

Model: Model AT-C1 Finisher (SR3010)		Date: 28-Jun-06	No.: RB792001
Subject: Firmware Release History (500-sheets Finisher)		Prepared by: H.Someya	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☒ Other ()	

Version	Program No.	Effective Date
1.15	B7925150	1st mass production

Version	Symptom Corrected
1.15	1st mass production

Model: AT-C1 Finisher (SR3010)		Date: 18-May-09	No.: RB792002
Subject: SR3010 JAM		Prepared by: N.Yoshida	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	☒ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☐ Other ()	☐ Action required ☐ Service manual revision ☐ Retrofit information

SYMPTOM

Paper jams may occur after installation of the SR3010 finisher.

CAUSE

The rotation of the four SR3010 motors is not checked when the SR3010 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 SR3010 finisher, or the symptom is reported on one of the affected SR3010 finishers.

Affected SR3010 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.

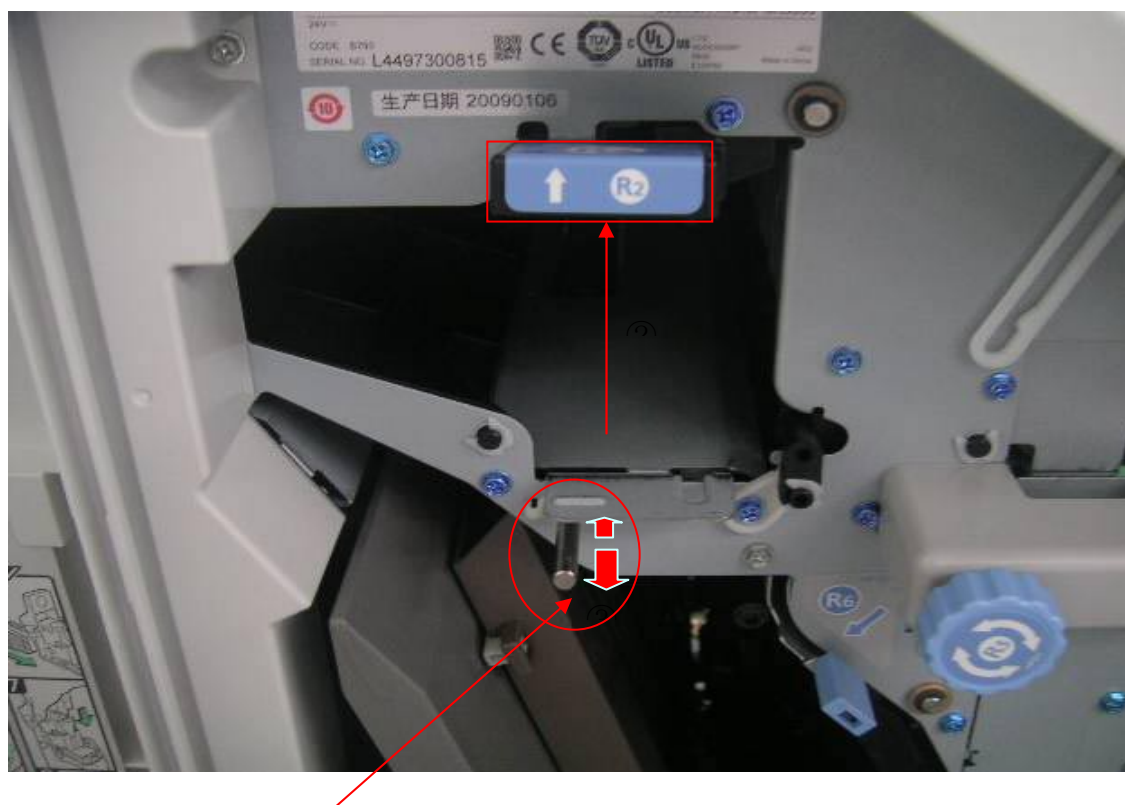


Photo 1

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.

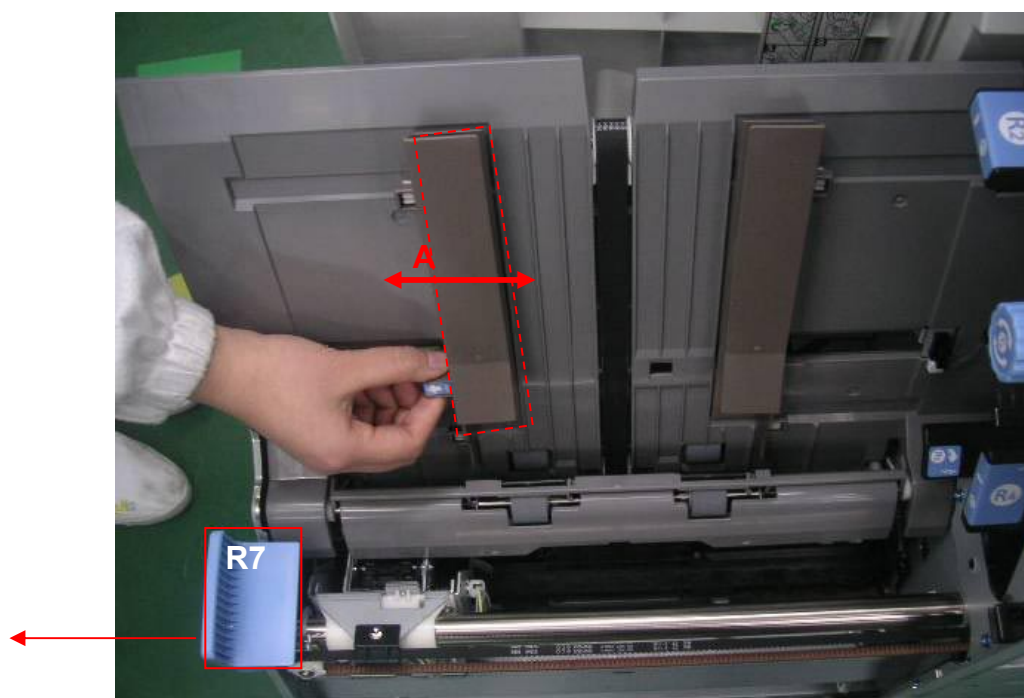


Photo 2

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 Finisher (SR3010)

Date: 18-May-09

No.: RB792002

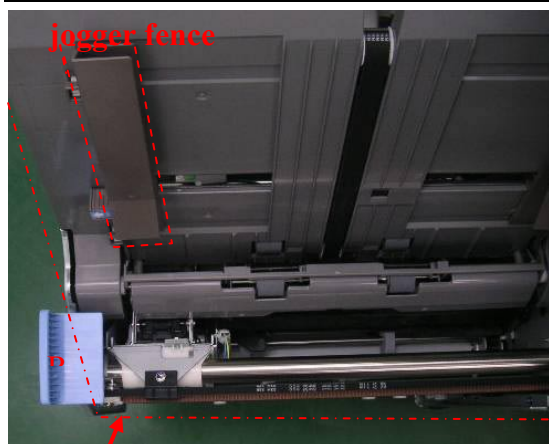


Photo 3

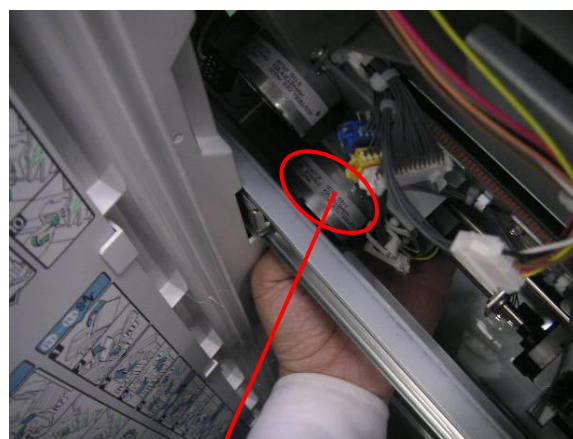


Photo 4

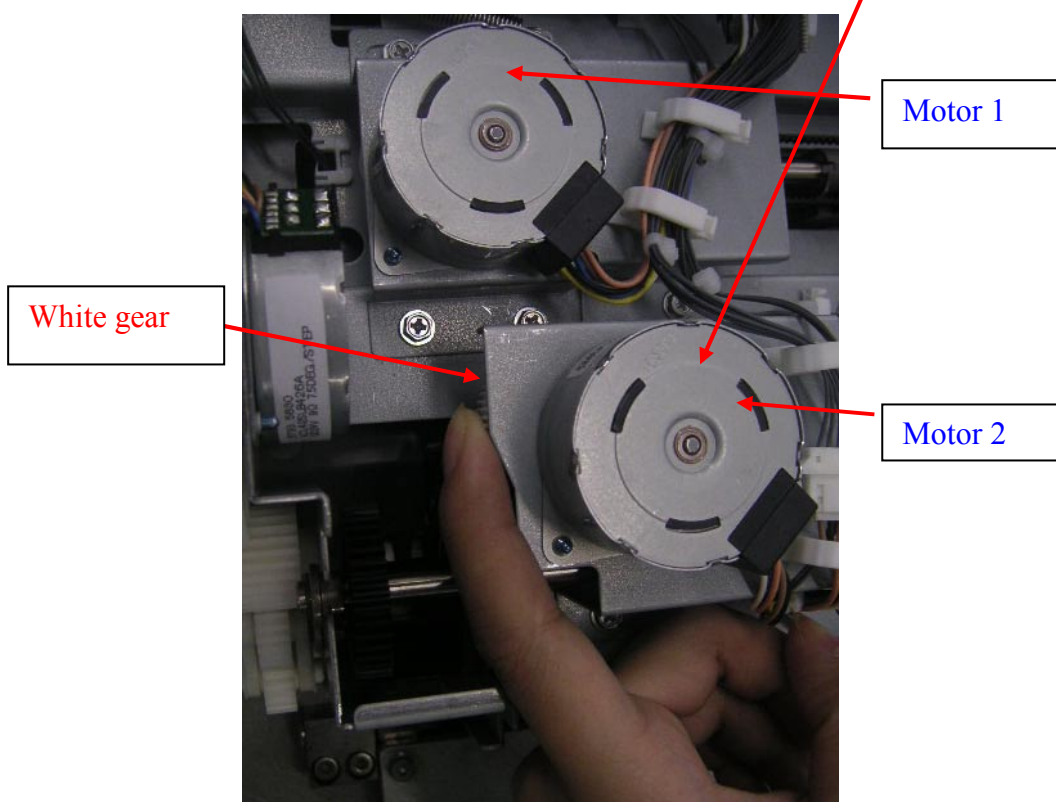


Photo 5

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

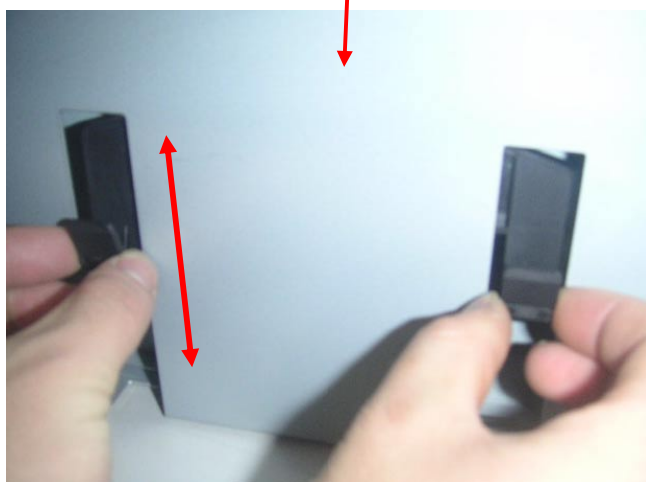


Photo 7

Model: AT-C1 Finisher (SR3010)		Date: 24-Sept-10	No.: RB792003
Subject: Parts catalog correction		Prepared by: M. Kumagai	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☒ Part information ☐ Electrical ☐ Transmit/receive ☐ Other ()	☐ Action required ☐ Service manual revision ☐ Retrofit information ☐ Tier 2

Change/Reason: The following parts were missing from the parts catalog.

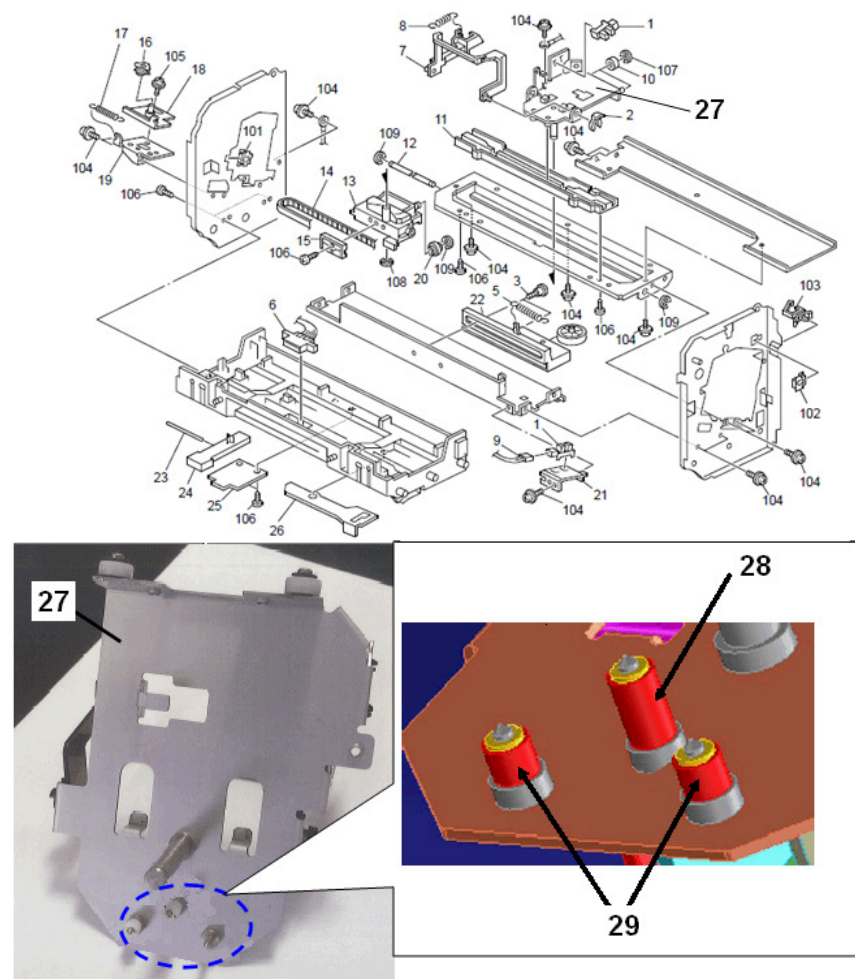
Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
	B7921026	BRACKET:STAPLER:PF4143K003	1		20	27*	
	B7921028	SPACER:PF4143P014	1		20	28*	
	B7921027	SPACER:PF4143P013	2		20	29*	

*New index

Note: Index 27 does not contain index 28 and 29

Parts location

10.Frame (B792)

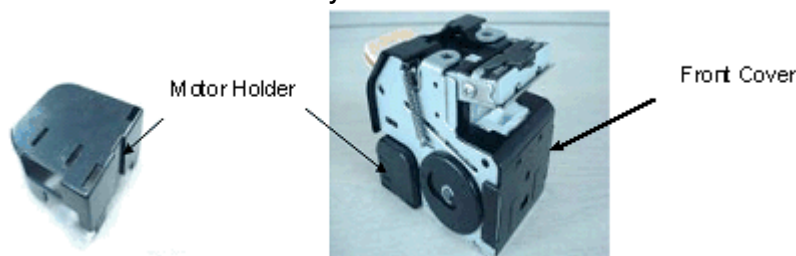


Model: General		Date: 11-Jan-11	No.: RGene042
Subject: RoHS Compliance Issue (Stapler)		Prepared by: T. Nihei	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☐ Other ()	☒ Action required ☐ Service manual revision ☐ Retrofit information ☐ 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～

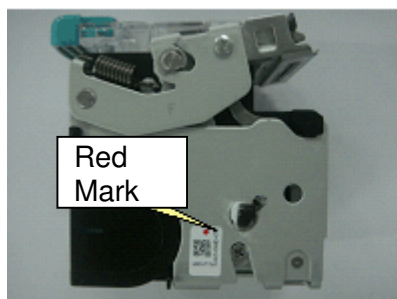
In the field (Action to be taken)

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.

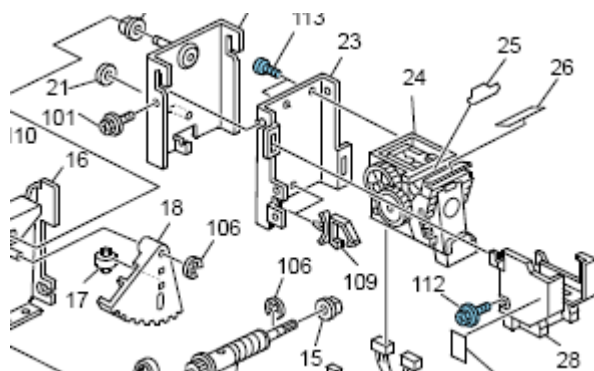
Replace the affected stapler units with the following part numbers for the intended models

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