Reissued: 29-Jul-16

Model: **Stacker_SK5030_1**	Date: 11-Dec-14	No.: RD776001a

RTB Reissue

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

Subject: Firmware Release Note: Stacker_SK5030_1			Prepared by: A. Tajima
From: 1st PP Tech Service Sect., PP Tech Service Dept.			
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 **Stacker_SK5030_1.**

Version	Program No.	Effective Date	Availability of RFU
01.070:06	***D7765300E_up***	***July 2016 production***	***Not available***
01.060:06	D7765300D_up	July 2015 production	Not available
01.050:06	D7765300C_up	June 2015 production	Not available
01.000:06	D7765300B_up	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.

Version	Modified Points or Symptom Corrected
01.070:06	***Symptom corrected:*** ***The stack may gradually slant.***
01.060:06	Error Correction - Jam in GBC StreamPunch Ultra under the following conditions: i. Single punch on A3/DLT ii. Double punch on A4/LT LEF/SEF, A3/DLT iii. Punch on mixed size booklet - SC990 in sheet by sheet shifting
01.050:06	- Jam in BookletFinisher SR5060, if punched on the GBC StreamPunch Ultra. - SC990, if two high capacity stackers are connected in tandem and a jam occurs in GBC StreamPunch Ultra.
01.000:06	1st Mass production

Reissued: 29-Jul-16

Model: **Stacker_SK5030_2**	Date: 11-Dec-14	No.: RD776002a

RTB Reissue

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

Subject: Firmware Release Note: Stacker_SK5030_2			Prepared by: A. Tajima
From: 1st PP Tech Service Sect., PP Tech Service Dept.			
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 **Stacker_SK5030_2.**

Version	Program No.	Effective Date	Availability of RFU
01.070:06	***D7765300E_down***	***July 2016 production***	***Not available***
01.060:06	D7765300D_ down	July 2015 production	Not available
01.050:06	D7765300C_ down	June 2015 production	Not available
01.000:06	D7765300B_down	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.

Version	Modified Points or Symptom Corrected
01.070:06	***Symptom corrected:*** ***The stack may gradually slant.***
01.060:06	Error Correction - Jam in GBC StreamPunch Ultra under the following conditions: i. Single punch on A3/DLT ii. Double punch on A4/LT LEF/SEF, A3/DLT iii. Punch on mixed size booklet - SC990 in sheet by sheet shifting
01.050:06	- Jam in BookletFinisher SR5060, if punched on the GBC StreamPunch Ultra. - SC990, if two high capacity stackers are connected in tandem and a jam occurs in GBC StreamPunch Ultra.
01.000:06	1st Mass production

Model: Stacker_SK5030	Date: 1-Mar-16	No.: RD776003

Subject: High Capacity Stacker SK5030: Label Paper Jams in the Straight Paper Path	Prepared by: T.Miyamoto
From: 1st Tech Service Sect., PP Tech Service Dept.	

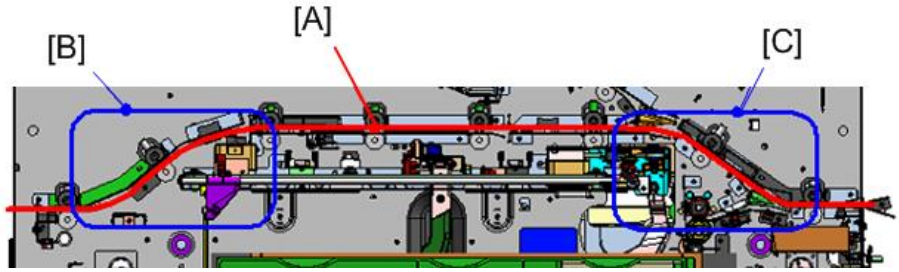
Classification:			
	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☒ Tier 2 ☐ Tier 0.5

SYMPTOM

Jam occurs with LEF A4 adhesive label paper fed through the straight paper path of High Capacity Stacker SK5030.

CAUSE

Smooth surface of label paper tends to stick to the curved guide plate at the exit.



[A]: Straight paper path
[B]: Exit
[C]: Entrance

The problem does not occur at the entrance, because the junction gate prevents the paper from adhering to the guide plate.

SOLUTION

Switch to SEF. This will reduce the surface contact area between the sheet and exit guide plate. Also, the sheet becomes longer in the feed direction, enabling transport by two rollers in the guide plate, instead of one.

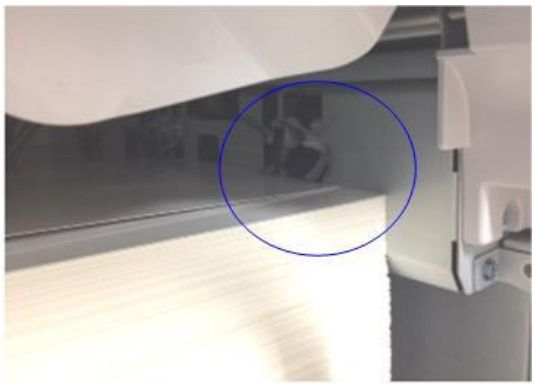
Model: Stacker_SK5030	Date: 2-Mar-16	No.: RD776004

Subject: High Capacity Stacker SK5030: Top most sheet separates from the stack when pulling out the cart	Prepared by: T.Miyamoto
From: 1st Tech Service Sect., PP Tech Service Dept.	

Classification:			
	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☒ Tier 2 ☐ Tier 0.5

SYMPTOM

When the cart is pulled out after the stacker is full, the top sheet of the stack separates from the stack.



CAUSE

The paddle catches the top sheet of the stack.

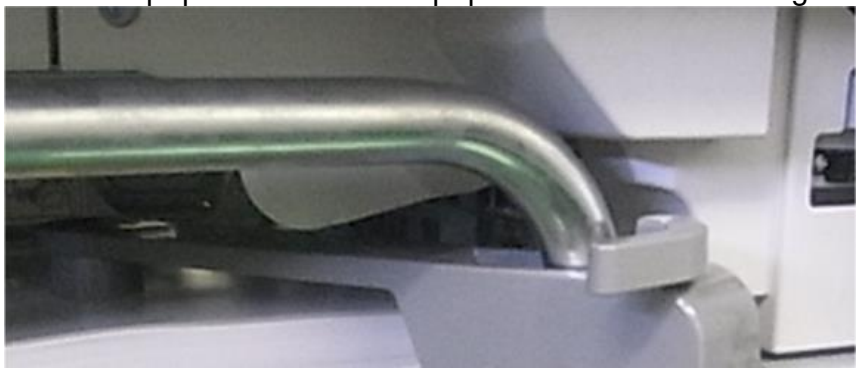
OCCURRENCE CONDITIONS

The risk of the problem is higher when the following conditions are met:

- Slippery paper
- Solid images

SOLUTION

Place the paper holder on the paper stack before moving the cart.



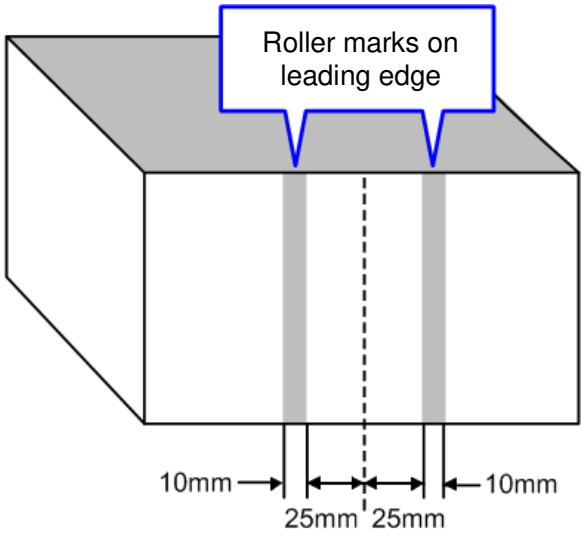
Model: Stacker_SK5030	Date: 2-Feb-16	No.: RD776005

Subject: Troubleshooting roller marks on paper edges caused by the High Capacity Stacker SK5030	Prepared by: T.Miyamoto
From: 1st Tech Service Sect., PP Tech Service Dept.	

Classification:			
	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☒ Tier 2 ☐ Tier 0.5

SYMPTOM

Roller marks 10mm in width appear on the leading edge of the paper, 25mm from the center of the paper, when using the High Capacity Stacker SK5030.



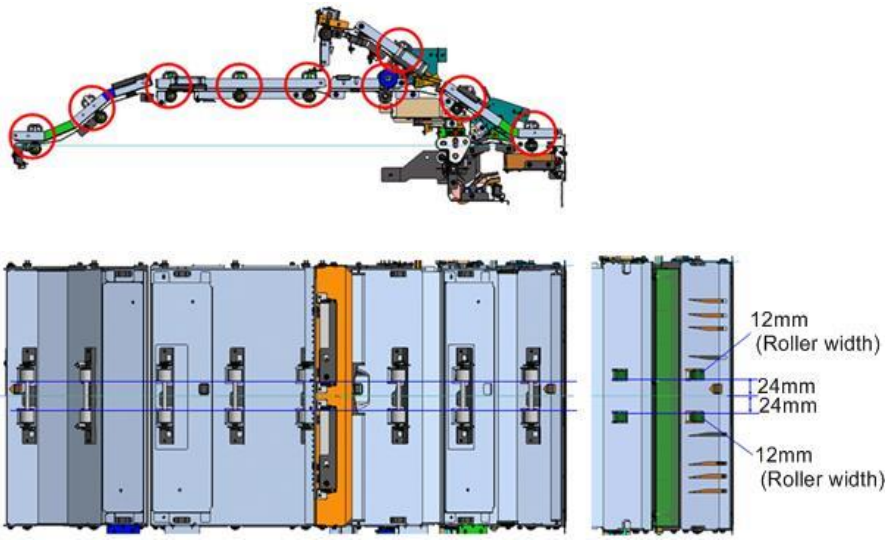
<Fig.1>

CAUSE

Toner adheres to the feed rollers of the High Capacity Stacker SK5030.

SOLUTION

Clean the following 9 rollers in the High Capacity Stacker.



Model: Loire	Date: 27-Sep-16	No.: RD776006

Subject: Troubleshooting: poor stacking	Prepared by: Y. Tanimoto
From: FQM 4G, QAC	

Classification:			
	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☒ Tier2

SYMPTOM

Poor stacking with the High Capacity Stacker SK5030 when using the following paper type.

- Thickness 4 (163.0g/m2) or less plain paper (uncoated)

Feed direction⇒

CAUSE

Paper with the characteristics above enable the vibration caused by the paddle rotation to travel to the stacked sheets. As a result, the leading edge stopper cannot be moved to the correct position. (See APPENDIX below for more details).

Potentially affected units

All models of the High Capacity Stacker SK5030.
Product code:
D77617
D77627

SOLUTION

Note: This solution is only affective for paper conforming to the conditions mentioned above.

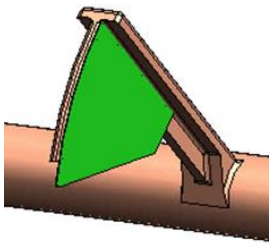
PROCEDURE

Part number	Description	Q'ty
The firmware	v01.070:06 or later	1
D7767004 (Feeler extension part)	FILM:SURFACE OF PAPER SENSOR	1
D4473413 (Rubber part)	CUSHION:STOPPER	2
D7767003 (Sponge part)	CUSHION:STOPPER:3MM	2
-	Alcohol	Apprx. amount
-	Cleaning cloth	

Step 1.
Check the version of firmware installed in the High Capacity Stacker SK5030.
If **v01.070:06** or later is already installed, go to step 2.
If not, install the latest version and go to step 2

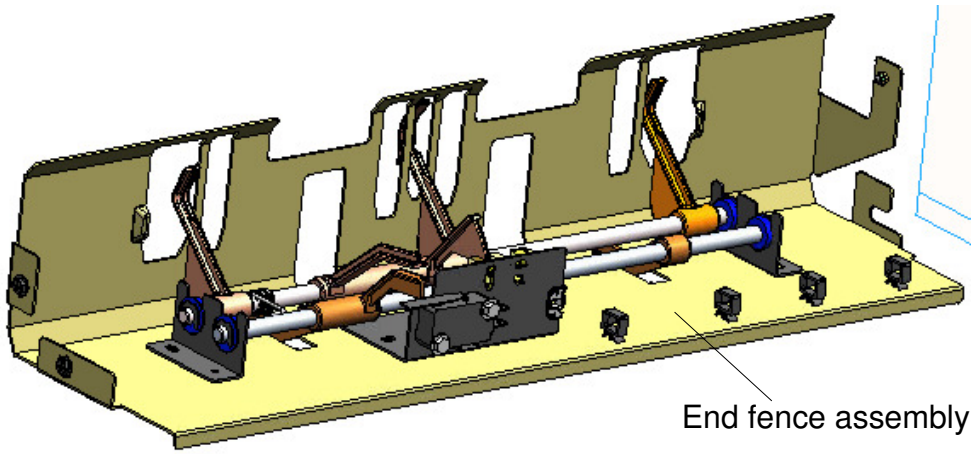
Step 2.
Install the feeler extension part (FILM:SURFACE OF PAPER SENSOR ; P/N D7767004).

The paper height is lowered 3mm from the normal position, and the vibration of the paddle against the stacked papers will be reduced.

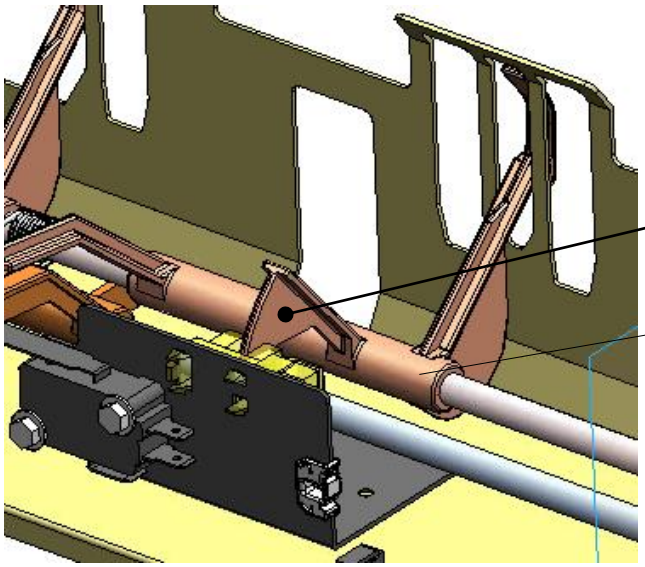


How to attach the feeler extension part

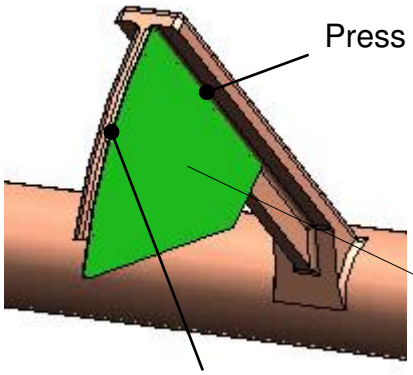
1) Remove the end fence assembly from the stacker.
   (Refer to Shift Tray Exit Sensor, Paper Height Sensor in Replacement and adjustment on the service manual of Stacker)



2) Wipe the area where the feeler extension will be attached with a cloth and a small amount of alcohol.



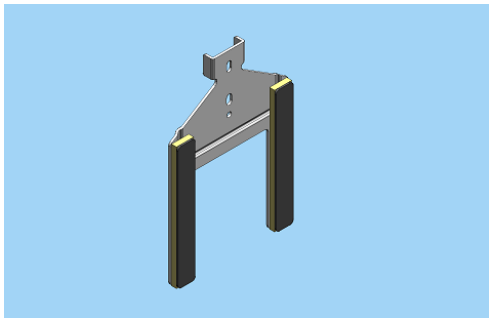
3) Attach the feeler extension part to the feeler as shown below.



4) Reinstall the parts in the reverse order.

Step 3.
Install the cushion parts (D7767003, D4473413).

The pushing force of the paddle is reduced by lowering the paper height. As a result, the alignment accuracy of the stacked paper will get worse. To prevent this, add the cushion parts to the stopper to improve the pushing force.



Important:

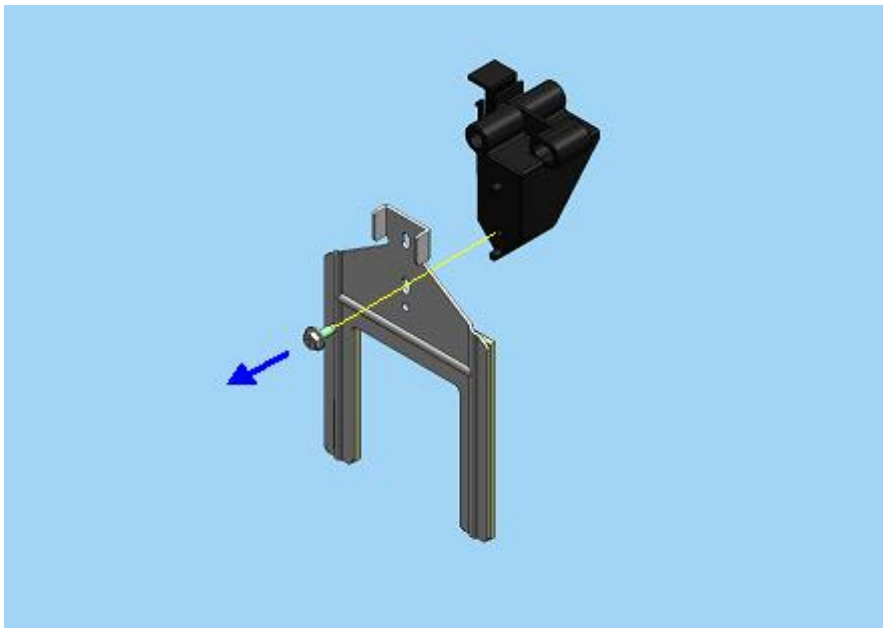
- The sponge parts (D7767003) will deteriorate over time. Check them whenever visiting the site and replace if necessary.
- Adjust the SP settings to improve the alignment accuracy as necessary.

Stopper:
1st Stacker SP6-603
2nd Stacker SP6-609

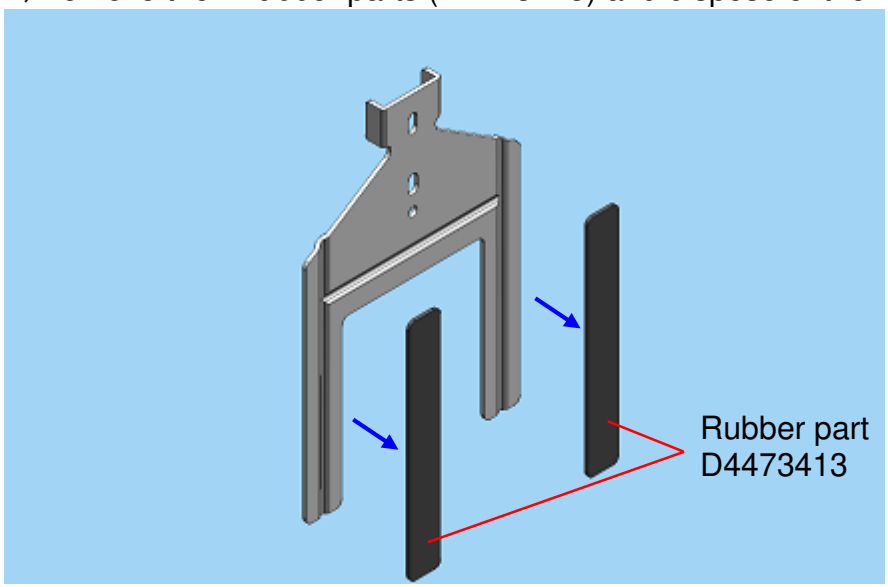
Jog fence
1st Stacker SP6-602
2nd Stacker SP6-608

How to attach the modified parts to the stopper

1) Remove D4473412 STOPPER: LEADING EDGE: SUB-ASS'Y from the Jogger Unit.
Note: There is no need to remove the Jogger Unit from the machine.
(M3x8 Plastic screw)

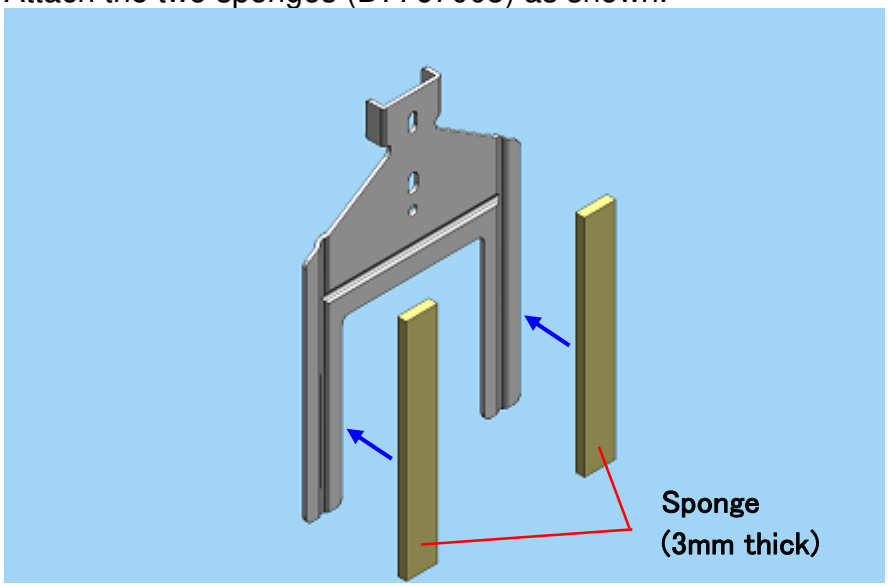


2) Remove the 2 rubber parts (D4473413) and dispose of them.

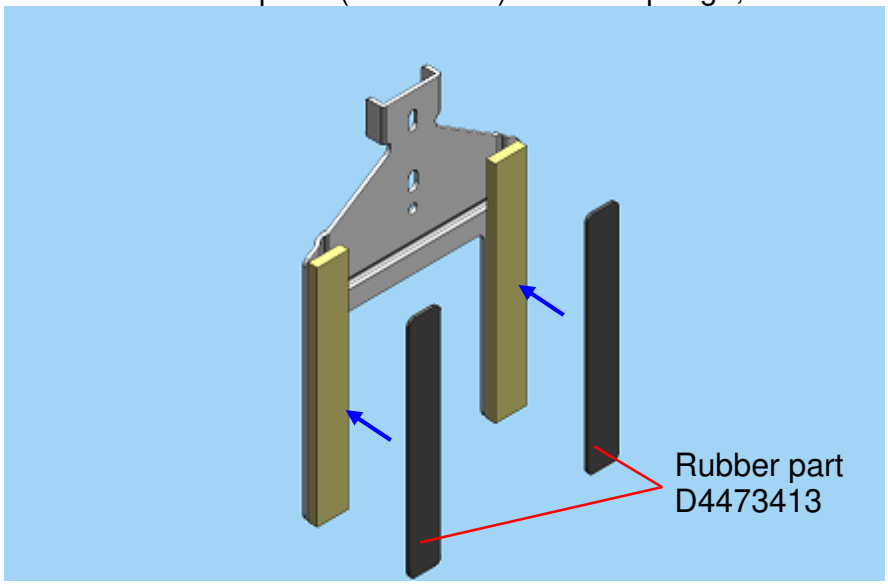


3) Wipe the 2 surfaces where the rubber parts were attached using a cloth and a small amount of alcohol.

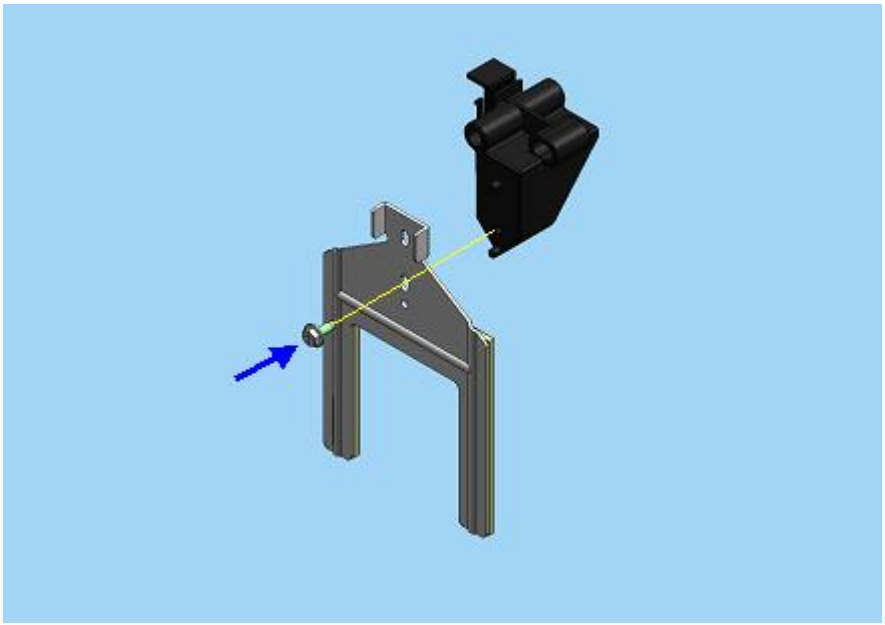
4) Attach the two sponges (D7767003) as shown.



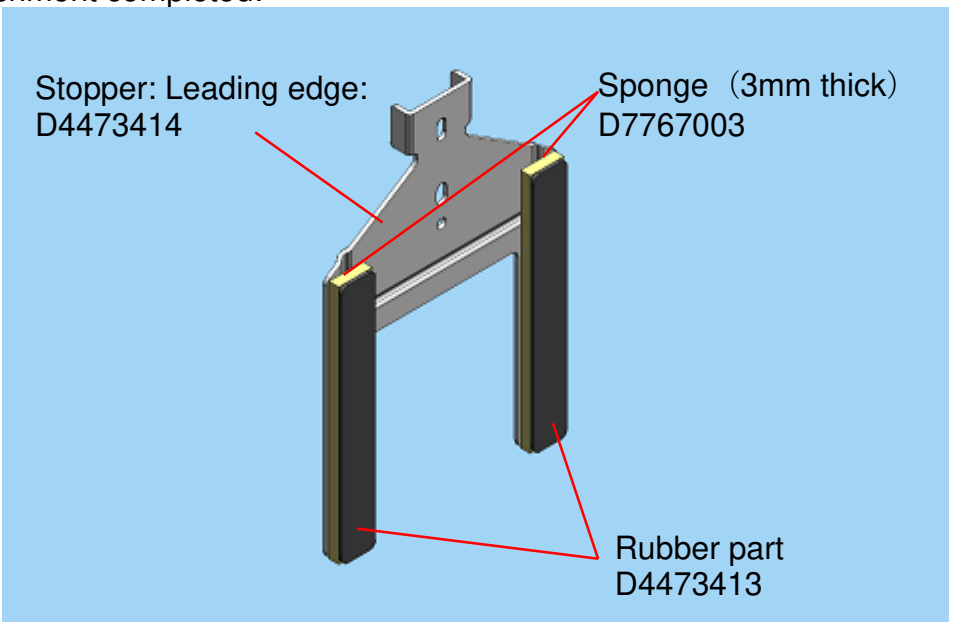
5) Attach the rubber parts (D4473413) to each sponge, as shown.



6) Reattach the stopper assembly.



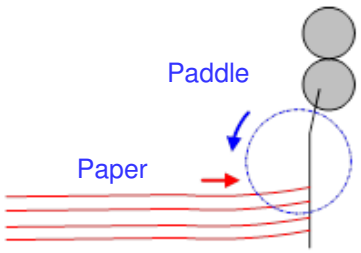
Attachment completed:



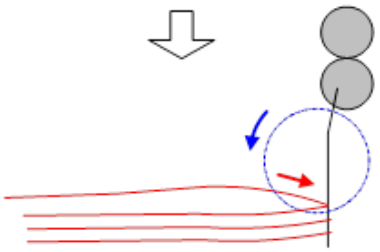
APPENDIX

Poor stacking occurrence mechanism

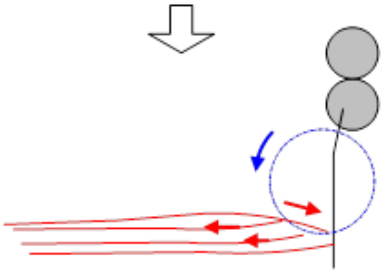
1. Normally, paper is pushed against the end fence by both the paddle and the leading edge stopper.



2. Depending on the conditions and characteristics of the paper, the top of the paper can push some of the lower sheets toward the stopper. The vibration from the paddle rotation is transmitted to the stack.



3. At this time, the stopper cannot push the paper correctly, because some of the shifted sheets are interfering with the stopper. The stop position is then shifted from the normal position, which worsens the stacking quality.



Sheets of paper shifting in groups

Stop-position shift

Model: High Capacity Stacker SK5030	Date: 18-Nov-17	No.: RD776007

Subject: Troubleshooting stuck tray			Prepared by: Takuya Hirakawa
From: Field Quality Management Group 4, FQM Dept, QAC			
Classification:	☒ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☐ Other ( )	☐ Action required ☐ Service manual revision ☐ Retrofit information ☒ Tier 2 ☐ Tier 0.5

SYMPTOM

The tray is stuck and does not lift up/down properly, because the drive gear is broken and the tray bracket is slanted against the belts.

CAUSE

Grease applied to the drive components of the shift tray is dried up.

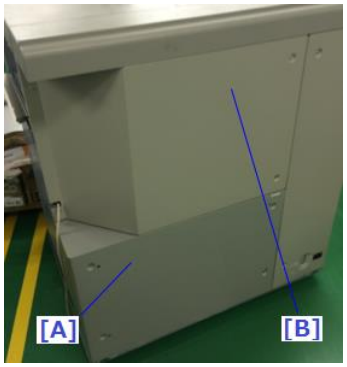
SOLUTION

Apply grease (HEAT RESISTING GREASE MT-78, **p/n: 54479078**) to the drive components of the shift tray using the procedure described below based on PM cycle of the mainframe. (Recommend cycle: **Every 500K**)

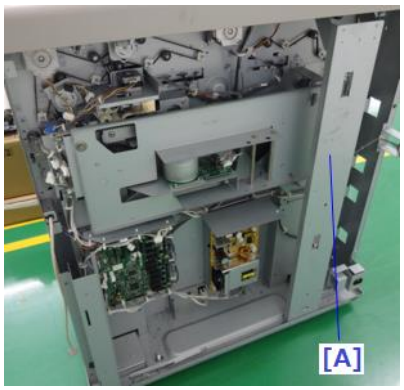
Product name	PM cycle
Pro C7100S, Pro C7110S, Pro C7100SX, Pro C7110SX	400K
Pro C7100, Pro C7110, Pro C7100X, Pro C7110X	400K
Pro C9100, Pro C9110	900K
Pro 8100EX, Pro 8100S, Pro 8110S, Pro 8120S	600K
Pro 8110, Pro 8120	600K
Pro 8200EX, Pro 8200S, Pro 8210S, Pro 8220S	600K
Pro 8210, Pro 8220	600K

PROCEDURE

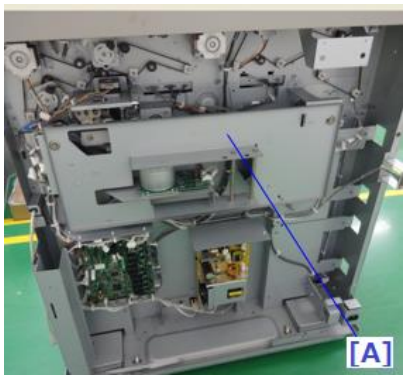
1. Remove the rear lower cover [A] and the rear upper cover [B]. (Screw x8; 4 each)



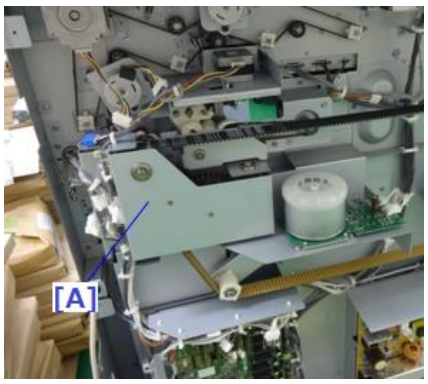
2. Remove the vertical plate [A]. (Screw x4)



3. Remove the belt cover plate [A] (8 x screws).

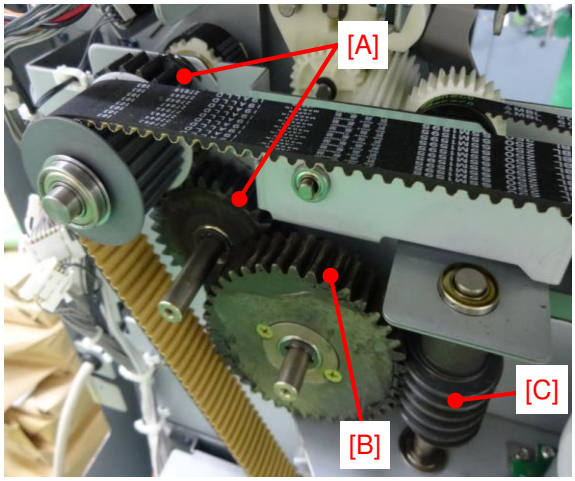


4. Remove the drive cover plate [A]. (2 x screws)

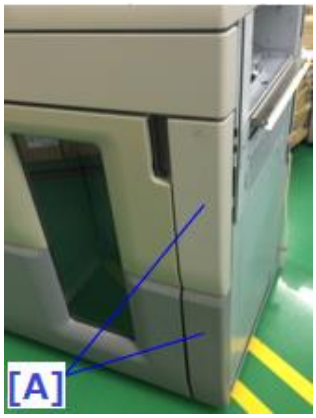


5. Apply grease to the gears/wheel by dividing the drops, each approximately 6mm (1/4 inch) in diameter.

   Gears [A] : 5 drops
   Worm wheel [B] : 10 drops
   Worm gear [C] : 5 drops



6. Remove the front right cover [A]. (Screw x3)



7. Remove the plates [A]. (Screw x8; 4 each)

8. Remove the left cover [A]. (Screw x4)

9. Apply grease to the plate rails on the entrance side [A] and exit side [B] by making 3 drops, each approximately 6mm (1/4 inch) in diameter.

Model: Vacuum Feed LCIT	Date: 16-Jan-18	No.: RD776008

Subject: Rusted Tray Cart Handle			Prepared by: H Kawamura
From: PPCS Section, CIP Product Quality Management Dept.			
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☐ Other ( )	☒ Action required ☐ Service manual revision ☒ Retrofit information ☐ Tier 2 ☐ Tier 0.5

SYMPTOM

White-colored rust forms on the handle for the tray cart.

CAUSE

Some of the liquid coating (plating solution) applied to the handle remained inside the structure, and later leaked out of the hole(s). As a result, the coating could not dry properly, and reacted with the handle's metallic exterior.

SOLUTION

If the rust appears on the handle at installation, replace with the following part:

P/N: D7769901
Description: Grip : Shift Tray : Ass'y

Model: High Capacity Stacker SK5030	Date: 7-Feb-18	No.: RD776009

Subject: Worn worm gear	Prepared by: H Kawamura
From: PPCS Section, CIP Product Quality Management Dept.	

Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☒ Tier 2 ☐ Tier 0.5

SYMPTOM

A loud noise is heard coming from the stacker, and the shift tray does not move.

CAUSE

The worm gear gets worn when the paper tray is full with relatively heavy paper.

SOLUTION

If the symptom occurs and the worm gear appears worn, replace the following **as a set:** See **PROCEDURE** below.

P/N: D3DK4111
Description: BRACKET:DRIVE:UPPER LOWER:ASS'Y

P/N: D3DK4121
Description: WORM GEAR:UPPER LOWER:ASS'Y

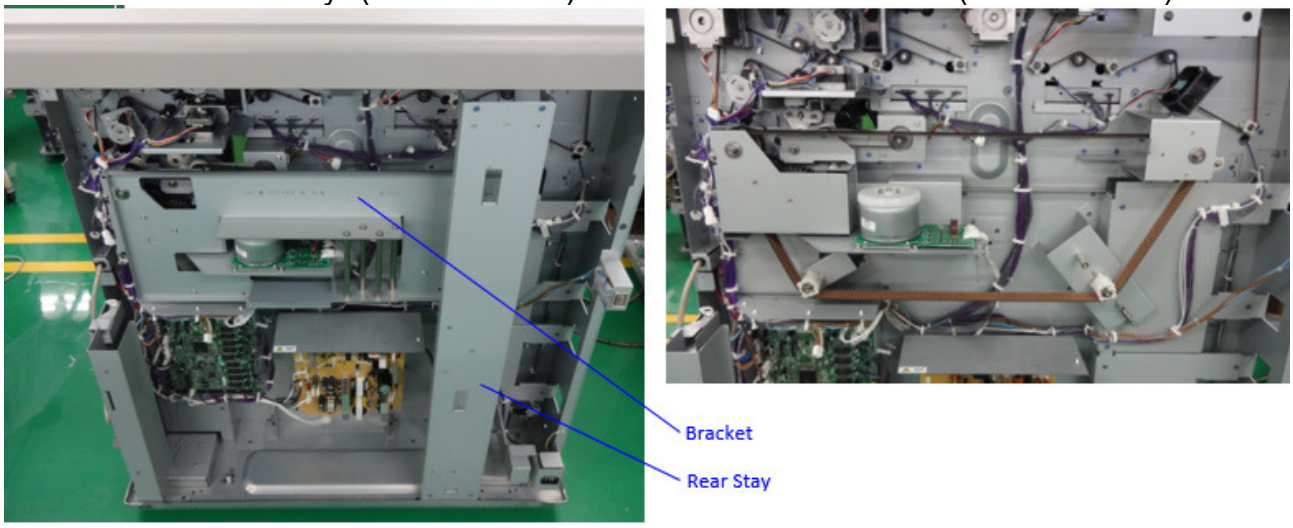
Production cut-in Serial Number: G257E720017

Model: High Capacity Stacker SK5030	Date: 7-Feb-18	No.: RD776009

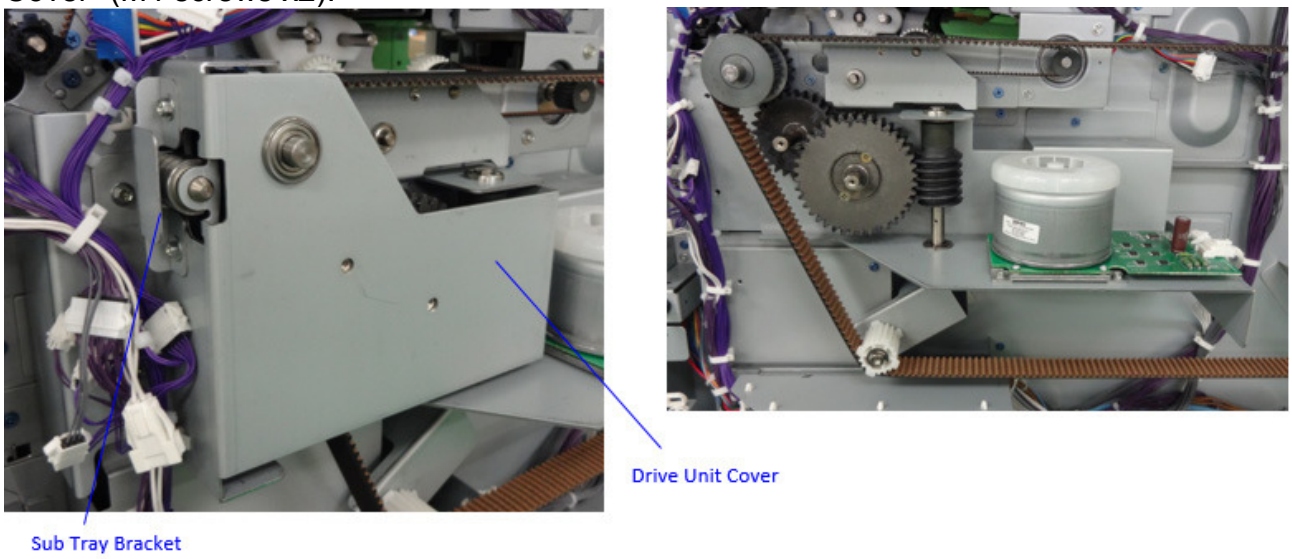
PROCEDURE

1. Remove the "Rear Lower Cover", "Rear Upper Cover", "Rear Left Cover" and "Rear Right Cover" (M3 screws x 16 (4 each)).

2. Remove the "Rear Stay" (M3 screws x4) and remove the "Bracket" (M4 screws x8).

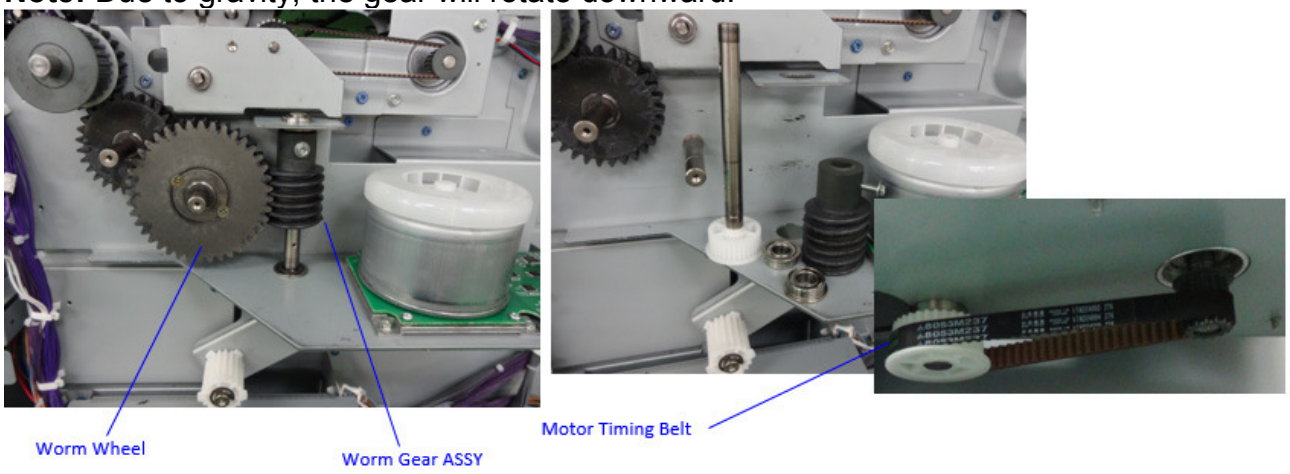


3. Remove the "Sub Tray Bracket", including the bearing (M4 screws x2), and "Drive Unit Cover" (M4 screws x2).



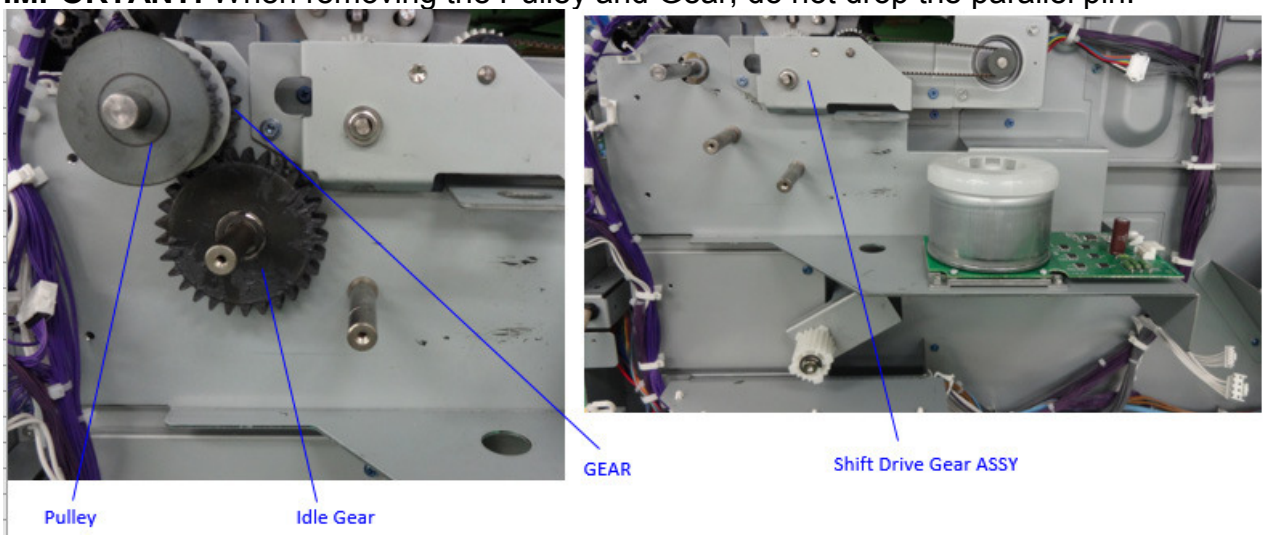
4. Loosen the screw on the "Tensioner" and remove the "Spring" and "Timing Belt".

5. Remove the "Worm Wheel", "Worm Gear ASSY" and "Motor Timing Belt" (e-ring x 1 each; screws x 1 for the "Worm Gear").
   Note: Due to gravity, the gear will rotate downward.

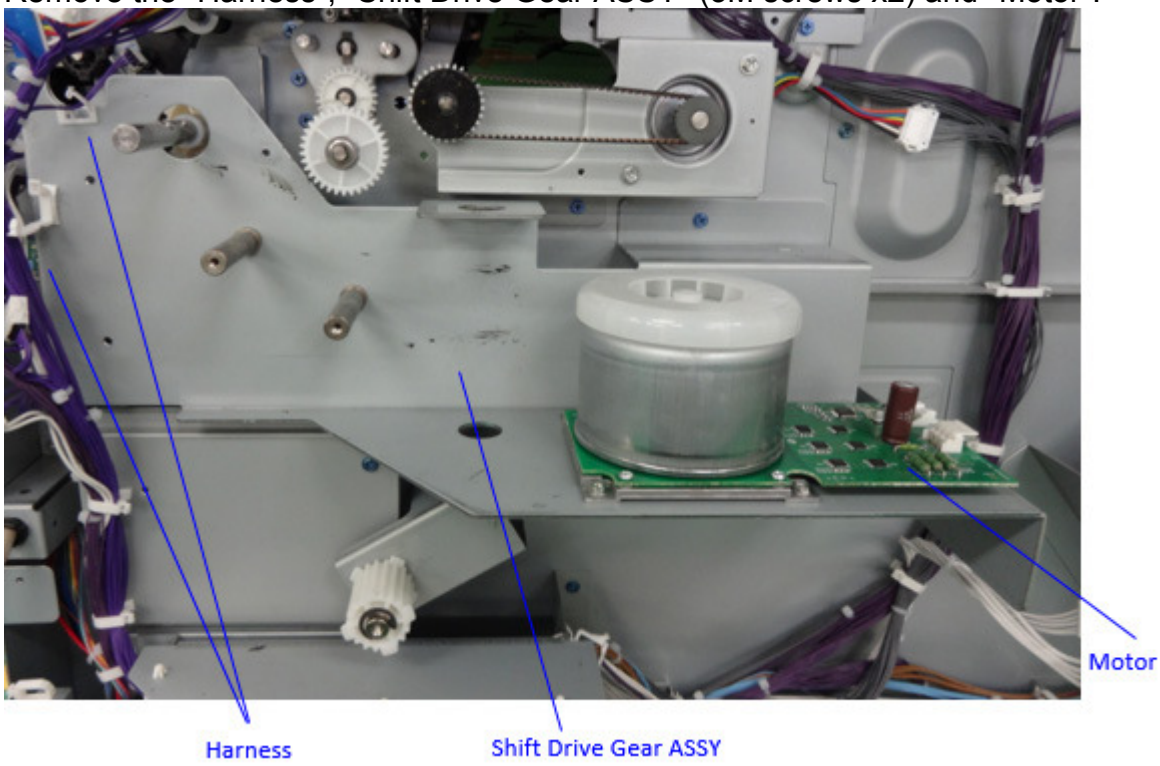


6. Remove the "Gear", "Idle Gear" and "Pulley" (e-ring x1, parallel pins x2).

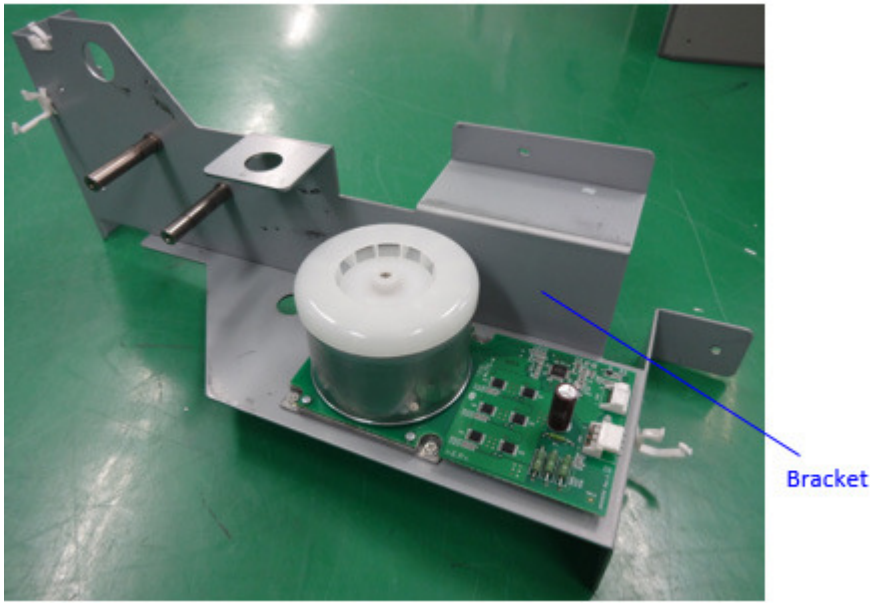
   IMPORTANT: When removing the Pulley and Gear, do not drop the parallel pin.



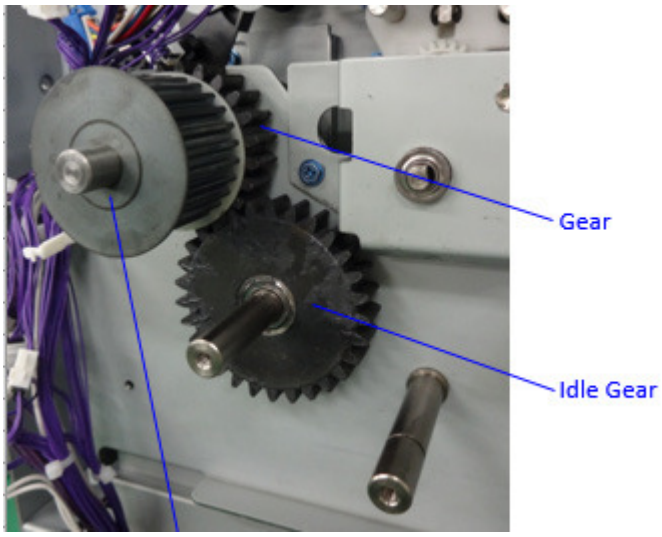
7. Remove the "Harness", "Shift Drive Gear ASSY" (3M screws x2) and "Motor".



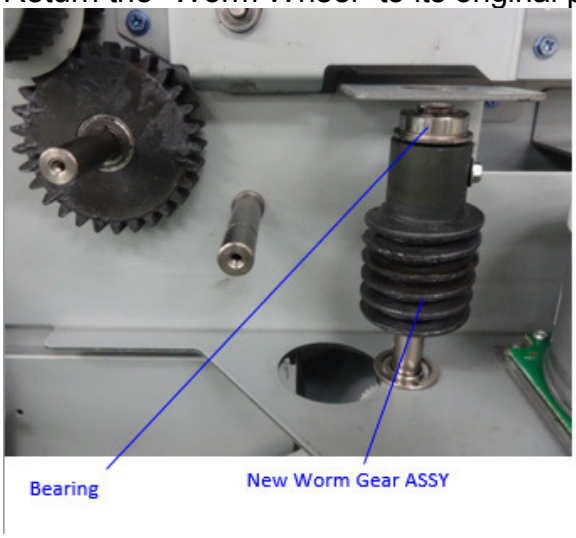
8. Replace the "Bracket" for the "Shift Drive Gear ASSY" with the new one.
Note: The "Motor" and "Harness" will use the same one in the machine.

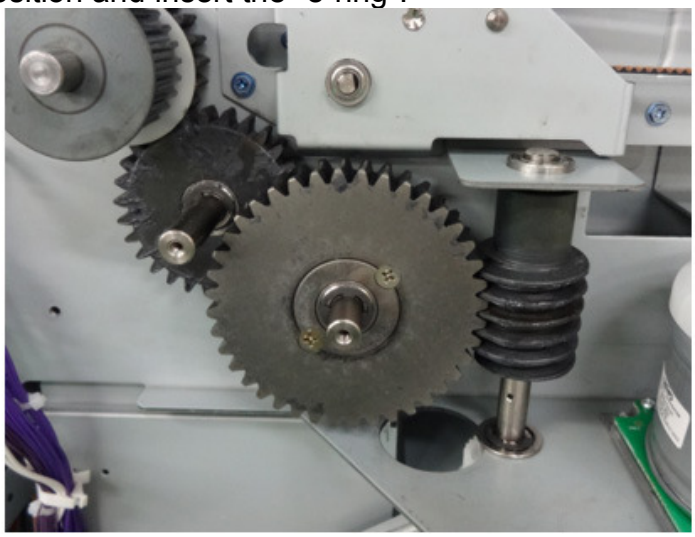


9. Reattach the "Shift Drive Gear ASSY" and "Pulley", "Idle Gear" and "Gear".
   IMPORTANT: Reattach the "Idle Gear" before you reattach the "Pulley".

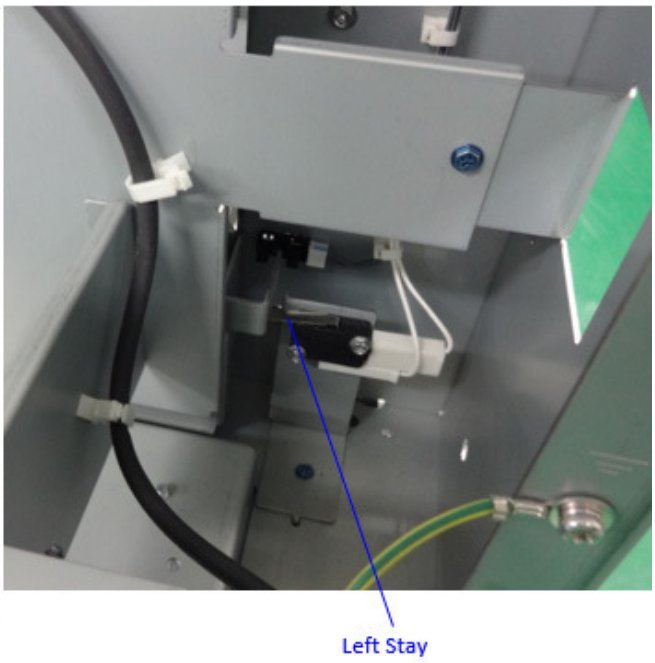


10. Slide the "New Worm Gear ASSY" and "Bearing" from the large hole to the small hole.
11. Return the "Worm Wheel" to its original position and insert the "e-ring".



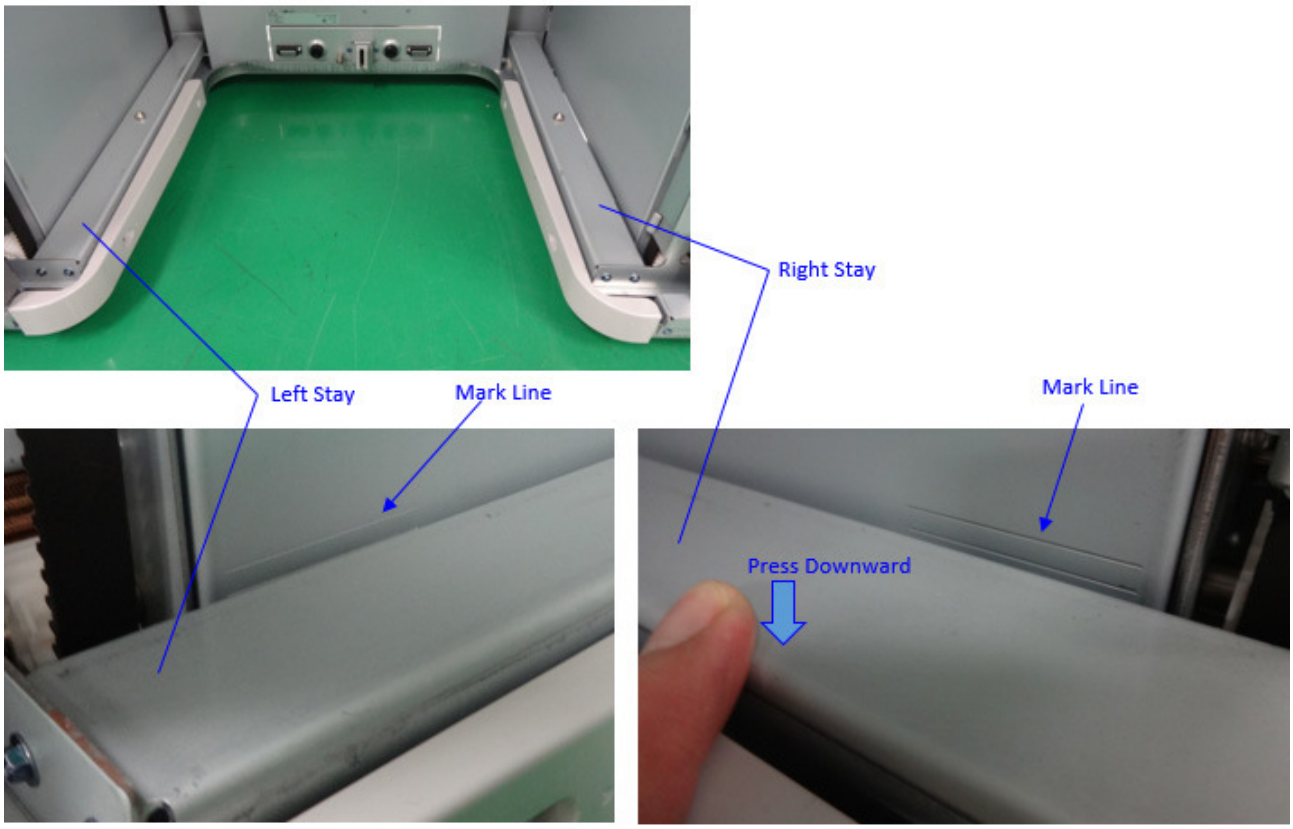


12. Adjust the height of the "Right Stay" and "Left Stay".
    Right Stay: Rotate the "Gear" and make sure the bearing is at its lowest position.
    Left Stay: Let it drop to the bottom by gravity.



13. Return the "Timing Belt" to its original position and attach the "Spring" and "Tentioner".
14. Return the "Motor Timing Belt" to its original position (**See Step 5**).

15. Rotate the "Gear" and locate the "Right Stay" on the bottom mark/line on the stacker.
16. Press the "Right Stay" downward, and confirm that the "Left Stay" is located between the top and bottom mark/line on the stacker.
    Note: The "Left Stay" will be 0-5mm higher than the "Right Stay".



17. If the "Stays" are at the correct positions, tighten the screw on the "Tentioner".
    IMPORTANT: To adjust the height of the "Stays", adjust the "Timing Belt" to the "Pulley".

18. Reattach the brackets, stay, and covers.