

Reissued: 24-Oct-07

Model: Apollon-C1 ARDF DF3010	Date: 5-Oct-07	No.: RB802001a
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RTB Reissue

 The items in ***bold italics*** have been corrected.

Subject: The ARDF cover closes quickly		Prepared by: T.Kiyohara	
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 ()	

SYMPTOM

The ARDF cover closes quickly.

CAUSE

Not enough grease was applied to the cam.

SOLUTION

Production line

The factory improved procedures to control the amount of grease applied to the cam (implemented from Jan. 19th 2007).

Action in the field

 Attach **the spacer: B2239450** in left hinge of ARDF. See procedure below

1. Make sure that enough grease is applied to the concave surface of the spacer shown in Fig. 1, the convex surface shown in Fig. 2, and the inside of the rib shown in Fig. 3 and 4.

Important: *This hinge already has grease applied to it when it comes from the factory. Do not apply any other type of grease to this hinge. If there is insufficient grease, install another spacer that has sufficient grease.*



Figure.1



Figure.2

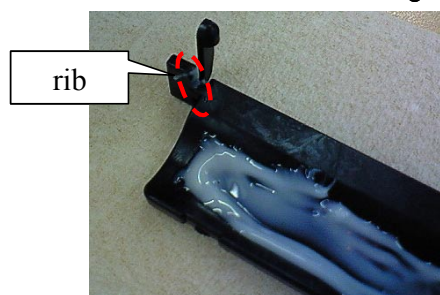


Figure.3

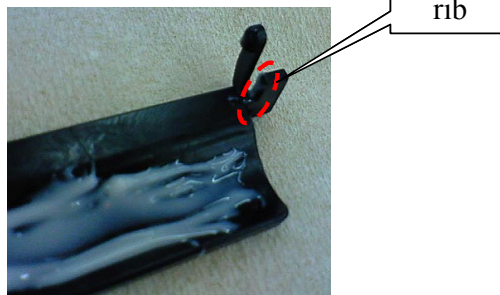


Figure.4

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Open the ARDF to the 90-degree position.

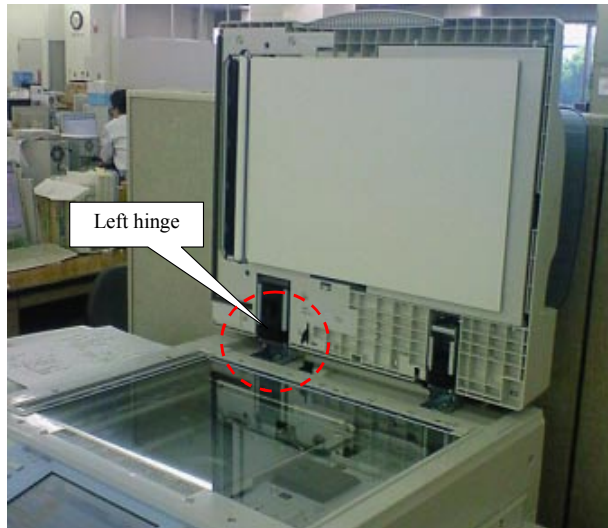


Figure 5

3. While holding the spacer hook in place, insert the spacer between the slider cam and cam.

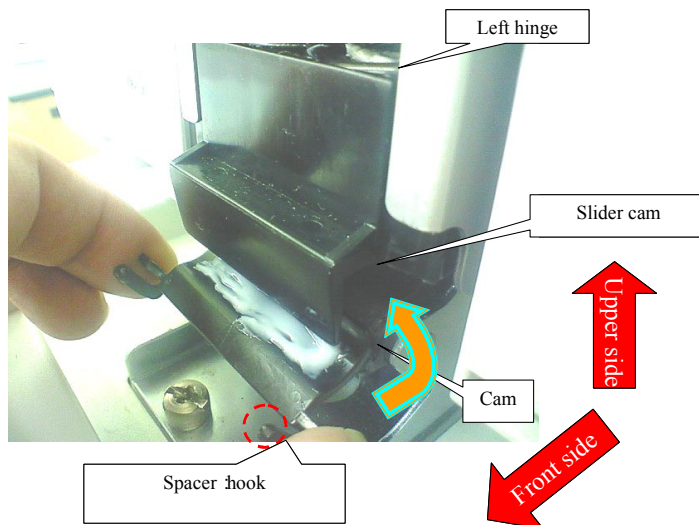


Figure 6

4. Hook the spacer onto the left hinge, and then close the ARDF.

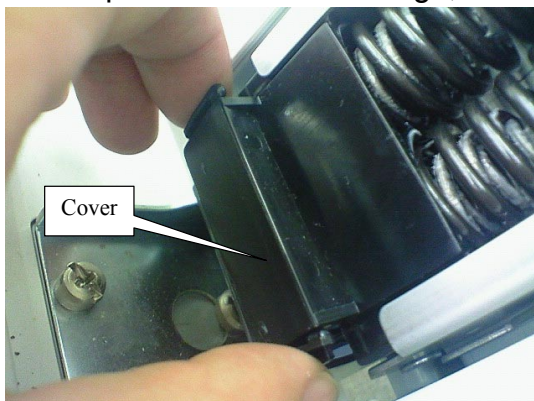


Figure 7



Figure 8

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5. Open the ARDF and make sure that the spacer is between the slider cam and cam.

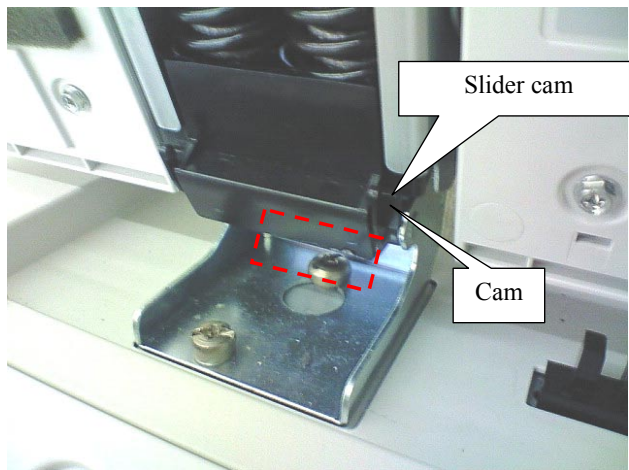


Figure 9

6. Open and close the ADRF a few times, and make sure the movement of the ADRF cover is normal.
7. Wipe off any grease that is on the hook of the spacer, left hinge cover, or other area.

Affected Units (Serial Numbers)

The following are the serial numbers of the machines affected by this symptom.

(All units from 1st production to 2007 January production)

Reissued:4-Aug-09

Model: AP-C1 ARDF DF3010	Date: 28-Jul-09	No.: RB802002a
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RTB Reissue

The items in **bold** were corrected or added.

Subject: ARDF 3010		Prepared by: N.Yoshida	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
04513006	-	TAPPING SCREW - M3X6	2		27	101	
B8023234	B8023235	TIMING PULLEY:	1	X/O	31	11	A
B3121615	-	TENSION ROLLER			27	3	
B8021772	B8021774	TIMING BELT:40S3M186	1-1	X/X	27	4	A
B8021773	-	BRACKET:SHAFT:SIDE PLATE:FRONT	1		27	1	

NOTE: When you install any of the parts labeled "A" in the table, make sure to install them **together as a set.**

[REX Shenzhen (China) Production]

MODEL NAME	DESTINATION	CODE	SERIAL NO.
DF3010	All RICOH subsidiaries, NRG, SAVIN, LANIER	B80217	L9387708453~ L9387880001~
DF3010	For configuration at RPL, REI	B80290	L4067700331~

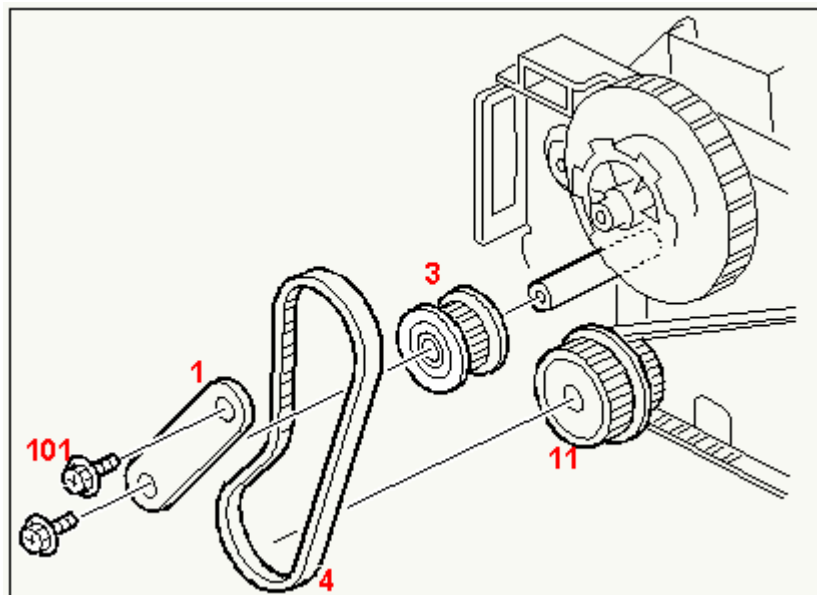
Reissued:4-Aug-09

Model: AP-C1 ARDF DF3010

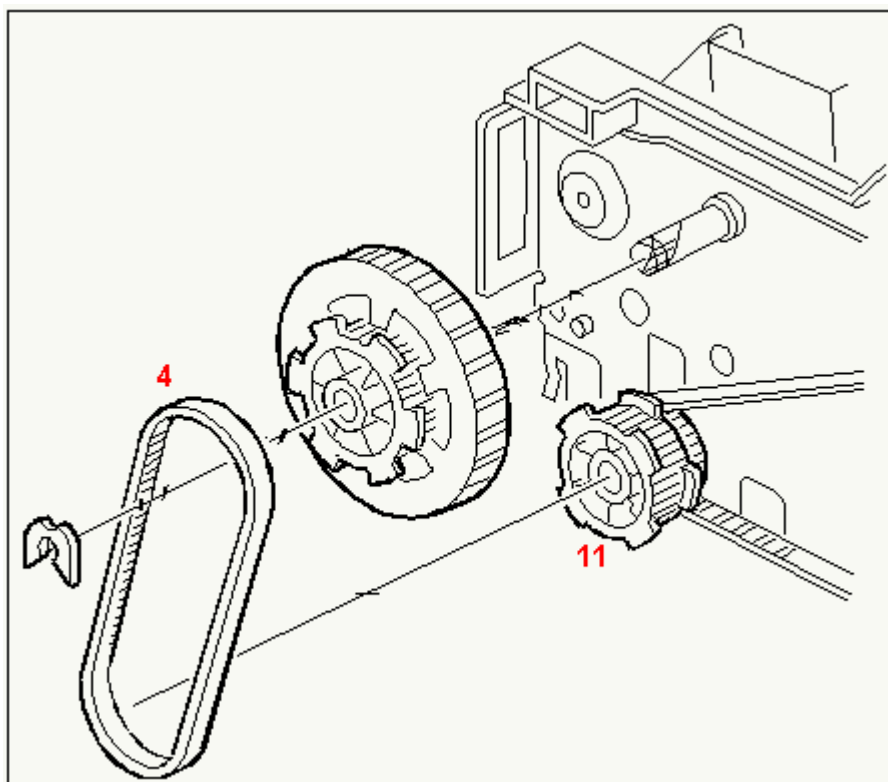
Date: 28-Jul-09

No.: RB802002a

Old part composition



New part composition



Model: ARDF 3010		Date: 19-Aug-09	No.: RB802003
Subject: Parts information		Prepared by: M. Kumagai	
From: 2nd Tech Support Sec. Service Support 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	Page	Index	Note
B8025740	B8025880	HARNESS:SENSOR:ORIGINAL TABLE	1	O/X as a set	39	7	
B8025750	-	HARNESS:ORIGINAL TABLE	1		21	22	
B8025830	B8025870	HARNESS:SENSOR:PAPER FEED	1	O/X as a set	39	8	
B8025840	-	HARNESS:PAPER FEED	1		31	3	

Change/Reason: The above parts were combined for improved parts conversions

[REX Shenzhen (China) Production]

MODEL NAME	DESTINATION	CODE	SERIAL NO.
DF3010	SAVIN/Gestetner/LANIER/RICOH	B802-17	L9387708053~
	infotec	B802-26	-

Reissued:02-Jun-10

Model: AP-C1 ARDF DF3010	Date: 27-Jan-10	No.: RB802004a
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RTB Reissue

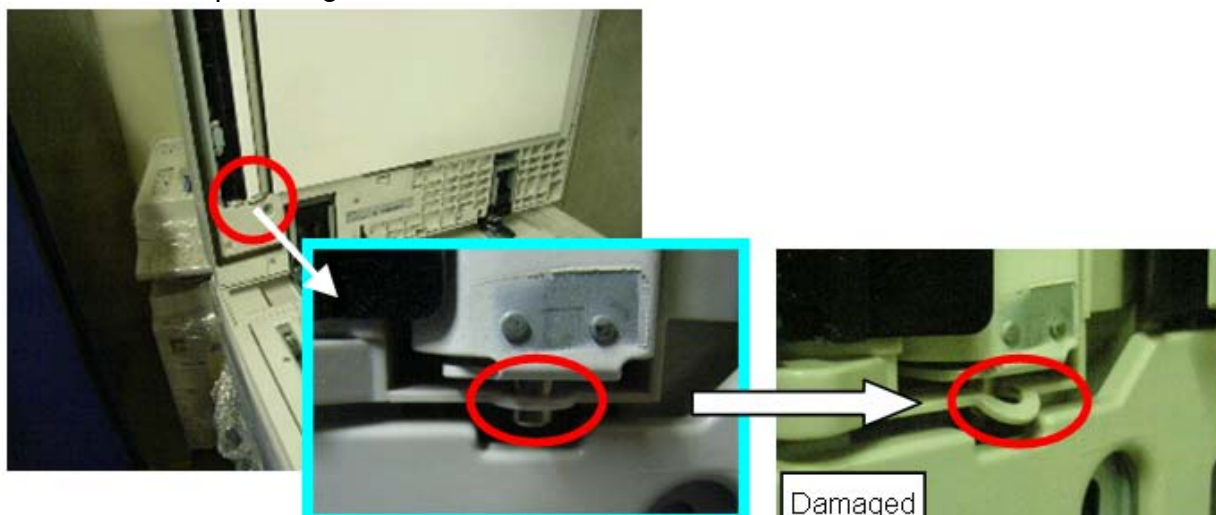
Bold and Italic part was added

Subject: Original feed Jam		Prepared by: M. Kumagai	
From: 1st Overseas Tech Support Sec., 1st 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 type="checkbox"/> Tier 2

Symptom: ADF original feed Jam

Cause:

The following circled part was bent because the customer inserted something like a pencil between the exposure glass and the ADF



Reissued:02-Jun-10

Model: AP-C1 ARDF DF3010	Date: 27-Jan-10	No.: RB802004a
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Solution:

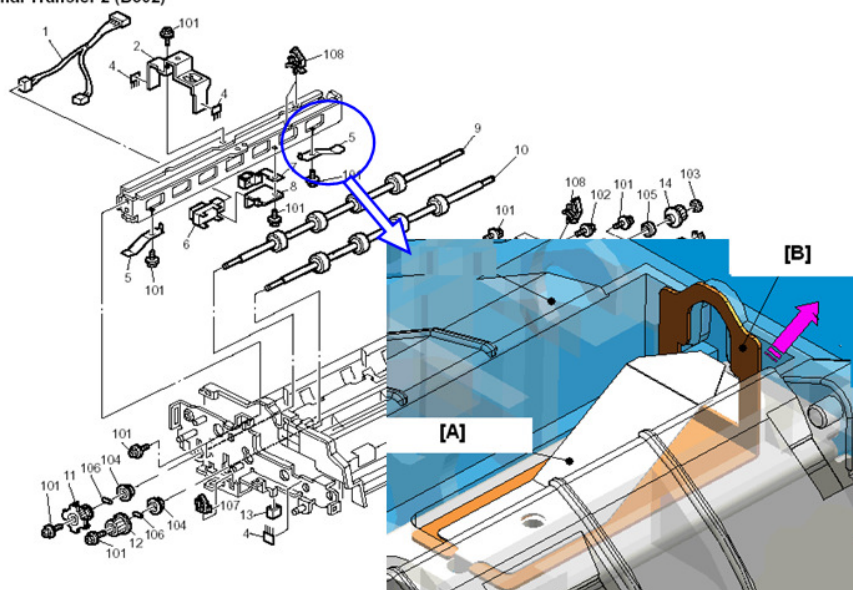
1. If the unit serial number is earlier than shown in the following table, replace the following guide plate.

[REX Shenzhen (China) Production]

MODEL NAME	DESTINATION	CODE	SERIAL NO.
DF3010	All RICOH subsidiaries, NRG, SAVIN, LANIER	B80217	L9397703889~
DF3010	For configuration at RPL, REI	B80290	L9397700001~

Old #	New #	Description	OLD Qty	NEW Qty	Int	Page	Index
B8023145	-	SPRING PLATE	2	1	X/O as a set	13	5
	B8023148	GUIDE PLATE:GUIDE PLATE:SCANNING	0	1		13	5
	B8023149	SPRING PLATE:GUIDE PLATE:SCANNING:INNER BACK	0	1		13	5

6.Original Transfer 2 (B802)



[A]: B8023149 [B]: B8023148

2. If the unit serial number is later than shown in the following table, it is unnecessary to replace the above parts because the frame parts were made stronger.

[REX Shenzhen (China) Production]

MODEL NAME	DESTINATION	CODE	SERIAL NO.
DF3010	All RICOH subsidiaries, NRG, SAVIN, LANIER	B80217	L9398004791~
DF3010	For configuration at RPL, REI	B80290	L9398003450~

Model: AP-C1 ARDF (DF3010)		Date: 05-Mar-10	No.: RB802005
Subject: Important notice about firmware update		Prepared by: M. Kumagai	
From: 1st Overseas Tech Support Sec., 1st 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

SYMPTOM

The “E-40” error occurs when the firmware is updated to V14 (B8025603A).

Note:

- This symptom does not occur on units that already have V14 pre-installed. It only occurs when updating to V14 in the field.
- V14 was released on the firmware download site, but it was immediately removed when this issue was discovered.

CAUSE

Firmware bug with V14

SOLUTION

Update the firmware to **V15** using the procedure below.

Procedure for Updating to V15

Important: Before you begin this procedure, make sure to install the following Engine firmware.

AP-C2: **V1.53:09** or later

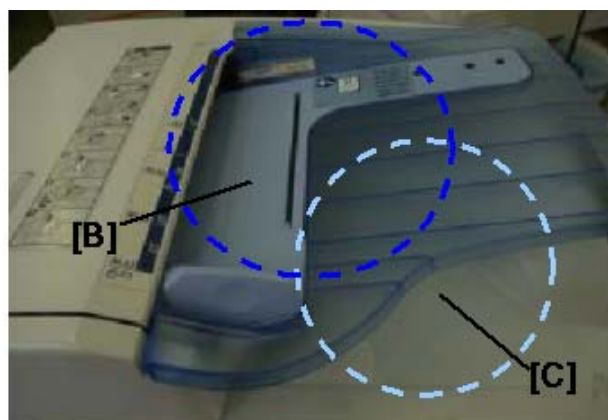
AL-C1: **V1.06:05** or later

1. If the pick-up roller is in the lower position shown in the left photo [A], open and close the left cover to raise the roller to the upper position.
2. Make sure there is no paper inside the ADF, on the original feed table [B], or on the original exit table [C].

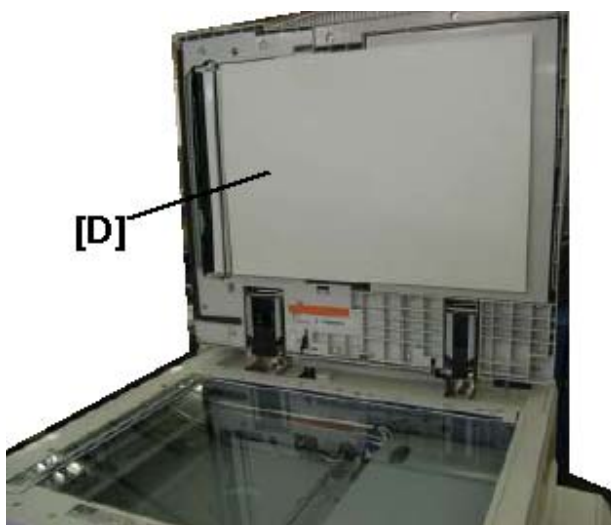
Model: AP-C1 ARDF (DF3010)

Date: 05-Mar-10

No.: RB802005



3. Open the ADF main cover [D] as shown below, and leave it open while you update the firmware in Step 4.
4. Update the firmware to V15.



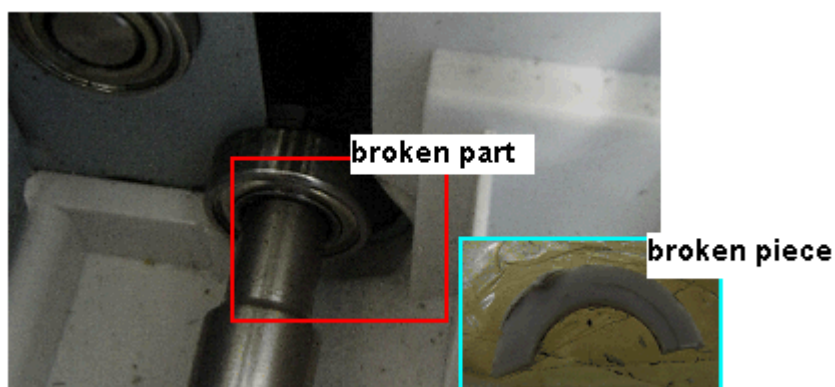
Model: AP-C1 ARDF DF3010		Date: 01-Sept-11	No.: RB802006
Subject: Original Jam57 on DF3010		Prepared by: N.Yoshida	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

SYMPTOM

Original JAM 57 occurs frequently.

CAUSE

The following part is broken.



SOLUTION

Production line

The bearing was modified (new P/N: #07413506), and applied to machines in production from the following serial numbers:

MODEL NAME	MODEL CODE	DESTINATION	SN #
DF3010	B80217	All RICOH subsidiaries, NRG, SAVIN, LANIER	L9398004791~
DF3010	B80290	For configuration at RPL, REI	L9398003450 ~

In the field

Do the procedure on the next page if the symptom occurs.

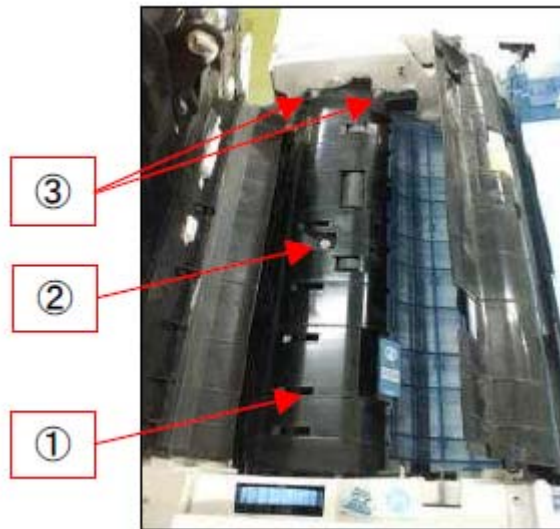
Model: AP-C1 ARDF DF3010

Date: 01-Sept-11

No.: RB802006

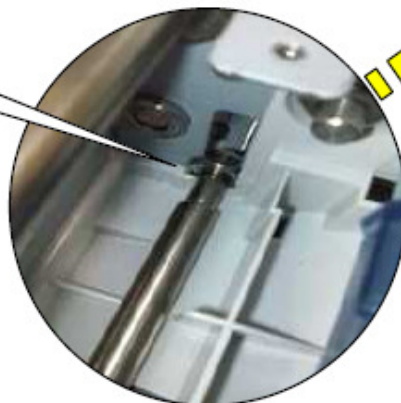
Procedure

1. Remove the #B8023351 guide plate (screws x 3).



2. If there are any cracks in the following part (or broken pieces), go to Step 3.

crack or broken piece



Model: AP-C1 ARDF DF3010

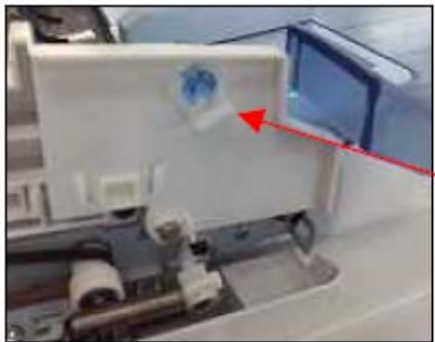
Date: 01-Sept-11

No.: RB802006

3. Remove the front and rear covers (screws x 3).



4. Remove the three parts shown below.



Model: AP-C1 ARDF DF3010

Date: 01-Sept-11

No.: RB802006

5. Release the clamps and harness shown below.



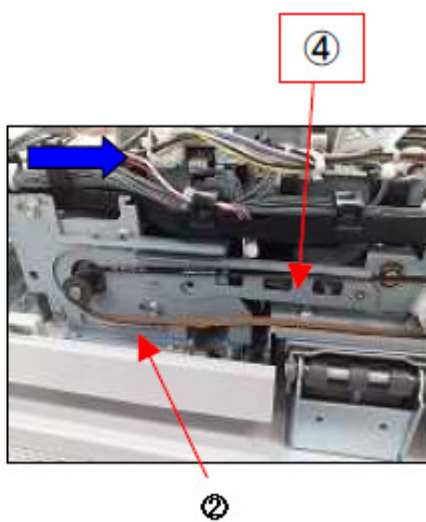
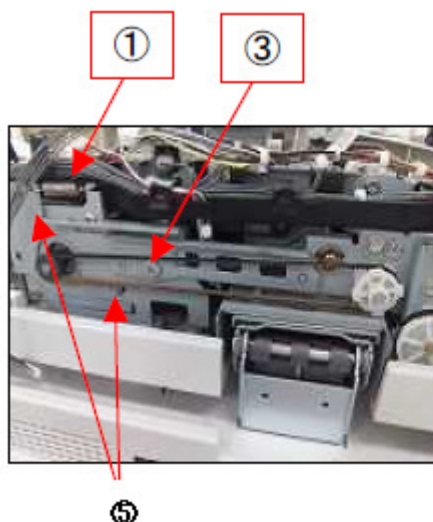
6. Remove the original table.

Important: Put the original table on a flat surface, with the rollers facing up (to prevent damage to the rollers).



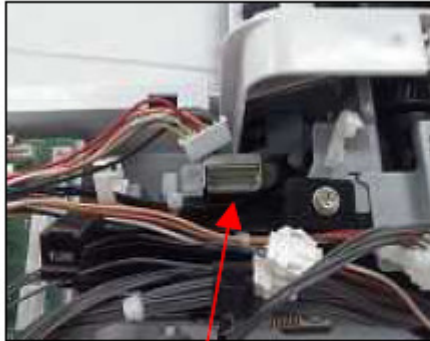
7. Remove parts #1-5 in the photo below.

1: Spring, 2: Timing belt, 3: Screw (6x17), 4: Bracket, 5: Screw



8. Remove parts #1 and #2 in the photo.

1: Feed motor connector, **2:** PCB harnesses (all)



①



②

9. Remove the screw.



Model: AP-C1 ARDF DF3010

Date: 01-Sept-11

No.: RB802006

10. Open the ADF to an angle of 60 degrees and remove the following part.



11. Remove parts #1 and #2 shown in the photo below.

1: White part (secures bearing in place), **2:** Bearing

Important: Use a sharp tool (**#3**) to remove the bearing.



①



②

③

10. Replace the bearing with the modified bearing (P/N #07413506).