

Reissued: 26-Jan-11

Model: Model PE-MF2	Date: 16-Feb-09	No.: RM018001f
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RTB Reissue

The items in bold italics have been changed or added.

Subject: Firmware History - Engine		Prepared by: H.K.	
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

This is to inform you of the Engine firmware history.

Part No.	Program name	Version	
M0185130			
G	<i>M0185130G.exe</i>	<i>01.06</i>	<i>February production '11</i>
F	M0185130F.exe	01.05	August production '09
E	M0185130E.exe	01.04	Not applied to the production
D a	M0185130D_A.exe	01.03a	Field update only
D	M0185130D.exe	01.03	July production '09
C	M0185130C.exe	01.02	June production '09
B	M0185130B.exe	01.01	April production '09
A	M0185130A.exe	0.00	December production '08

Symptom Corrected	Version
<p>Other changes: <i>Normally, the AIO motors will not rotate during the recovery from the sleep mode. This is to reduce the toner consumption. (However, they will rotate if process control and/or MUSIC are carried out during sleep recovery.)</i></p> <p>Noise is heard from the color AIO cartridges when the waste toner tank is full.</p> <p>Note:</p> <ul style="list-style-type: none"> - <i>To correct this, Near End and End conditions for the AIO waste toner tank were added as additional toner near and toner end conditions.</i> - <i>With color AIO cartridges, this occurs when the coverage is low (1% or less), the P/J is low (1-2P/J), and the printing mode is full color.</i> 	<i>01.06</i>
<p>Other changes: To optimize Process Control for B/W printing, some process steps were eliminated.</p>	01.05
This was not applied to the production lines.	01.04

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Symptom Corrected		Version
<p>Other changes:</p> <p>Process Control conditions were changed as follows:</p> <ul style="list-style-type: none"> - Color toner is no longer consumed when Process Control or MUSIC is performed for B/W printing. - Process Control for full-color printing is performed just before the start of a full-color job <p>Note: Due to this change, when the operator switches to full-color mode for the first time after the main power switch is turned on, the machine requires about 30-40 seconds before it is ready to accept a job.</p> <p>IMPORTANT: To apply the change, after you update the firmware to this version, change the following setting in S mode (inside Engine Maintenance mode):</p> <ul style="list-style-type: none"> 0x00: Normal (default) 0x08: Reduces color toner consumption 0x28: Disables SC400 detection and reduces color toner consumption <p>See RTB #RM018006 for more details.</p>		01.03a
<p>SC400 (Process Control Error, Dirty Toner density Sensor) was added to the firmware, with a new detection condition.</p> <p>Detection conditions:</p> <ol style="list-style-type: none"> 1. The TD (TM) sensor is dirty. If this occurs, advise the end user to clean the sensor with the toner density sensor lever. 2. (New condition): The TD sensor detects a solid image on the non-image areas of the ITB. This prevents the printing out of unreadable FAX images, which sometimes cause the machine to develop the entire page as a solid black image. <p>Settings (Access S Mode, inside Engine Maintenance Mode):</p> <p>0x00: Enabled (default), 0x20: Disabled</p>		01.03
<p>Symptom corrected:</p> <p>Toner is sometimes attracted to non-image areas at both ends of the OPC surface after image development is completed.</p> <p>Note: To reduce the cleaning load on the AIO, the development bias after image development was increased from +100V to +150V.</p>		01.02
<p>Symptom corrected</p> <p>SC543 may be detected by mistake when the following sequence occurs: Paper jam just after machine warm-up -> Jam cleared -> Main switch is turned off/on</p>		01.01
Initial Release		0.00

Reissued: 10-Aug-16

Model: Model PE-MF2	Date: 16-Feb-09	No.: RM018002h
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RTB Reissue

The items in bold italics have been changed or added.

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

This is to inform you of the Main firmware history.

Part No.	Program name	Version	
M0185655			
<i>M</i>	<i>M0185655M.exe</i>	<i>1.30</i>	<i>Field Update Only</i>
L	M0185655L.exe	1.29	Field Update Only
K	M0185655K.exe	1.26	April production '10
J	M0185655J.exe	1.25	Not applied to the production
F_001	M0185655F_001.exe	1.14aT	Field Update Only
G	M0185655G.exe	1.14a	October production '09
F	M0185655F.exe	1.11	July production '09
E	M0185655E.exe	1.07	April production '09
D	M0185655D.exe	1.02	February production '09
C	M0185655C.exe	1.01a	January production '09

Symptom Corrected	Version
<i>Error Correction</i> <i>FAX functions (both sending and receiving) do not work under the specific condition.</i>	<i>1.30</i>
<i>Other changes:</i> <i>- In Mac OS X 10.11, if the "Queue" field is blank when adding a printer by specifying its IP address, the operating system experiences a significant delay in response time.</i>	
Symptom corrected Fixed the XSS vulnerability on Web Image Monitor. After receiving a fax, message "Printing Process" appears and the printer stalls.	1.29
<i>Other changes:</i> - The Scan to Folder function is available for Mac OS X 10.7, 10.8, 10.9, and 10.10.	
Symptom corrected (from the previous version): The counter value displayed on the LCD does not count up when two or more copies are made. Note: The Copier counter values stored in the machine and printed on the configuration page are correct.	1.26
<i>Other changes:</i> Minor speed improvements when printing back to back jobs (SP C231SF only)	1.25

Reissued: 10-Aug-16

Model: Model PE-MF2	Date: 16-Feb-09	No.: RM018002h
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Symptom Corrected	Version
<p>Supports the "Fax number confirmation" feature.</p> <p>Note:</p> <ul style="list-style-type: none"> - This feature allows you to re-enter a fax number to confirm that it is correct before sending out a fax (default: Disabled). - To enable this feature, access: [User Tools] > [Admin Settings] > [Fax # confirmation]. - The [Fax # confirmation] setting appears only when [Admin Menu Lock] is enabled. 	
<p>Symptom corrected:</p> <p>The "Scan to FTP Settings" > "Sender (Optional)" setting has no effect. No E-mail are sent.</p>	
<p>Web Image Monitor contained Polish and Finnish wording errors.</p>	
<p>Multiple collated copies on SP C231SF might result in some of the following problems:</p> <ol style="list-style-type: none"> 1) The content of 2 separate pages is printed on a single page. 2) Blank pages occur randomly throughout the printed document. 3) Discoloration of color pages. 4) MFP hang up. <p>Note1: This fix also requires that DDST driver v1.17 or later be used.</p> <p>Note2: SP C232SF is unaffected.</p>	
<p>If the "Machine Settings" > Fax > OK button is pressed and password entered, the device Fax tray will be changed to Tray 2 even though the WIM setting still appears to be set to Tray 1. This occurred even if the device did not have a Tray 2 and could result in the inability of the fax function to print anything (incoming faxes, fax reports).</p>	
<p>Wording errors appear on the Configuration Page (Spanish, Swedish) and on the operation panel display (Swedish).</p>	
<p>A FAX cannot be sent via immediate transmission if the receiving machine (not of our make) mistakenly detects the FAX signal as the line cut signal.</p>	
<p>Only for service representatives</p> <p>The EEPROM cannot be initialized in service maintenance mode when it is replaced due to an SC error.</p>	
<p>Symptom corrected:</p> <p>Only for service representatives</p> <p>The EEPROM cannot be initialized in service maintenance mode when it is replaced due to an SC error.</p>	1.14aT
<p>Symptom corrected:</p> <p>"RX Comm. Error 200080" is sometimes displayed during FAX reception (after the machine has received a few pages).</p>	1.14a
<p>TWAIN scans performed over a USB connection might be rejected with the message "MFP is Busy!" shown on the operation panel.</p>	
<p>Other changes:</p> <p>The operator can now switch to ID Card Copy mode just by pressing the Shift key. (Previously, it was necessary to press "Reduce/Enlarge", the "Up" or "Down" scrolls key, and "OK").</p>	

Reissued: 10-Aug-16

Model: Model PE-MF2	Date: 16-Feb-09	No.: RM018002h
Symptom Corrected		Version
<p>Symptom corrected:</p> <ol style="list-style-type: none"> 1. The Scan to E-mail header contained "charset=UTF8" instead of the correct "charset=UTF-8". This prevented Scan to Emails from being accepted by some mail servers. 2. Scan to E-mails might not be sent. If the IP address in the HELO command is not enclosed in square brackets (as specified by RFC 2824), it might not be accepted by some mail servers. 3. Unable to access the MFP (i.e. WIM or printing) using the hostname if the hostname has been changed to anything other than the default. 4. Sometimes, "Telephone" is displayed when a FAX is received. Note: This occurs if the PABX emits a signal greater than 25V for a FAX. In this firmware, "35V" was added to the Off-hook Level setting in [FAX Maintenance]->[Rx Settings]. ([FAX Maintenance] is adjusted by service representatives.) 5. The machine may freeze when a communication error caused by noise occurs while receiving a Fax. Note: Turning the main power OFF/ON can clear this condition. 6. The inverted question mark ("¿") was missing from some LCD displays in Spanish. <p>Other changes:</p> <ol style="list-style-type: none"> 1. "Overall Ringings w/TAD" (FAX/TAD mode) can now be changed. Settings: 1-20 (default: 5). Note: Please keep in mind that this sets the maximum number of rings that the machine will allow from a transmitting Fax machine, not the actual number of rings that will be tried. For example, if you set "Overall Ringings w/TAD" to a value of 10, but the transmitting Fax machine is only set to use a maximum of 5 rings, the connection will be broken by the transmitting machine if communication is not established within 5 rings. 2. The default for the Energy Saver Mode 2 timer was changed from 15 minutes to 2 minutes (SP C232SF only). 3. The function for acquiring the counter information through the network by @remote has been improved. 		1.11
<p>Symptom corrected</p> <p>FAX: The machine may freeze if the following operation is performed: While the machine is scanning an original for Memory Transmission on the exposure glass, the Stop key is pressed and the Copier is selected, and then the Start key is pressed.</p> <p>Copier: The paper size is displayed incorrectly when 210x297 is selected as the custom paper size and the RETURN key is pressed.</p> <p>Copier: Paper cannot be fed from Tray 2 when copying in duplex mode if Tray 1 contains paper not supported by the duplex feature and Tray 2 contains paper that is supported by the feature.</p> <p>FAX: The line tone can be heard when the ON Hook Dial key is pressed, even though the Line Mon. Vol. setting is "0" (off).</p> <p>Web Image Monitor (WIM) The WIM GUI may freeze when a file is selected for restoration and OK is pressed (MAC OS only).</p> <p>Scan to Folder IP packet TTL has been changed from 4 to 64.</p> <p>Scan to Folder Scan to Folder now supports Windows domain environments.</p>		1.07

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Symptom Corrected	Version
Other change Scan to E-mail will fail if the MFP's SMTP server setting contains the server's CNAME (instead of IP address).	
FAX: The Speed Dial search function was improved so that all entries containing the specified keyword are included in the search results (not just exact matches). In addition, a scroll bar has been added for scrolling through the search results.	
The print cartridge (toner cartridge) counters will now be printed on the Maintenance Page.	
Initial Release for the China models.	1.02
Initial Release for US and Europe models.	1.01a

Reissued: 18-Nov-10

Model: Model PE-MF2	Date: 16-Feb-09	No: RM018003e
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RTB Reissue

The items in bold italics have been changed or added.

Subject: Firmware History - PDL Printer (MF2c only)		Prepared by: H.K.	
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

This is to inform you of the PDL Printer firmware history.

Part No.	Program name	Version	
M0185666			
<i>F</i>	<i>M0185666F.exe</i>	<i>1.07</i>	<i>November production '10</i>
E	M0185666E.exe	1.06	August production '10
D	M0185666D.exe	1.05	April production '10
C	M0185666C.exe	1.03	July production '09
B	M0185666 B.exe	1.01	April production '09
A	M0185666 A.exe	1.00	January production '09

Symptom Corrected	Version
<i>Symptom corrected: If printing a duplex job without driver, the printout might be cutoff on one side.</i>	<i>1.07</i>
Symptom corrected: "User Tools > PDL Settings > PCL Menu > Ext. A4 Width = ON" is not properly applied to PCL5e/c text jobs. The result was that text was cutoff on 1 side.	1.06
Symptom corrected: 1. Black objects that should be printed as composite black (CMYK) are printed using only K toner giving them a grayish appearance. 2. Adobe Illustrator CS4 documents that contain a large number of Clipping Paths will cause the printer's memory to overflow.	1.05
Symptom corrected: 1. If the Blank Page Print setting is enabled, 20 consecutive PS jobs that are odd-page and duplex will cause the device to stall. 2. The device returns the PDL ECHO variable with an extra space.	1.03
Symptom corrected: The printing speed is slower in B/W mode than in Full Color mode (as selected in the driver) when printing the same color data in duplex onto 8 1/2 x 14 (legal) sheets.	1.01
Initial Release	1.00

Model: Model PE-MF2		Date: 16-Apr-09	No.: RM018004
Subject: Scanner Lock Error		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

The following was added to the Troubleshooting section of the Service Manual.

Symptom

“Scanner Lock Error” (The CCD cannot detect the black patch on the white plate).

Possible Causes

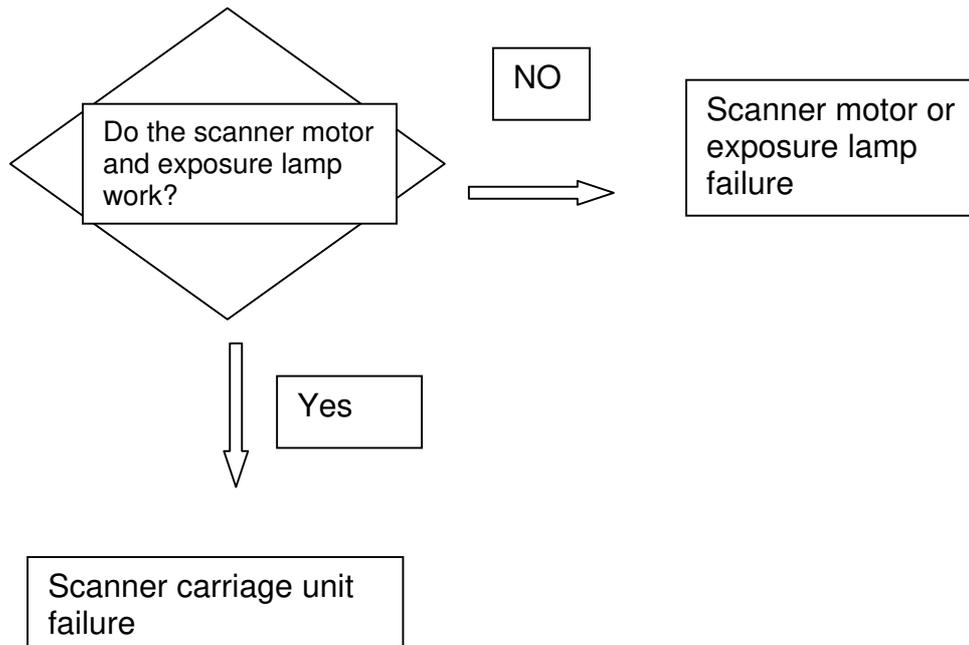
- Scanner motor malfunction
- Exposure lamp malfunction
- Scanner carriage unit malfunction (home position sensor, CCD)

Model: Model PE-MF2	Date: 16-Apr-09	No.: RM018004
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Action in the field

Open the ADF cover and then turn on the main power.

- If the scanner carriage unit does not move, the scanner motor is defective.
- If the exposure lamp does not turn on, the exposure lamp is defective.
- If the scanner carriage moves and the exposure lamp turns on, the scanner carriage unit is defective.



On the production line

- To increase the accuracy of black patch detection, the detection sensitivity of the CDD was increased (modification **A** in the table below).
- The detection sensitivity of the ADF sensors was increased (modification **B** in the table below).

Old part number	New part number	Description	Q'ty	Int	Note
G1831763	G1831765	CCD:MODULE:ASS'Y		X/O	A
G1832568	G1832612	PCB:DIP:SET SENSOR		X/O	B
G1832584	G1832613	PCB:DIP:FEED		X/O	
G1832596	G1832614	PCB:DIP:ON OFF DETECTOR		X/O	

Model: Model PE-MF2	Date: 16-Apr-09	No.: RM018004
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Cut-in serial numbers

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NUMBER
Savin SP C231SF Gestetner SP C231SF Lanier SP C231SF	120/60	USA	M018-11	S53988xxxxx
Ricoh Aficio SP C231SF	120/60	USA	M018-17	S53988xxxxx
Ricoh Aficio SP C231SF	220/50, 60	China	M018-21	S53988xxxxx
Gestetner SP C231SF Nashuatec SP C231SF Rex Rotary SP C231SF	220/50, 60	Europe	M018-22	S53988xxxxx
Ricoh Aficio SP C231SF Lanier SP C231SF	220/50, 60	Europe, Asia, etc	M018-27	S5398800910

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NUMBER
Savin SP C232SF Gestetner SP C232SF Lanier SP C232SF	120/60	USA	M019-11	S54988xxxxx
Ricoh Aficio SP C232SF	120/60	USA	M019-17	S5498800627
Gestetner SP C232SF Nashuatec SP C232SF Rex Rotary SP C232SF	220/50, 60	Europe	M019-22	S54988xxxxx
Ricoh Aficio SP C232SF Lanier SP C232SF	220/50, 60	Europe, Asia, etc	M019-27	S5498801378

Model: Model PE-MF2		Date: 24-Jun-09	No.: RM018005
Subject: "Telephone" is Displayed		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

SYMPTOM

Sometimes, "Telephone" is displayed for an incoming fax, and the fax cannot be received.

CAUSE

The PABX or PSTN emits a signal greater than the value set in "Off-hook level settings" (Fax Maintenance – Rx Settings).

Note: In the German market, for example, some PABX machines are known to emit a signal higher than 25V.

SOLUTION

Update the main board firmware to **1.11 or later**, and then try raising the Off-hook level one step from its current value.

Fax Maintenance/RX Settings/Off-Hook Level: 10V 15V 20V 25V 35V

Note: From this firmware version, "35V" was added as a new selection to the Off-hook level settings.

Model: Model PE-MF2		Date: 23-Jul-09	No.: RM018006
Subject: Reducing the color toner consumption in BK mode		Prepared by: H.K.	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

SYMPTOM

The customer reports that the color toner cartridges run out too early, even though nearly 100% of their printing is done in B/W mode.

CAUSE

The machine consumes color toner while performing Process Control or MUSIC for B/W printing as well as for color printing.

SOLUTION

1. Update the Engine firmware to ver**01.03a**.

Changes with Engine ver**01.03a**:

Process Control conditions were changed as follows.

- Color toner is no longer consumed when Process Control or MUSIC is performed for B/W printing.
- Process Control for full-color printing is performed just before the start of a full-color job.

Important: Please advise customers that due to this change, when the operator switches to full-color mode for the **first** time after the main power switch is turned on, the machine requires about 30-40 seconds before it is ready to accept a job.

2. Change the following S mode setting to reduce the color toner consumption as necessary (inside Engine Maintenance mode).

0x00: Normal

0x06: Reduces the toner M/A by 20% (from beginning of mass production)

0x07: Reduces the toner M/A by 10% (from beginning of mass production)

0x08: Reduces color toner consumption (ver1.03a** or later)**

0x20: Disables SC400 detection (ver**1.03** or later)

See the tables below.

Model: Model PE-MF2	Date: 23-Jul-09	No.: RM018006
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S mode settings

	Normal		Reducing color toner consumption (+8)	
	Normal	SC400 detection disabled (+20)	0x20	SC400 detection disabled (+20)
	SC400 detection enabled	0x00 (Default)	SC400 detection enabled	0x08
Reduces the toner M/A by 20%	SC400 detection disabled (+20)	0x26	SC400 detection disabled (+20)	0x2E
	SC400 detection enabled	0x06	SC400 detection enabled	0x0E
Reduces the toner M/A by 10%	SC400 detection disabled (+20)	0x27	SC400 detection disabled (+20)	0x2F
	SC400 detection enabled	0x07	SC400 detection enabled	0x0F

Note:

- “E” and “F” are hexadecimal symbols. For example, “0x0E” =0x0(6+8), and “0x0F”=0x0(7+8).
- Reducing the toner M/A:
This reduces the amount of toner used to develop the image. If a page is that is nearly 100% solid image is printed out during the Toner Near End condition, the trailing edge can sometimes appear lighter than the rest of the image. Reducing the toner M/A will reduce the image density of the image overall, and make this lighter area less noticeable.

Model: Model PE-MF2	Date: 23-Jul-09	No.: RM018006
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Machine behavior with default setting versus when reducing color toner consumption

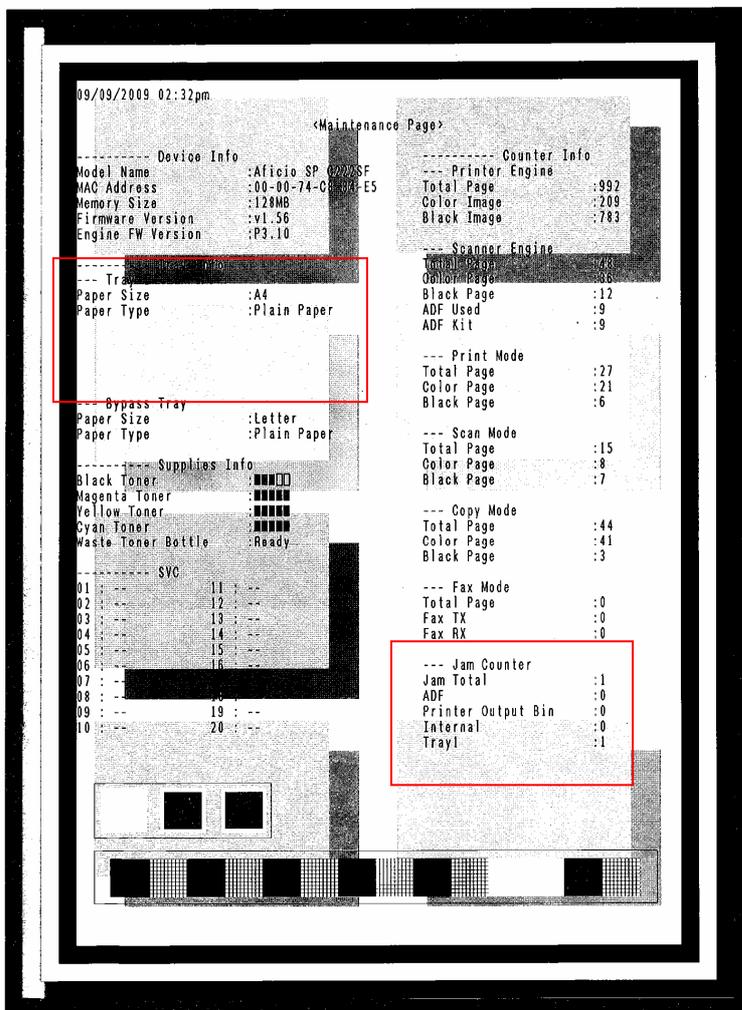
Event	With default setting	When reducing color toner consumption
Process Control/MUSIC · Cover opened and closed · At job end, once 200 cumulative pages are developed	The machine performs Process Control and MUSIC for color.	- The machine performs Process Control for B/W mode without consuming any color toner. - The machine does not perform MUSIC.
MUSIC · Warm-up at power ON · Temperature change	The machine performs MUSIC	- The machine does not perform MUSIC.
Rotation of the color AIO cartridge at warm-up	All color AIO cartridges are rotated.	Only the black AIO cartridge is rotated.
Manual process control from operation panel	Normal Process Control is performed.	Normal Process Control is performed.
A color copy job or print job is initiated	The machine accepts and performs the job.	- The machine accepts the job, but before performing it, it judges whether or not Process Control needs to be performed first. - If 200 or more pages have been made since the last time a color job or Process Control was performed, the machine performs Process Control and then begins the job received.
First color print/copy time just after main power is turned ON	The machine performs MUSIC during the warm-up.	The machine performs MUSIC just before the first color print/copy job received after the main power is turned ON.

Model: Model PE-MF2		Date: 07-Oct-09	No.: RM018007
Subject: Paper Jam		Prepared by: H.K.	
From: 2nd Overseas Tech Support Sec. 2nd PQM Dept			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

This RTB contains troubleshooting information for reducing paper jams.

Please use this RTB to instruct customers.

First, print out the Maintenance Page sheet and check the jam counters to see which kinds of jams are occurring most frequently.



- Jam Counters:**
- Jam Total
 - ADF
 - Printer Output Bin
 - Internal
 - Tray1
 - Tray2

Model: Model PE-MF2

Date: 07-Oct-09

No.: RM018007

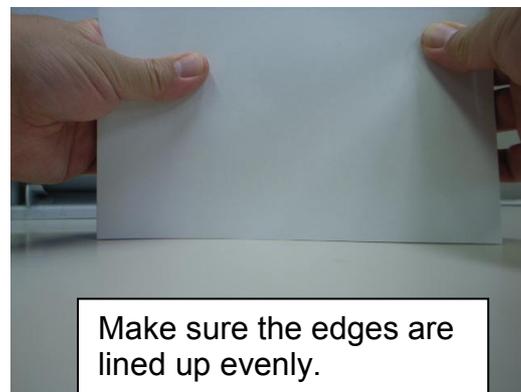
Next, advise the customer on the following:

Paper jam due to wrong paper size setting (Internal jam)

Make sure that the paper size settings in the user menu (operation panel) and the printer driver and paper tray (side fence and end fence) are the same.

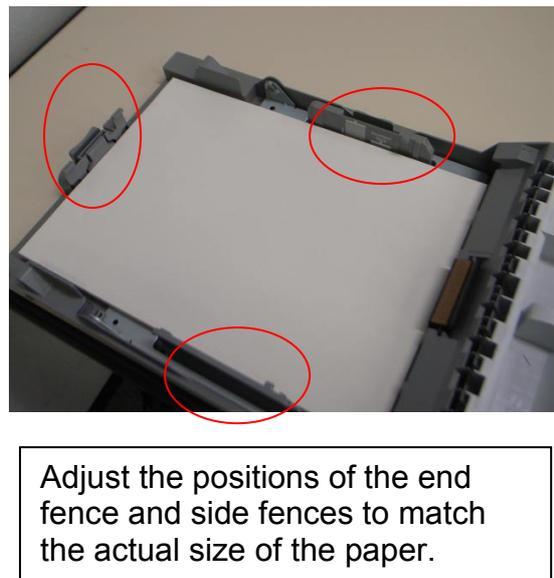
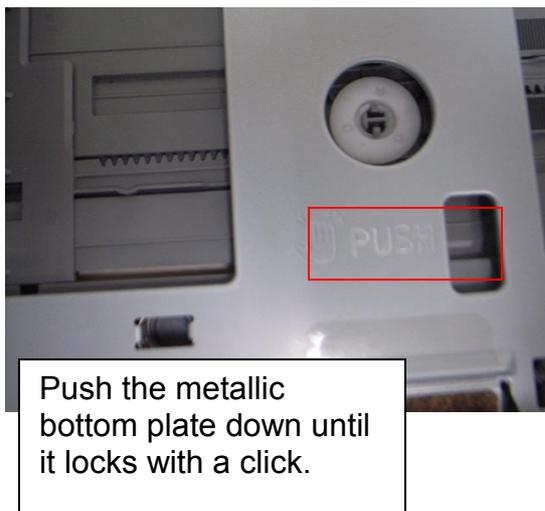
Paper jam by double or multi-feed (Tray jam, Internal jam, or Printer output bin jam)

Fan the paper well before loading it in the tray. Also, make sure that the edges are lined up evenly by tapping the stack on a desk or other flat surface. Only add paper when there is none left in the tray.



Paper jam by non-feed (Tray jam)

Make sure to push the metallic bottom plate down all the way (until it locks with a click) before you load the paper in the tray. Also, make sure the end fence and side fences are not too close together, compared to the paper size. (If they are, adjust their positions to match the edges of the paper).



Model: Model PE-MF2

Date: 07-Oct-09

No.: RM018007

Paper jam at paper exit (Printer output bin jam)

Up to 150 sheets of plain paper can be stacked in the output tray. If the paper curl is severe, remove the paper from the exit tray stack more frequently. Also, raise the position of the stop fence in the output tray, which will prevent the paper from falling off the tray when you are printing out a large number of sheets.

Paper jam in the fusing unit (Internal jam or Printer output bin jam)

Before you remove paper that is jammed inside the fusing unit, make sure to lower the fusing unit lever first (which releases the fusing pressure). After you remove the jammed paper, return the lever to the locked position.

Model: Model PE-MF2		Date: 19-Nov-09	No.: RM018008
Subject: Reset the "x" print cartridge		Prepared by: H.K.	
From: 2nd Overseas Tech Support Sec. 2nd PQM Dept			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

SYMPTOM

The alert message, "Reset the (random color/s) print cartridge" is displayed, but the cartridges in question do not need to be reset. If this occurs during printing, the paper jam alert message is also displayed.

CAUSE

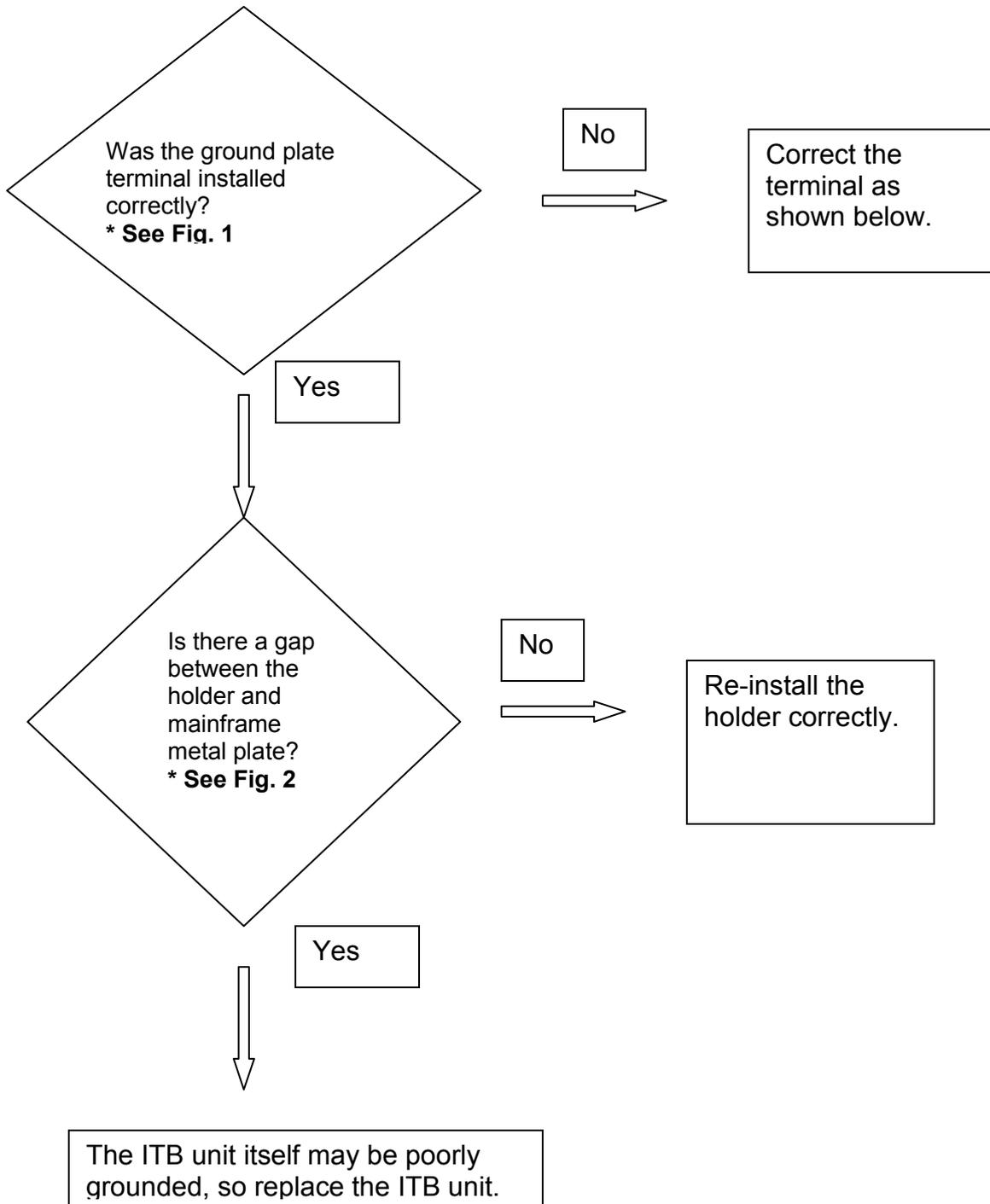
Poor grounding of the ITB (image transfer belt)

SOLUTION

1. Remove all AIO cartridges.
2. Remove the transfer unit.
3. Remove the lower fusing entrance guide (1 hook).
4. Remove the waste toner bottle.

Model: Model PE-MF2	Date: 19-Nov-09	No.: RM018008
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5. Follow the flowchart below to check the ground plate terminal and sensor bracket:



Model: Model PE-MF2	Date: 19-Nov-09	No.: RM018008
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Figure 1

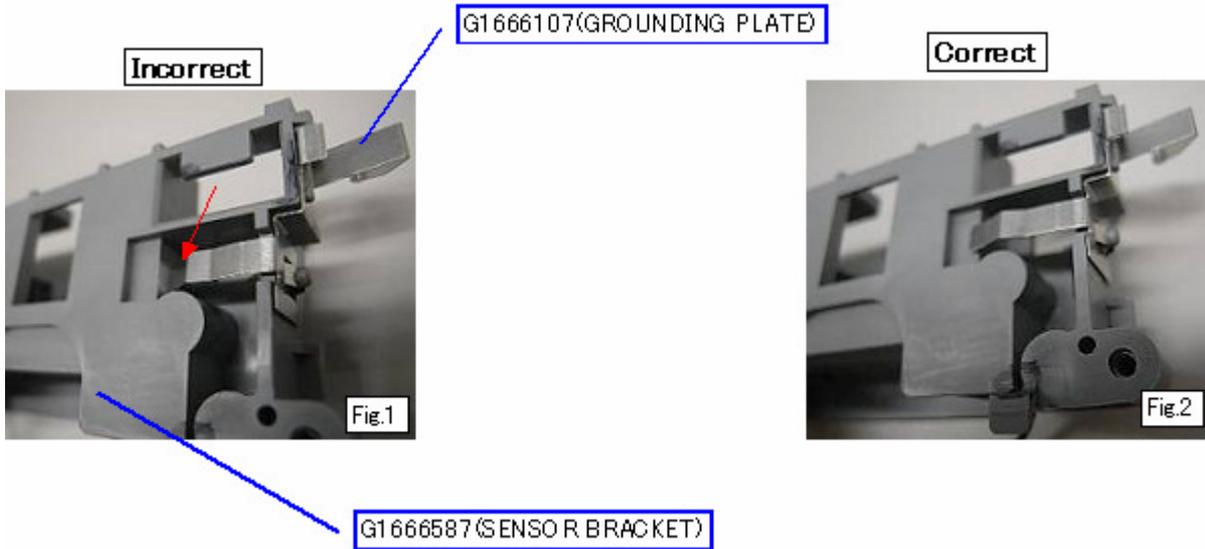
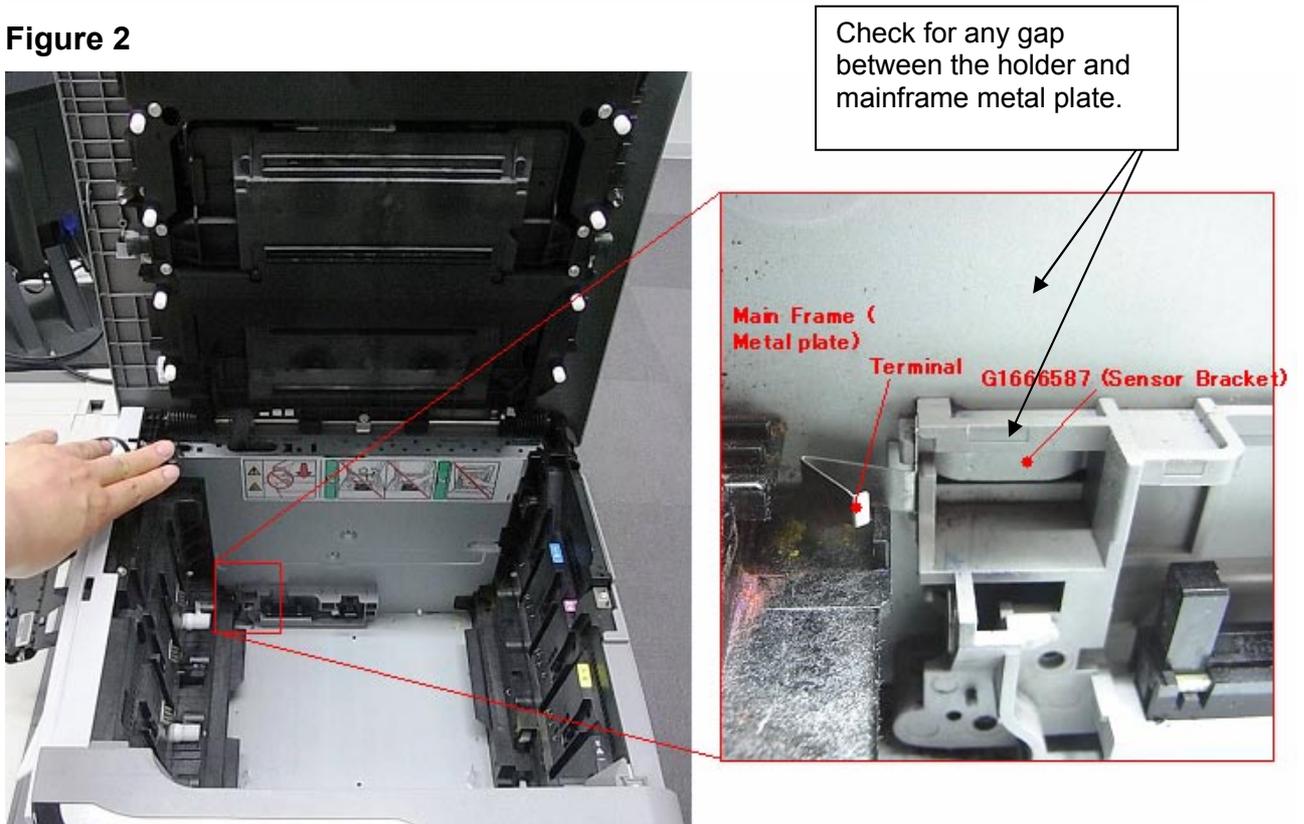


Figure 2



Model: Model PE-MF2		Date: 10-Dec-09	No.: RM018009
Subject: ID Card Copy Decal		Prepared by: H.K.	
From: 2nd Overseas Tech Support Sec. 2nd PQM Dept			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

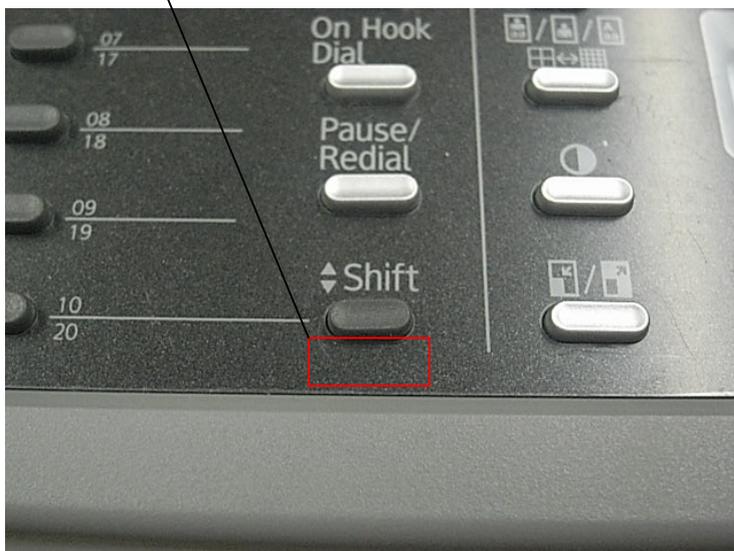
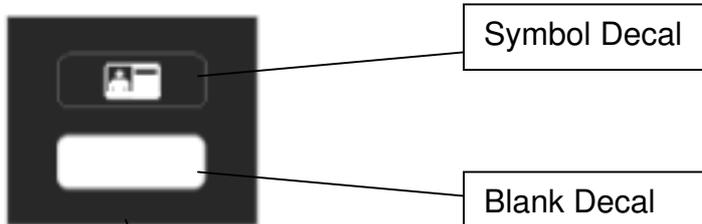
Old part number	New part number	Description	Q'ty	Int	Note
	M0160415	DECAL - ID CARD COPY: EXP	0 - 1		

Change: The ID card copy decal was newly added as an accessory.

Reason: From main control unit firmware **version 1.14a**, the operator can switch to "ID Card Copy" mode by pressing the Shift key in copy mode.

Note: Operators can choose from a decal with a symbol printed on it, or a blank decal (on which they can write what they like).

DECAL – ID CARD COPY



Model: Model PE-MF2	Date: 10-Dec-09	No.: RM018009
---------------------	-----------------	---------------

The following document was added to the machine as an accessory. This is not spare part.



"ID Card Copy.pdf"

Cut-in serial numbers

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NUMBER
Savin SP C231SF Gestetner SP C231SF Lanier SP C231SF	120/60	USA	M018-11	S53996xxxxx
Ricoh Aficio SP C231SF	120/60	USA	M018-17	S5399501016
Ricoh Aficio SP C231SF	220/50, 60	China	M018-21	S53996xxxxx
Gestetner SP C231SF Nashuatec SP C231SF Rex Rotary SP C231SF	220/50, 60	Europe	M018-22	S5399501124
Ricoh Aficio SP C231SF Lanier SP C231SF	220/50, 60	Europe, Asia, etc	M018-27	S5399501184

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NUMBER
Savin SP C232SF Gestetner SP C232SF Lanier SP C232SF	120/60	USA	M019-11	S54996xxxxx
Ricoh Aficio SP C232SF	120/60	USA	M019-17	S54996xxxxx
Gestetner SP C232SF Nashuatec SP C232SF Rex Rotary SP C232SF	220/50, 60	Europe	M019-22	S5499501221
Ricoh Aficio SP C232SF Lanier SP C232SF	220/50, 60	Europe, Asia, etc	M019-27	S5499500700

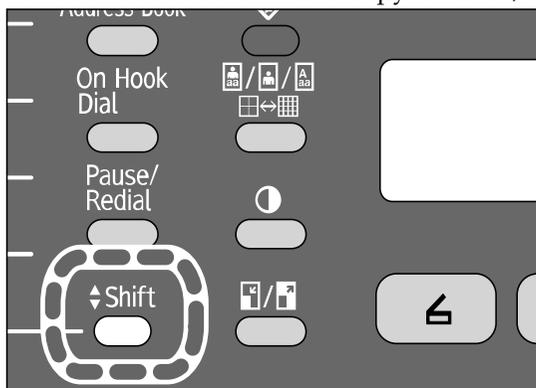
Notes on one-touch switching into ID card copy mode

By pressing the **[Shift]** key when the machine is in copy mode, you can switch to ID card copy mode with one touch.

For convenience, stick the provided seal below the **[Shift]** key.

Reference

For details about the ID card copy function, see *User Guide* .



BSP999S

Hinweise dazu, wie man mit einer Berührung in den Modus IDKarte Kopie schaltet

Indem die Taste **[Umschalten]** gedrückt wird, während sich die Maschine im Kopiermodus befindet, können Sie mit einer Berührung in den Modus IDKarte Kopie umschalten.

Stecken Sie zur Vereinfachung Sie die mitgelieferte Dichtung unter die Taste **[Umschalten]**.

Referenz

Details zur Funktion IDKarte Kopie finden Sie im *Benutzerhandbuch* .

Remarques concernant le passage sur pression d'une seule touche en mode Copie carte ID

En appuyant sur la touche **[Majuscules]** lorsque la machine est en mode Copie, vous pouvez passer en mode Copie carte ID sur simple pression de cette touche.

Pour votre confort, collez l'autocollant fourni sous la touche **[Majuscules]**.

Référence

Pour plus de détails concernant la fonction de Copie carte ID, consultez *Guide de l'utilisateur* .

Note sul passaggio alla modalità di Copia CartaID con un solo tocco

Premendo il tasto **[Shift]** quando la macchina è in modalità di copia è possibile passare alla modalità di Copia CartaID con un solo tocco.

Per comodità, attaccare il sigillo fornito sotto il tasto **[Shift]**.

Riferimento

Per maggiori dettagli sulla funzione di Copia CartaID, vedere la *Guida per l'utente* .

Bemærkninger vedrørende ét-tryksskift til id-kort-kopitilstand

Når maskinen er indstillet på kopifunktionen, kan du skifte til id-kort-kopitilstanden med ét tryk ved at benytte tasten **[Skift]**.

Påsat det medfølgende id-kort-mærkat under tasten **[Skift]**.

Reference

Yderligere oplysninger om id-kort-kopifunktionen findes i *Brugervejledning* .

Notas sobre cómo activar con un solo toque el modo de copia de tarjeta ID

Pulse la tecla **[Mayúsculas]** cuando la máquina esté en modo de copia para activar el modo de copia de tarjeta ID con un solo toque.

Para mayor comodidad, adhiera el sello provisto por debajo de la tecla **[Mayúsculas]**.

Referencia

Para detalles sobre la función de copia de tarjeta ID, vea la *Guía del usuario* .

Uitleg over overschakelen naar de kopieermodus identiteitsbewijs met één druk op de knop

Door te drukken op de toets **[Shift]** wanneer de machine zich in kopieermodus bevindt, kunt u met één druk op de knop omschakelen naar de kopieermodus identiteitsbewijs.

Voor het gemak kunt u de geleverde zegel onder de toets **[Shift]** plakken.

Verwijzing

Zie voor details aangaande de kopieerfunctie identiteitsbewijs *Gebruikershandleiding* .

Merknader om ett-trykks bytting til ID-kortkopi-modus

Ved å trykke på **[Skift]**-tasten når maskinen er i kopieringsmodus, kan du bytte til ID-kortkopi-modus med ett trykk.

For at det skal være praktisk, kan du feste det vedlagte merket under **[Skift]**-tasten.

Henvisning

Hvis du vil ha mer informasjon om funksjonen for ID-kortkopiering, kan du se i *Brukerhåndboken* .

Notas sobre como mudar, premindo apenas uma única tecla, para o modo de cópia de cartão de identificação

Se premir a tecla **[Maiúsculas]** quando o equipamento está no modo de cópia, é possível mudar para o modo de cópia de cartão de identificação premindo apenas uma única tecla.

Para maior facilidade de utilização, cole o selo fornecido abaixo da tecla **[Maiúsculas]**.

Referência

Para mais detalhes acerca da função de cópia de cartão de identificação, consulte o *Manual do utilizador* .

Huomautus vaihtamisesta kortin kopiointitilaan yhdellä painalluksella

Painamalla [**Vaihto**] -painiketta kun kone on kopiointitilassa voit vaihtaa kortin kopiointitilaan yhdellä painalluksella.

Kiinnitä käytännöllisyyden takia mukana oleva tarra [**Vaihto**] -painikkeen alapuolelle.

Viite

Katso lisätietoja kortin kopiointitoiminnosta *Käyttöoppaasta* .

Anmärkningar för snabbväxling till kopieringsläge för ID-kort

Genom att trycka på [**Shift**]-knappen när maskinen är i kopieringsläge kan du växla till kopieringsläge för ID-kort med ett tryck.

För enkelhets skull för in det medföljande märket under [**Shift**]-knappen.

Referens

För information om kopieringsfunktionen för ID-kort se *Användarhandbok* .

Pokyny k jednoduchému ukládání do režimu kopírování karty ID

Když je zařízení v režimu kopírování, můžete stiskem tlačítka [**Shift**] přepnout do režimu kopírování karty ID jedním tlačítkem.

Pro snadnější obsluhu nalepte přiloženou etiketu pod tlačítka [**Shift**].

Odkaz

Podrobnosti o funkci kopírování karty ID najdete v *Návodu k obsluze* .

Megjegyzések az egy érintéssel történő személyi igazolvány másolás módra váltásról

Ha megnyomja a [**Shift**] gombot, amikor a készülék a másolás módban van, akkor egyetlen érintéssel átválthat a személyi igazolvány módra.

A kényelme érdekében ragassza a rendelkezésre álló jelölést a [**Shift**] gomb alá.

Referencia

A személyi igazolvány másolás funkcióval kapcsolatos részletekért tekintse meg a *Felhasználói útmutatót* .

Uwagi na temat przełączania do trybu kopiowania identyfikatora

Naciskając przycisk [**Inne znaki**], kiedy urządzenie jest w trybie kopiowania, możesz przejść do trybu kopiowania identyfikatora.

Dla wygody, naklej dostarczoną naklejkę poniżej przycisku [**Inne znaki**].

Zażreć do instrukcji...

Szczegółowe informacje na temat funkcji kopiowania identyfikatora znajdują się w *Instrukcji obsługi* .

Notas sobre alteração para o modo de cópia de cartão de identidade com um só toque

Ao premir a tecla **[Maiúsculas]** com a máquina em modo cópia, pode alternar para o modo de cópia de cartão de identidade com um só toque.

Para maior conveniência, cole o selo fornecido abaixo da tecla **[Maiúsculas]**.

Referência

Para obter informações detalhadas sobre a função de cópia de cartão de identidade, consulte o *Manual do usuário* .

Примечания по переключению в режим копирования удостоверения личности нажатием одной клавиши

Нажмите клавишу **[Регистр]**, когда аппарат находится в режиме копирования, чтобы переключиться в режим копирования удостоверения личности нажатием одной клавиши.

Для удобства, установите предоставленную наклейку под клавишей **[Регистр]**.

Ссылки

Подробные сведения о функции копирования удостоверения личности, см. в *Руководстве пользователя* .

有关单触切换至 ID 卡复印模式的注意事项

机器处于复印模式时，按 **[上档]** 键即可单触切换至 ID 卡复印模式。

为了方便起见，请将附带的标记粘贴在 **[上档]** 键下方。

参考

有关 ID 卡复印机功能的详细信息，请参阅《用户指南》.

單次觸控切換為 ID 卡影印模式的注意事項

當機器在影印模式時，按下 **[移位]** 鍵就能單次觸控切換為 ID 卡影印模式。

為了方便起見，請將附上的標記貼在 **[移位]** 鍵下方。

參考

如需瞭解 ID 卡影印機功能的詳細資料，請參閱《使用者指南》.

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M016-8694

EN  EN  DE  FR  IT  DA  ES  NL  NO  PT  FI 
SV  CS  HU  PL  PT  RU  ZH  ZH 



M0168694

Model: Model PE-MF2		Date: 11-Dec-09	No.: RM018010
Subject: Jam Indication cannot be cleared.		Prepared by: H.K.	
From: 2nd Overseas Tech Support Sec. 2nd PQM Dept			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

SYMPTOM

1. The "Paper jam" alert message does not clear after jammed paper is removed and the front or top cover is closed.
2. The "Toner End" alert message does not clear after the print cartridge is replaced at Toner End. Following this, if the main power switch is turned OFF/ON, the message changes to "X Toner Independent supp".

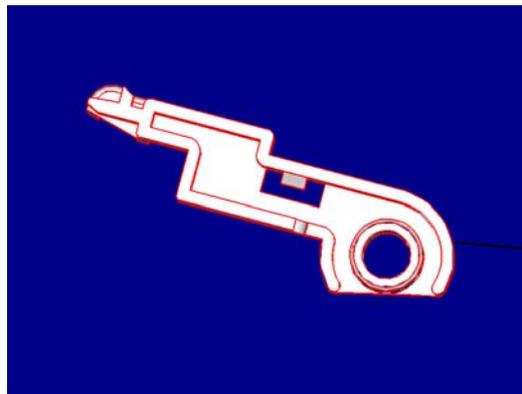
CAUSE

The interlock switch arm (G1665747) breaks, which causes the torsion spring to open up too far. As a result, the interlock switch lever cannot be shifted and the interlock switches are not released, preventing the machine from detecting the cover open condition.

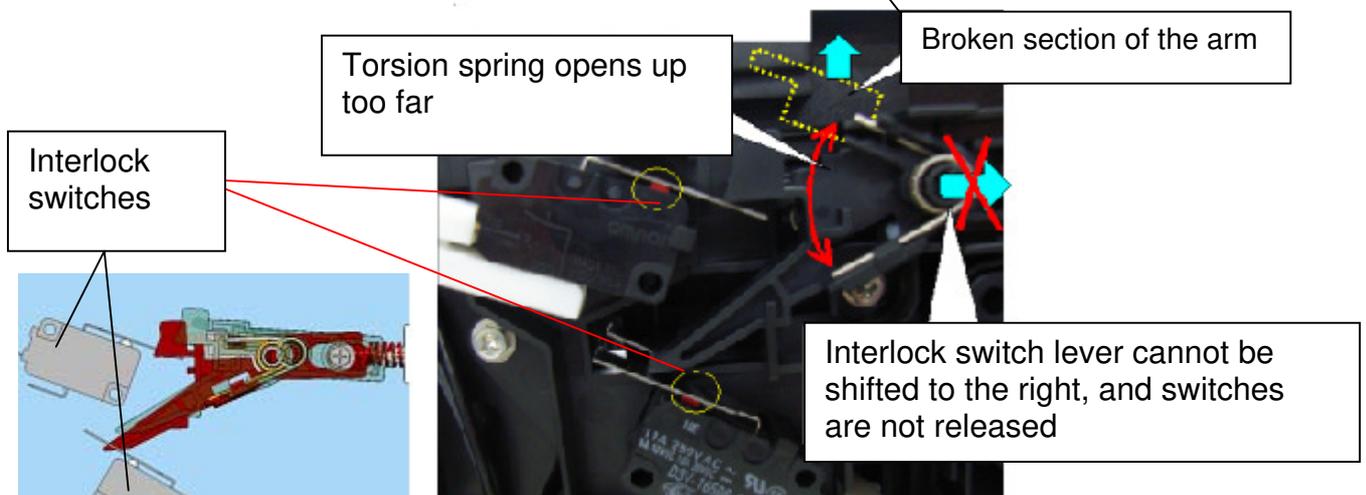
Model: Model PE-MF2

Date: 11-Dec-09

No.: RM018010



Interlock switch arm

**SOLUTION****In the field**

Replace the interlock switch arm with a new one (G1665754).

On the production line

The new interlock switch arm (G1665754) is stronger than the previous one (G1665747).

Applied from: December 2009 production

Model: Model PE-MF2		Date: 28-Dec-09	No.: RM018011
Subject: Additional Maintenance Mode Information		Prepared by: H.K.	
From: 2nd Overseas Tech Support Sec. 2nd PQM Dept			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

This bulletin provides additional information about the engine maintenance mode of the MF version.

PnP Name

Set the PnP name as follows when replacing the EEPROM of the MF version.

0xAB

A indicates the brand. B indicates the model.

A: Brand

Brand	0	1	2	3	4	5	6	7
Name	Not used	RICOH	Gestetner	Not used	LANIER	NRG	Savin	Generic

B: Model

Brand		Ricoh: 1				Gestetner, LANIER, NRG, Savin: A= 2, 4, 5, or 6			Generic:7	
Model	0x00	0x11	0x12	0x13	0xA4	0xA5	0xA6	0x77	0x78	0x79
name	not used	not used	Aficio SP C231SF	Aficio SP C232SF	not used	SP C231SF	SP C232SF	not used	C231SF	C232SF

Brand ID: 0x01 (default)

This ID is not related to the PnP Brand name. Do not change the setting; otherwise, a malfunction may occur.

Maintenance ID: 0x00 (default)

Do not change the setting; otherwise, a malfunction may occur.

LSU Adjustment

Input the data using the number keys. The cursor can be moved to the right or the left with the Down arrow or the Up arrow keys. You can change the alphanumeric characters by repeatedly pressing the number keys (like a mobile phone). (Example: 2 → a → b → c)

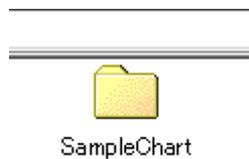
Model: Model PE-MF2	Date: 28-Dec-09	No.: RM018011
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There is no "back space" function. If you input incorrect data, you have to delete all the data input by pressing the Clear/Stop key. Then, input the LSU data again.

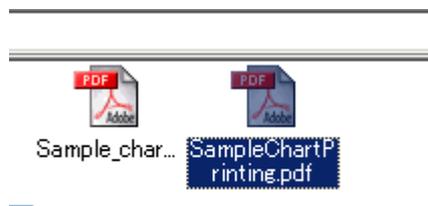
Model: Model PE-MF2		Date: 22-Jan-10	No.: RM018012
Subject: Sample Chart PDF in CD		Prepared by: H.K.	
From: 2nd Overseas Tech Support Sec. 2nd PQM Dept			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

This RTB contains the procedure for checking a sample chart printout in the driver CD for Model PE-MF2/P1E/MD-P1. This procedure is already in the Service Manual and is also available via GKM (Global Knowledge management) DB Tier 0.

1. Select the "SampleChart" folder in the CD drive.



2. Select the file "ChartPrinting.pdf".

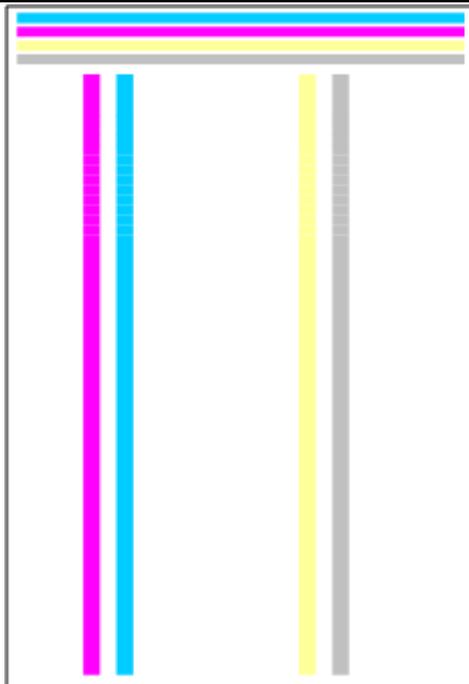


Checking a Sample Printout

Print out a mono-color pattern (all K, C, M, or Y) to clarify if the cause is a problem with one of the print cartridges, image transfer belt, image transfer roller, or the fusing unit. This sample page is attached to the last page of this manual. If you have a PDF version of this manual, you can print this page. Before printing, you have to adjust the printer driver settings to make the problem become obvious. For details about adjusting the settings, refer to "Printer Driver Setting for Printing a Sample" described below.

- Occurs with 1-3 colors: print cartridge(s) failure
- Occurs with all four colors: Image transfer belt, transfer roller or fusing unit failure

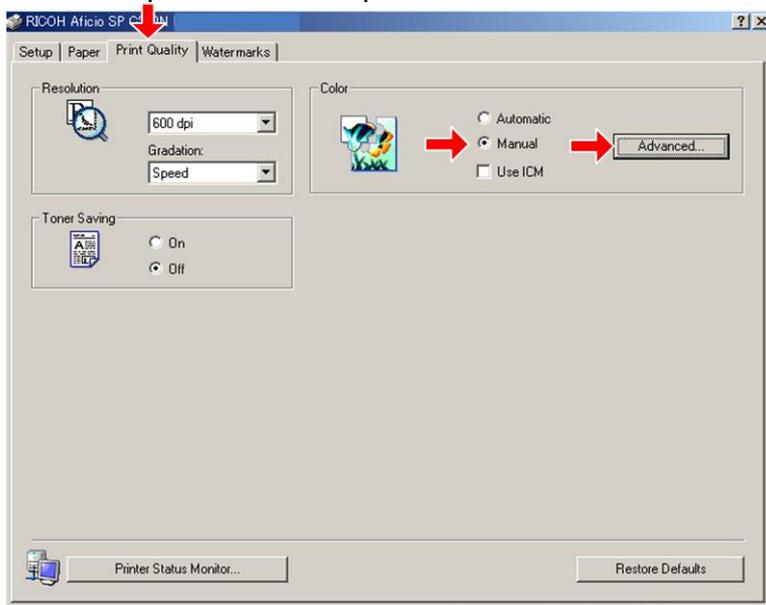
Model: Model PE-MF2	Date: 22-Jan-10	No.: RM018012
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g165c502

Printer Driver Setting for Printing a Sample

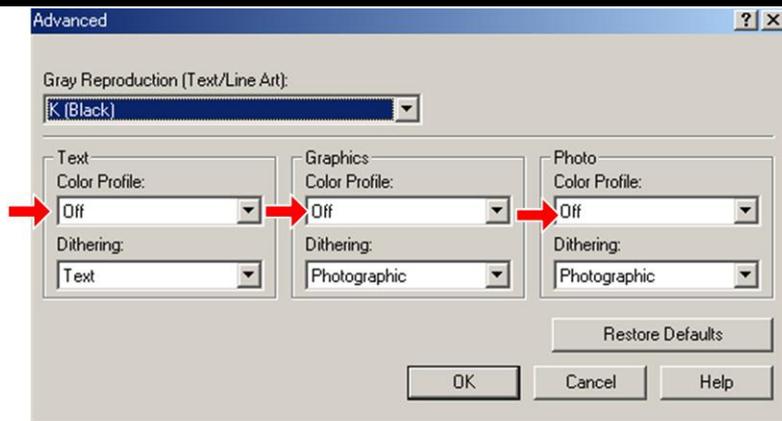
1. Click "Properties" on the printer driver.



g165c511

2. Click "Print Quality" tab.
3. Check "Manual" in the color setting.
4. Click "Advanced..."

Model: Model PE-MF2	Date: 22-Jan-10	No.: RM018012
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g165c510

5. Select "Off" from the pull-down menu in the "Color Profile" of the "Text".
6. Select "Off" from the pull-down menu in the "Color Profile" of the "Graphics".
7. Select "Off" from the pull-down menu in the "Color Profile" of the "Photo".

Model: PE-MF2		Date: 18-May-10	No.: RM018013
Subject: Laser Optics Housing Replacement		Prepared by: H.K.	
From: 2nd Overseas Tech Support Sec. 2nd PQM Dept			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

The following was added to the Service Manual.

LSU data input (S/M: Page 34)

Do the following after you replace the laser optics housing unit.

1. Perform Color Registration inside the “Engine Maintenance” menu.
2. Turn the main switch OFF/ON.
Note: MUSIC will be performed automatically.
3. Print out the following test chart and make sure that MUSIC was performed successfully.
See the procedure below

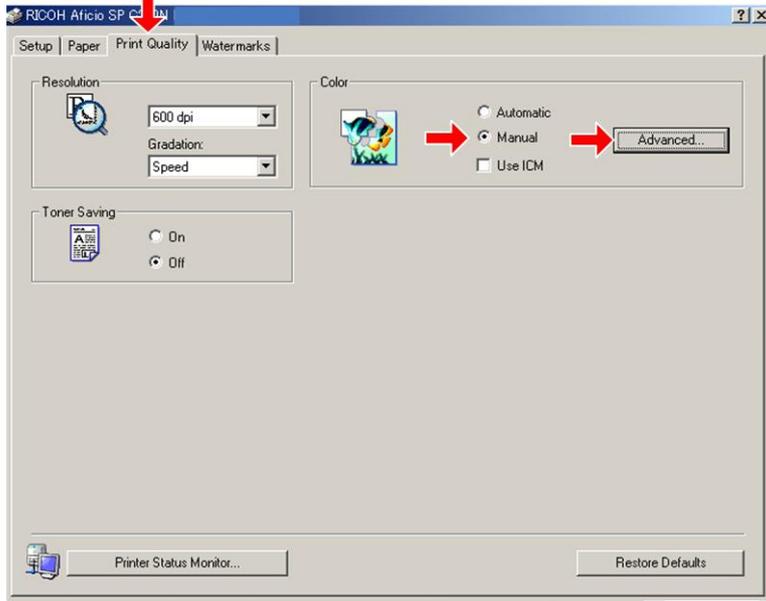


4. If necessary, adjust the registration settings for the front and rear sides of each paper tray inside the “Engine Maintenance” menu.

Model: PE-MF2	Date: 18-May-10	No.: RM018013
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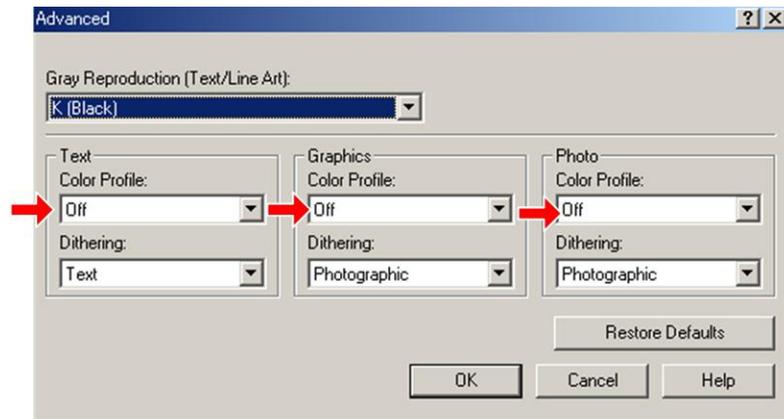
Printing out the test chart to make sure MUSIC was performed correctly

1. Click the "Properties" tab inside the printer driver.



g165c511

2. Click the "Print Quality" tab.
3. Select the "Manual" radio button.
4. Click [Advanced...].
5. Select "Off" for the three Color Profile pull-down menus shown (i.e. for Text, Graphics, and Photo modes).



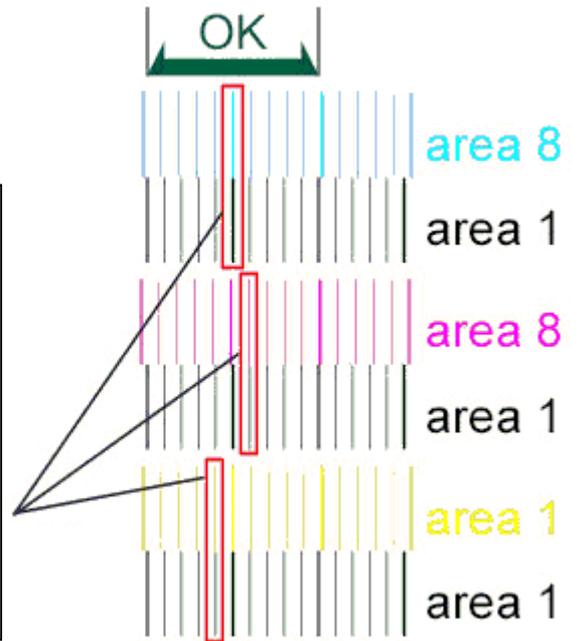
g165c510

6. Click [OK] twice to print out the test chart.
7. Make sure that MUSIC was performed successfully.
See the sample below
 - Four sets of vertical lines appear on the test chart (C and k, M and k, Y and k...). In each set, look for any vertical lines that are aligned within the region defined by "OK".

Model: PE-MF2	Date: 18-May-10	No.: RM018013
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- If all sets have at least one set of vertical lines that are aligned, MUSIC has been performed successfully.
- If MUSIC has not been performed successfully, do the procedure on the next page.

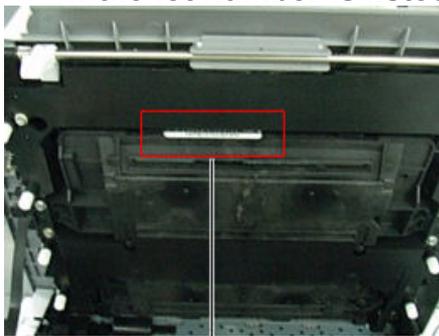
In each region/area, at least one set of vertical lines is aligned.



If MUSIC has not been performed successfully, do the following:

1. Open the upper cover and check the lot number of the laser optics housing unit.
2. Check to see if this lot number is listed in any of the Excel files attached below.

If the lot number is listed in one of the Excel files, do Steps 3-8 below.



Model: PE-MF2	Date: 18-May-10	No.: RM018013
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3. Open the front cover and turn on the machine.
4. Program the settings for the laser optics housing unit.
 - On the LCD, access "LSU Adjustment" inside the "Engine Maintenance" menu.
 - Manually input the corresponding LSU data inside the Excel sheet into the space provided on the LCD.
5. Close the front cover.
6. Execute "Color Registration", which is inside the "Engine Maintenance" menu.
7. Turn the main switch OFF/ON.
Note: MUSIC will be performed automatically.
8. Adjust the registration settings for each tray for the front and rear sides of the paper with the "Engine Maintenance" menu if necessary.



LSU Lot no. Data

					
KMI1080100001-KM I1080100077a.xls	KMI1080700001-KM I1080700168a.xls	KPE1071100089-KP E1071104999a.xls	KPE1071105000-KP E107111013a.xls	KPE1071200001-KP E1071203999a.xls	KPE1071204000-KP E1071208616a.xls
					
KPE1080100001-KP E1080103999a.xls	KPE1080104000-KP E1080106999a.xls	KPE1080107000-KP E1080108927a.xls	KPE1080200001-KP E1080203999a.xls	KPE1080204000-KP E1080207999a.xls	KPE1080208000-KP E1080301444a.xls
					
KPE1071204567-KP E1080304899a.xls	KPE1080304900-KP E1080400499a.xls	KPE1080400500-KP E1080404299a.xls	KPE1080404300-KP E1080502255a.xls	KPE1080502256-KP E1080505248a.xls	KPE1080505249-KP E1080601116a.xls
					
KPE1080601117-KP E1080604545a.xls	KPE1080604546-KP E1080703301a.xls	KPM0000000002a.xl s	KPP1071000002a.xl s	RPE0800000006a.xl s	

Model: Model PE-MF2		Date: 09-Jun-10	No.: RM018014
Subject: HARNESS COVER SHEET:ADF		Prepared by: H.K.	
From: 2nd Overseas Tech Support Sec. 2nd PQM Dept			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

SYMPTOM

The ADF and/or scanner unit does not work correctly.

CAUSE

The scanner interface harness (G1835550) gets pinched between the upper cover and machine frame when the upper cover is opened and closed. (This can happen if there is too much slack in the harness).

SOLUTION

Temporary solution

During machine assembly, the harness is straightened so that it does not get pinched.

Permanent solution

A protective sheet (Harness Cover Sheet, P/N: M0185757) was added to machines in production.

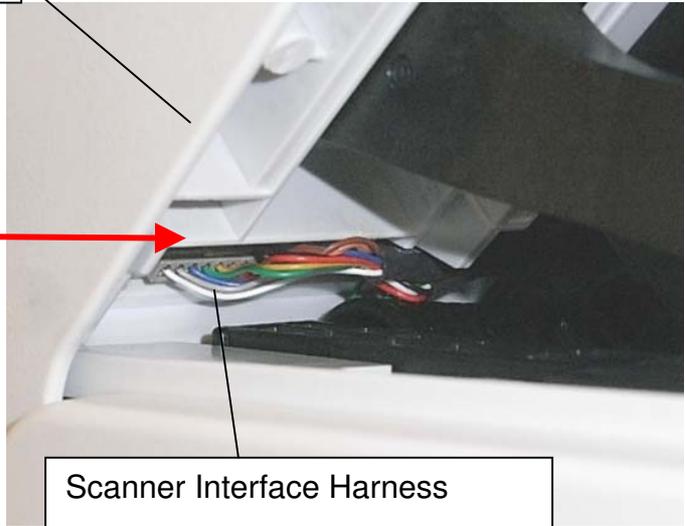
Old part number	New part number	Description	Q'ty	Int	Note
	M0185757	HARNESS COVER SHEET:ADF	0 - 1		

Model: Model PE-MF2

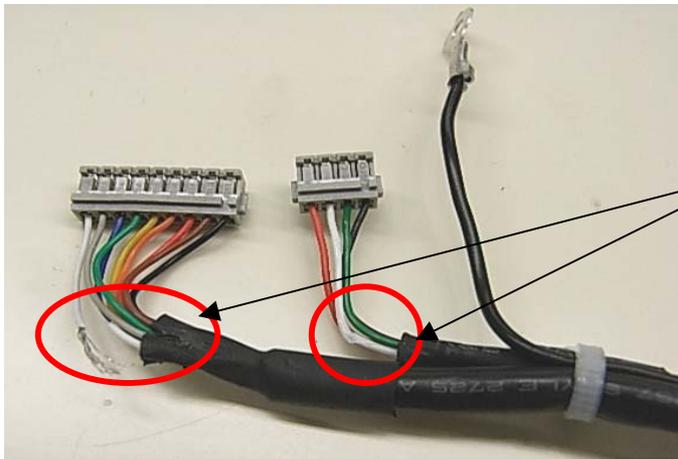
Date: 09-Jun-10

No.: RM018014

Upper cover



Scanner Interface Harness



Pinched Scanner Interface Harness

Model: Model PE-MF2

Date: 09-Jun-10

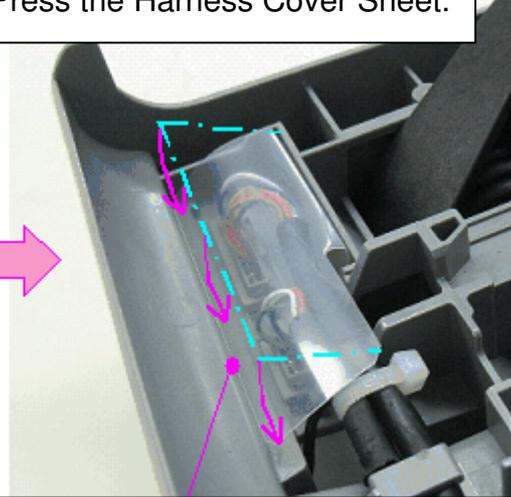
No.: RM018014

Attach the Harness Cover Sheet



Upper Cover

Press the Harness Cover Sheet.



Harness Cover Sheet

Model: Model PE-MF2	Date: 09-Jun-10	No.: RM018014
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Cut-in serial numbers

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NUMBER
Savin SP C231SF Gestetner SP C231SF Lanier SP C231SF	120/60	USA	M018-11	S53090xxxxx
Ricoh Aficio SP C231SF	120/60	USA	M018-17	S53090xxxxx
Ricoh Aficio SP C231SF	220/50, 60	China	M018-21	S53090xxxxx
Gestetner SP C231SF Nashuatec SP C231SF Rex Rotary SP C231SF	220/50, 60	Europe	M018-22	S5308900696
Ricoh Aficio SP C231SF Lanier SP C231SF	220/50, 60	Europe, Asia, etc	M018-27	S5308900770

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NUMBER
Savin SP C232SF Gestetner SP C232SF Lanier SP C232SF	120/60	USA	M019-11	S54090xxxxx
Ricoh Aficio SP C232SF	120/60	USA	M019-17	S54090xxxxx
Gestetner SP C232SF Nashuatec SP C232SF Rex Rotary SP C232SF	220/50, 60	Europe	M019-22	S54090xxxxx
Ricoh Aficio SP C232SF Lanier SP C232SF	220/50, 60	Europe, Asia, etc	M019-27	S54090xxxxx

Reissued:17-Jan-12

Model: Model PE-MF2 (USA only)	Date: 26-Nov-10	No.: RM018015b
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RTB Reissue

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

Subject: Mercury Decal		Prepared by: H.K.	
From: 3rd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input checked="" type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

This RTB applies to the **NA market only**.

OVERVIEW

- Some machines were shipped to the field without the decal shown below, which indicates that certain machine components contain mercury. This decal is required in several states in the U.S., including Vermont.
- The following action is necessary for all target machines (details below), since it is possible for any machine to be moved to one of these states.

ACTION IN THE FIELD

- The decal shown below, together with the following letter to customers, has been included in the BK print cartridge from November 2010 production. This letter requests the customer to attach the decal. This letter and decal will be included with the BK print cartridge for one year.
- Please advise customers how to attach the decal if any calls/inquiries are received.
- Also, at the next service visit, please make sure that the following decal has been attached to the machine.

Instruction sheet



Mercurydecalinstru
ction.pdf

Reissued:17-Jan-12

Model: Model PE-MF2 (USA only)

Date: 26-Nov-10

No.: RM018015b

Cut-in Serial Numbers (*letter and decal included*)**M84708 (Long Yield Supply: Print Cartridge Black SP C310HA): K50M847081011002776****M84712 (Short Yield Supply: Print Cartridge Black SP C310A): K22M847121012xxxxxx****Cut-in Serial Numbers (*letter and decal not included*)*****The following K print cartridges do not include the letter and decal, as it has been one year since the letter and decal were packaged together with the cartridge.******M84708 (Long Yield Supply: Print Cartridge Black SP C310HA): K50K847081111000001******M84712 (Short Yield Supply: Print Cartridge Black SP C310A): K22M847121111000001***

Reissued:17-Jan-12

Model: Model PE-MF2 (USA only)	Date: 26-Nov-10	No.: RM018015b
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Lamp(s) in LCD Panel and Scanning Unit Contain Mercury, Dispose According to Local, State or Federal Laws. >PS<

DECAL:VERMONT:2

Machines on which the decal has already been attached

The decal **does not** need to be attached to the following machines.

- The decal has already been attached to the following machines from January 2010 production:

M018-11 S5308500001

M018-17 S5308500041

M019-11 S5408500001

M019-17 S5408502186

- The decal has **already been attached** to the following machines, which were reworked before being released to the field:

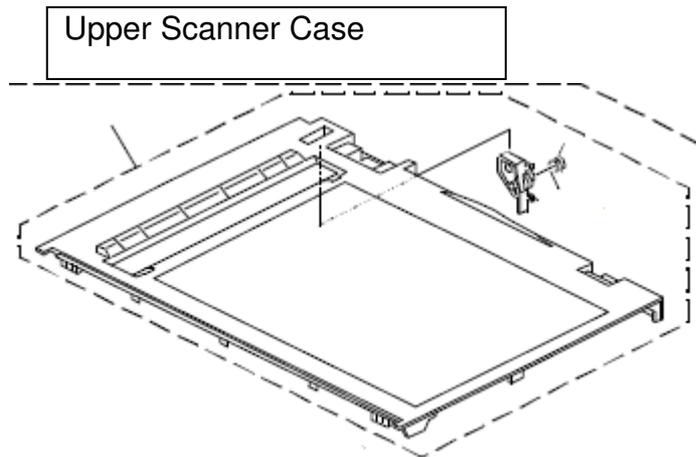
No	Machine code	Serial Numbers	Number of reworked units
1	M018-17	S5399501019; 020; 021; 023; 025; 027 ~ 033; 036 ~ 051; 053 ~ 057; 059; 060; 061; 063; 066; 068; 071 ~ 074; 076 ~ 079; 081; 082; 084 ~ 086; 089; 092; 096; 101; 103; 111	58

Model: PE-MF2		Date: 04-Nov-11	No.: RM018016
Subject: Upper Scanner Case		Prepared by: H.K.	
From: 3rd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Old part number	New part number	Description	Q'ty	Int	Note
G1831820	G1831757	CASE:SCANNER:UPPER	1-1	X/O	

Change/Reason: P/N G1831820, which does not include the white plate, was registered as a service part by mistake.

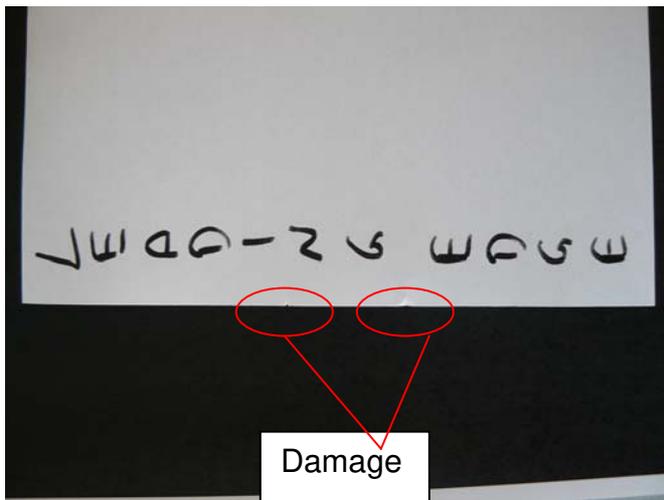
Note: It is not possible to replace the white plate in the field individually. P/N G1831757 contains this white plate.



Model: PE-MF2		Date: 26-Jan-12	No.: RM018017
Subject: Damaged Leading Edge of Original		Prepared by: H.K.	
From: 3rd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

SYMPTOM

The leading edge of the original may sometimes be damaged when feeding from the ADF.



CAUSE

The leading edge sometimes touches the ribs on the scanner upper case.

SOLUTION

Production line

- Four ribs were added to the "Guide:Feed:Driven".
- The height of the ribs on the ADF was increased by 1 mm.
- The space between the ribs was shortened.

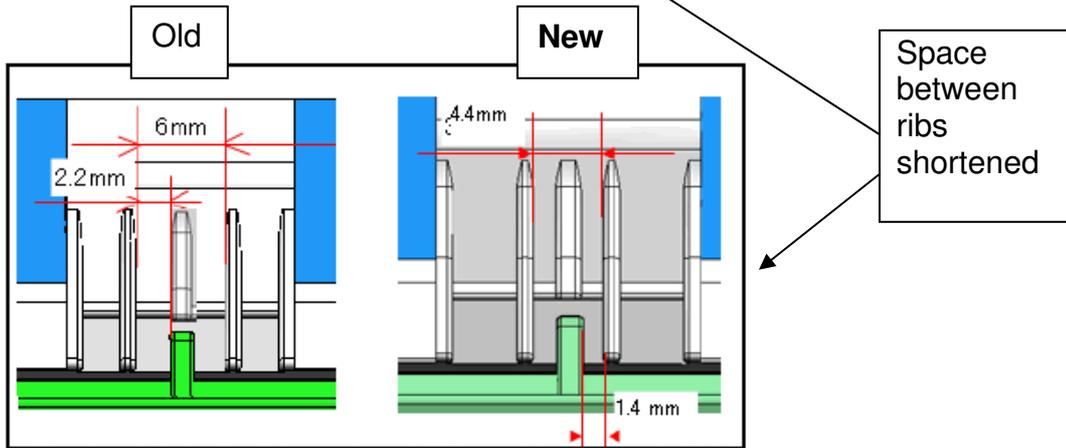
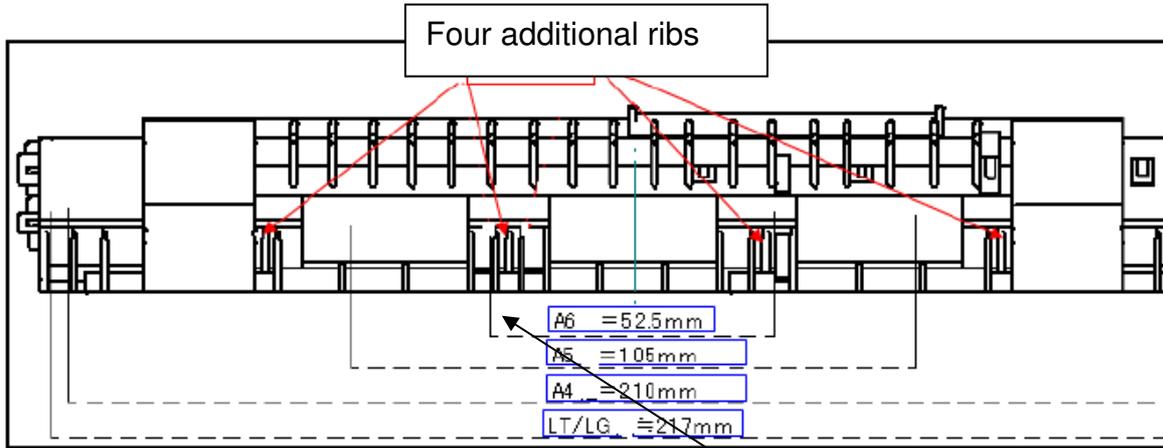
See the next page

Old part number	New part number	Description	Q'ty	Int	Note
G1832581	M0161601	GUIDE:FEED:DRIVEN	1 -1	X/O	

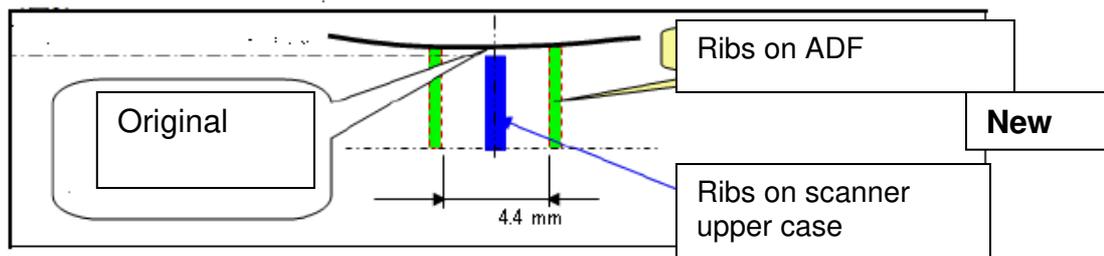
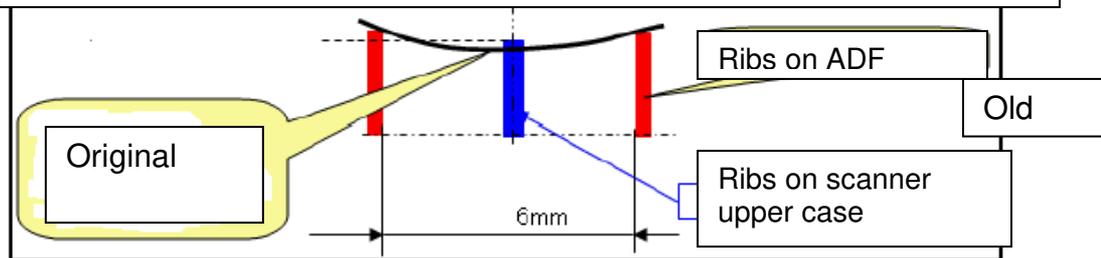
Cut-in serial numbers:

TBA

Four ribs added to Guide:Feed:Driven



Height of ribs on ADF extended by 1 mm



Reissued:21-Jan-13

Model: PE-MF2	Date: 13-Mar-12	No.: RM018018a
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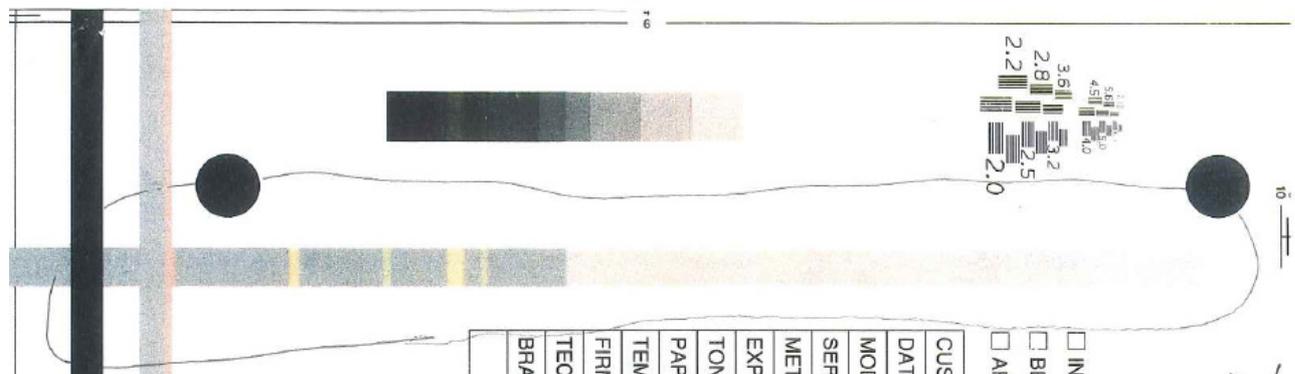
RTB Reissue

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

Subject: White or Color Stripes		Prepared by: H.K.	
From: 3rd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Tier 2

SYMPTOM

White or colored stripes may appear on copies.



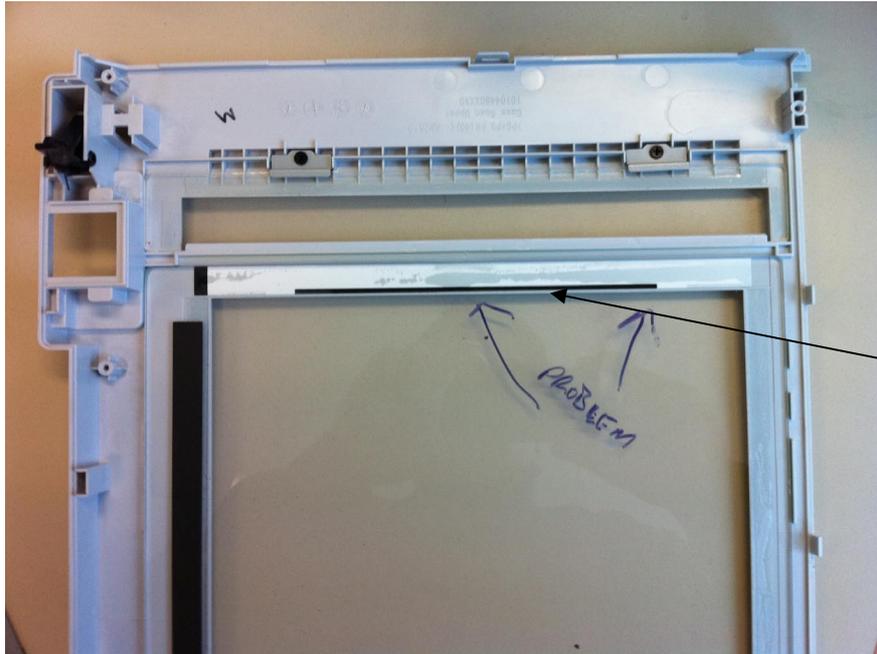
CAUSE

The glue that fixes the calibration white plate to the edge of the exposure glass melts. As a result, it leaks out and is picked up by the scanner.

Note: The glue tends to melt when the temperature and humidity are high (40C, 90%), and when the exposure glass is cleaned with alcohol.

Reissued:21-Jan-13

Model: PE-MF2	Date: 13-Mar-12	No.: RM018018a
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Glue melted
Upper Scanner Case

SOLUTION

Production line

1. The following were added to the production process from September 25, 2011.
 - No cleaning solvents (including pure alcohol) are used to clean the shading sheet, exposure glass, and upper scanner case.
 - A visual check is performed to make sure that glue cannot be seen between the exposure glass and white plate, after the glue has dried.
2. A new type of glue is used to attach the white plate. This glue will not melt in high-temperature, high-humidity conditions, nor by cleaning solvents.

In accordance with this change, the part number for the upper scanner case was changed as follows:

<i>Old part number</i>	<i>New part number</i>	<i>Description</i>	<i>Q'ty</i>	<i>Int</i>	<i>Page</i>	<i>Index</i>	<i>Note</i>
<i>G1831757</i>	<i>M0991757</i>	<i>CASE:SCANNER:UPPER:ASS' Y</i>	<i>1 - 1</i>	<i>X/O</i>			

Cut-in serial numbers: ***See the last page of this RTB.***

In the field

1. If the symptom occurs, replace the upper scanner case or scanner unit.
2. To prevent occurrences, do the following:

Reissued:21-Jan-13

Model: PE-MF2	Date: 13-Mar-12	No.: RM018018a
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- Do not use cleaning solvents (including pure alcohol) to clean the white plate, exposure glass, or internal area around the scanner unit.
- Advise customers not to use cleaning solvents (including pure alcohol) to clean the exposure glass. Rather, as mentioned in the User Guide, advise them to clean it with a soft, damp cloth and then dry it with the dry cloth.
- Advise customers to turn Energy Saver mode ON. This is because if it is OFF, the temperature around the scanner unit will tend to increase.

CUT-IN SERIAL NUMBERS

<i>MODEL NAME</i>	<i>V/Hz</i>	<i>DESTINATION</i>	<i>CODE</i>	<i>SERIAL NUMBER</i>
<i>Savin SP C231SF Gestetner SP C231SF Lanier SP C231SF</i>	<i>120/60</i>	<i>USA</i>	<i>M018-11</i>	<i>S53295xxxxx</i>
<i>Ricoh Aficio SP C231SF</i>	<i>120/60</i>	<i>USA</i>	<i>M018-17</i>	<i>S53295xxxxx</i>
<i>Ricoh Aficio SP C231SF</i>	<i>220/50, 60</i>	<i>China</i>	<i>M018-21</i>	<i>S53295xxxxx</i>
<i>Gestetner SP C231SF Nashuatec SP C231SF Rex Rotary SP C231SF</i>	<i>220/50, 60</i>	<i>Europe</i>	<i>M018-22</i>	<i>S53295xxxxx</i>
<i>Ricoh Aficio SP C231SF Lanier SP C231SF</i>	<i>220/50, 60</i>	<i>Europe, Asia, etc</i>	<i>M018-27</i>	<i>S53295xxxxx</i>

<i>MODEL NAME</i>	<i>V/Hz</i>	<i>DESTINATION</i>	<i>CODE</i>	<i>SERIAL NUMBER</i>
<i>Savin SP C232SF Gestetner SP C232SF Lanier SP C232SF</i>	<i>120/60</i>	<i>USA</i>	<i>M019-11</i>	<i>S54295xxxxx</i>
<i>Ricoh Aficio SP C232SF</i>	<i>120/60</i>	<i>USA</i>	<i>M019-17</i>	<i>S54295xxxxx</i>
<i>Gestetner SP C232SF Nashuatec SP C232SF Rex Rotary SP C232SF</i>	<i>220/50, 60</i>	<i>Europe</i>	<i>M019-22</i>	<i>S54295xxxxx</i>
<i>Ricoh Aficio SP C232SF Lanier SP C232SF</i>	<i>220/50, 60</i>	<i>Europe, Asia, etc</i>	<i>M019-27</i>	<i>S54295xxxxx</i>

Model: PE-MF2		Date: 19-Dec-13	No.: RM018019
Subject: Shaft: Paper Feed Roller		Prepared by: H.K.	
From: 3rd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Old part number	New part number	Description	Q'ty	Int	Note
G1662580	M1982580	SHAFT:PAPER FEED ROLLER:PRESS FIT	1 - 1	X/X	O/O as a set
08050089		RETAINING RING - M4	n - n-1		
	H5213355	C RING - PAPER FEED ROLLER	0 - 1	X/X	

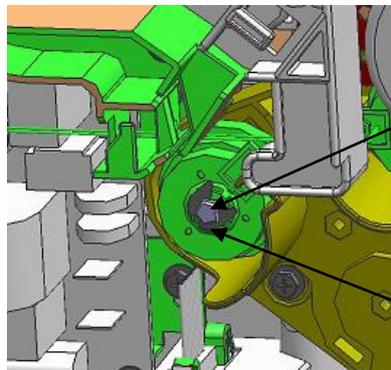
Change:

- 1) The width of the e-ring groove in the paper feed roller shaft was increased.
- 2) The e-ring was changed to a C-ring.

Reason: To facilitate assembly.

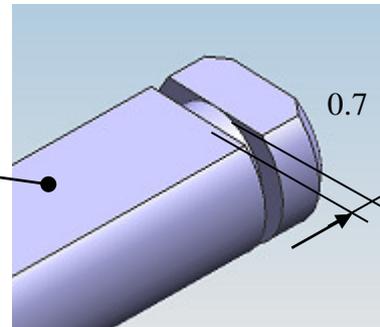
Model: PE-MF2	Date: 19-Dec-13	No.: RM018019
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Old

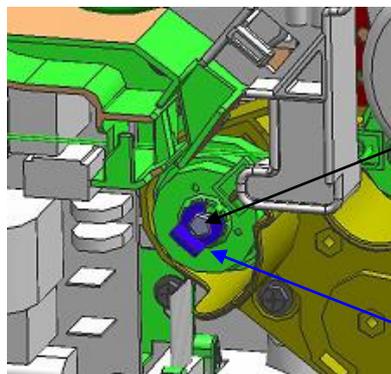


G1662580 Paper Feed Roller Shaft

08050089 E-ring

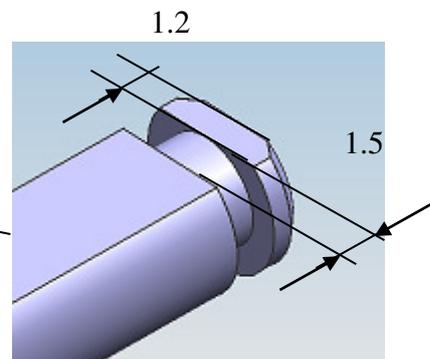


New



M1982580 Paper Feed Roller Shaft

H5213355 C-ring



08050089 → H5213355

Model: PE-MF2	Date: 19-Dec-13	No.: RM018019
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SRD (China) Production

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NUMBER
Savin SP C231SF Gestetner SP C231SF Lanier SP C231SF	120/60	USA	M018-11	Spare parts only
Ricoh Aficio SP C231SF	120/60	USA	M018-17	Spare parts only
Ricoh Aficio SP C231SF	220/50, 60	China	M018-21	Spare parts only
Gestetner SP C231SF Nashuatec SP C231SF Rex Rotary SP C231SF	220/50, 60	Europe	M018-22	Spare parts only
Ricoh Aficio SP C231SF Lanier SP C231SF	220/50, 60	Europe, Asia, etc	M018-27	Spare parts only

MODEL NAME	V/Hz	DESTINATION	CODE	SERIAL NUMBER
Savin SP C232SF Gestetner SP C232SF Lanier SP C232SF	120/60	USA	M019-11	Spare parts only
Ricoh Aficio SP C232SF	120/60	USA	M019-17	Spare parts only
Gestetner SP C232SF Nashuatec SP C232SF Rex Rotary SP C232SF	220/50, 60	Europe	M019-22	Spare parts only
Ricoh Aficio SP C232SF Lanier SP C232SF	220/50, 60	Europe, Asia, etc	M019-27	Spare parts only

Model: PE-MF2		Date: 26-Sep-14	No.: RM018020
Subject: COVER:CARRIAGE:UPPER		Prepared by: H.K.	
From: 3rd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	<input type="checkbox"/> Tier 2

Old part number	New part number	Description	Q'ty	Int	Note
G1831761		COVER:CARRIAGE:UPPER	1 - 0		
	→G1831765	CCD:MODULE:ASS'Y	0 - 1	X/O	

Change: The Upper Carriage Cover service part was deleted and replaced with the CCD Module Assembly.

Reason: The manufacturer of the CCD modules has mistakenly modified the cover without notification. As a result, there is no interchangeability between the old and new covers, and both cannot be supplied.

