Technical Bulletin

Reissued: 01-Feb-16

Model: Finisher SR3140/SR3150

Date: 26-Jun-13

No.: RD686001m

RTB Reissue

The items in bold italics have been corrected	or added.	
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Subject: Firmware	Release Note: Finisher SR3	Prepared by: Y. Ino	
From: 1st Tech Se			
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 **Finisher SR3140/SR3150**.

Version	Program No.	Effective Date	Availability of RFU
01.240:04	D6865301N	March 2016 production	Not Available
01.230:04	D6865301M	June 2015 production	Not Available
01.220:04	D6865301L	May 2015 production	Not Available
01.210:04	D6865301K	May 2014 production	Not Available
01.200:04	D6865301J	May 2014 production	Not Available
01.190:04	D6865301H	May 2014 production	Not Available
01.170:04	D6865301G	March 2014 production	Not Available
01.160:04	D6865301F	December 2013 production	Not Available
01.150:04	D6865301E	December 2013 production	Not Available
01.140:04	D6865301D	August 2013 production	Not Available
01.130:04	D6865301C	July 2013 production	Not Available
01.120:04	D6865301B	1st Mass production	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
01.240:04	Version number changed for version management purposes (No program
	changes made).
01.230:04	Symptom corrected:
	A jam may occur if the following sequence is performed:
	Paper exited to the proof tray -> One sheet exited to the shift tray -> Paper exited to the proof tray or stapled
01 220.04	Version number changed for version management purposes (No program changes
01.220.01	made).
01.210:04	Symptom corrected:
	Staples are misaligned and Jam code 209 occurs under the following conditions:
	 About 4 sets are continuously printed out by DLT SEF
	- Center stapling
	- Combination of settings:SP6-143-001: 0.0mm / Factory DIP SW: 1.0mm
01.200:04	Symptom corrected:
	1. Staples are misaligned from about the 9th set and Jam code 209 occurs at about the
	12th set under the following conditions:
	- Center stapling
	- A3 SEF
	- About 25 sets are continuously printed out



Reissued: 01-Feb-16

Model: Finisher SR3140/SR3150 Date: 26-Jun-13 No.: RD686001m Version **Modified Points or Symptom Corrected** The following combination of settings: SP6-143-001: -1.5mm / Factory DIP SW: 0.0mm SP6-143-001: -1.0mm / Factory DIP SW: -1.0mm or -0.5mm SP6-143-001: -0.5mm / Factory DIP SW: -1.5mm SP6-143-001: +1.0mm / Factory DIP SW: -0.5mm or 0.0mm SP6-143-001: +1.5mm / Factory DIP SW: -1.5mm or -1.0mm 2. Staples are misaligned from about the 20th set and Jam code 209 occurs at about the 25th set under the following conditions: - Center stapling - A3 SEF - About 25 sets are continuously printed out The following combination of settings: SP6-143-001: -1.0mm / Factory DIP SW: 0.0mm SP6-143-001: -0.5mm / Factory DIP SW: -1.0mm or -0.5mm SP6-143-001: 0.0mm / Factory DIP SW: -1.5mm SP6-143-001: +0.5mm / Factory DIP SW: -0.5mm or 0.0mm SP6-143-001: +1.0mm / Factory DIP SW: -1.5mm or -1.0mm Other changes: 3. The speed at which stapled sets are exited was decreased from 500mm/s to 400mm/s. 4. The speed at which B4-SEF sheets (only) are exited to the shift tray was decreased from 500mm/s to 300mm/s. 01.190:04 Symptom corrected: Output tray full status does not reset and tray will not lift up to the home position. 01.170:04 Other changes: Improved paper alignment when stapled sets are exited from the stapler. Note: This change only applies to machines without the saddle-stitching. 01.160:04 Other change: Improve putting the sheets in order when Staple is used. 01.150:04 Symptom corrected: JAM 228 may occur when the machine rotates the motor for the pick-up roller after recovering from Energy Saver mode. 01.140:04 Symptom corrected: Jam225 jam may occur after stapling is performed. 01.130:04 Symptom corrected: Sheets of paper may be skewed when exiting to the finisher if Stapling is used. 01.120:04 1st Mass production

Technical Bulletin

Reissued:14-Nov-13

Model: Finisher SR3150/SR3140(D686/D687) Date: 18-Sep-13

No.: RD686002a

RTB Reissue

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

Subject: How to adjust paper skew in stapled sets			Prepared by: E.Hinata		
From: 1st Tech Service Sect., MFP/P Tech Service Dept.					
Classification:	Iroubleshooting	Part informat	tion	Action required	
	Mechanical	Electrical		Service manual revision	
	Paper path	Transmit/rec	eive	Retrofit information	
	Product Safety	Other ()	Tier 2	

SYMPTOM

Stapled sets are skewed when using the SR3150 Booklet Finisher/SR3140 Finisher.



CAUSE

- 1. The pick-up roller does not pick up the paper correctly.
- 2. The paper falls far from the target position.
- 3. The leading edge of the paper is curled, and the resistance of the curled edge moves the paper out of alignment.
- 4. The jogger fence standby position is wider or narrower than the width of the paper.
- 5. The reverse roller may not move the paper all the way to the stopper on the staple tray.
- 6. The reverse roller may move the paper too much, causing the paper to buckle when it contacts the stopper.

Technical Bulletin

Reissued:14-Nov-13

Model: Finisher SR3150/SR3140(D686/D687)

Date: 18-Sep-13

No.: RD686002a

SOLUTION

Do the following if the symptom occurs.

Causes #1-3: Update the firmware to Ver. 01.130:04 or newer.

Causes #4: Do the Jogger Fence Adjustment Procedure below.

Cause #5, 6: Do the Reverse Roller Adjustment Procedure below.

Reissued:14-Nov-13

Model: Finisher SR3150/SR3140(D686/D687)

Date: 18-Sep-13

No.: RD686002a

Jogger Fence Adjustment Procedure

- 1. Put a sheet of A4 paper on the exposure glass, oriented LEF.
- 2. Select one of the Staple" modes.
- 3. Push [Start].

Note: The MFP outputs the paper stack to the staple tray.

- 4. Check the jogger width in relation to the paper width (see the photos below).
- 5. Push the "#" key.
- 6. Adjust the jogger width using **SP6-143-004** (Jogger Pos Adj: 1K FIN) so that it is **0** +/- **0.5mm**, as shown in the photos below.

jogger adjustment	10.00	2 IN 1269
width [mm]	judgment	Paper condition
1	NG *Some gap between jogger foence and paper	
0.5		
0	ок	
-0.5		
-1	NG *Too much waves on paper	

Note: The jogger width can be adjusted +/- 1.5mm.

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Model: Finisher SR3150/SR3140(D686/D687) Date: 18-Sep-13 No.: RD686002a

7. Repeat Steps 3–6 until the width of the joggers is **0.5mm narrower** than the width of the paper.

A: If the jogger width is wider than the paper width



B: If the jogger width is narrower than the paper width



Adjust the SP to +X.Xmm



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Model: Finisher SR3150/SR3140(D686/D687)

Date: 18-Sep-13

No.: RD686002a

Reverse Roller Adjustment Procedure

Set **SP6-150** and **SP6-152** as follows:





Technical Bulletin

Model: MET-C1 Punch Unit			Date: 20-I	Dec-13	No.: RD686003	
Subject: Jam 152			Prepare	Prepared by: Yuji Urushihara		
From: 1st Tech Service Sect. MFP/P Tech Service Dept.						
Classification:	: 🛛 Troubleshooting 🗌 Part informat		ation	Action	ı required	
	🗌 Mechanical	Electrical		Servic	e manual revision	
	Paper path	Transmit/re	ceive	Retrof	fit information	
	Product Safety	🗌 Other ()	Tier 2		

Note: The contents of this RTB apply to both punch units for SR3140/3150 and SR3160/SR3170 finishers.

SYMPTOM

Jam 152

CAUSE

The paper may catch on the Mylar along the paper path inside the punch unit.





Model: MET-C1 Punch Unit	Date: 20-Dec-13	No.: RD686003
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SOLUTION

Production line

The Mylar has been deleted.

Note: This Mylar was initially added to cover the holes in the frame used during factory assembly. However, it was determined that these holes do not have any effect on paper transport.

Model	Cut-in Lot Number
D717-17	ТВА
D717-27	ТВА
D717-21	ТВА
D717-28	ТВА
D706-00	ТВА
D706-01	ТВА
D706-02	TBA

In the field

Do the following if the symptom occurs, at the next service visit, or at machine installation:

- Remove the punch unit from the machine
- Remove the two Mylars inside the punch unit (two different locations)

Technical Bulletin

PAGE: 1/5

Model: Model Met-C1			Date: 29-Jul-14		No.: RD686004	
Subject: Finisher SR3140/SR3150 staple misalignment (3mm or more)			Prepared	by: M.K	umagai	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.						
Classification:	 ☑ Troubleshooting ☐ Mechanical ☑ Paper path ☑ Product Safety 	Part info Electric Transm	ormat al it/rec	tion [cive [) [2	Action Center Ce	required e manual revision it information

SYMPTOM

Staple misalignment (3mm or more) occurs.

Sample:



CAUSE

The side to side registration is not aligned when the paper is being transported to the finisher.

Date: 29-Jul-14

No.: RD686004

SOLUTION

Production line:

- 1. A new docking bracket was added for adjusting the side-to-side registration.
- 2. An additional marking (gridline) was added to the front/rear exit rollers for adjustment.

MODEL
NAMEDESTINATIONCODESERIAL NO.SR3140North America/
Latin America/ Europe/Asia/ Taiwan/AustraliaD68617E543QC10001~SR3150D68717E553QC10001~

In the field:

1. Turn over the small bracket shown in the photo (circled in red) so that its other side faces you, and then reattach it.



2. Attach the modified docking bracket (D6861470).

Note: This is to make it possible to adjust side-to-side registration at the joint between the mainframe and finisher, in accordance with the procedure below.Important: Make sure to center the screw head.

3. Print out an A3 sheet to the proof tray (this is to check the side-to-side registration).



Technical Bulletin

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Model: Model Met-C1

Date: 29-Jul-14

No.: RD686004

- 4. If the machine has an additional marking (Gridline):
 - Using the markings on the front-most exit roller (see the photo below), check to see where the paper edge is located when the paper is fed out. For purposes of accuracy, print out about 5 sets.





Make sure to use the markings on the FRONT exit rollers. The roller markings at the rear side are for DLT sized paper only, and do not apply to this



Each marking represents 2mm.+/

- 1. If the paper edge is lined up with the center marking, this means the paper is aligned correctly.
- 2. If the paper edge is lined up with any marking to the right of center, this means the paper is shifted toward the front.4
- 3. If the paper edge is lined up with any marking to the left of center, this means the paper is shifted toward the rear.4

Technical Bulletin

Model: Model Met-C1

Date: 29-Jul-14

No.: RD686004

5. If the machine does **NOT** have the additional marking: Using the scale (see the photo below), check to see where the paper edge is located when the paper is fed out. For purposes of accuracy, print out about 5 sets.



[For LT / DLT size]↔ [For LT / DLT size]↔

- If misalignment is "0", measure from back side frame to paper edge [B] is 50.3mm+
- 6. If the paper shifts forward (toward the operator side), slide the docking bracket by the same amount in the same direction. (This is to move the Finisher toward the operator side).
 - **Note:** If the machine already has the additional marking (Gridline), each scale marking represents 2mm.

Ex: Paper is shifted 4mm from center toward the front +



Technical Bulletin

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Model: Model Met-C1

Date: 29-Jul-14 No.

No.: RD686004

- 7. If the paper shifts toward the rear (non-operator side), slide the bracket in the same direction as described below.
- Ex: Paper is shifted 4mm from center toward the rear-



8. Check the side-to-side registration by printing out to the proof tray. If the registration is still not corrected, do Steps 6 onward one more time.

Technical Bulletin

Model: Finisher SR3150 Da		Date: 3-Mar-15		No.: RD686005		
Subject: SR3150: Stapler unit replacement and adjustment procedure			Prepared	d by: T.Kiy	ohara	
From: 1st Tech Se	rvice Sect., MFP/P Tech Se	rvice Dept.				
Classification:	 Troubleshooting Mechanical Paper path Product Safety 	Part infor Electrical Transmit/ Other (ma /rec	tion ceive)	 ☐ Action r ⊠ Service ☐ Retrofit ☐ Tier 2 	required manual revision information

Service Manual Correction

Please add the following procedure to your field service manual in the following section: 1. Replacement and Adjustment > Stapler Unit

Stapler Unit

1. Open the front door and remove the stopper [A]. ($\mathscr{F} \times 2$)



2. Pull out the staple folder unit and remove the guide. ($\mathscr{F} \ge 2$)





Model: Finisher SR3150

Date: 3-Mar-15

No.: RD686005

3. Move the staple unit to the center and remove the guide plate. ($\Re x$ 2)



4. Remove the staple cartridge and the staple cover. ($\mathscr{F} \ge 2$)



RICOH	Technical B	PAGE: 3/7	
Model: Finisher SR3150		Date: 3-Mar-15	No.: RD686005

5. Unlock the cable clamps on the staple drive unit. ($\square x 2$)



6. Remove the stapler drive unit [$\mathscr{F} \times 3$].



7. Pull out the stapler driver unit [x 2].



RICOH	Technical B	PAGE: 4/7	
Model: Finisher SR3150		Date: 3-Mar-15	No.: RD686005

8. Unlock the cable clamps on the staple clincher unit. (x = x = 4)



9. Remove bracket [A]. (x 3)



10. Remove the stapler folder unit [A]. (x 2)





Technical	B ulletin

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Model: Finisher SR3150

Date: 3-Mar-15

No.: RD686005

Before reassembling 11.Attach the staple guide to the staple drive unit.









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Model: Finisher SR3150

Date: 3-Mar-15

No.: RD686005

Reassembling

12. Mount the stapler drive unit and the staple clincher unit.

13. Set the special tool so that it fits into the elongated holes in the drive and clincher units.



14. Attach the special tool [A] by fastening the thumbscrew [B].



15. Attach the staple clincher unit. (P x 3)



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Model: Finisher SR3150

Date: 3-Mar-15

No.: RD686005

16. Loosen the thumbscrew and release the special tool.



- 17. Put back the staple cover and the staple cartridge.
- 18. Put back the guide plate.

19. Reattach the guide plate and the guide. **Note:** Make sure the harnesses are routed under the plastic part circled in red.



Technical Bulletin

Model: Finisher SR3150 Dat			Date	te: 14-Dec-15		No.: RD686006
Subject: Trouble	shooting for SC721-70			Prepared	1 by: т.к	iyohara
From: 1st Tech S	ervice Sect., MFP/P Tech Serv	rice Dept.		1		
Classification:	 Troubleshooting Mechanical Paper path Product Safety 	Part inf Electric Transm Other (ormat al iit/rec	tion eive)	Actior Servic Retro Tier 2	n required ce manual revision fit information

SYMPTOM

SC721 (Tray Lift Motor Error) occurs on the SR3140/SR3150 finisher.

CAUSE

There is a difference in level on the frame of the side plate tray. If the screw is tightened too tightly, the side plate may deform.



SOLUTION

Attach the sheet (P/N: D6833644) between the frame and the side plate in the areas circled.



Model: Finisher SR3150

Date: 14-Dec-15

No.: RD686006

Installation Procedure

- 1. Remove the finisher.
- 2. Access the tray upper motor.

SR3140

Access the tray upper motor in the area circled in red (from underneath).



SR3150

Pull the booklet staple unit to access the motor.







Technical Bulletin

Model: Finisher SR3150

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No.: RD686006

3. Remove the snap ring



4. Shift the drive gear to the side (in the direction of the red arrow) while holding the upand-down frame.



5. Remove the base frames (4 screws).



Technical Bulletin

Model: Finisher SR3150

RICOH

Date: 14-Dec-15

No.: RD686006

6. Attach the seals to each base frame.

Front





7. Reattach the base frames and the drive gear.

Production Line:

Cut-in Serial Numbers:

Product code:	Product name:	GER:	Cut-in S/N
D68617	SR3150	Other regions	E545Q510574~
D68621	SR3150	CHN	E545Q680001~
D68717	SR3140	Other regions	E555Q510575~
D68721	SR3140	CHN	E555Q680001~

Technical Bulletin

Model: Finisher SR3140/SR3150 Dat			Dat	e: 8-Mar-	17	No.: RD686007
Subject: Manual correction – Proper procedure for moving Finishers SR3140/SR3150-			Prepare	d by: A.SI	higeta	
From: 1st Tech Service Sec. MFP Tech Service Dept.						
Classification:	 Troubleshooting Mechanical Paper path Product Safety 	 Part infe Electric Transm Other (ormat al it/rec	tion eive)	 Action Servic Retrof Tier 2 	n required ce manual revision fit information

Service Manual Correction

The procedure on how to properly move the Finisher was added to the Service Manual.

Applied Models

MP C2003/C2503/C3003/C3503/C4503/C5503/C6003

Moving the Finisher

- As a general rule for moving the finisher, move it from the front to the rear of the machine as indicated with the arrows in green, by gripping the positions outlined in blue in the photo below.
- Make sure to grip both front and back of the finisher at the top to prevent the unit from tipping over.
- When connecting or disconnecting the finisher to or from the main frame, slightly move it in the direction indicated with the yellow arrow.



Note

When the finisher has to be lifted up, for instance, when moving it over an object on the ground, hold the stay of the slide rail or the bottom frame. DO NOT hold the ground plate or caster.

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Model: Finisher SR3140/SR3150

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150 Date: 8-Mar-17 No.: RD686007



Do not grip the following locations when moving the finisher:

- Proof tray
- Entrance guide plate
- Front and rear covers
- Shift tray base
- Connection lever
- Door switch stay
- Booklet stapler unit (SR3150 only)

