

**Reissued: 29-Sep-08**

Model: <b>AT-C1 Booklet Finisher (SR3000)</b>	Date: 25-Jul-08	No.: RB793001a
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**RTB Reissue**

The items in bold italics have been added.

Subject: Firmware Release Note: Booklet Finisher		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 checked="" type="checkbox"/> Other (      )	<input 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

This RTB has been issued to announce the firmware release information for the **Booklet Finisher**.

Version	Program No.	Effective Date
<b>1.24</b>	<b><i>B7935102D</i></b>	<b><i>September 2008 production</i></b>
1.22	B7935102C	July 2008 production

Version	Modified Points or Symptom Corrected
<b>1.24</b>	<b><i>Symptom corrected:</i></b> <b><i>A jam occurs under the following conditions:</i></b> - <b><i>250g/m<sup>2</sup> (66lb) paper is fed LL in Thick mode.</i></b> - <b><i>A3T paper is fed with Stapling or Punching</i></b>
1.22	The firmware was changed to support the next MFP model.

Model: AT-C1 Booklet Finisher (SR3000)		Date: 15-Jun-09	No.: RB793002
Subject: SR3000 Jam		Prepared by: M. Kumagai	
From: 2nd 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 (      )	<input checked="" type="checkbox"/> Tier 2

## SYMPTOM

Paper jams may occur after installation of the SR3000 finisher.

## CAUSE

The rotation of the four SR3000 motors is not checked when the SR3000 is installed. As a result, the dried vaporized glue on the motor shafts causes the motors to lock.

## ACTION

Do the procedure below if you are installing an affected SR3000 finisher, or the symptom is reported on one of the affected SR3000 finishers.

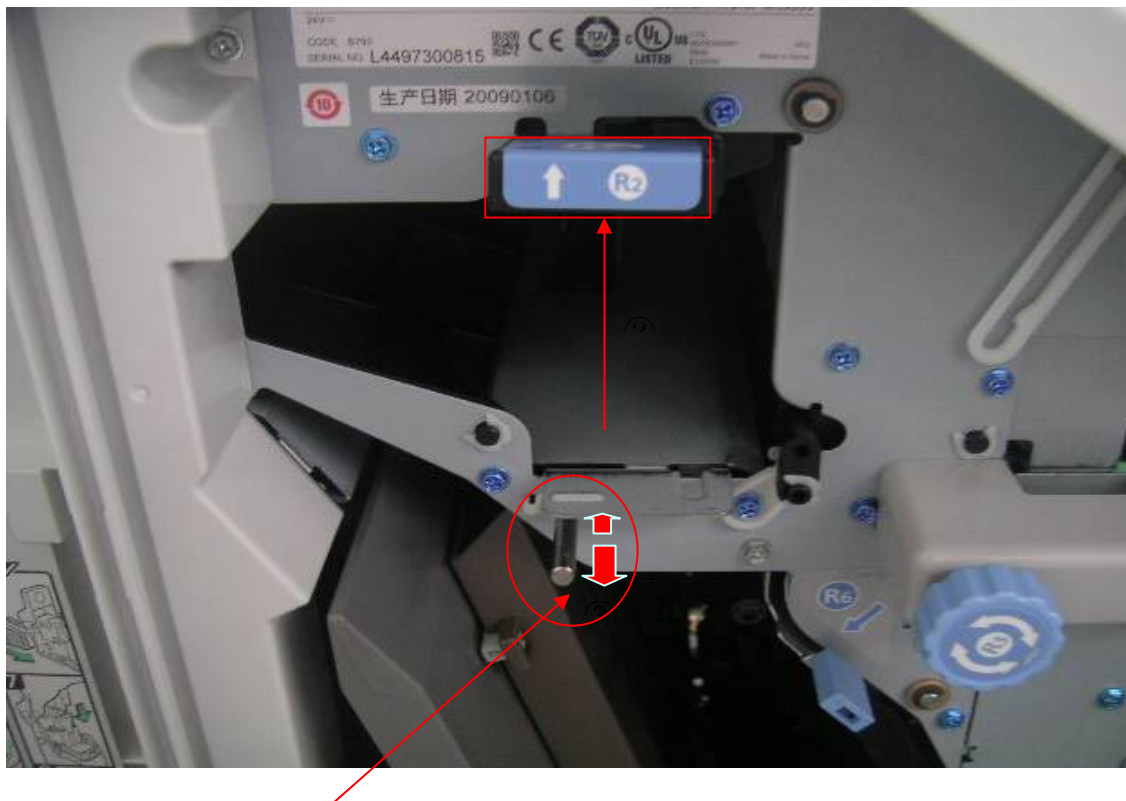
### Affected SR3000 Serial Numbers:

L4487700071 to L4488200406

## Procedure

Rotate the four motors inside the finisher as follows:

1. Open the front cover of the finisher.
  2. Pull up the "R2" shift guide.
  3. Move the shift roller shaft (circled in red) back and forth slowly. **Do not** turn the shaft.
- Note:** This will cause the shift motor (**B7935817**) to rotate.

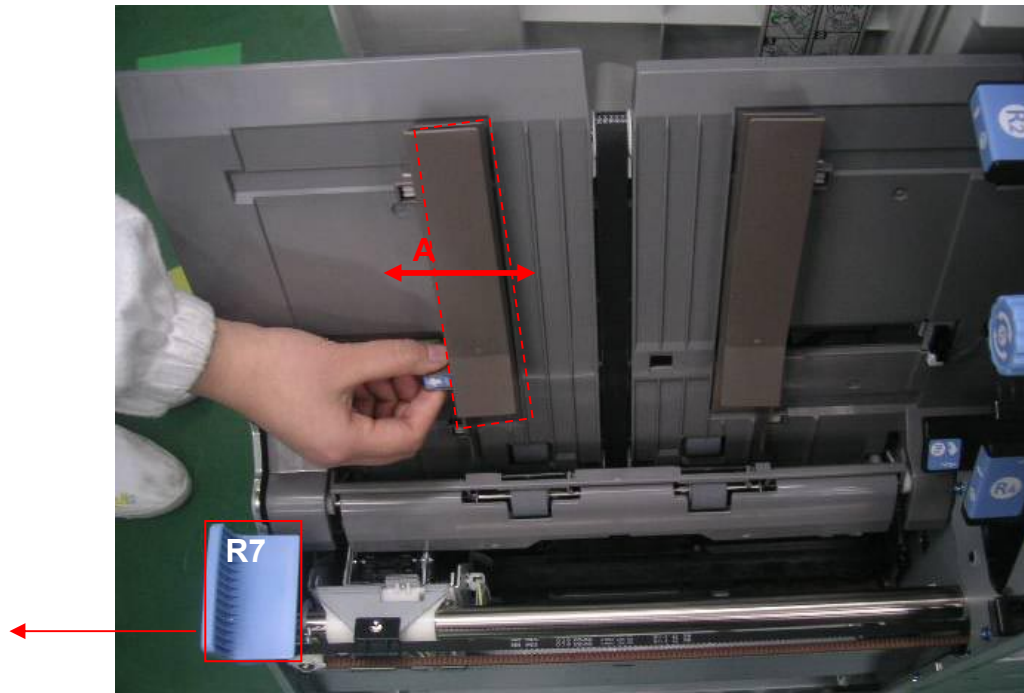


**Photo 1**

**IMPORTANT:** Only move the shaft back and forth. **Do not** rotate.

4. Pull out the stapler unit using the “R7” guide.
5. Move the operator-side jogger fence back and forth slowly three times within the range of movement shown by arrow “A”.

**Note:** This will cause the **first B7935815 motor** (“Motor 1” in Photo 5) to rotate.



**Photo 2**

6. Confirm the following (See Photo 3):
  - The stapler unit is pulled out as far as it can go
  - The operator-side jogger fence is at its front-most position
7. Turn the white gear in Photo 5 clockwise 360 degrees.

**Important:** Reach under the rail to access the gear (see Photo 4).

**Note:** This will cause the **second B7935815 motor** (“Motor 2” in Photo 5) to rotate.

Model: AT-C1 Booklet Finisher (SR3000)

Date: 15-Jun-09

No.: RB793002

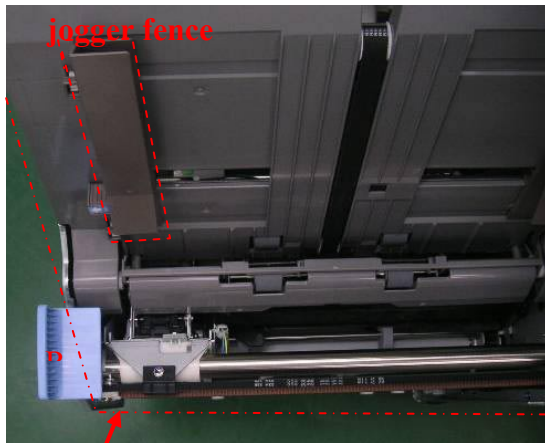


Photo 3

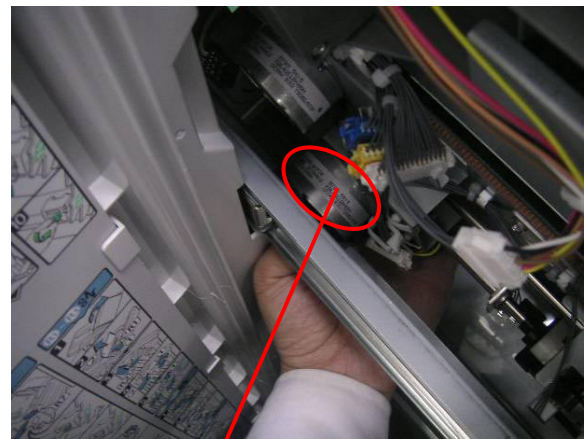


Photo 4

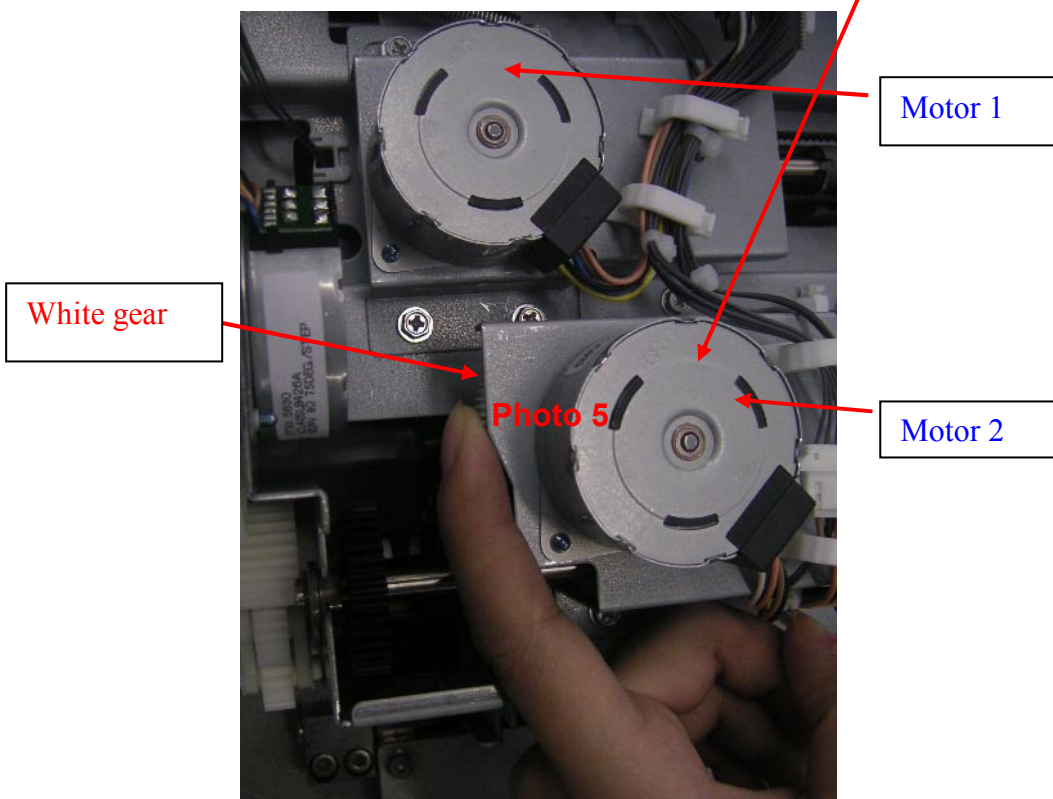
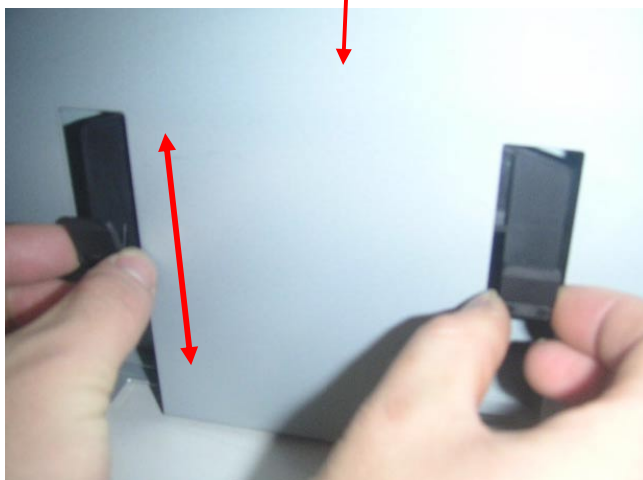


Photo 5

8. Open the black guide plate ("R11" in Photo 6).
9. Move the black grips up and down within the range of movement shown in Photo 7.  
**Important:** Move both grips together at the same time, in the same position, and with the same amount of force.

**Photo 6****Photo 7**

**Reissued: 28-Oct-10**

Model: <b>AT-C1 Booklet Finisher (SR3000)</b>	Date: 25-Jul-08	No.: RB793001b
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**RTB Reissue**

The items in bold italics have been added.

Subject: Firmware Release Note: Booklet Finisher		Prepared by: N.Yoshida	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input 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 checked="" type="checkbox"/> Other (       )		

This RTB has been issued to announce the firmware release information for the **Booklet Finisher**.

Version	Program No.	Effective Date
<b><i>01.260:13</i></b>	<b><i>B7935102E</i></b>	<b><i>April 2010 production</i></b>
1.24	B7935102D	September 2008 production
1.22	B7935102C	July 2008 production

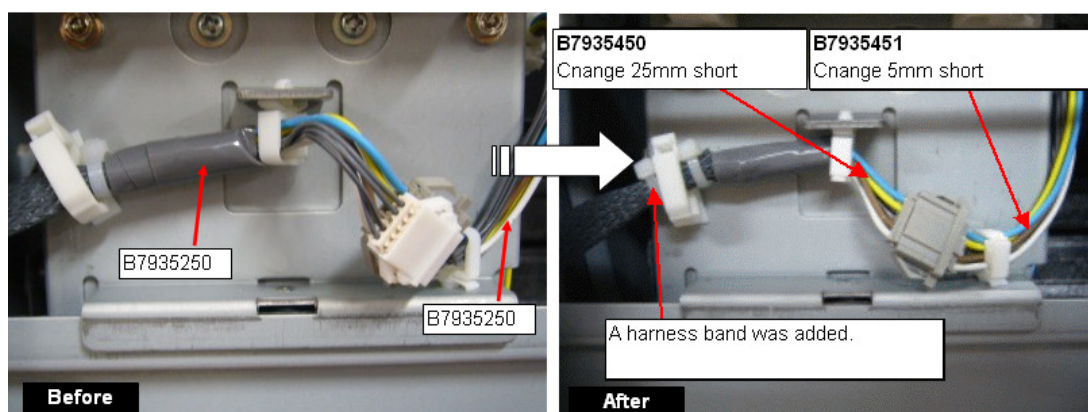
Version	Modified Points or Symptom Corrected
<b><i>01.260:13</i></b>	<b><i>Firmware modified to support AT-C2.5.</i></b>
1.24	Symptom corrected: A jam occurs under the following conditions: - 250g/m2(66lb) paper is fed LL in Thick mode. - A3T paper is fed with Stapling or Punching
1.22	The firmware was changed to support the next MFP model.



Model: AT-C1 Booklet Finisher (SR3000)		Date: 24-Dec-10	No.: RB793003
Subject: Parts information		Prepared by: M. Kumagai	
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 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 <input type="checkbox"/> Tier 2

**Change / Reason:** The lengths of the following harnesses were changed to prevent connectors contacting the main frame.

Old parts number	New parts number	Description	Q'ty	Int	Page	Index
B7935250	B7935450	HARNESS:STAPLER	1	X/O As a Set	23	24
B7935251	B7935451	HARNESS:CONNECTIN G:STAPLER	1		23	23



## Cut-in serial number

Model	Serial number
B79317	L4408100519~

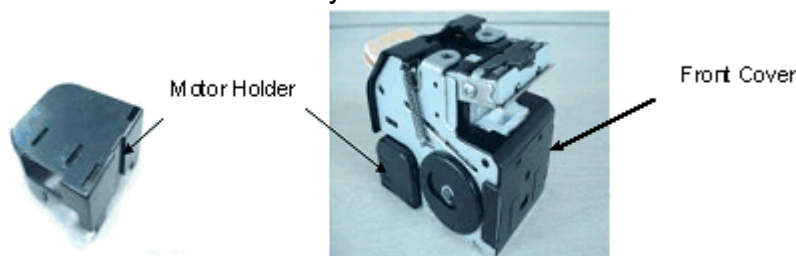


Model: General		Date: 11-Jan-11	No.: RGene042
Subject: RoHS Compliance Issue (Stapler)		Prepared by: T. Nihei	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input checked="" type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

**NOTE: This bulletin is for NA, EU, and China regions only.**

## SYMPTOM

Some parts of the stapler unit (black resin parts shown below) contained PBDE material in excess of the limits set by the RoHS Directive.



## CAUSE

The vendor of these parts used irregular materials during the manufacturing process.  
 Production period: June to September 2010 (refer to the S/N table below)

## SOLUTION

### Production line

The vendor of these parts will ensure that only approved materials are used on their production lines.

### Applied from:

**EU / NA / AP**

	S/N
SR790(B40850)	J1008104158～
SR3000(B79317)	L4408100558～
SR3050(D37217)	M7808103426～
SR3020(B80457)	L9508100626～
SR3030(B80557)	L9608101420～
SR4010(D37417)	M8508103010～
SR4020(D37317)	M8408100550～
SR4030(D37457)	M8508102853～

Model: General	Date: 11-Jan-11	No.: RGene042
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SR4040(D37357)	M8408100365～
SR3010(B79257)	TBA
C2550(D42917)	TBA

## China

	S/N
SR790(B40821)	J1008207477～
SR3000(B79317N)	L4408280001～
SR3050(D37217N)	M7808280001～
SR3020(B80457N)	L9508180015～
SR3030(B80557N)	L9608380001～
SR970(B70121)	K6208300001～
SR4030(D37461)	M8408100563～
SR4040(D37361)	M8508104280～

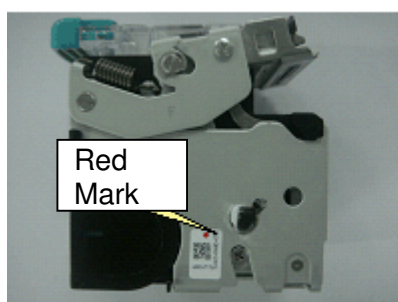
## In the field (Action to be taken)

Replace the stapler unit.

-Affected finishers-

The serial numbers of the affected finishers are listed at the end of this RTB.

**Important:** Stapler units on some of these affected finishers have already been replaced with the normal ones. If there is a **red dot** on the stapler unit's label (see the photo below), you **do not need to replace** these units.



Model: General

Date: 11-Jan-11

No.: RGene042

-Replacement parts-

New stapler units have been made available for replacement.

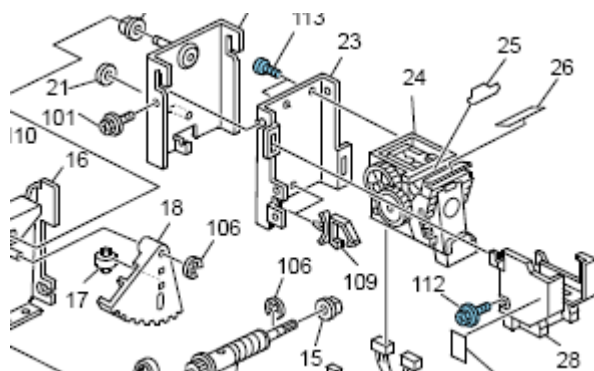
Replace the affected stapler units with the following part numbers for the intended models

Finisher	Stapler unit P/N
SR790	B408 9910
SR3000	B793 9901
SR3050	D372 9901
SR3020*(see note2)	B805 9901
SR3030	
SR4020*(see note2)	
SR4030	
SR4040*(see note2)	
SR3010	B792 9901
Internal Finisher Type C2550	D429 9910

**Note:**

1. These parts contain staplers and Mylars but not cartridges.
2. Stapler units for corner stapling on the affected finishers with the parts that were registered specifically for this issue (also listed below). So, this issue does not apply to booklet stapler units (B7007852), so you do not need to replace these.

The affected stapler unit is shown in the illustration below (Index #24):


**Replacement procedure**

Please refer to each product's Service Manual.

Model: General

Date: 11-Jan-11

No.: RGene042

## Service parts

Part numbers will not change, RoHS compliance parts were shipped from Sep.24, 2010 production, from lot number 240910.

**Note:** “24”: day, “09”: month, “10”: year.

## Affected finishers and supported MFPs

	Product Code	RICOH	Nashuatec Rex-Rotary	Gestetner	SAVIN	LANIER
SR790	D084	Aficio MP 2851	MP 2851	MP 2851	9228	MP 2851 LD528
	D085	Aficio MP 3351	MP3351	MP3351	9233	MP3351 LD533
	D027	Aficio MP C4000	MP C4000	MP C4000	C4040	MP C4000 LD540c
	D029	Aficio MP C5000	MP C5000	MP C5000	C5050	MO C5000 LD550c
SR3050	D023	Aficio MP C2800	MP C2800	MP C2800	C2828	MP C2800 LD528c
	D025	Aficio MP C3300	MP C3300	MP C3300	C3333	MP C3300 LD533c
	D084	Aficio MP 2851	MP 2851	MP 2851	9228	MP 2851 LD528
	D085	Aficio MP 3351	MP3351	MP3351	9233	MP3351 LD533
SR3000	D023	Aficio MP C2800	MP C2800	MP C2800	C2828	MP C2800 LD528c
	D025	Aficio MP C3300	MP C3300	MP C3300	C3333	MP C3300 LD533c
	D027	Aficio MP C4000	MP C4000	MP C4000	C4040	MP C4000 LD540c
	D029	Aficio MP C5000	MP C5000	MP C5000	C5050	MO C5000 LD550c
SR3020 SR3030	D027	Aficio MP C4000	MP C4000	MP C4000	C4040	MP C4000 LD540c
	D029	Aficio MP C5000	MP C5000	MP C5000	C5050	MO C5000 LD550c
	G188	Aficio SP C820DN	SP C820DN	SP C820 DN C8140nD	CLP340D	SP C820DN LP540c
	G189	Aficio SP C821DN	SP C821DN	DP C821DN C8150nD	CLP350D	SP C821DN LP550c
	D091	Aficio MP 4001	MP 4001	MP 4001	9240	MP 4001 LD140
	D092	Aficio MP 5001	MP 5001	MP 5001	9250	MP 5001 LD150

Model: General				Date: 11-Jan-11		No.: RGene042
	G179	Aficio SP 8200DN	SP 8200DN	SP 8200DN	MLP150DN	LP150dn SP 8200DN
SR4010 SR4020	D014	Aficio MP C6000	MP C6000	MP C6000	C6055	MP C6000 LD260c
	D015	Aficio MP C7500	MP C7500	MP C7500	C7570	MP C7500 LD275c
	D078	Pro C550EX		Pro C550EX	Pro C550EX	Pro C550EX
	D079	Pro C700EX		Pro C700EX	Pro C700EX	Pro C700EX
SR4030 SR4040	D062	Aficio MP 6001	MP 6001	MP 6001	9060	MP 6001 LD360
	D063	Aficio MP 7001	MP 7001	MP 7001	9070	MP 7001 LD370
	D065	Aficio MP 8001	MP 8001	MP 8001	9080	MP 8001 LD380
	Do66	Aficio MP 9001	MP 9001	MP 9001	9090	MP 9001 LD390
	D081	Aficio MP C6501SP	MP C6501SP	MP C6501SP	C9065	MP C7501SP LD365C
	D082	Aficio MP C7501SP	MP C7501SP	MP C7501SP	C9075	MP C7501SP LD375C
SR3010	D010	Aficio MP 2500	MP 2500	MP 2500	7025	MP2500 LD125
	D043	Aficio MP 2580 Aficio MP 2500LN		DSm625 MP2580		
C2550	D037	Aficio MP C2030	MP C2030	MP C2030	C9020L	MP C2030 LD520cl
	D038	Aficio MP C2050	MP C2050	MP C2050	C9020	MP C2050 LD520c

## S/N of affected finishers

The following are the finishers affected by this issue.

### EU

	From		To
SR790(B40850)	J1007805822	~	J1008104157
SR3000(B79317)	L4407800852	~	L4408100553
SR3050(D37217)	M7807802655	~	M7808103425
SR3020(B80457)	L9507801005	~	L9508100625
SR3030(B80557)	L9607801524	~	L9608101419
SR4020(D37317)	M8408000001	~	M8408000010
SR4030(D37457)	M8507802256	~	M8508102852
SR4040(D37357)	M8407900028	~	M8408100364
SR3010(B79257)	L4309000001	~	L4309200385
C2550(D42917)	V2908900643	~	V2909300382

Model: General

Date: 11-Jan-11

No.: RGene042

**NA**

	From		To
SR790(B40850)	J1007805700	~	J1008102757
SR3000(B79317)	L4407800851	~	L4408100557
SR3050(D37217)	M7807802578	~	M7808102405
SR3020(B80457)	L9507801000	~	L9508100452
SR3030(B80557)	L9607801298	~	L9608101121
SR4010(D37417)	M8507904285	~	M8508003009
SR4020(D37317)	M8407800559	~	M8408100549
SR4030(D37457)	M8507802257	~	M8508102765
SR4040(D37357)	M8407800482	~	M8408100304
SR3010(B79257)	L4309000001	~	L4309200385
C2550(D42917)	V2908900643	~	V2909300382

**China (MIF only)**

	From		To
SR790(B40821)	J1007807229	~	J1008106806
SR3000(B79317N)	L4407880001	~	L4408080011
SR3050(D37217N)	M7807880001	~	M7808180003
SR3020(B80457N)	L9507880001	~	L9508180014
SR3030(B80557N)	L9608180001	~	L9608180004
SR970(B70121)	K6207800001		
SR4030(D37461)	M8507802874	~	M8508104279
SR4040(D37361)	M8407800565	~	M8408100562



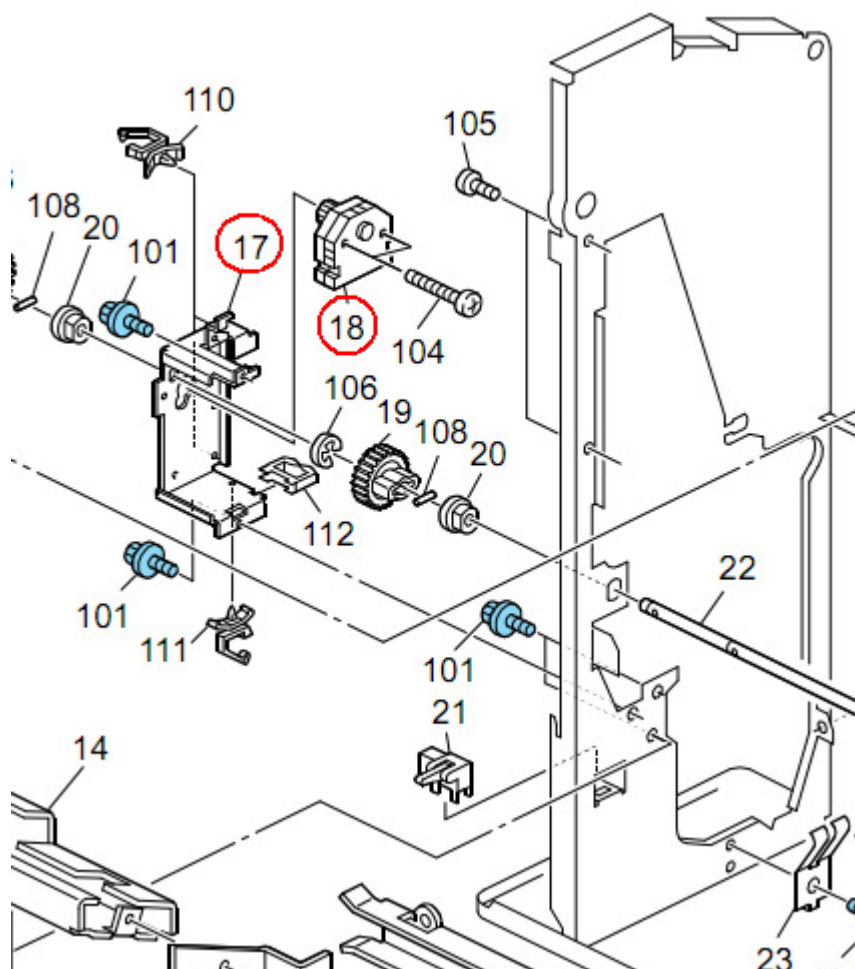
Model:AT-C1 Booklet Finisher(SR3000)	Date: 16-Feb-11	No.: RB793004
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Subject: Upper Lower motor		Prepared by: N. Yoshida	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" 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

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
AX040214	AX040248	DC Motor Bracket	1	X/O	30	17	*
B7933111	B7933112	DC Motor: Shift: Upper Lower: Drives	1	O/X	30	17	*

These parts have been affected on this cut-in serial #: L4408301002

\*These parts should be replaced as a set.



**Reissued: 26-Mar-12**

Model: <b>AT-C1 Booklet Finisher (SR3000)</b>	Date: 25-Jul-08	No.: RB793001c
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**RTB Reissue**

The items in bold italics have been added.

Subject: Firmware Release Note: Booklet Finisher		Prepared by: N.Yoshida	
From: 1st Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input 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 checked="" type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

This RTB has been issued to announce the firmware release information for the **Booklet Finisher**.

Version	Program No.	Effective Date	Availability of RFU
01.260: <b>13</b>	B7935102E	April 2010 production	<b><i>Not available</i></b>
1.24: <b>13</b>	B7935102D	September 2008 production	<b><i>Not available</i></b>
1.22: <b>13</b>	B7935102C	July 2008 production	<b><i>Not available</i></b>
<b>1.20:13</b>	<b><i>B7935102B</i></b>	<b><i>April 2008 production</i></b>	<b><i>Not available</i></b>
<b>1.19:12</b>	<b><i>B7935102A</i></b>	<b><i>January 2008 production</i></b>	<b><i>Not available</i></b>
<b>1.16:09</b>	<b><i>B7935102</i></b>	<b><i>August 2007 production</i></b>	<b><i>Not available</i></b>
<b>1.15:09</b>	<b><i>B7935109</i></b>	<b><i>April 2007 production</i></b>	<b><i>Not available</i></b>
<b>1.14:07</b>	<b><i>B7935108</i></b>	<b><i>August 2006 production</i></b>	<b><i>Not available</i></b>
<b>1.13.06</b>	<b><i>B7935106</i></b>	<b><i>June 2006 production</i></b>	<b><i>Not available</i></b>
<b>1.09.04</b>	<b><i>B7935104</i></b>	<b><i>December 2005 production</i></b>	<b><i>Not available</i></b>
<b>1.07.04</b>	<b><i>B7935103</i></b>	<b><i>September 2005 production</i></b>	<b><i>Not available</i></b>

**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
01.260: <b>13</b>	Firmware modified to support AT-C2.5.
1.24: <b>13</b>	Symptom corrected: A jam occurs under the following conditions: - 250g/m2 (66lb) paper is fed LL in Thick mode. - A3T paper is fed with Stapling or Punching
1.22: <b>13</b>	The firmware was changed to support the next MFP model.
<b>1.20:13</b>	<b><i>Supports the AT-C2.</i></b>  <b><i>Symptom corrected:</i></b> <b><i>Double (two-way) postcards stop at the punch stack position when fed in the LEF direction.</i></b>

Reissued: 26-Mar-12

Model: AT-C1 Booklet Finisher (SR3000)		Date: 25-Jul-08	No.: RB793001c
Version	Modified Points or Symptom Corrected		
1.19 :12	<b>Symptoms corrected:</b> <b>1. Jam 62 occurs when an A3-sized sheet is fed in the SEF direction for a shift/sort job on the R-C5.</b> <b>2. Jam 137 occurs when a shift/sort job is performed on the R-C5.</b>		
1.16 :09	<b>Minor bug corrected</b>		
1.15 :09	<b>Symptom corrected:</b> <b>A jam occurs when feeding B5 (SEF) or LT (SEF) sized paper on the R-C5.</b>		
1.14 :07	<b>Symptom corrected:</b> <b>Jam 139 occurs if a punched B5 sheet (LEF) is output to the shift tray while a different size (interrupt job) is output to the proof tray.</b>		
1.13.06	<b>Symptom corrected:</b> <b>1. (AP-P1 + SR3000): The punch holes are out of alignment when printing out onto A5 sheets using the Shift and Punch features.</b> <b>2. Jam 145 occurs if SP6-137-001 (Fin. Free Run 1) is executed.</b> <b>3. Some sheets in a stapled set may not be stapled properly, which may sometimes cause Jam 134.</b>		
1.09.04	<b>Symptom corrected:</b> <b>The fold may not be in the correct position when printing out simplex copies in Booklet mode.</b>		
1.07.04	<b>1st mass production</b>		

Model: AT-C1 Booklet Finisher (SR3000)	Date: 16-Jun-14	No.: RB793005
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Subject: Vender change due to parts availability		Prepared by: Y. Urushihara	
From: 1st Tech Service Sect., MFP/P Tech Service 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 type="checkbox"/> Tier 2

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
B7935221	B7935228	HARNESS:SHIFT TRAY:PAPER SENSER	1	X/X	-	-	O/O as a set
B4083613	D5883613	LEVER:MICRO SWITCH	1	X/X			
12042540	12042380	MICRO SWITCH - AM50650C3	1	X/X	-	-	

**Change:** The shape of the micro switch lever was changed.

**Reason:** Vender change due to parts availability.

**Important:** The interchangeability of all three parts is **O/O as a set**.