

Model: Diana-C1/C1L Paper Feed Unit PB3070		Date: 16-Mar-09	No.: RD425001
Subject: No feed paper jam from PFU		Prepared by: K. Moriizumi	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input checked="" 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

A non-feed paper jam occurs when the machine tries to feed relatively heavy paper from the PFU.

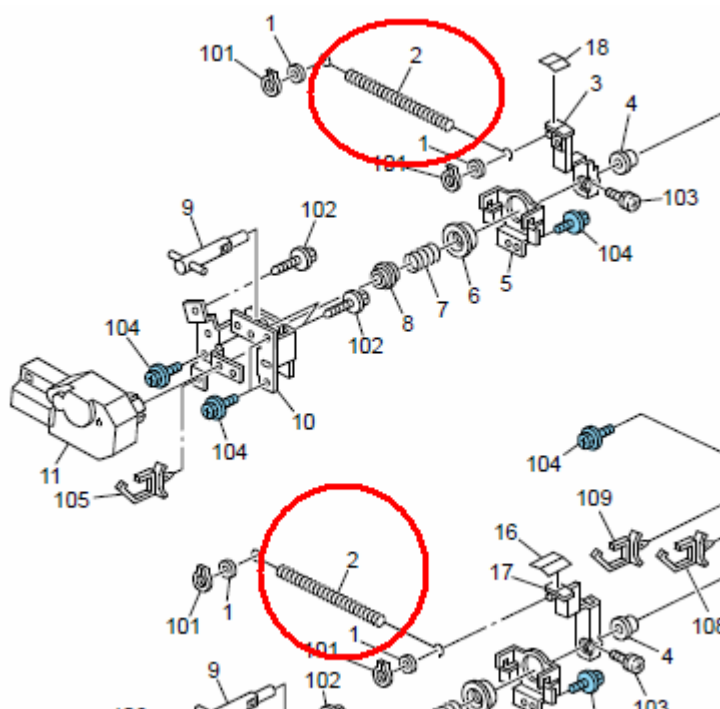
CAUSE

There is not enough pressure on the top sheet of paper to separate it from the other sheets.

SOLUTION

1. Advise users not to load the tray full when using heavy paper types, OR
2. Replace the pressure tension springs (P/N D3312773) with special springs (P/N D3312774).

Note: These "special springs" will increase the paper feed pressure. Therefore, if the operator uses thin paper types after this spring is installed, multi-feeds may occur.



Model: DI-C1/C1L Paper Feed Unit PB3070		Date: 15-Apr-10	No.: RD425002
Subject: Loud noise from optional paper tray		Prepared by: M.Saiki	
From: 2nd Overseas Tech Support Sec., 2nd PQM Dept.			
Classification:	<input checked="" 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

Target Models: DI-C1 and DI-C1L

SYMPTOM

A loud vibration can be heard while the paper is being fed from the optional paper tray.

CAUSE

When the paper is fed, vibration is transmitted through the friction pad to the stay of the paper tray.

SOLUTION

Production Line:

A vibration-proof cushion pad was added.

PB3030 Paper Feed Unit: Applied from January 2010 production

PB3070 Paper Feed Unit: Applied from January 2010 production

In the Field:

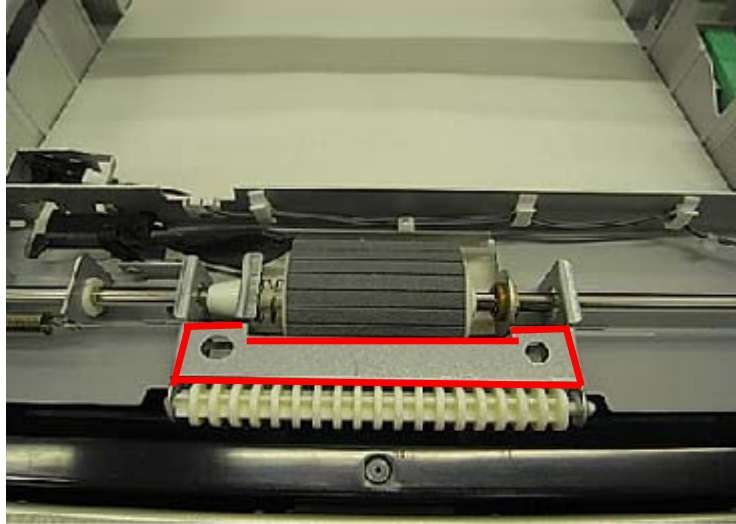
If the symptom is reported, attach the following part to the paper feed bracket:

P/N D4252558 SPACER:ADHESION

See the next page for the attachment procedure

Attachment Procedure

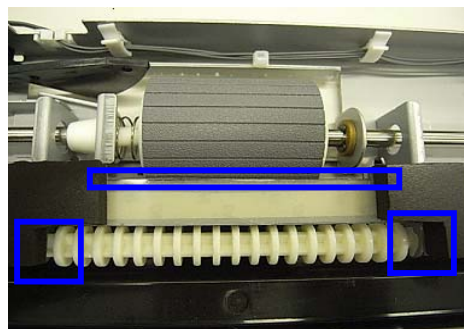
1. Remove the optional paper tray(s).
2. Clean and dry the attachment surface for the spacer (marked in red below).



3. Carefully peel off the tape and attach the spacer to the bracket.

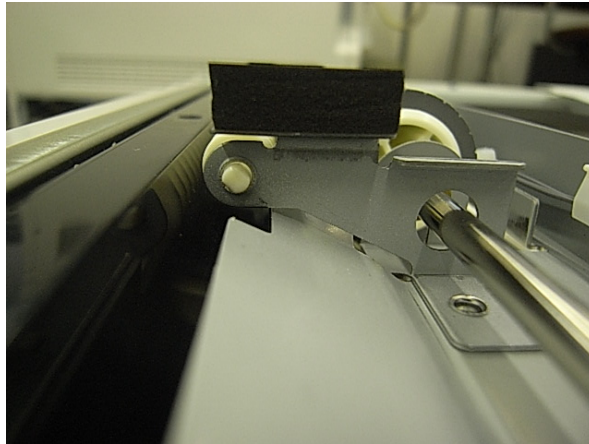
Important:

- Make sure that both sponges are not touching the guide roller.
- Make sure that the Mylar is not touching the feed roller or guide roller.



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4. Make sure that the Mylar does not hang over the edge of the bracket.



Side view

5. Reinstall the optional paper tray.
6. Remove the vertical transport cover for the standard paper tray.
7. Open the vertical transport cover for the optional paper tray (lowermost tray).

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8. Look inside the machine from the vertical transport cover openings and check the following:

- Make sure the sponges are not hanging outside the width of the guide roller (left and right sides).
- Make sure the sponges are not hanging outside the front edge of the guide roller.

If they are, use a ruler to correct the position of the sponges, as shown below.

