Troubleshooting: TCRU/ORU Model Name: Pro C901S/Pro C901

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:

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 with this machine.

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.
- 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.

Table of Contents

| | How to Read This Manual2 | | | | |
|----|--------------------------|--------|--|------|--|
| | | Introd | uction | 2 | |
| | | Symbo | ols | 2 | |
| | | Import | tant | 3 | |
| | | Notes | | 3 | |
| | | | | | |
| 1. | Be | efore | You Begin | 6 | |
| | 1.1 | Guid | le to Components | 6 | |
| | 1.2 | Adju | stment Settings for Skilled Operators Menu | 7 | |
| | 1.3 | Adva | anced Settings for Custom Papers | 8 | |
| | | | | | |
| 2. | Tr | ouble | eshooting Service Call Problems (SC Codes) | 9 | |
| | 2.1 | Wha | t Are SC Codes? | 9 | |
| | 2.2 | SC (| Code List | 9 | |
| _ | _ | | | | |
| 3. | Tr | ouble | eshooting Image Quality Problems | .11 | |
| | 3.1 | Whit | e Spots | . 11 | |
| | | 3.1.1 | White Spots (1) | . 11 | |
| | | 3.1.2 | White Spots (2) | . 13 | |
| | 3.2 | Shai | rp Spots | . 15 | |
| | 3.3 | Strea | aks | . 17 | |
| | | 3.3.1 | Streaks | . 17 | |
| | | 3.3.2 | White Streaks | . 18 | |
| | | 3.3.3 | Streaks in Halftone Images | . 19 | |
| | 3.4 | Strip | es | . 20 | |
| | | 3.4.1 | Vertical Stripes | . 20 | |
| | | 3.4.2 | White Stripes | . 22 | |
| | 3.5 | Whit | e Lines or Drag Marks | .23 | |
| | 3.6 | Stair | าร | .26 | |
| | | 3.6.1 | Dirty Background | .26 | |
| | | 3.6.2 | Toner Blasting | .28 | |
| | | 3.6.3 | Paper is spotted with toner | . 30 | |
| | 3.7 | Den | sity Problems | . 31 | |
| | | 3.7.1 | Density Too Low | . 31 | |
| | | 3.7.2 | Density Too High | . 33 | |
| | | 3.7.3 | Printing in the area extending 86 mm (3.39 in.) from the trailing edge | ge | |
| | | is too | dense. | .35 | |
| | | 3.7.4 | The density varies between the top and bottom of the paper | .36 | |
| | | 3.7.5 | Toner at the ends of thick paper is deposited too thinly | . 38 | |
| | 3.8 | Patc | hy/Cropped Images | . 39 | |
| | | 3.8.1 | White patches appear when printing on rough-textured paper | . 39 | |
| | 3.9 | Insu | fficient toner fusing | .41 | |
| | | 3.9.1 | Changing the fusing temperature | .41 | |
| | | 3.9.2 | Image processing 1 | .42 | |
| | | 3.9.3 | Image processing 2 | .42 | |
| | | 3.9.4 | Changing the process speed | .42 | |
| | | | | | |

| 4. Tro | bubleshooting Paper Delivery Problems | 43 |
|--------|--|------|
| 4.1 | Paper Delivery Problems | .43 |
| 4.2 | When Floppy Paper Is Not Properly Aligned | .48 |
| 4.3 | When Z-folded Paper Is Not Properly Aligned | .49 |
| 4.4 | When Large Size Paper Is Not Properly Aligned | . 50 |
| 4.5 | Paper Misfeeding Occurs in the Wide Large Capacity Tray (Wide LCT) | . 51 |
| 4 | .5.1 Attaching the tab sheet holder | . 53 |
| 4 | .5.2 Cleaning the paper feed rollers in the wide LCT | . 54 |
| 4.6 | Paper misfeeding occurs in the fusing unit during duplex printing | . 58 |
| 5. Adj | usting the Printable Area | .60 |
| 5.1 | The image at the trailing edge is cropped. | . 60 |

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.

Before you replace any unit:

- Always turn off the main power switch and disconnect the ground leakage circuit breaker from the machine and fixing heater.
- Let the machine sit idle for at least 10 minutes before you carry out any procedures. This allows time for the fusing unit to cool.

1.1 Guide to Components

This section introduces the names of the components.

Refer to the following diagrams when replacing units or troubleshooting.



- 1. Drum unit (Yellow)
- 2. Charger (Yellow)
- 3. Drum unit (Magenta)
- 4. Charger (Magenta)
- 5. Drum unit (Cyan)
- 6. Charger (Cyan)
- 7. Drum unit (Black)
- 8. Charger (Black)
- 9. Intermediate transfer belt



- 1. Intermediate transfer belt unit
- 2. Transfer unit
- 3. Cleaning unit for intermediate transfer belt

1.2 Adjustment Settings for Skilled Operators Menu

All recommended SP adjustments are done in the 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".
- 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 [Program/ Change/ Delete 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 [Program/ Change/ Delete 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.

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.
- Turn off the main power switch.
 Note: The main power switch is the switch on the lower left side of the machine under the hinged plastic 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 |
|-------|--|------------------------------|
| SC300 | Charge corona wire high voltage error: K | Replace the black charger. |
| SC301 | Charge corona wire high voltage error: C | Replace the cyan charger. |
| SC302 | Charge corona wire high voltage error: M | Replace the magenta charger. |
| SC303 | Charge corona wire high voltage error: Y | Replace the yellow charger. |
| SC304 | Charge grid high voltage error: K | Replace the black charger. |

| Code | Error | Procedure |
|-------|---|--|
| SC305 | Charge grid high voltage error: C | Replace the cyan charger. |
| SC306 | Charge grid high voltage error: M | Replace the magenta charger. |
| SC307 | Charge grid high voltage error: Y | Replace the yellow charger. |
| SC308 | Charge cleaning unit: Position error: K | Detach and reattach the black charger or replace it. |
| SC309 | Charge cleaning unit: Position error: C | Detach and reattach the cyan charger or replace it. |
| SC310 | Charge cleaning unit: Position error: M | Detach and reattach the magenta charger or replace it. |
| SC311 | Charge cleaning unit: Position error: Y | Detach and reattach the yellow charger or replace it. |
| SC420 | Potential sensor error: Vd Adjustment K | Replace the black drum unit. |
| SC421 | Potential sensor error: Vd Adjustment C | Replace the cyan drum unit. |
| SC422 | Potential sensor error: Vd Adjustment M | Replace the magenta drum unit. |
| SC423 | Potential sensor error: Vd Adjustment Y | Replace the yellow drum unit. |
| SC424 | Potential sensor error: VI adjustment K | Replace the black drum unit. |
| SC425 | Potential sensor error: VI adjustment C | Replace the cyan drum unit. |
| SC426 | Potential sensor error: VI adjustment M | Replace the magenta drum unit. |
| SC427 | Potential sensor error: VI adjustment Y | Replace the yellow drum unit. |
| SC432 | Potential sensor error 1: Vr adjustment K | Replace the black drum unit. |
| SC433 | Potential sensor error 2: Vr adjustment K | Replace the cyan drum unit. |
| SC434 | Potential sensor error 3: Vr adjustment M | Replace the magenta drum unit. |
| SC435 | Potential sensor error 4: Vr adjustment Y | Replace the yellow drum unit. |
| SC450 | PTR HVPS output error | Detach and reattach the transfer unit or replace it. |
| SC460 | Separation HV output error | Detach and reattach the transfer unit or replace it. |
| SC746 | Trailing edge traction motor error | Detach and reattach the finisher's staple unit, and then switch the machine off and back on. |

3. Troubleshooting Image Quality Problems

This section describes some common image quality problems and tells you what to do about them.

Paper Feed Direction

Before you begin this section, note that the dark arrow in each illustration indicates the *direction of paper feed*.

3.1 White Spots

3.1.1 White Spots (1)



White dots or small lines appear, spaced at 314 mm (12 in.) intervals in the direction of paper feed.

Cause: The drum unit is stained.

Note: See the following page for an actual sample. The sample image is not at 1:1 scale.



- **1.** Print three full-page A3 or DLT sheets in each color (cyan, yellow, magenta, and black).
- 2. If you can see these white spots, <u>replace the cleaning unit for PCU and</u> <u>drum unit</u>.
- **3.** If unit replacement does not solve the problem, contact your service representative.

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



3.1.2 White Spots (2)

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



Cause:

This may occur when printing at low temperature or humidity^{*} on rough-textured 163.1 g/m² (90 lb. Index) or heavier paper.

*10–15 °C (50–59 °F), 15–30% RH

Note:

- To adjust the following settings, register the type of paper in use as a custom paper in advance. For details about registering custom papers, see "Registering a Custom Paper", Paper Settings Reference.
- If you reduce the paper transfer current to reduce white spots, copies may become too faint.
- **1.** Check both sides of the paper for the problem. If it appears only on the back, skip to step 3.
- **2.** Adjust the setting for the front side of the paper. Make 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 10 μ A in [22: Paper Transfer Current: B&W].

Example: If the present current is $-65 \ \mu$ A, change it to $-55 \ \mu$ A.

<Printing in full color>

Decrease the absolute value of the negative current by 10 μ A in [23: Paper Transfer Current: FC].

Example: If the present current is -85μ A, change it to -75μ A.

3. Adjust the setting for the back side 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 10 percentage points in [24: Paper Transfer Current; Side 2: B&W].

Example: If the present value is 120%, change it to 110%

<Printing in full color>

Decrease the scaling factor by 10 percentage points in [25: Paper Transfer Current; Side 2: FC].

Example: If the present value is 120%, change it to 110%

- 4. Print the image. Is the problem solved?
 - Yes Finished!
 - **No** Repeat steps 1 to 3. If the problem persists, contact your service representative.

3.2 Sharp Spots



These spots mark the page with very sharp dots at 314 mm (12 in.) intervals in the direction of paper feed.

Cause: The drum unit has worn out or the drum is scratched.

Note: See the following page for an actual sample. The sample image is not at 1:1 scale.



- **1.** Print three full-page A3 or DLT sheets in each color (cyan, yellow, magenta, and black).
- 2. If these sharp spots appear on the sheets, replace the drum unit.
- **3.** If replacing the drum unit does not solve the problem, contact your service representative.

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



3.3 Streaks

3.3.1 Streaks



When printing on one side only, toner streaks appear only on the printed side or only on the back.

Toner streaks appear even when printing only in cyan, magenta, yellow, or black.

Cause:

- (a) The cleaning unit for intermediate transfer belt is faulty.
- (b) The transfer unit is faulty.
- (a) If toner streaks appear only on the printed side of sheets:

1. <u>Replace the cleaning unit for intermediate transfer belt.</u>

- 2. If replacing the cleaning unit for intermediate transfer belt does not solve the problem, contact your service representative.
- (b) If toner streaks appear only on the back of sheets:
- 1. <u>Replace the transfer unit.</u>
- 2. If replacing the transfer unit does not solve the problem, contact your service representative.

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

3.3.2 White Streaks

White streaks appear through between the leading and trailing edges.



Cause: One of the chargers is stained or has worn out.

- **1.** Print three full-page A3 or DLT sheets in each color (cyan, yellow, magenta, and black).
- **2.** Exchange the charger for the color affected by white streaks with the charger for another color.

Example: If white streaks appear in magenta, exchange its charger with that for cyan.

- **3.** Print a full-page sheet for the color affected by white streaks and the color corresponding to the exchanged charger.
- 4. Has the color affected by white streaks changed?

Yes Replace the charger producing the white streaks.

- **No** Contact your service representative.
- **5.** If the problem persists even if you replace the charger, contact your service representative.

Note: For details about replacing the charger, see the Replacement Guide.

3.3.3 Streaks in Halftone Images

Streaks of 5–6 mm (0.20–0.23 in.) wide appear in halftone images.



Cause: One of the chargers is stained.

1. Print three full-page A3 or DLT sheets in each color (cyan, yellow, magenta, and black).

Note: If the streaks appear in the same positions for all colors, you cannot solve the problem with this procedure. Contact your service representative.

- 2. In the [Adjustment Settings for Skilled Operators] menu, select [0210: Execute Charger Cleaning] for the color affected by streaks.
- 3. Print the image. Is the problem solved?

Yes Finished!

No <u>Replace the charger for the color affected by streaks.</u>

4. If the problem persists even if you replace the charger, contact your service representative.

3.4 Stripes

3.4.1 Vertical Stripes



Vertical stripes (less than 1 mm (0.04 in.) wide) appear, parallel to the direction of paper feed.

Cause:

(a) The drum unit has worn out or the drum is scratched.(b) The blade of the cleaning unit for PCU has worn out and cannot clean properly.

Note: See the following page for an actual sample. The sample image is not at 1:1 scale.

(a) If the drum is scratched:

1. <u>Replace the drum unit</u>.

- 2. If replacing the drum unit does not solve the problem, contact your service representative.
- (b) If the drum is not scratched but is stained with toner:
- 1. <u>Replace the cleaning unit for PCU</u>.
- 2. If replacing the cleaning unit for PCU does not solve the problem, contact your service representative.

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

Concern for the environment tends to have a dual focus-conservation, on the one hand, and pollution control, on the other. In light of the delicate interrelationships binding all of nature together, however, the two should perhaps be viewed as inseparable. The battle to avoid the greenhouse effect is a case in point. Pollution control is essential. Scientists estimate that CO₂ emissions will have to be reduced by up to 80 percent in the coming years One major stumbling block to progress is economic. Many of the technologies necessary to cut pollution are already available. The U.S. has used technology to keep its CO₂ emissions at the same if we are to succeed. level for several years, despite considerable growth in production, Japan has imposed even stricter standards, as a result of which the air in heavily industrialized cities is far cleaner than during the It is significant that these improvements came after. Japan had passed the development stage, developing years of the 1960s and early 1970s. since the developing countries-the ones least able to afford the new, cleaner technologies-have the most pressing need for them. Nevertheless, there are encouraging signs. Mexico City, for example, until recently enveloped constantly in smog, now enjoys an occasional day with clear skies. The other principal aspect of battling the greenhouse effect concerns conservation. One of the main focuses here is on saving the tropical rain forests with their tremendous ability to absorb CO₂ from the atmosphere and, consequently, to limit the greenhouse effect. Efforts by corporations to save trees by using recycled paper whenever possible can make a real contribution to the battle against global Since pollution-reducing technologies are often more efficient, they can also conserve another important resource, energy. If consumption continues at present levels, the world's oil reserves will most warming. likely be depleted by about the middle of the coming century. It is important that industries everywhere be supplied with the most efficient possible technologies to help conservation. 6%SHEET 2001-09 1.3

3.4.2 White Stripes

White stripes appear every 314 mm (12.4 in.).



Cause: A speck of foreign matter is stuck to the photoconductor drum.

- **1.** Print three full-page A3 or DLT sheets in each color (cyan, yellow, magenta, and black).
- **2.** In the [Adjustment Settings for Skilled Operators] menu, select [0203: Execute Photoconductor Refreshing].
- 3. Print the image. Is the problem solved?
 - Yes Finished!

No Replace the drum unit for the affected color.

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

3.5 White Lines or Drag Marks



White strips (about 314 mm, 12.4 inches wide) or drag marks appear on prints, or if fine white lines appear on the front of prints.

Cause: There is dirt on the surface of the drum unit.

Note: See the following page for an actual sample. The sample image is not at 1:1 scale.

- **1.** Print three full-page A3 or DLT sheets in each color (cyan, yellow, magenta, and black).
- **2.** In the [Adjustment Settings for Skilled Operators] menu, select [0203: Execute Photoconductor Refreshing].
- 3. Print the image. Is the problem solved?

Yes Finished!

No <u>Replace the drum unit for the affected color.</u>

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

White lines



Drag marks



3.6 Stains

3.6.1 Dirty Background



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

Cause: The developer has deteriorated.

Note: See the following page for an actual sample. The sample image is not at 1:1 scale.

1. <u>Replace the developer.</u>

2. If changing the developer does not solve the problem, contact your service representative.

Note: For details about replacing the developer, see Replacement Guide.



3.6.2 Toner Blasting

Scattered toner appears all over a full-page print.



Cause: This may occur when printing at low temperature or humidity* on rough-textured paper.

*10–15 °C (50–59 °F), 15–30% RH

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

- 1. Check both sides of the paper for the problem. If it appears only on the back, skip to step 3.
- **2.** Adjust the setting for the front of the paper. Make 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 10 μ A in [22: Paper Transfer Current: B&W].

Example: If the present current is $-65 \ \mu$ A, change it to $-75 \ \mu$ A.

<Printing in full color>

Increase the absolute value of the negative current by 10 μ A in [23: Paper Transfer Current: FC].

Example: If the present current is $-85 \ \mu$ A, change it to $-95 \ \mu$ A.

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

<Printing in black and white>

Increase the scaling factor by 10 percentage points in [24: Paper Transfer Current; Side 2: B&W].

Example: If the present value is 120%, change it to 130%

<Printing in full color>

Increase the scaling factor by 10 percentage points in [25: Paper Transfer Current; Side 2: FC].

Example: If the present value is 120%, change it to 130%

- 4. Print the image. Is the problem solved?
 - Yes Finished!
 - **No** Repeat steps 1 to 3. If the problem persists, contact your service representative.

3.6.3 Paper is spotted with toner

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



- 1. Toner spots Ø0.5–1 mm (0.02–0.04 in.)
- 2. Toner smear

Cause:

Toner particles have slipped through the cleaning web.

This may occur in any of the following cases:

Duplex printing, printing on uncoated (especially rough-textured) paper, or printing halftone images

Note:

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

- 1. In [34: Fusing Heat Roller Temperature Adj] in [Advanced Settings] for the custom paper in use, increase the temperature by 5 °C.
- 2. Print the image. Is the problem solved?
 - Yes Finished!
 - **No** In [34: Fusing Heat Roller Temperature Adj], increase the temperature another 5 °C.
- 3. Print the image. Is the problem solved?
 - Yes Finished!
 - **No** Set [41: Adjust Cleaning Web Motor Interval] to 0.01 in [Advanced Settings] for the custom paper in use.
- 4. If the problem persists, contact your service representative.

Note: If increasing the temperature of the fusing heat roller causes glossy lines to appear or paper to misfeed (D) in the fusing unit, return the temperature to its previous setting.

3.7 Density Problems

3.7.1 Density Too Low



Sheets are too light, especially in areas of solid fill.

Cause: The density setting is too low.

Note: See the following page for an actual sample. The sample image is not at 1:1 scale.

- **1.** In the [Adjustment Settings for Skilled Operators] menu, execute [0201: Adjust Image Density].
- **2.** If adjusting the density does not solve the problem, contact your service representative.



3.7.2 Density Too High



Sheets are too dark, especially in areas of solid fill.

Cause: The density setting is too high, or the developer has deteriorated.

Note: See the following page for an actual sample. The sample image is not at 1:1 scale.

- **1.** In the [Adjustment Settings for Skilled Operators] menu, execute [0201: Adjust Image Density].
- 2. Print a few sheets. Does the image density appear darker?

Yes Finished!

No <u>Replace the developer.</u>

3. If changing the developer does not solve the problem, contact your service representative.

Note: For details about replacing the developer, see Replacement Guide.



3.7.3 Printing in the area extending 86 mm (3.39 in.) from the trailing edge is too dense.

Printing in the area extending approximately 86 mm (3.39 in.) from the trailing edge is too dense when the temperature or humidity is low.



bzs412

Cause:

At low temperature or humidity, the paper transfer roller shrinks, causing the paper feed to slow down. To compensate for the shrinkage, the machine adjusts itself according to the operating environment. However, if the roller shrinks more than usual, printing in the area extending approximately 86 mm (3.39 in.) from the trailing edge might become too dense.

Note:

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

- **1.** In [Advanced Settings] for the custom paper in use, select [15: Paper Transfer Feed Speed Adjustment].
- **2.** Increase the value by 0.1%.

Do not set the value to higher than +0.4%.

3. Print the image. Is the problem solved?

Yes Finished!

No Repeat steps 1 to 3. If the problem persists even if you increase the value to +0.4%, contact your service representative.

3.7.4 The density varies between the top and bottom of the paper.

The print density varies between the top and bottom parts of the paper.



1. Press the [User Tools] key on the control panel.

 Execute the following function in [Maintenance]: Pro C901S: [Auto Colour Calibration] and [Colour Registration]

Pro C901: [Colour Registration]

3. Print the image. Is the problem solved?

Yes Finished!

- **No** In the [Adjustment Settings for Skilled Operators] menu, select [0203: Execute Photoconductor Refreshing].
- 4. Print the image. Is the problem solved?
 - Yes Finished!
 - **No** Print three full-page A3 or DLT sheets in each color (cyan, yellow, magenta, and black).
- 5. Are all colors affected by the problem?

Yes <u>Replace the transfer unit.</u>

- **No** Do the following for the affected color:
 - Replace the charger if it is stained with toner.
 - Check whether the drum lock nut is loose.

- 6. Print the image. Is the problem solved?
 - Yes Finished!
 - **No** In the [Adjustment Settings for Skilled Operators] menu, select [0220: Adjust Density Difference Across Feed Direction].

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

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

- 7. Press the [User Tools] key on the control panel.
- Execute the following function in [Maintenance]:
 Pro C901S: [Auto Colour Calibration] and [Colour Registration]
 Pro C901: [Colour Registration]
- **9.** If the problem persists, contact your service representative.

Note:

- For details about replacing the charger, see "Charger", Replacement Guide.
- For details about the drum lock nut, see "Drum Unit", Replacement Guide.

3.7.5 Toner at the ends of thick paper is deposited too thinly.

Toner at the ends of thick paper is deposited too thinly.



Cause:

This might occur when printing on Paper Weight 6 (220.1 g/m² (80 lb. Cover)) paper or heavier. Because such paper is very stiff, the intermediate transfer belt cannot grip it properly.

Note:

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

1. In [Advanced Settings] for the custom paper in use, check the following settings:

<Printing in black and white>

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

<Printing in full color>

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

2. Is the value set higher than 190%?

Yes Set the value to 190%.

- **No** Reduce the value by 10%.
- 3. Print the image. Is the problem solved?
 - Yes Finished!
 - **No** Reduce the value by 10%.
- **4.** Repeat step 3. If the problem persists even if you reduce the value to 130%, use another type of paper.

3.8 Patchy/Cropped Images

3.8.1 White patches appear when printing on rough-textured paper

When printing on rough-textured paper, white patches appear on grooves.



bzs417

Note:

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

1. In [Advanced Settings] for the custom paper in use, change the settings as follows:

<Printing in black and white>

| 17: Image Transfer Current: B&W | 50 µA |
|--|-------|
| <printing color="" full="" in=""></printing> | |
| 18: Image Transfer Current: FC: Black | 40 µA |
| 19: Image Transfer Current: FC: Cyan | 25 µA |
| 20: Image Transfer Current: FC: Magenta | 35 µA |
| 21: Image Transfer Current: FC: Yellow | 35 µA |

- 2. Print the image. Is the problem solved?
 - Yes Finished!
 - **No** In [Advanced Settings] for the custom paper in use, change the settings as follows:

<Printing in black and white>

Print the image with [22: Paper Transfer Current: B&W] set to five different current offsets (+10, +5, ± 0 , -5, and -10 μ A relative to the present setting).

<Printing in full color>

Print the image with [23 Paper Transfer Current: FC] set to five different current offsets (+10, +5, ± 0 , -5, and -10 μ A relative to the present setting).

3. From the five current offsets tried in step 2, select the one which reduces white patches the most.

3.9 Insufficient toner fusing

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

To solve the problem, work through the following troubleshooting sequence:

3.9.1. Changing the fusing temperature

 $\mathbf{1}$

3.9.2. Image processing 1

 \checkmark

3.9.3. Image processing 2

 \checkmark

3.9.4. Changing the process speed

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

3.9.1 Changing the fusing temperature

- 1. In [Advanced Settings] for the custom paper in use, select [34: Fusing Heat Roller Temperature Adj], and then make a note of the currently selected temperature.
- 2. Increase the temperature by 5 °C.
- 3. Print the image and check toner fusion. Is the problem solved?

Yes Finished!

- **No** Increase the temperature another 5 °C.
- 4. Repeat step 3.

If the problem persists even if you increase the temperature to 185 °C, return the temperature to the one you noted in step 1, and then carry out the procedure in 3.9.2, "Image processing 1".

3.9.2 Image processing 1

- 1. Set the color controller's "ColorWise" setting to "On".
- 2. Print the image and check toner fusion. Is the problem solved?
 - Yes Finished!
 - **No** Carry out the procedure in 3.9.3, "Image processing 2".

3.9.3 Image processing 2

- 1. Are the images printed in one or two colors?
 - Yes Carry out the procedure in 3.9.4, "Changing the process speed".
 - **No** (three-color printing or unknown): In the printer driver setting, select [Toner Reduction].
- 2. Print the image and check toner fusion. Is the problem solved?
 - Yes Finished!
 - No Carry out the procedure in 3.9.4, "Changing the process speed".

3.9.4 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: If you do this, the print speed for A4/LT paper will drop from 90 to 70 ppm.

- **1.** In [Advanced Settings] for the custom paper in use, select [14: Process Speed Setting].
- 2. Select [Low].
- 3. Print the image and check toner fusion. Is the problem solved?
 - 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 Paper Delivery Problems

Important:

For details about the items displayed in [Advanced Settings] for custom paper and the [Adjustment Settings for Skilled Operators] menu, see the Adjustment Item Menu Guide.

| Problem | Cause | Solution |
|------------------------------|---|--|
| Sheets cannot be delivered. | The ends of the sheets are slightly curled. | Remove the sheets from the paper tray, flatten and fan them thoroughly, and then put them back into the paper tray. |
| Sheets are delivered skewed. | The tray's paper setting does not match the size of the paper loaded in the tray. | Change the tray's paper setting so it matches the size of the loaded paper. |
| | Sheets of an undetectable type, such as color or preprinted | The solution depends on whether you are using custom paper or not. |
| | sheets, are being used. | If using custom paper In [Advanced Settings] for the custom paper in use, select [11: Deactivate Image Position Adjustment] and [05: Skew Detection] to disable auto image position adjustment and skew detection, and then adjust the image position in [07: Adj Image Position of Side1 With Feed] and [08: Adj Image Position of Side2 With Feed]. If using paper other than custom paper In the [Adjustment Settings for Skilled Operators] menu, select [0104: Auto Image Position Adjustment Across Feed Direction] and [0105: Skew Detection] to disable auto image position adjustment and skew detection, and then adjust the image position in [0102: Adjust Image Position Across Feed Direction]. Do this for each affected tray. |

| Problem | Cause | Solution |
|---------|---|--|
| | The paper size cannot be detected because sheets no | The solution depends on whether you are using custom paper or not. |
| | wider than 147 mm (approx. 5.8") are being used. | If using custom paper To print on narrow sheets (139.7-147 mm [approx. 5.5-5.8 in.] wide), select [11: Deactivate Image Position Adjustment] and [05: Skew Detection] in [Advanced Settings] for the custom paper in use to disable auto image position adjustment and skew detection, and then adjust the image position in [07: Adj Image Position of Side1 With Feed] and [08: Adj Image Position of Side2 With Feed]. |
| | | If using paper other than custom paper To print on narrow sheets (139.7-147 mm [approx. 5.5-5.8 in.]), in the [Adjustment Settings for Skilled Operators] menu, select [0104: Auto Image Position Adjustment Across Feed Direction] and [0105: Skew Detection] to disable auto image position adjustment and skew detection, and then adjust the image position in [0102: Adjust Image Position Across Feed Direction]. Do this for each affected tray. |
| | The ends of the sheets are slightly curled. | Remove the sheets from the paper tray, flatten and fan them thoroughly, and then put them back into the paper tray. |
| | The tray's paper guides are not adjusted correctly. | Adjust the tray's side paper guides and end paper guide according to the paper size. |
| | Paper or a paper fragment is jammed inside the machine. | Remove the jammed paper. |

| The side-to-side registration is wrong. Sheets of an undetectable type, such as color or preprinted sheets, are being used. The solution depends on whether you are using custom paper In [Advanced Settings] for the custom paper in use, select [11: Deactivate Image Position Adjustment] and [05: Skew Detection] to disable auto image position adjustment and skew detection, and then adjust the image position in [07: Ad] Image Position of Side 1 With Feed] and [08: Adjumage Position of Side2 With Feed]. In the [Adjustment] and [05: Skew Detection] to disable auto image position adjustment and skew detection, and then adjust the image position of Side2 With Feed]. In the [Adjustment] Adjustment] Across Feed Direction] and [0105: Skew Detection] to disable auto image position adjustment and skew detector, and then adjust the image position in [0102: Adjust Image Position Adjustment]. The paper size cannot be detected because sheets no wider than 147 mm (approx. 5.8") are being used. The solution depends on whether you are using custom paper or not. In undetectab because sheets no wider than 147 mm (approx. 5.8") are being used. The solution depends on whether you are using custom paper or not. In the adjust the image position adjustment and skew detection, and then adjust the image position adjustment and skew detection] to narrow sheets (139.7-147 mm [approx. 55-5.8 in] wide), select [11: Deactivate Image Position Adjustment] and [05: Skew Detection] of Side1 With Feed] and [08: Adj Image Position of Side2 With Feed]. Multiple sheets feed in at once. The ends of the sheets are slightly curled. Feed Direction], Do this for each affected tray. <th>Problem</th> <th>Cause</th> <th>Solution</th> | Problem | Cause | Solution |
|--|------------------------|---------------------------------|--|
| registration is wrong. such as color or preprinted sheets, are being used. are using custom paper or not. • If using custom paper or not. • If using custom paper or not. • If using custom paper or not. • If using custom paper or not. • If using custom paper or not. • If using custom paper or not. • If using custom paper or not. • If using custom paper or not. • If using custom paper or not. • If using custom paper or not. • If using paper other than custom paper not the nage • If using paper other than custom paper • If using paper other than custom paper • If using paper other than custom paper • If using paper other than custom paper • If using paper other than custom paper • If using custom paper or not. • If using custom paper or not. • If using custom paper or not. • If using custom paper or not. • If using custom paper or not. • If using custom paper or not. • If using custom paper or not. • If using custom paper or not. • If using custom paper or not. • If using custom paper or not. • If using custom paper or not. • If using custom paper or not. • If using custom paper or not. • If using custom paper or not. • If using custom paper or not. • | The side-to-side | Sheets of an undetectable type, | The solution depends on whether you |
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| then put them back into the paper trav | in at once | I ne ends of the sheets are | Remove the sneets from the paper tray, |
| | | | then put them back into the paper trav |

| Problem | Cause | Solution |
|---------------------------------|---|--|
| | Sheets of differing paper types or thickness are loaded in the same paper tray. | Removed mixed sheets from the paper tray, and then reload the paper tray with sheets of one type and thickness only. |
| | Sheets of an undetectable type, such as color or preprinted sheets, are being used. | The solution depends on whether you are using custom paper or not. If using custom paper In [Advanced Settings] for the custom paper in use, select [04: Double Feed Detect] and disable multi-feed detection. If using paper other than custom paper In the [Adjustment Settings for Skilled Operators] menu, select [0103: |
| Double feeding | Paper fed from the wide I CT | Double Feed Detect] to disable multi- feed detection. The solution depends on whether you |
| occurs when using the wide LCT. | sticks together. | are using custom or not. If using custom paper In [Advanced Settings] for the custom paper in use, change the [02: Adjust Wide LCT Fan Level] setting as follows: Increase the value in increments of 10 starting from 70. If double feeding continues after you have increased the value to 100, contact your service representative. We recommend that you set the value to 70 if you are printing on thin paper (60-75g/m², 16-20 lb), B5 or 5" x 8" and smaller. Depending on the type and thickness of the paper, misfeeds can occur if you change the [02: Adjust Wide LCT Fan Level] settings. If using paper other than custom paper In the [Adjustment Settings for Skilled Operators] menu, change the [0114: Adjust Wide LCT Fan Level] setting as follows. Increase the value in increments of 10 starting from 70. If double |
| | | feeding continues after you have increased the value to 100, contact your service representative. We recommend that you set the value to 70 if you are printing on thin paper (60-75g/m², 16-20 lb), B5 or 5" x 8" and smaller. Depending on the type and thickness of the paper, misfeeds can occur if you change the [0114: Adjust Wide LCT Fan Level] settings. |

| Problem | Cause | Solution |
|---|---|---|
| Sheets are delivered with bent corners. | Sheets are not loaded correctly in the tray. | Set paper in the tray correctly. |
| | Excessively curled sheets are being used. | In the [Adjustment Settings for Skilled Operators] menu, specify [0106: Adjust Paper Curl] to flatten out the sheets. |
| Sheets are delivered curled. | Excessively curled sheets are being used. | In the [Adjustment Settings for Skilled Operators] menu, specify [0106: Adjust Paper Curl] to flatten out the sheets. |
| The first few sheets of the stapled deck of paper are curled. | Paper is curled downward. | In the [Adjustment Settings for Skilled Operators] menu, set [0106: Adjust Paper Curl] to [Adjust ^ Curl: Weak]. If this does not solve the problem, set [0106: Adjust Paper Curl] to [Adjust ^ Curl: Strong]. If the problem persists, contact your service representative. |
| Sheets are delivered to the stacker tray curled. | Paper is curled downward. | In the [Adjustment Settings for Skilled Operators] menu, set [0106: Adjust Paper Curl] to [Adjust ^ Curl: Weak]. If this does not solve the problem, set [0106: Adjust Paper Curl] to [Adjust ^ Curl: Strong]. If the problem persists, contact your service representative. |
| Sheets are delivered to the stacker tray misaligned. | This may occur when feeding thick, large-size paper (A3/DLT or bigger, 280 g/m ² (100 lb. Cover) or heavier). | In the [Adjustment Settings for Skilled Operators] menu, set [0106: Adjust Paper Curl] to [Adjust ^ Curl: Weak]. If this does not solve the problem, set [0106: Adjust Paper Curl] to [Adjust ^ Curl: Strong]. If the problem persists, contact your service representative. |

4.2 When Floppy Paper Is Not Properly Aligned

If the paper fed to the finisher shift tray is misaligned when using floppy paper such as thin coated paper, attach the auxiliary thin paper tray.

1. Press the [Suspend/Resume] key on Booklet Finisher SR5020. The key lights and copying/printing stops.



- 2. Remove the copies/prints.
- **3.** Pull out the finisher shift tray's extension.



4. Attach the auxiliary thin paper tray to the finisher shift tray.



4.3 When Z-folded Paper Is Not Properly Aligned

If Z-folded paper fed to the finisher tray is not properly aligned, attach the Z-fold support tray.

1. Press the [Suspend/Resume] key on Booklet Finisher SR5020. The key lights and copying/printing stops.



- **2.** Remove the copies/prints.
- **3.** Attach the Z-fold support tray for the finisher shift tray.

Attach the Z-fold support tray by inserting the two protrusions on its underside into the holes on the finisher shift tray.



4. Press the [Suspend/Resume] key. The key turns off, and then copying/printing restarts.

4.4 When Large Size Paper Is Not Properly Aligned

B4, $8^{1}/{_2}$ "×14", or larger paper fed to the finisher shift tray might not be properly aligned or might slip off the paper tray. If this happens, attach the auxiliary paper tray for large-size paper.

1. Press the [Suspend/Resume] key on Booklet Finisher SR5020. The key lights and copying/printing stops.



- **2.** Remove the copies/prints.
- **3.** Pull out the finisher shift tray's extension.



4. Attach the auxiliary paper tray to the finisher shift tray.



5. Press the [Suspend/Resume] key. The key turns off, and then copying/printing restarts.

4.5 Paper Misfeeding Occurs in the Wide Large Capacity Tray (Wide LCT)

Cause: Paper misfeeds as a result of multifeeding or failure to pick up paper when using glossy coated paper, matte coated paper, tab stock, or thick paper (Paper Weight 5–7 [163–300 g/m² (90 lb. Index - 110 lb. Cover)]).

Note:

- To adjust the settings in [Advanced Settings] for custom paper, register the type of paper in use as a custom paper in advance. For details about registering custom papers, see "Registering a Custom Paper", Paper Settings Reference.
- The paper feed trays of the Wide LCT are sometimes referred to by number, so use the following illustration to identify the trays.



Trays 3 and 4 are the top and bottom trays of the first Wide LCT. Trays 5 and 6 are the top and bottom trays of the second Wide LCT.

- **1.** Remove the sheets from the paper tray and fan them. If the problem persists, proceed to step 2.
- 2. The solution depends on whether you are using custom paper or not.

If using custom paper>

In [Advanced Settings] for the custom paper in use, select [02: Adjust Wide LCT Fan Level] and increase the fan level by 10% for the affected paper tray.

< If using paper other than custom paper>

In the [Adjustment Settings for Skilled Operators] menu, select [0114: Adjust Wide LCT Fan Level] and increase the fan level by 10% for the affected paper tray.

3. Attach the tab sheet holder in the affected paper tray.

For details about attaching the tab sheet holder, see p.53, "4.3.1 Attaching the tab sheet holder".

If the problem persists, proceed to step 4.

4. In [02: Adjust Wide LCT Fan Level] or [0114: Adjust Wide LCT Fan Level], increase the fan level by another 10% for the affected paper tray, and then check if the problem is solved.

Keep increasing the fan level by 10% until the problem is solved. If the problem persists even when you reach 100%, proceed to step 5.

5. If multifeeding is not the problem, proceed to step 6.

If the problem is caused by multifeeding, the solution depends on whether you are using custom paper or not.

If using custom paper>

In [Advanced Settings] for the custom paper in use, select [03: Pickup Assist Setting] and turn this setting off for the affected paper tray.

If the problem persists, proceed to step 6.

<If using paper other than custom paper>

In the [Adjustment Settings for Skilled Operators] menu, select [0116: Pickup Assist Setting] and turn this setting off for the affected paper tray.

If the problem persists, proceed to step 6.

6. Clean the paper feed rollers in the affected paper tray.

For details about cleaning the paper feed rollers, see p.54, "4.3.2 Cleaning the paper feed rollers in the wide LCT".

4.5.1 Attaching the tab sheet holder

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).
- **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.



4.5.2 Cleaning the paper feed rollers in the wide LCT

What You Need:

Accessory hex screwdriver provided with machine.

Important:

Do not touch the surface of any roller with bare hands.

Note:

If you lose the snap ring, contact your service representative.

1. Turn the machine off.

See "Turn the Machine off Before Beginning Any Procedure!", Replacement Guide.

2. Open the LCT front cover.



- **3.** Pull out the paper tray in which paper misfeeding has occurred. If there is any paper in the tray, remove it.
- **4.** Using the provided accessory hex screwdriver, remove the two black screws, and then remove the side plate.



5. Using the hex screwdriver, remove the two black screws from paper feed unit U2/U4, and then pull out U2/U4.



6. Using the hex screwdriver, remove the black screw from the bracket.



- 7. Slide the bracket to the left so you can reach the rollers.
- 8. Remove the three snap rings, and then remove each roller.



9. Wipe the rollers at right angles to the rolling direction with a damp cloth until no paper dust remains.



10. Wipe the rollers with a clean, dry non-fluffy rag until no moisture remains.

11. Reattach the rollers, and then secure them with the snap rings.



12. Slide the bracket back to its original position, taking care to align the screw hole with the triangular marking, and then reattach the black screw.



- **13.** Push paper feed unit U2/U4 into the machine. If you cannot fully insert unit U2/U4, turn lever U2/U4 counterclockwise while pushing in the unit.
- **14.** Reattach paper feed unit U2/U4 with the two black screws.



15. Align the markers at (1) and (2), and then set the side plate.

bzs120



- **16.** Reattach the two black screws to the side plate.
- **17.** Push the paper tray back into the machine.
- **18.** Close the LCT front cover.
- **19.** Reconnect the ground leakage circuit breaker for the machine and fixing heater.
- **20.** Turn the machine's main power switch to ON, and then wait for the machine to warm up.

4.6 Paper misfeeding occurs in the fusing unit during duplex printing

Paper snags on the separation claw in the fusing unit.



- 1. Jammed paper
- 2. Separation claw
- 3. Knob D3

Cause:

The cause depends on whether you are using custom paper or not.

• If using custom paper

In [Advanced Settings] for the custom paper in use, [13: Adjust Erase Margin of Trailing Edge] is set to less than 1.5 mm.

If using paper other than custom paper

In the [Adjustment Settings for Skilled Operators] menu, [Adjust Erase Margin of Trailing Edge] in [0107: Adjust Erase Margin With Feed Direction] is set to less than 1.5 mm.

Important:

- Be sure to remove the misfed paper by turning Knob D3 counterclockwise.
- Do not pull the paper out forcefully as this may cause it to rip, leaving a piece stuck in the machine, or may damage the machine.

Note:

To adjust the settings in [Advanced Settings] for custom paper, register the type of paper in use as a custom paper in advance. For details about registering custom papers, see "Registering a Custom Paper", Paper Settings Reference.

1. The solution depends on whether you are using custom paper or not.

<If using custom paper>

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

<If using paper other than custom paper>

In the [Adjustment Settings for Skilled Operators] menu, select [Adjust Erase Margin of Trailing Edge] in [0107: Adjust Erase Margin With Feed Direction].

- 2. Set to 1.5 mm.
- **3.** Execute duplex printing and check whether the problem has been solved.
- **4.** If the problem persists, the fusing unit may be malfunctioning. Contact your service representative.

5. Adjusting the Printable Area

5.1 The image at the trailing edge is cropped.

Increase the printable area at the trailing edge.



Important:

- Make this adjustment for single-sided printing only. If you perform duplex printing with this setting, the paper may misfeed.
- For duplex printing, return the value to 1.5 mm.

Note:

To adjust the settings in [Advanced Settings] for custom paper, register the type of paper in use as a custom paper in advance. For details about registering custom papers, see "Registering a Custom Paper", Paper Settings Reference.

1. The solution depends on whether you are using custom paper or not.

<If using custom paper>

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

< If using paper other than custom paper>

In the [Adjustment Settings for Skilled Operators] menu, select [Adjust Erase Margin of Trailing Edge] in [0107: Adjust Erase Margin With Feed Direction].

2. Set the value to zero.

This will increase the printable area at the trailing edge by 1.5 mm.

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