Technical Bulletin

Reissued: 06-Jun-14

Model: PE-P4/PE-MF4

Date: 21-Feb-14

No.: RM200001b

Y. Nishida

RTB Reissue

The items in bo	Id italics were correct	cted or added.	
Subject: Firmwar	Prepared by:		
From: 3rd Tech S	Service Sect., MFP/Printer	r Tech Service Dept.	
Classification:	Troubleshooting	Part information	Action r

Classification:	Troubleshooting	Part information	Action required
	Mechanical	Electrical	Service manual revision
	Paper path	Transmit/receive	Retrofit information
	Product Safety	Other (Firmware)	🖂 Tier 2

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

Version	Program No.	Effective Date	Availability of RFU
01.01	M2025130B	July 2014 production	Not available
01.00	M2025130A	1st Mass production	Not available

Note: Definition of Availability of RFU via @Remote

"Available": The firmware can be updated via RFU or SD card.

"Not available": The firmware can only be updated via SD card.

Engine firmware is common among models PE-P4/MF4

Version	Modified Points or Symptom Corrected
01.01	Symptom corrected:
	When printing different paper sizes from different trays continuously, jam
	occurs at the paper size which is fed later.
01.00	1st Mass production

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Model: PE-P4/MF4(MF4 only)			Dat	e: 21-Nov	·14	No.: RM200004
Subject: PICKUP ROLLER ASS'Y (ADF No Feed)			Prepared by: Yuya Nishida			
From: 3rd Tech Service Sect., MFP/P Tech Service Dept.						
Classification:	 Troubleshooting Mechanical Paper path Product Safety 	Part info Electric Transm	ormai al it/rec	tion eive)	Action Servic Retrof	n required be manual revision fit information

Old part number	New part number	Description	Q'ty	Int	Note
M2021630	M2021642	ADF:ASS'Y	1 - 1	X/O	
M2021632	M2021643	PICKUP ROLLER:ASS'Y	1 - 1	X/O	
M1562825	M2021780	GEAR:22T	1 - 1	X/X	Material change
M2021773	M2021781	PAWL:MECHANICAL SPRING CLUTCH:M202	1 - 1	X/X	Material change
-	M2021779	DISCHARGE BRUSH:MECHANICAL SPRING CLUTCH	0 - 1	-	Newly added

Change:

- 1. The material of the gear and pawl used for the ADF feed rollers were changed from nylon to POM (Polyoxymethylene).
- 2. A discharge brush was newly added.
- **Reason:** To improve ADF feed performance under LT/LH conditions (10C, 15%RH) and neutralize static electric build-up.

Note:

- The above changes were applied to mass-production from July 2014.
- Supplementary information on non-feed jams is shown on the pages below.

IMPORTANT:

- When ADF non-feed jams occur, replace the **entire Pickup Roller Assembly** (M2021643).
- For all other symptoms, replace the Gear (M2021780), Pawl (M2021781), and Discharge Brush (M2021779) together **as a set.**

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No.: RM200004

Supplementary:

ADF non-feed jams in LT/LH environments

Normally, when the paper edge reaches the ADF feed roller, the pawl should move to the roller side (see first photo below) in order to drive the roller. But under LL/LH conditions, the pawl is positively charged, and slides to the gear side (see second photo below). As a result, the ADF feed roller does not rotate and the original is not fed correctly, causing the jam.

Correct position of the pawl (roller side):



Incorrect position of the pawl (gear side):



Note: The above photos show a bird's-eye view through a cut-out in the ADF top cover.

Modified Discharge Brush (M2021779)

The Discharge Brush is a strip of anti-static felt and is affixed with double-sided tape.



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Date: 21-Nov-14

No.: RM200004



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Model: PE-MF4			Date: 6-Mar-17		17	No.: RM200005	
Subject: PC FAX is sent to wrong address				Prepared by: Junji Mochizuki			
From: MFP/Printer Field Quality Management Dept.							
Classification:	 Troubleshooting Mechanical Paper path Product Safety 	 Part info Electrica Transmi Other (ormat al it/rec	tion eive)	 Action Servic Retrofi Tier 2 	required e manual revision it information	

SYMPTOM

Occasionally, a page of PC fax is sent to a wrong address when the CPU becomes very busy sending multiple jobs continuously to different addresses.

When this happens, the 1st page of the PC fax document is mixed with the following PC fax document as the 1st page of the document. No document is sent to the address of the 1st job.

This problem can occur with firmware v1.0.5 or older versions but the occurrence rate is extremely low. This problem was reported from one customer among more than 70k MIF worldwide since the product launch. The customer was connecting 30 PCs to the printer and sending PC fax jobs frequently from each PC.

CAUSE

Firmware bug

SOLUTION

The firmware was modified to **v1.0.6a.** This version has been applied from February 2017 production.

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Model: PE-P4/MF4			Date: 11-Jul-18		8	No.: RM200006	
Subject: Manual correction: EEPROM setting procedure				Prepared by: E. Nakamura			
From: 1st Tech. Support Sec. Service Support Dept.							
Classification:	Troubleshooting	🗌 Part informa		ation Action r		n required	
	🗌 Mechanical	Electrical		🛛 Servi		e manual revision	
	Paper path	Transmit/rec		eive	Retrofit information		
	Product Safety	Other ()	Tier 2		

Service Manual Revision

The descriptions in *bold and italic* were added or modified.

Vote Note

Replacement and Reinstallation procedures for the EEPROM are included in the EGB (Engine Board) ^m replacement procedure. Refer to EGB (Engine Board) ^m for details.

When replacing an old EEPROM with a new EEPROM, EEPROM setting is required. Follow the EEPROM setting procedure described below.

🛨 Important

- Do the following steps 1 to 9 with the front cover of the machine open. After completing these steps, turn off the machine.
 - 1. Open the front cover and turn on the machine in "Service Mode".

Vote Note

- The machine may issue an error code (because the cover is open), but continue this procedure.
- Ask your supervisor how to enter "Service Mode".
- 2. Enter "Eng Maintenance" in "Service Mode:".
- 3. Select "*Counter Reset*" and execute it to initialize the EEPROM.
- 4. Exit the "Eng Maintenance" menu.
- 5. Select the "Serial No." item, and then input a serial number.

Vote Note

- Ask your supervisor about how to access the serial number input display.
- 6. Exit the serial number input display, and then enter "*Eng Maintenance*" again.
- 7. Select "Destination", and then select a destination.
- 8. Select "Model", and then select a model.
- 9. Select "PnP Name", and then select a plug and play name.
- 10. Select "LSU Adjustment", and then input the LSU (laser optics housing unit) setting values if they are available.

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RICOH

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- 11. Turn off the machine.
- 12. Turn on the machine with the front cover open.
- 13. Enter "*Eng Maintenance*" in "*Service Mode:*" again.
- 14. Close the front cover.
- 15. Select "Trans. Belt Adjust", and then execute "Trans. Belt Adjust" to adjust the ITB (Image Transfer Belt) unit.
- 16. Select "Fuser SC Detect", and then select "ON" or "OFF" for the consecutive fusing jam detection.

Vote Note

- The default setting is "OFF". Select "ON" only if the customer wants to use this feature.
- 17. Select "Registration", and then adjust the registration for each direction (vertical and horizontal direction) and tray if necessary.
- 18. Select "2nd Transfer Fuser Temp", and then adjust the transfer roller bias and the temperature reduction of the fusing unit for each paper type and for the front and back sides. The default settings for normal operation are all '0'.
- 19. Perform "Color Registration" in the "*Eng Maintenance*" menu.
- 20. Turn the power off and on.

Vote Note

- MUSIC will be performed automatically.
- 21. Print out the test chart (<u>Laser Optics Housing Unit</u> **□**), and make sure that MUSIC was performed successfully.

🔸 Note

- If MUSIC is not performed successfully, see "If MUSIC has not been performed successfully" (<u>Laser Optics Housing Unit</u> =).
- 22. If necessary, adjust the registration settings for the front and rear sides of each paper tray in the "*Eng Maintenance*" menu.
- 23. Exit "Eng Maintenance".