

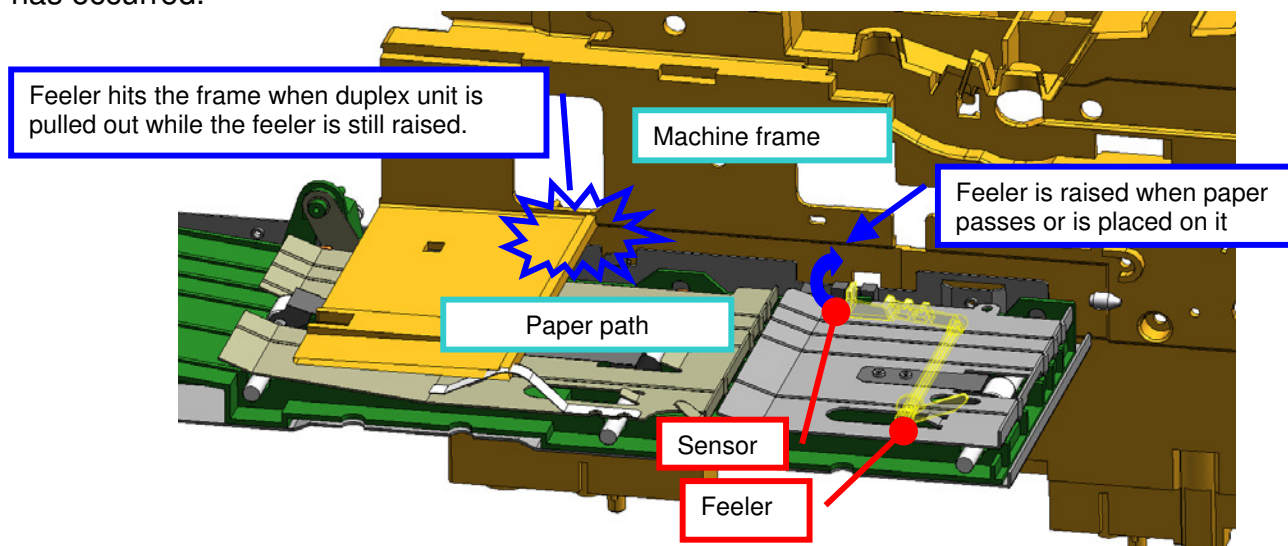
Model: C-P1 Duplex unit		Date: 22-Feb-10	No.: RG361001
Subject: Duplex jam		Prepared by: Y. Murata	
From: 2nd Overseas Tech. Support Sec., 2nd PQM Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input checked="" type="checkbox"/> Paper path <input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier2

SYMPTOM

After jammed paper is removed following a misfeed, the "Remove Misfeed Duplex Unit" display does not clear.

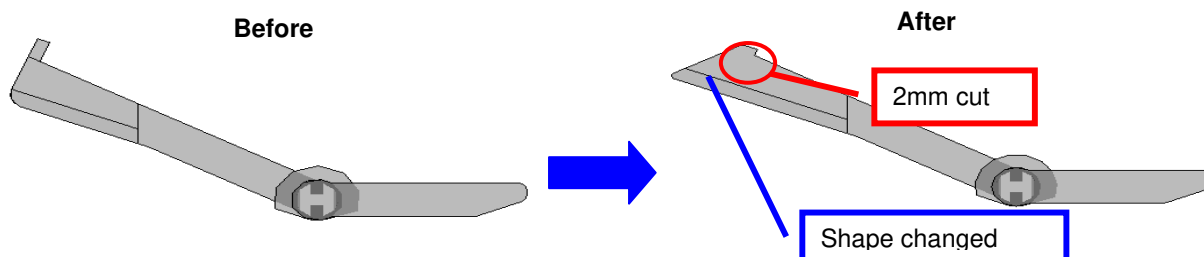
CAUSE

The sensor feeler sometimes contacts the inside of the machine frame, damaging the feeler. This can happen if the operator lifts up the unit while pulling it out, or if a Z-fold jam has occurred.



SOLUTION

The shape of the feeler was changed so that it does not contact the frame in such cases.



Old part number

New part number



Model: C-P1 Duplex unit

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No.: RG361001

G3612810

G8932810