is attached, the number of sheets that can be stacked is reduced.
- If the auxiliary tray for thin coated paper is attached, the range of misalignment of the last print may exceed 2 mm (0.08 inches) if the Shift Collate function is used.

5.1.3 Trailing edge of stapled sheets close to the paper exit

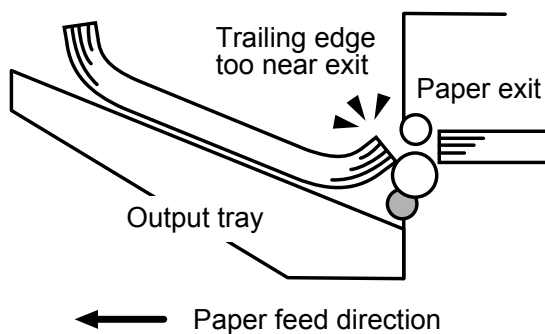
Cause:

If the stapled sheets are curled strongly or become limp after delivery, the trailing edge of the sheets may be too close to the paper exit when the paper is stacked.

If this happens, stapled sheets, when delivered, may push the previously delivered sheet, resulting in paper bending or misfeeding.

This is likely to occur if:

- There is a tight curl on a delivered set of stapled sheets.
- Limp paper such as thin or recycled paper is used.



CEZ593

Solution:

1. Attach the Z-fold support tray.
2. Print the image. Is the problem resolved?

Yes Finished!

No Go to the next step.

To follow the steps below, attach the decurler unit.

3. In the [Adjustment Settings for Skilled Operators] menu, set [0116: Adjust Paper Curl] to "Adjust ~ Curl".

Select "Strong" or "Weak" to control the level of decurling as required.

4. Print the image. Is the problem resolved?

Yes Finished!

No Contact your service representative.

Note:

- For details about attaching the Z-fold support tray, see "When Z-folded Paper Is Not Properly Aligned" in the Troubleshooting supplied with the machine.
- If the Z-fold support tray is attached, the trailing edge of the ejected sheets will not be too close to the paper exit, so no problem will occur. However, the stapled sheets may not be stacked properly.

5.1.4 Sheets cannot be stapled properly

Cause:

When the sheets are fed to the staple unit inside the finisher, they may be overlaid, resulting in a misalignment of 5 mm (0.2 inches) relative to each other after stapling.

When coated or other paper producing higher paper-to-paper friction is used, the paper edges are not aligned properly, resulting in misaligned stapling.

This is likely to occur if:

- Coated or other paper producing higher paper-to-paper friction is used.
- Thin or other limp paper is used.

Solution:

Reduce the number of sheets to be stapled.

1. In the [Adjustment Settings for Skilled Operators] menu, select [0416: Number of Sheet Align for Stapling], and reduce the number of sheets to be stapled.
2. Print the image. Is the problem resolved?

Yes Finished!

No If the problem persists even though the setting has reached its minimum value, contact your service representative.

Note:

- If the number of sheets to be stapled is reduced, paper alignment will take longer, compromising the machine's throughput.

5.2 Multi-Folding Unit

5.2.1 Inaccurate Folding (Folding Deviation)

Cause:

Depending on paper hardness, inaccurate folds may result. This is referred to as folding deviation.

Solution:

Change the folding position by adjusting the position of the paper edge stopper for folding.

- For multi-sheet folding, change the folding position using the following settings:
 - 0601: Half Fold Position (Multi-sheet Fold)
 - 0602: Letter Fold-out Position 1 (Multi-sheet Fold)
 - 0603: Letter Fold-out Position 2 (Multi-sheet Fold)
 - 0604: Letter Fold-in Position 1 (Multi-sheet Fold)
 - 0605: Letter Fold-in Position 2 (Multi-sheet Fold)
- For single-sheet folding, change the folding position using the following settings:
 - 54: Adjust Z-fold Position 1
 - 55: Adjust Z-fold Position 2
 - 56: Half Fold Position: Single-sheet Fold
 - 57: Letter Fold-out Posn 1: Single-sheet Fld
 - 58: Letter Fold-out Posn 2: Single-sheet Fld
 - 59: Letter Fold-in Position 1: Single-sheet Fold
 - 60: Letter Fold-in Position 2: Single-sheet Fold
 - 61: Double Parallel Fold Position 1
 - 62: Double Parallel Fold Position 2
 - 63: Adjust Gate Fold Position 1
 - 64: Adjust Gate Fold Position 2
 - 65: Adjust Gate Fold Position 3

Note:

- For details about specifying settings in the [Adjustment Settings for Skilled Operators] menu, see the Adjustment Item Menu Guide.

5.2.2 Folding Deviation

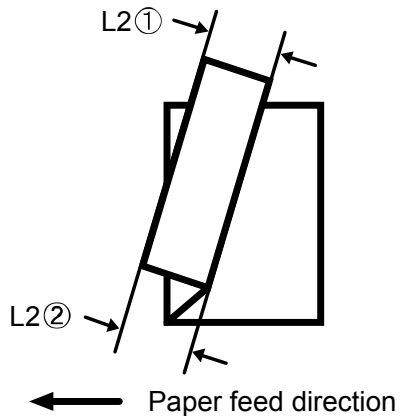
Cause:

Depending on paper hardness, folding deviations (skewed folding) may appear.

A deviation may appear if the edge dimensions of the parts between folds are different.

For example, in the following illustration, the dimensional difference between the top (L2[2]) and bottom (L2[1]) edges is a deviation.

<Folding deviation sample of L2 for Z-fold>

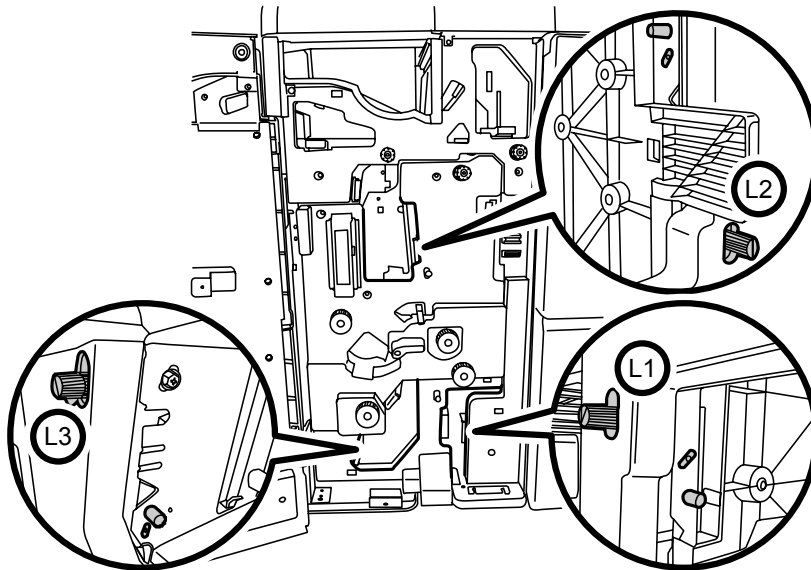


CEZ531

Solution:

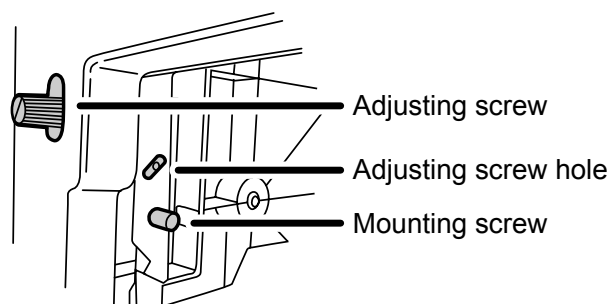
Adjust the deviation.

The multi-folding unit has three adjusting screws (L1, L2, and L3) to adjust deviation.



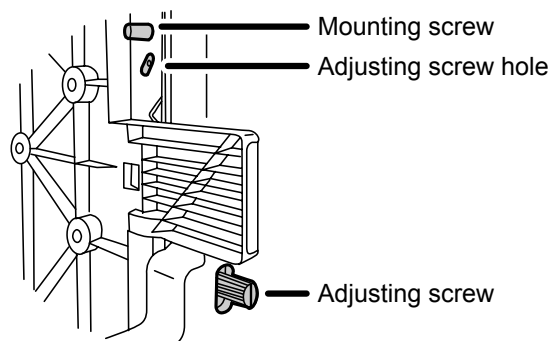
CEZ509

◆L1



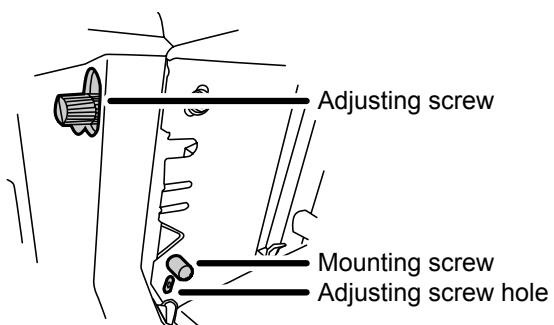
CEZ599

◆L2



CEZ600

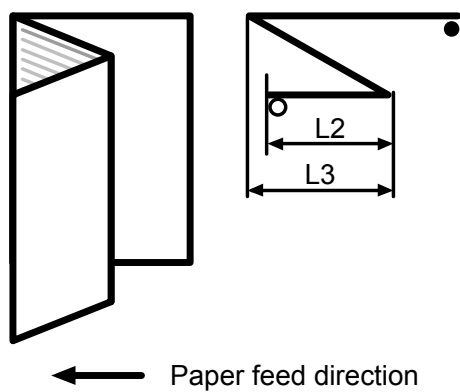
◆L3



CEZ601

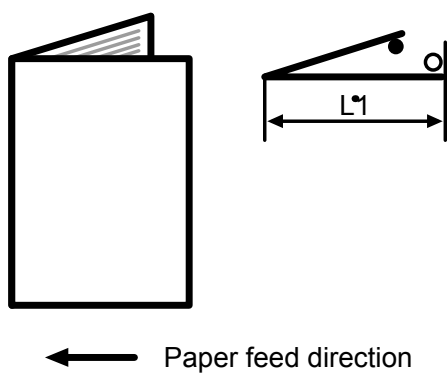
The screws adjust the folding deviations of the following parts:

◆Z-fold



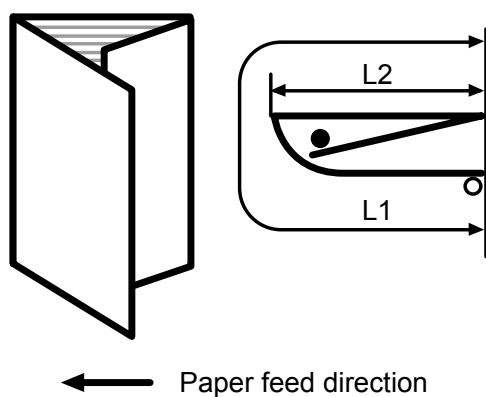
CEZ532

◆Half Fold



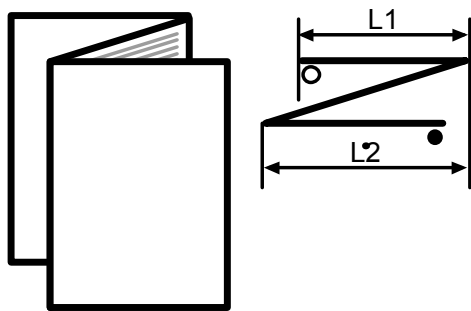
CEZ533

◆Letter Fold-in



CEZ535

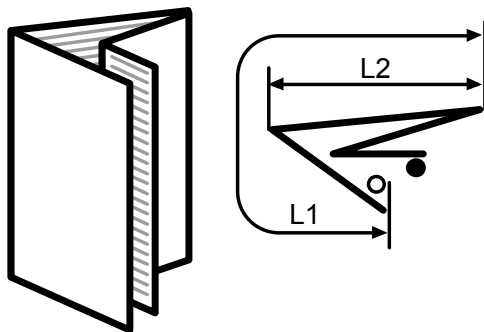
◆Letter Fold-out



← Paper feed direction

CEZ534

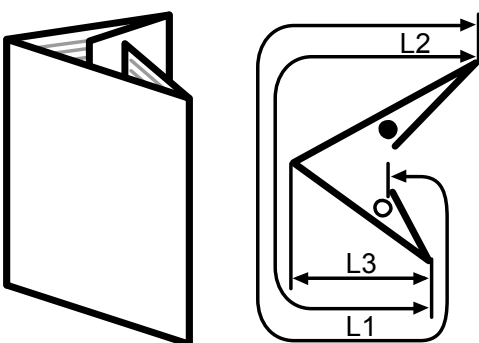
◆Double Parallel



← Paper feed direction

CEZ536

◆Gate Fold



← Paper feed direction

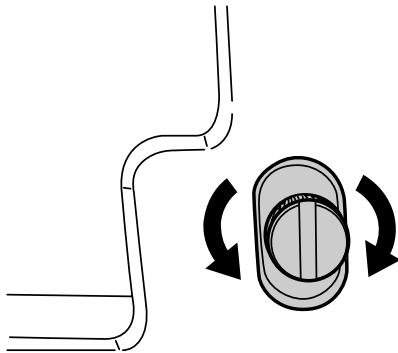
CEZ537

The ○ mark indicates the leading edge (relative to the paper feed direction), and the ● mark indicates the trailing edge.

<How to adjust the folding deviation>

This procedure is the same for L1, L2, and L3.

1. Open the front cover of the multi-folding unit.
2. Remove the mounting screw.
If the mounting screw is attached to the adjusting screw hole, unfasten it.
3. Turn the adjusting screw to adjust the deviation.
 - To increase the length at the bottom part of paper, turn the screw clockwise.
 - To decrease the length at the bottom part of paper, turn the screw counterclockwise.



CEZ510

4. Attach the mounting screw to fasten the adjusting screw.
If the mounting screw is attached to the adjusting screw hole, fasten it.
5. Close the front cover of the multi-folding unit.

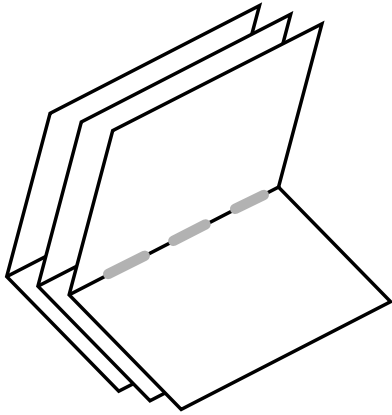
Note:

- For multi-sheet folding, the folding deviation that appears in the center of paper will be adjusted.
- If the deviation is large, the paper may be skewed. For further information, see p.84 "Paper Skew".

5.2.3 Folds soiled by multi-sheet folding

Cause:

If multi-sheet folding is performed after a large number of Z-folds have been performed, the tip of the blade used for the multi-sheet folding may be soiled, resulting in soiled paper.



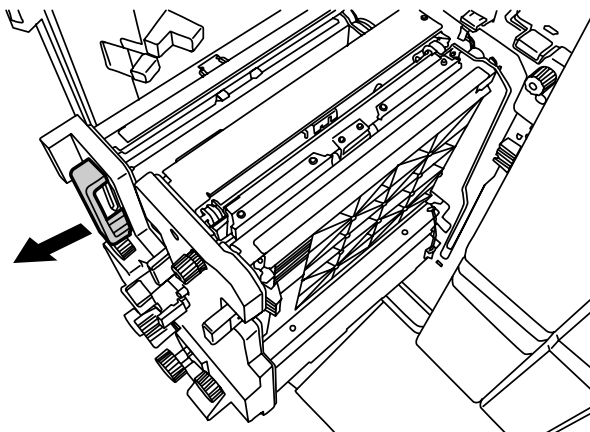
CEZ571

This will produce paper soil of 1-3 cm (0.4-1.2 inches) in width (equal to the width of the blade) in the fold in the center of paper.

Solution:

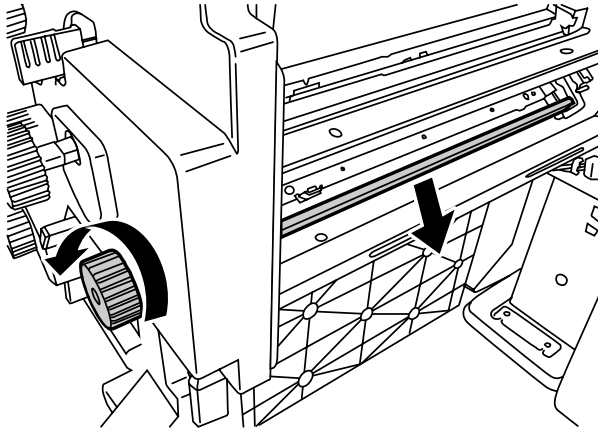
Clean the blade.

1. Open the front cover of the multi-folding unit.
2. Pull the multi-folding unit out.



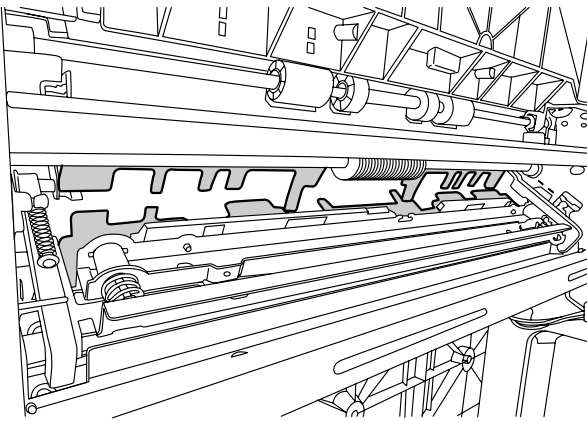
CEZ511

3. Turn the N11 dial counterclockwise until the blade appears.
The blade is located in the right part of the multi-folding unit.



CEZ512

4. Wipe the tip and top of the blade with a soft dry cloth.
Be careful not to damage the blade.

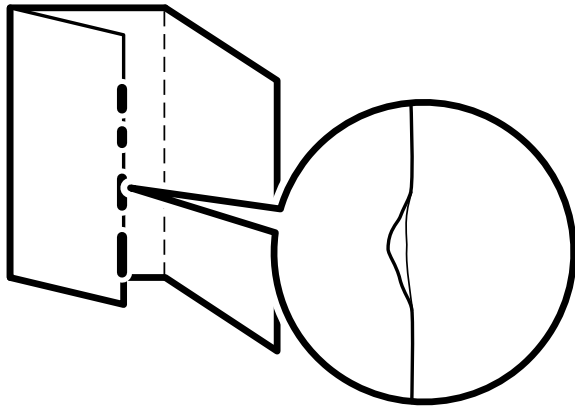


CEZ513

5. After cleaning, restore the machine so that it resumes operation.
Apply multi-sheet folding and print 3-5 copies. The paper soil will disappear.

5.2.4 Edges of letter fold bent

When letter folding is applied, the edge of the inner flap may become bent.



CEZ592

Solution:

The solution depends on whether letter folding is applied to multiple sheets or a single sheet.

<When letter folding is applied to multiple sheets>

1. Load the paper the other side up.
2. Print the image. Is the problem resolved?
Yes Finished!
No Go to the next step.
3. In the [Adjustment Settings for Skilled Operators] menu, set [0604: Letter Fold-in Position 1 (Multi-sheet Fold)] to "0.0 mm".
4. In [General Features] in [System Settings], set [Letter Fold-in Position] for multiple sheets to "7 mm".
5. Print the image. Is the problem resolved?
Yes Finished!
No Contact your service representative.

<When letter folding is applied to a single sheet>

Note:

- This procedure is applied especially to coated paper.
- To adjust the following settings, pre-register the type of paper in use as a custom paper. For details about registering custom papers, see "Registering a Custom Paper", Paper Settings Reference.

1. In [General Features] in [System Settings], set [Letter Fold-in Position] for a single sheet to "7 mm".
2. In [Advanced Settings] for the custom paper in use, select [59: Letter Fold-in Position 1: Single-sheet Fold].
3. Increase the value by 0.2 mm.
4. Print the image. Is the problem resolved?

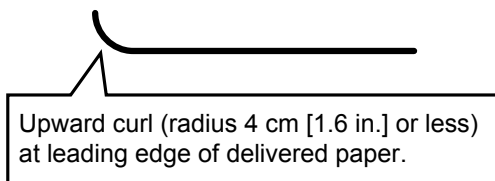
Yes Finished!

No Repeat Step 2 to 4. If the problem persists even though the setting value is 4 mm larger than the maximum value, contact your service representative.

5.2.5 Z-Folding is Not Performed Properly

Cause:

If a sheet is curled and its edge touches the guide board, proper folding may not be possible.



← Paper feed direction

CEZ572

Solution:

1. Load the paper the other way up.
2. Print the image. Is the problem resolved?
Yes Finished!
No Move to the next step.
To follow the steps below, attach the decurler unit.
3. In the [Adjustment Settings for Skilled Operators] menu, set [0116: Adjust Paper Curl] to [Adjust ∩ Curl: Weak].
4. Print the image. Is the problem resolved?
Yes Finished!
No Contact your service representative.

Note:

- This folding error will not occur if uncurled paper is used or sheets that curl downward.

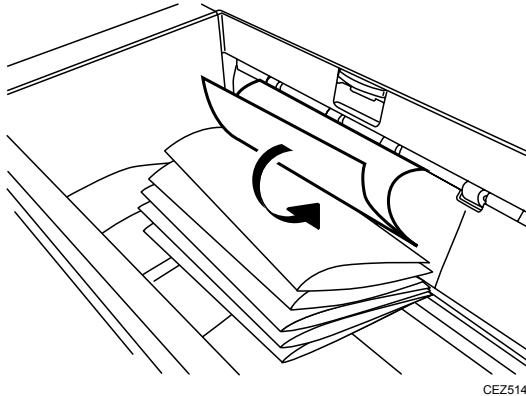
5.2.6 Folded Sheets Are Not Stacked Properly

Cause:

If a large number of half-folded multi-sheet is delivered, the edge of the sheets may bulge and some part of the edge will be swollen. If this happens, other sheets loaded on the bulged paper may turn over in the output tray.

This is likely to occur if:

- Thick, relatively stiff paper is used.

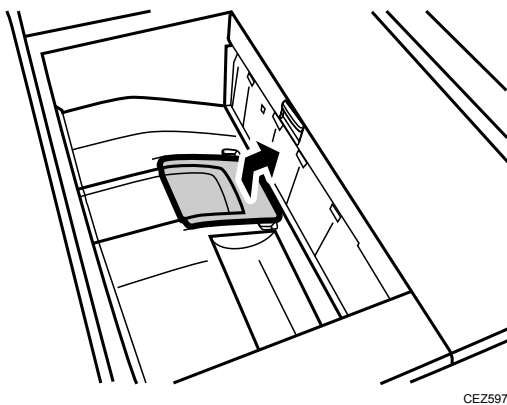


As a bundle is delivered, its folded edge may droop and catch on the stacked bundles, causing the delivered bundle to flip over.

Solution:

Use the Z-fold support tray for multi-folding unit.

This will reduce the angle of stacked bundles and prevent bundles flipping over as they are delivered.



For details about attaching the Z-fold support tray for multi-folding unit, see "When Z-folded Paper Is Not Properly Aligned" in the Troubleshooting supplied with the machine.

Note:

- If the Z-fold support tray for the multi-folding unit is attached, folded paper such as letter-folded paper or gate-folded paper will not turn over in the output tray when delivered.

5.3 Buffer Pass Unit

5.3.1 The Fan Is Noisy

You can change the buffer pass unit fan activation setting according to the type of paper and ambient temperature.

1. In the [Adjustment Settings for Skilled Operators] menu, change the value in [0118: Buffer Pass Unit Fan Activation Setting].

Note:

- Depending on the setting, blocking (heat and pressure causing toner particles on stacked copies to form clumps which then detach) may occur.

5.4 High Capacity Stacker

5.4.1 Delivered Sheets Are Severely Curled

Cause:

Sheets with downward curls cause strong friction at their leading edges. This may result in paper misfeeds. Sheets will not be ejected completely and the trailing edges will be left inside the paper exit.

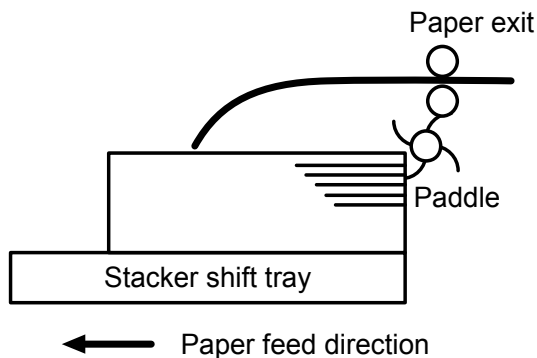
If this happens, other sheets may slip under the delivered sheets, so that the delivered sheets may be curled when loaded.

This is likely to occur if:

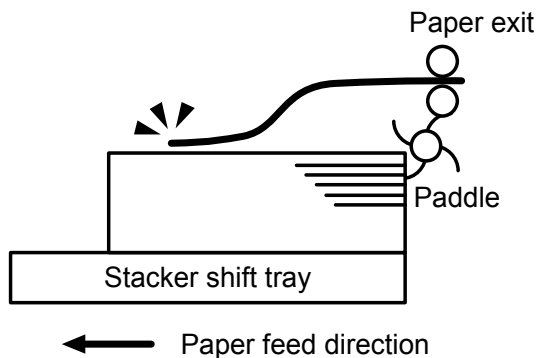
- A4 or larger coated paper weighing up to 135 g/m² (50 lb. Cover) is used.

<How the problem occurs>

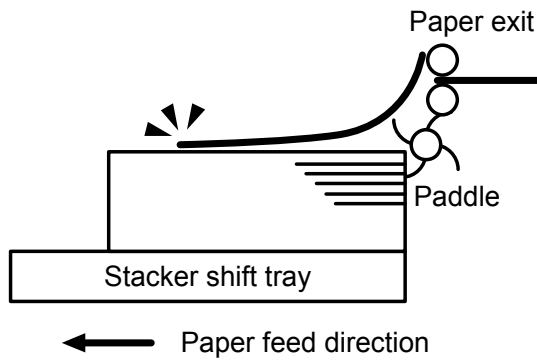
(1) Downward curled paper is delivered to the stacker tray.



(2) The leading edge of the sheet, while delivered, causes strong paper-to-paper friction against the top sheet of the stack. As there is no air gap between the sheets, and the delivered sheet becomes stuck.

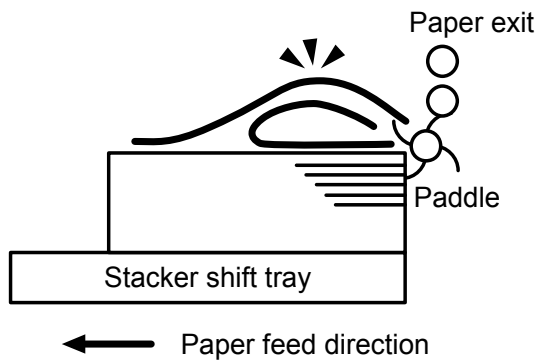


- (3) The trailing edge of the sheet, while delivered, is left in the paper exit.



CEZ575

- (4) The next sheet to be delivered slips under the sheet still in the paper exit and bends back.



CEZ576

Solution:

Straighten out the sheet by decurling it upward.

1. Load the sheets the other way up.
2. Print the image. Is the problem resolved?
Yes Finished!
No Move to the next step.
To follow the steps below, attach the decurler unit.
3. In the [Adjustment Settings for Skilled Operators] menu, set [0116: Adjust Paper Curl] to [Adjust \curvearrowright Curl: Weak].
4. Print the image. Is the problem resolved?
Yes Finished!
No Go to the next step.
5. Set [0116: Adjust Paper Curl] to [Adjust \curvearrowright Curl: Strong].
6. Print the image. Is the problem resolved?
Yes Finished!
No Contact your service representative.

5.4.2 Delivered Sheets Are Not Aligned

Cause:

When sheets are delivered to the stacker tray, because of paper-to-paper friction, the paddle fails to pull the trailing edge back into the front guide, resulting in misalignment.

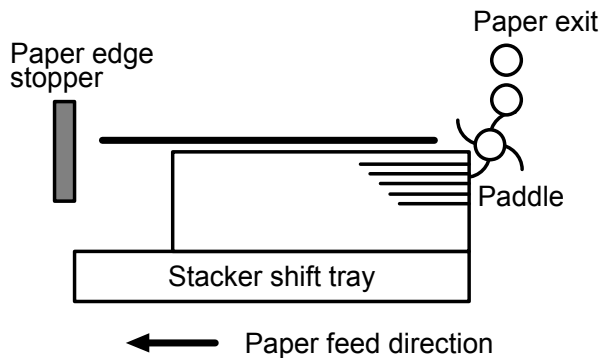
The paper edge stopper also fails to push back the protruding leading edge.

This is likely to occur if:

- Thick (280 g/m² [105 lb. Cover] or heavier), uncurled A3 or larger paper is used.

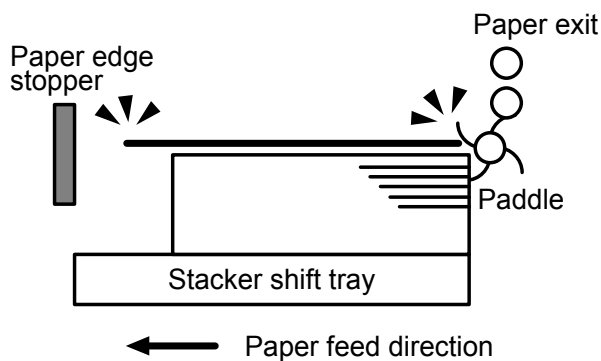
<How the problem occurs>

(1) An uncurled sheet is delivered to the stacker shift tray.



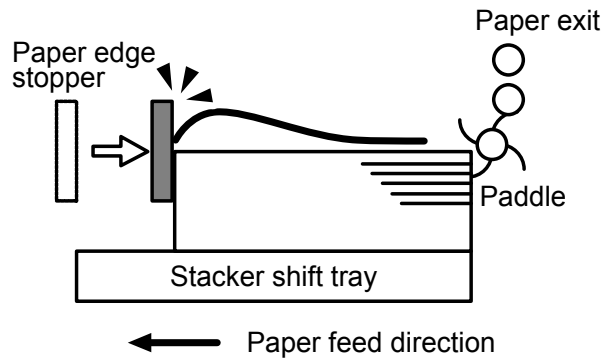
CEZ577

(2) Strong friction occurs at the trailing edge so that the paddle cannot pull the sheet back and align the edges of the sheet with those of the stack.



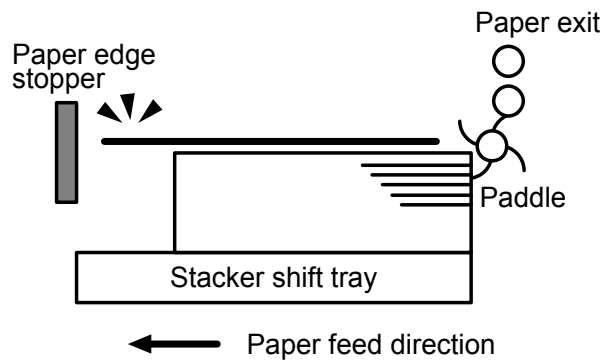
CEZ578

- (3) The paper edge stopper fails to push back the protruding leading edge and align the sheet as required.



CEZ579

- (4) Stacked sheets are not aligned properly.



CEZ580

Solution:

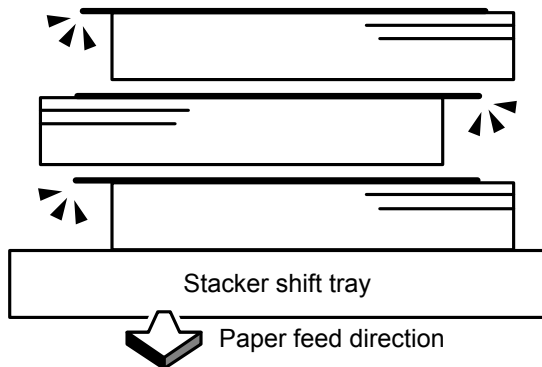
Curl the sheet upward.

To do this, the decurler unit must be attached.

1. In the [Adjustment Settings for Skilled Operators] menu, set [0116: Adjust Paper Curl] to [Adjust \frown Curl: Weak].
2. Print the image. Is the problem resolved?
Yes Finished!
No Go to the next step.
3. Set [0116: Adjust Paper Curl] to [Adjust \frown Curl: Strong].
4. Print the image. Is the problem resolved?
Yes Finished!
No Contact your service representative.

Note:

- The top sheet of each offset bundle of delivered sheets may protrude above the rest of the bundle by about 7 mm.



CEZ605

6. Improving Throughput

6.1 Reducing the Waiting Time Prior to Printing

After receiving a print job, the machine usually stops to let the fusing temperature reach an appropriate level for printing.

The waiting time for the fusing unit to cool down may be quite long, especially before printing on thin paper. By decreasing the fusing temperature during standby, you can reduce the waiting time.

1. In the [Adjustment Settings for Skilled Operators] menu, decrease the temperature by 10°C in [0206: Adjust Fusing Temperature on Standby].
Decrease the value in "Temperature on Standby Mode", "Temperature on Panel Off Mode", and "Temperature Before Performing a Process" by 10°C.

Note:

- When printing on paper other than thin paper, we recommend leaving the above settings unchanged.

6.2 Improving Throughput When Printing on Paper with a Thickness Equivalent to Paper Weight 6 or 7

When printing on paper with a thickness equivalent to Paper Weight 6 or 7, the machine's copy/print speed must be reduced to 70% of full speed (for A4 paper) so that the degree of toner fixation can be enhanced.

However, depending on the type of paper in use and printed image, you can have the machine print at full copy/print speed.

The following are requirements for improving throughput when using paper with a thickness equivalent to Paper Weight 6 or 7:

- Uncoated paper
 - Printing in black-and-white mode
 - Room temperature
1. In [Advanced Settings] for the custom paper in use, increase the value in [19: Process Speed Setting] by one step.
 - If it is presently set to [Low], change it to [Middle].
 - If it is presently set to [Middle], change it to [High].
 2. Set [44: Fusing Heat Roller Temperature Adj] to "180°C".
 3. Print the image. Does it exhibit any fusing problem?
Yes You cannot improve throughput under the present condition. Restore the previous setting.
No You can operate the machine using this setting.

Note:

- The following list shows the copy/print speed for each item in [19: Process Speed Setting]:

< Pro C651EX >

- High
65 cpm (full speed)
- Middle
45 cpm (70% of full speed)
- Low
32 cpm (50% of full speed)

<Pro C751EX/Pro C751>

- High
75 cpm (full speed)
- Middle
52 cpm (70% of full speed)
- Low
37 cpm (50% of full speed)

6.3 Improving Throughput when Printing Black-and-White Jobs and Color Jobs

When printing intermixed black-and-white and color print jobs, switching from full-color mode to black-and-white mode takes time, causing loss of throughput each time the mode is switched.

When the machine prints a full-color print job followed by a black-and-white job, you can improve throughput by adjusting the number of black-and-white sheets the machine prints in full-color mode before switching to black-and-white mode.

1. In the [Adjustment Settings for Skilled Operators] menu, change the value in [0207: Auto Color Selection Setting].

Specify the appropriate number of sheets for your operating environment.

Value	Machine operation
1 (Minimum)	The machine will switch to the black-and-white mode for all black-and-white printing. This does not improve throughput, but prevents the cyan, magenta, and yellow development units from working when printing black-and-white sheets.
10 (Maximum)	When the machine prints a full-color print job followed by a black-and-white job, it will switch from full-color to black-and-white mode after printing 10 black-and-white sheets.

Note:

- If you print black-and-white sheets in full-color mode, the cyan, magenta, and yellow development units will work during the black-and-white printing, resulting in a shorter replacement cycle for the drum unit.
- When the machine prints a black-and-white print job followed by a full-color job, it will always switch to full-color mode, as color printing is impossible in black-and-white mode.

