

Reissued:20-Dec-13

Model: Booklet Finisher SR3160/SR3170	Date: 12-Nov-13	No.: RD688002b
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RTB Reissue

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

Subject: Staple misalignment (3 mm or more) occurs		Prepared by: Yuji Urushihara	
From: 1st Tech Service Sect. MFP/P Tech Service 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 type="checkbox"/> Tier 2

Note: The contents of this RTB also apply to the SR4090/SR4100 finishers.

SYMPTOM

Staple misalignment (3mm or more) occurs.

Sample:

**CAUSE****Cause 1:**

The paper contacts the jogger fence and skews inside the staple tray during standby.

Cause 2:

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

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SOLUTION**Production line**

The shape of the bracket was changed and applied from the following cut-in S/N:

Model	Cut-in S/N
D688-17	E783Q810001
D689-17	E793Q910001
D703-17	E433Q810077
D704-17	E443Q810008

In the field**For Cause 1:**

Update the firmware to Ver. **02.000.10** or newer to increase the width of the jogger fences when in standby mode from 7mm to **10mm**.

For Cause 2:

See the procedure below.

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Procedure

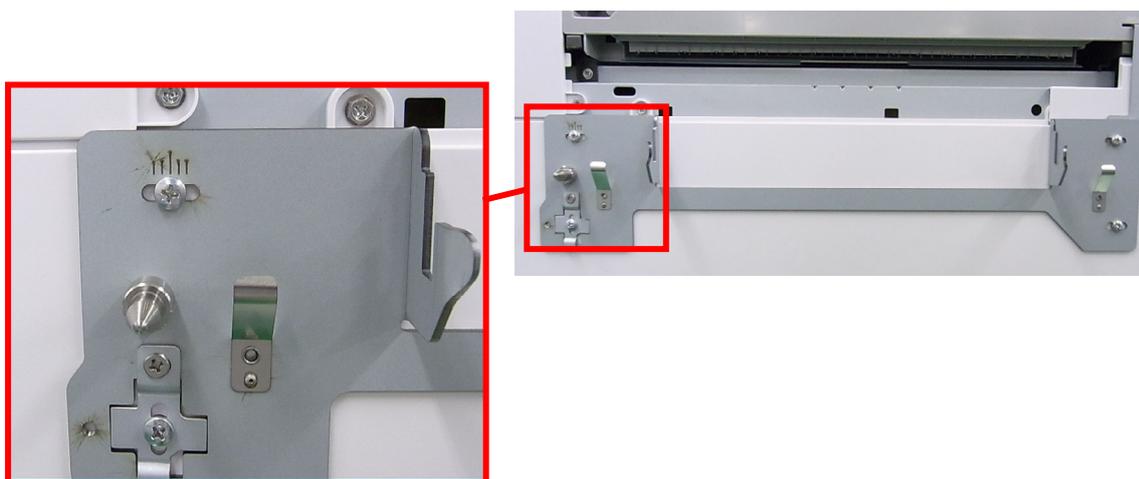
Attach the modified docking bracket to make it possible to adjust side-to-side registration at the joint between mainframe and finisher in accordance with the procedure below.

P/N:D6887610: for the docking bracket [A]

1. Secure the docking bracket [A] in its default attachment position (screws x 4).



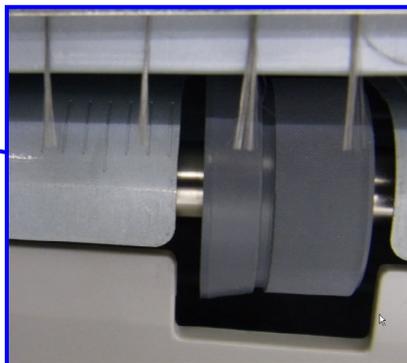
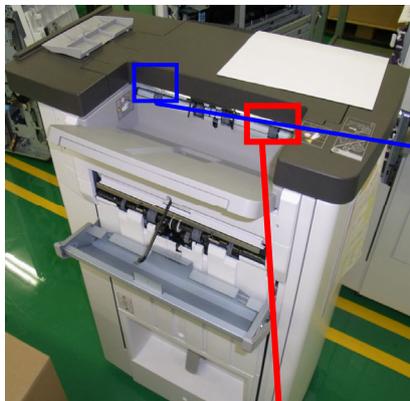
Default attachment position (The screw head is centered)



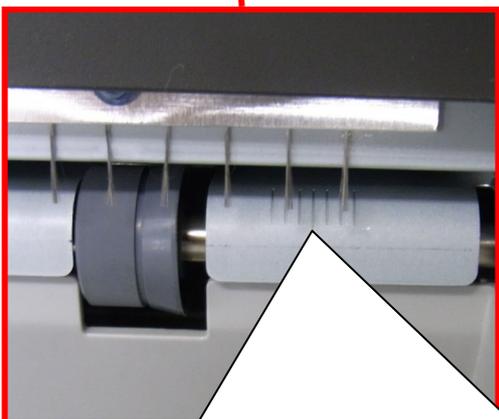
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2. Check the side-to-side registration by exiting to the proof tray.
- 2-1. Print out an A3 sheet to the proof tray.
- 2-2. Using the markings on the front-most exit roller (see the photo below), check to see where the paper edge is located when the paper is exited. 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.

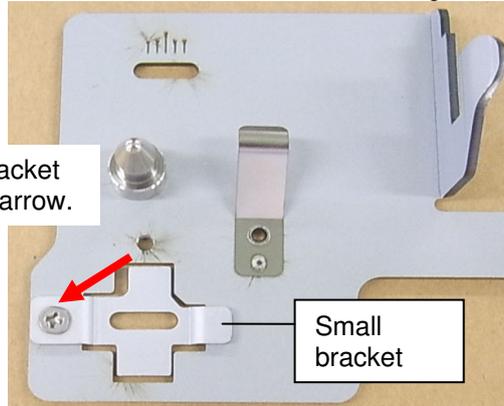
1. If the paper edge is lined up with the center marking, this means the paper is aligned correctly.
2. If the paper edge is lined up with any marking to the right of center, this means the paper is shifted toward the front.
3. If the paper edge is lined up with any marking to the left of center, this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

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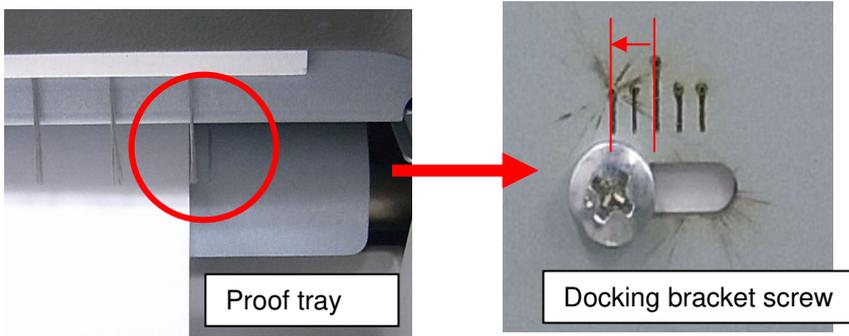
3. Attach the small bracket to the docking bracket as shown (using the screw hole shown by the red arrow), which will allow the docking bracket to slide side-to-side. Then, reattach the docking bracket to the machine.

Attach the screw for the small bracket using the hole shown by the red arrow.



3-1. 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: Each scale marking represents 2mm.

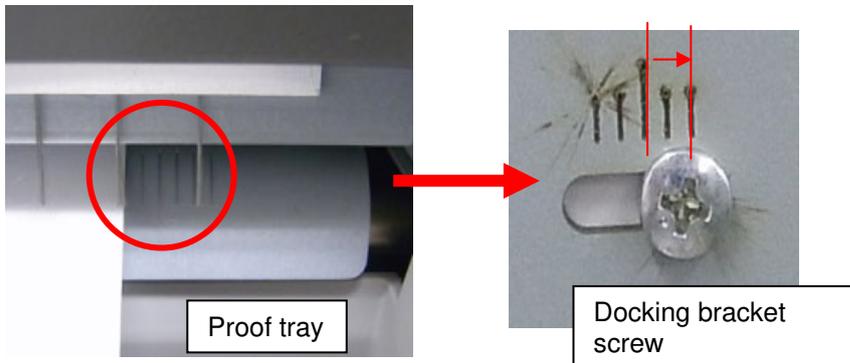
3-1. Ex: Paper is shifted 4mm from center toward the front



3-2. If the paper shifts toward the rear (non-operator side), slide the bracket in the same direction as described below.

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3-2. Ex: Paper is shifted 4mm from center toward the rear



4. Check the side-to-side registration by printing out to the proof tray.
If the registration is still not corrected, do Steps 3 and onward one more time.

Reissued:2-Jun-14

Model: Finisher_SR3160/SR3170	Date: 18-Nov-13	No.: RD688003b
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RTB Reissue

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

Subject: JAM 157		Prepared by: Y. Urushihara	
From: 1st Tech Service Sect., MFP/P Tech Service 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 type="checkbox"/> Tier 2

Note: The contents of this RTB also apply to the SR4090/SR4100 finishers.

SYMPTOM

Jam (Jam code 157) occurs when using two-spot stapling.

CAUSE

The staple of a stapled set catches on the guide Mylar attached to the jogger fence when the paper is output to the tray.

SOLUTION**Production line**

The shape of the Mylar was changed and applied from the following cut-in S/N:

Model	Cut-in S/N
D688-17	E783Q710696
D689-17	E793Q810284
D703-17	E433Q910001
D704-17	E443Q710191

In the field

Temporary measures

Push down the mylar to prevent the staple from catching on the mylar

Permanent measures

Replace the Mylar with the modified one

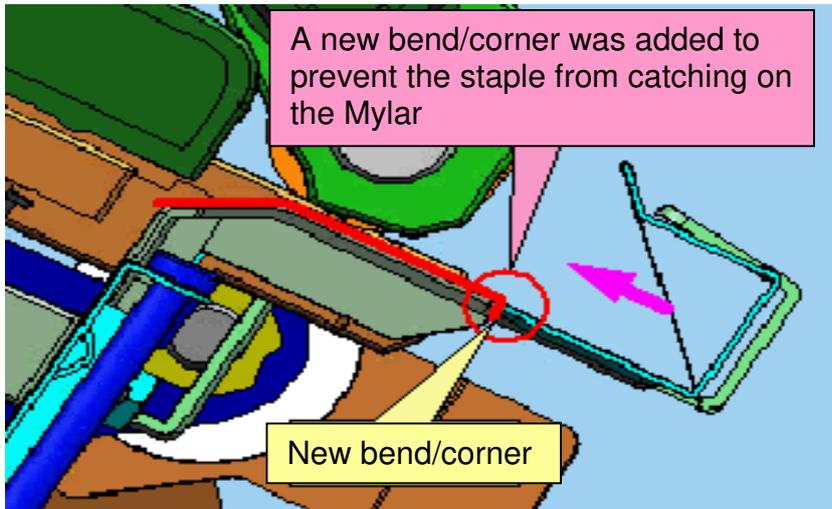
P/N:

D6884198: GUIDE:STAPLER:REAR

D6884199: GUIDE:STAPLER:FRONT

Reissued:2-Jun-14

Model: Finisher_SR3160/SR3170	Date: 18-Nov-13	No.: RD688003b
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Reissued:24-Dec-13

Model: Finisher_SR3160/SR3170	Date: 18-Nov-13	No.: RD688004a
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RTB Reissue

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

Subject: Paper Jam		Prepared by: Y. Urushihara	
From: 1st Tech Service Sect., MFP/P Tech Service 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 type="checkbox"/> Tier 2

Note: The contents of this RTB also apply to the SR4090/SR4100 finishers.

SYMPTOM

Paper Jam occurs when the paper exits to the tray

CAUSE

The stapled set touches the tray at an unexpected angle upon exit to the exit tray (due to paper curl or other factor)

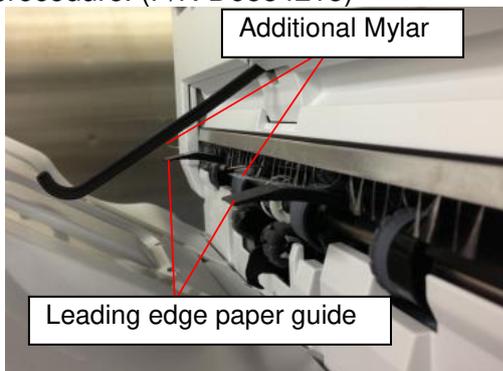
SOLUTION**Production line**

The mylar has been added to the leading edge paper guide (two at both front/back) from the following cut-in S/N:

Model	Cut-in S/N
D688-17	E783Q610848
D689-17	E793Q710001
D703-17	E433Q710001
D704-17	E443Q710001

In the field

Add Mylars to the leading edge paper guide (two at both front/back) in accordance with following procedure. (P/N D6884218)



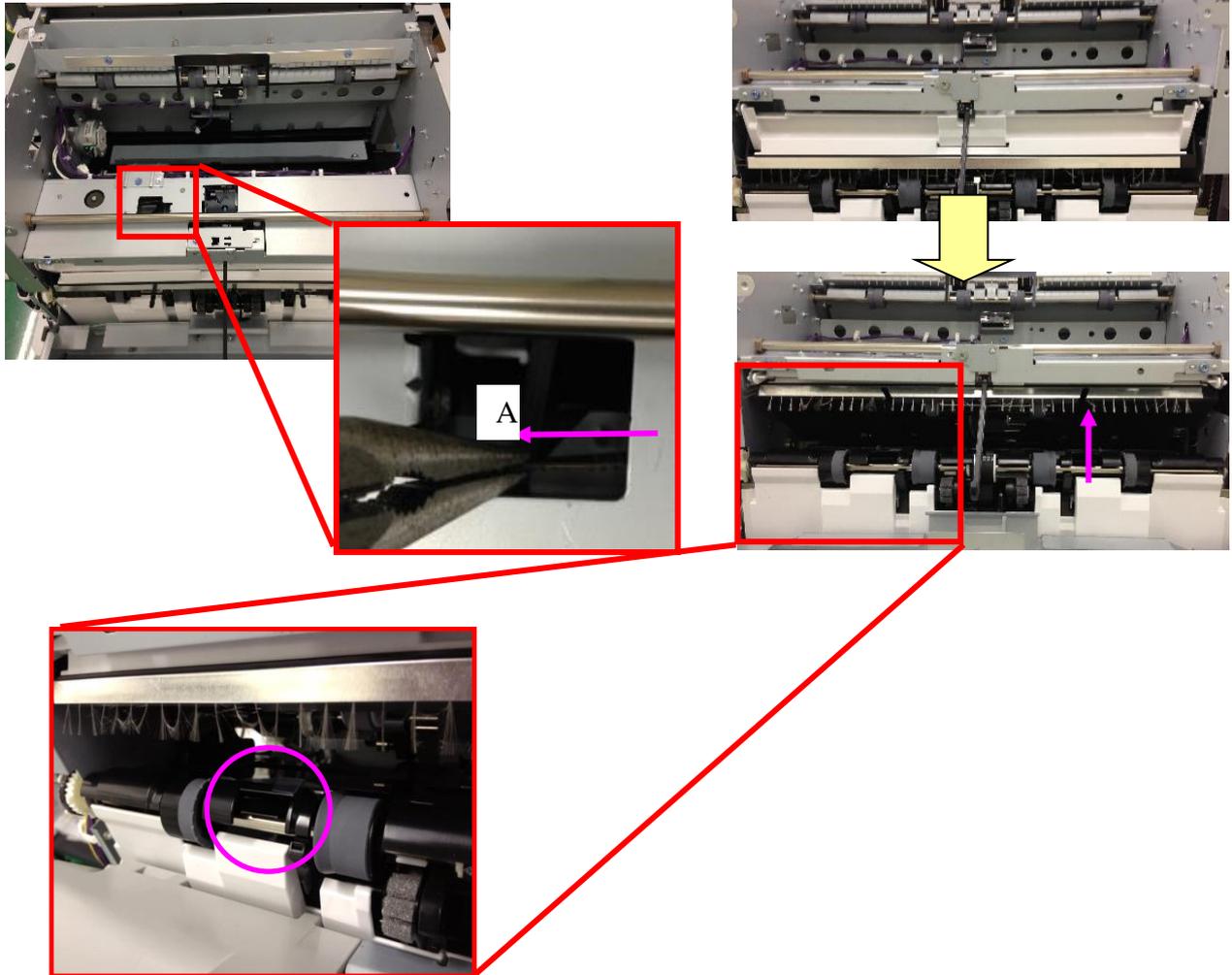
Reissued:24-Dec-13

Model: Finisher_SR3160/SR3170	Date: 18-Nov-13	No.: RD688004a
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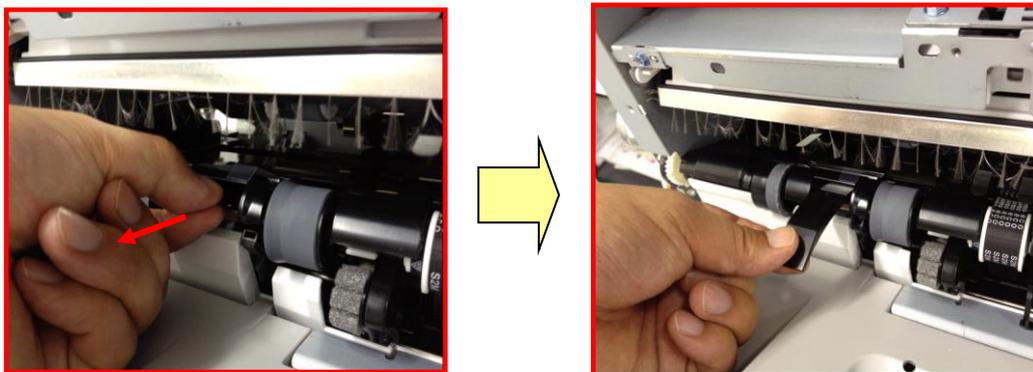
Procedure to attach mylar (two locations)

1. Remove the upper cover and proof tray

2. Rotate the paper exit open/close guide plate drive belt toward A following the pink arrow and open the paper exit open/close guide plate completely



3. Pull out the guide plate (Front and Rear)



Pull out the guide plate at both front and rear at the same time

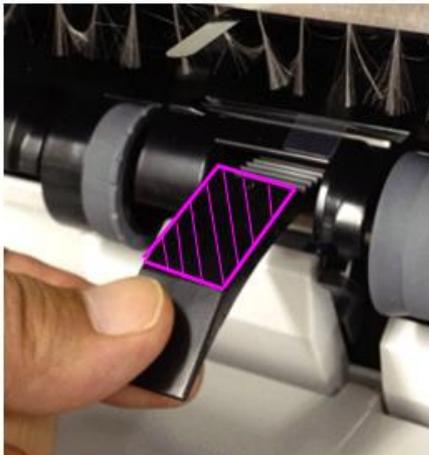
Reissued:24-Dec-13

Model: Finisher_SR3160/SR3170

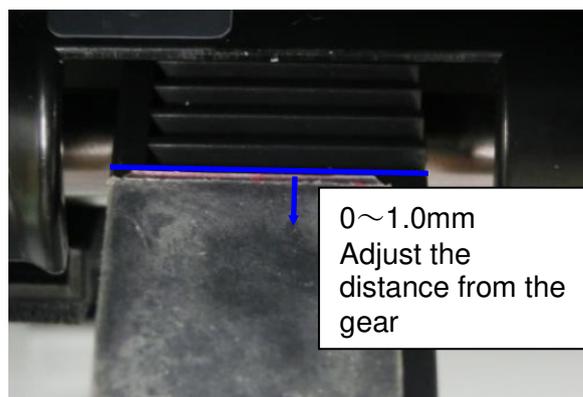
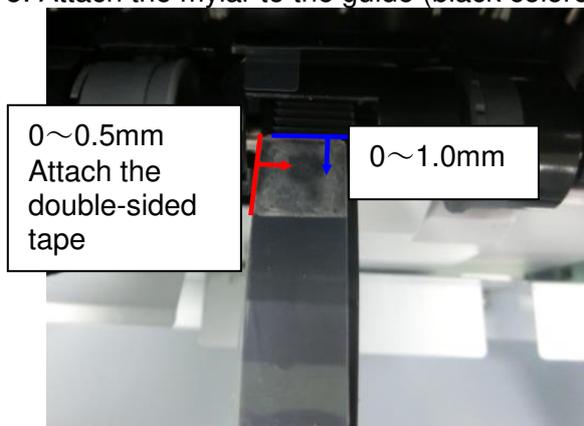
Date: 18-Nov-13

No.: RD688004a

4. Clean the surface of the mylar attachment area (Pink line area) both front and rear with alcohol



5. Attach the mylar to the guide (black colored part) at two locations



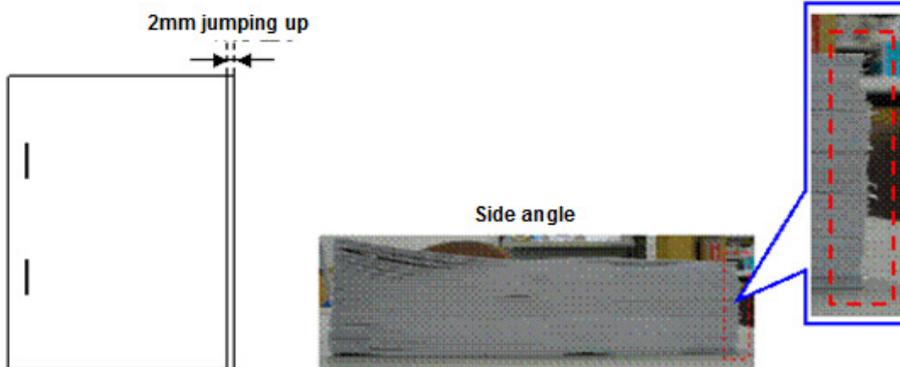
- Check if the mylar is attached at the correct area or not

6. Re-attach the proof tray and upper cover

Model: Finisher_SR3160/SR3170		Date: 18-Nov-13	No.: RD688005
Subject: 2mm or less staple misalignment troubleshooting		Prepared by: Y. Urushihara	
From: 1st Tech Service Sect., MFP/P Tech Service 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 type="checkbox"/> Tier 2

SYMPTOM

One or more sheets in a stapled set is shifted up to 2mm along the paper feed direction with respect to the other sheets in the set.



CAUSE

Sometimes, the width of the jogger fences during stacking is narrower than expected. As a result, one or more of the sheets juts out from the stack when the jogger fences close.

SOLUTION

1. Set **SP6107** ([JogPosAdj(CrnStplr):2K/3K FIN]) to a higher value within the setting range of **1.0mm – 1.5mm**.
2. Make some test printouts and check the alignment of the paper.

Note:

- This check is necessary because if the value of SP6107 is too high, the jogger fences will be too far apart.
- SP6107 adjusts the width of the jogger fences (along the paper feed direction) used during pre-stacking. A higher value increases this width, while a lower value decreases the width.

Model: MET-C1 Punch Unit		Date: 20-Dec-13	No.: RD688006
Subject: Jam 152		Prepared by: Yuji Urushihara	
From: 1st Tech Service Sect. MFP/P Tech Service 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 type="checkbox"/> Tier 2



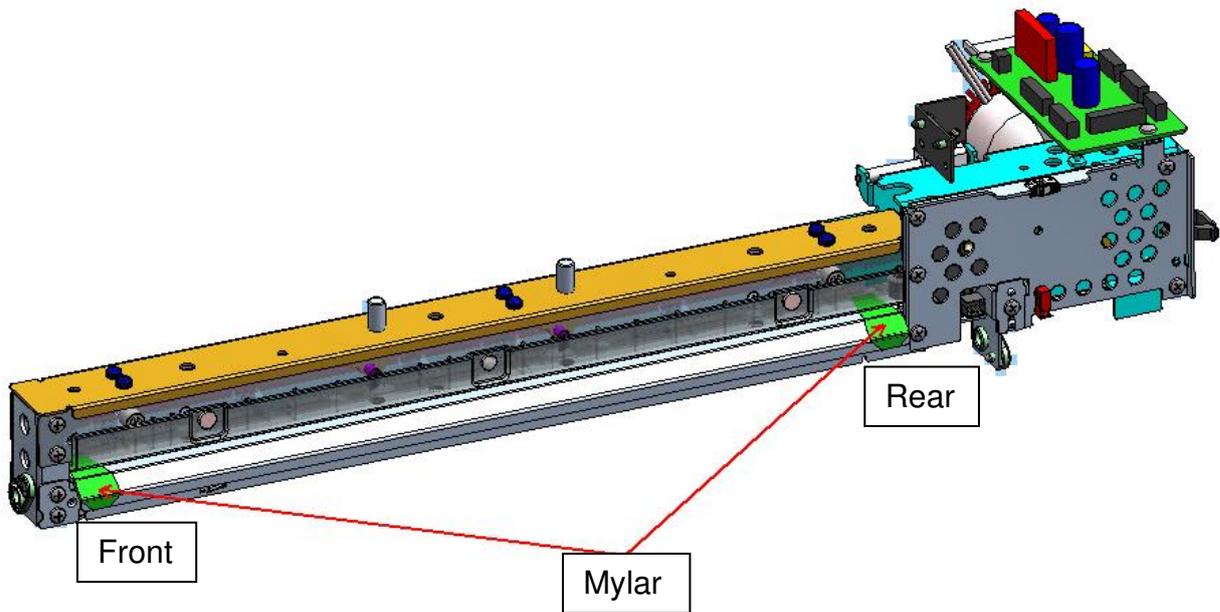
Note: The contents of this RTB apply to both punch units for SR3140/3150 and SR3160/SR3170 finishers.

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.: RD688006

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	TBA
D717-27	TBA
D717-21	TBA
D717-28	TBA
D706-00	TBA
D706-01	TBA
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)

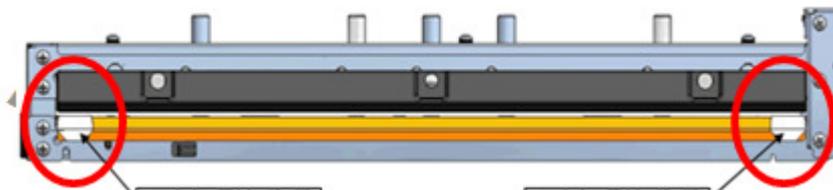
Model:Booklet Finisher SR3170		Date: 14-Mar-14	No.: RD688007
Subject: Jam152 on punch with SR3160/3170/4090/4100		Prepared by: N. Yoshida	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<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 type="checkbox"/> Tier 2

SYMPTOM

Jam 152 occurs or the paper is damaged by the SR3160/3170/4090/4100 with punch unit installed.

CAUSE

The paper contacts the Mylar on the punch unit (circled in red below).



SOLUTION

Production line

This Mylar has been deleted.

Cut-in Serial Numbers:

D70600	Punch unit (N A)	2012/12 production	E463QC00001
D70601	Punch unit (E U)	2012/12 production	E463QC10001
D70602	Punch unit (N E)	TBA	TBA
D70603	Punch unit (C H N)	2012/12 production	E463QC80001

Model:Booklet Finisher SR3170

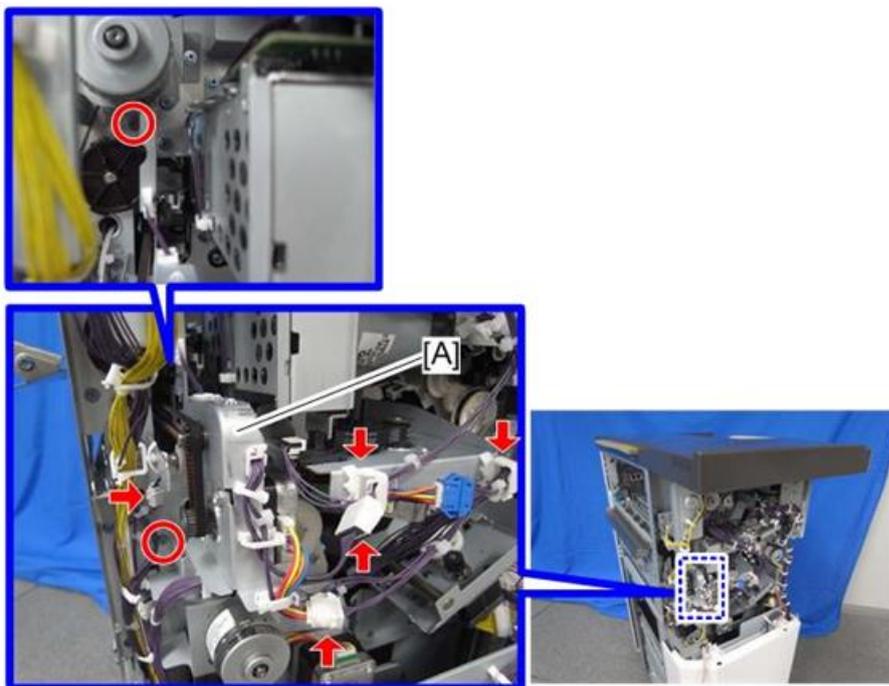
Date: 14-Mar-14

No.: RD688007

In the field

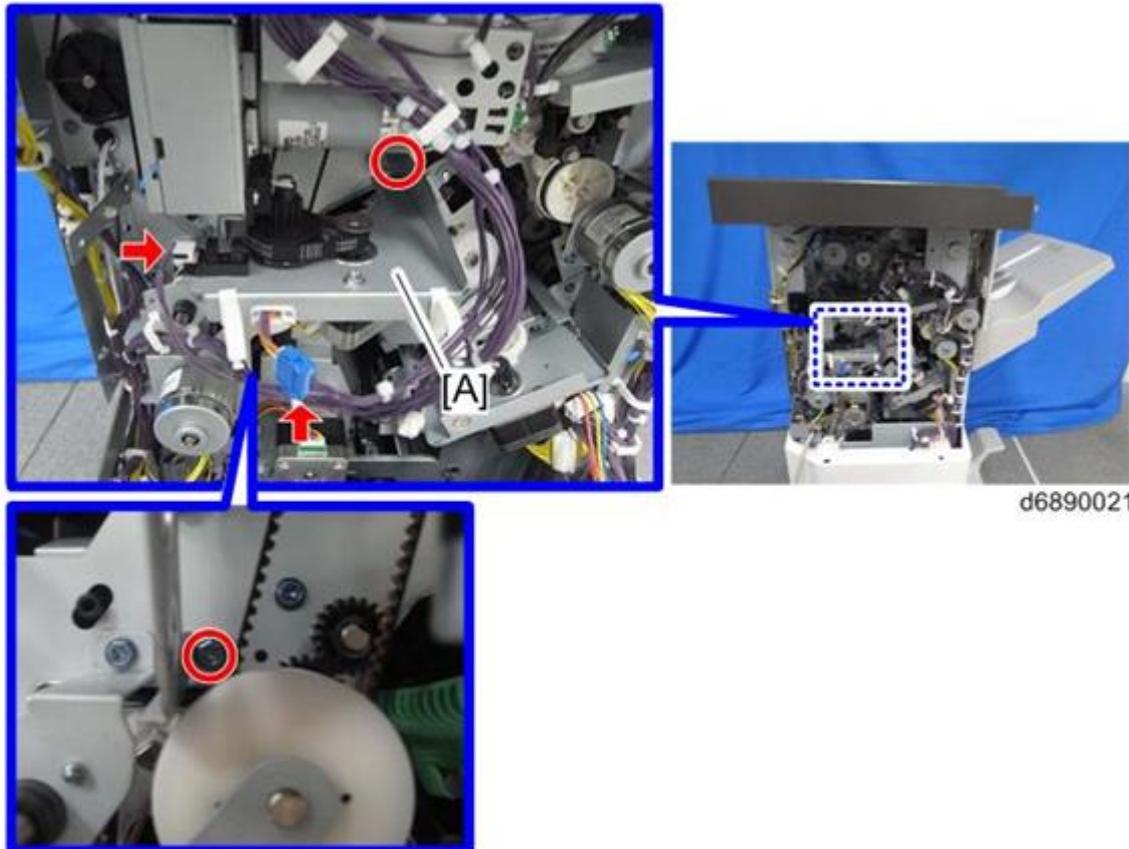
Do the following:

1. Remove the rear upper cover and lower cover.
2. Remove the registration sensor bracket [A] (screws x2, connectors x3).



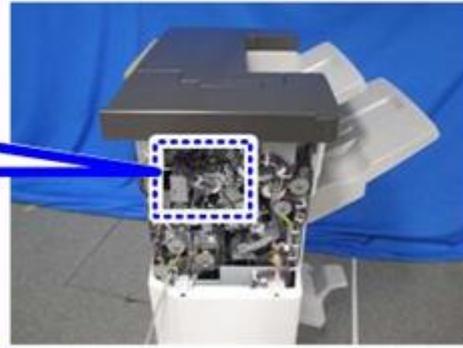
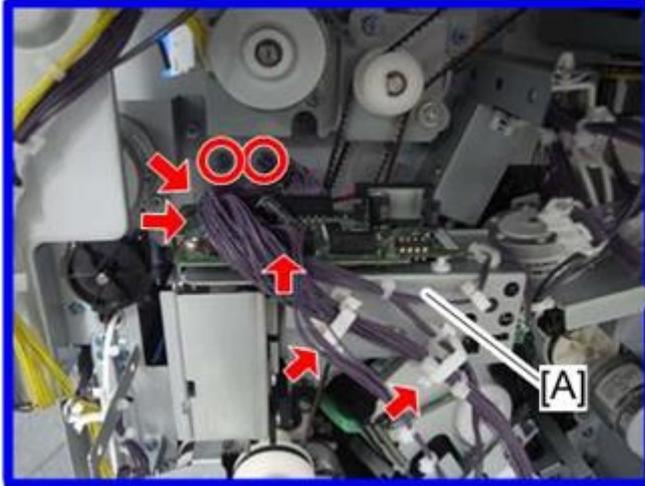
d1351312

3. Remove the stepper motor bracket [A] (screws x2, connectors x2).

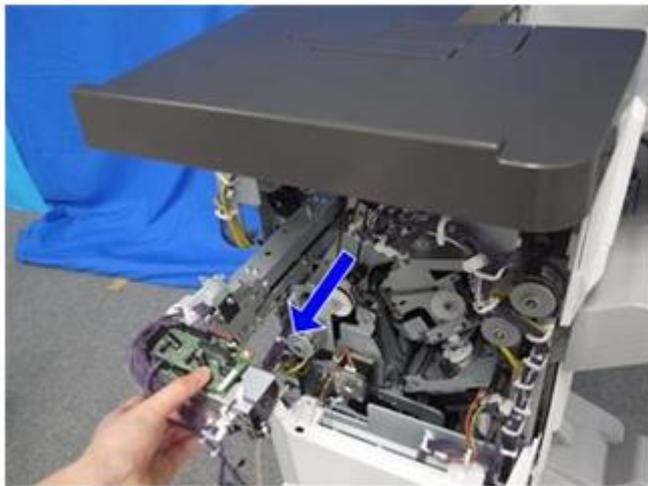


Model:Booklet Finisher SR3170	Date: 14-Mar-14	No.: RD688007
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4. Pull out the punch unit [A] (screws x2, connectors x2).



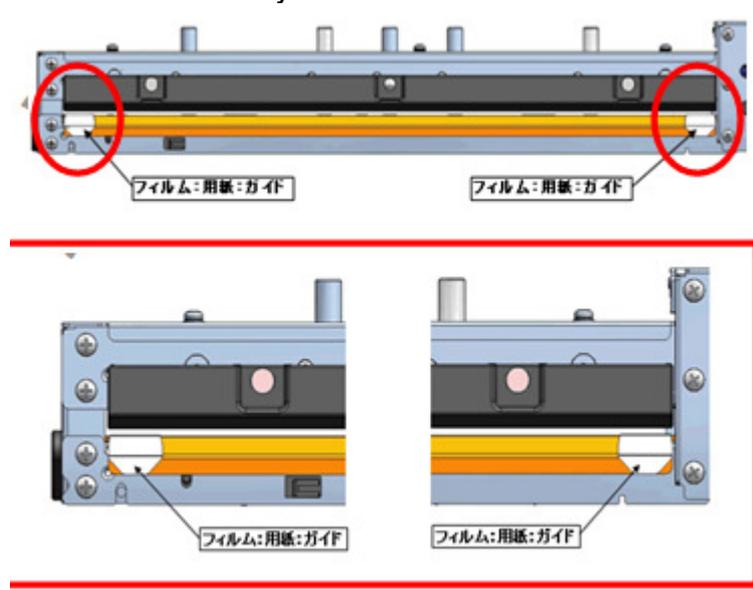
d1351314



d1351315

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5. Remove the Mylars circled in red.



Model: Finisher_SR3160/SR3170		Date: 13-May-14	No.: RD688008
Subject: Jam 153/172		Prepared by: Yuji Urushihara	
From: 1st Tech Service Sect. MFP/P Tech Service 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 type="checkbox"/> Tier 2

Note: The contents of this RTB also apply to the SR4090/SR4100 finishers.

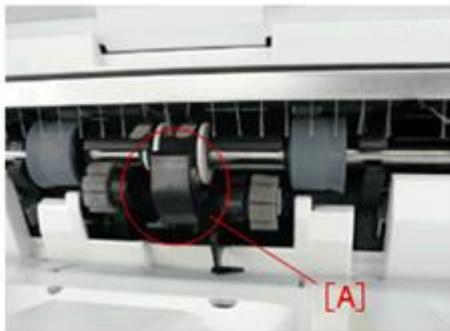
SYMPTOM

A paper jam (Code 153/172) occurs.

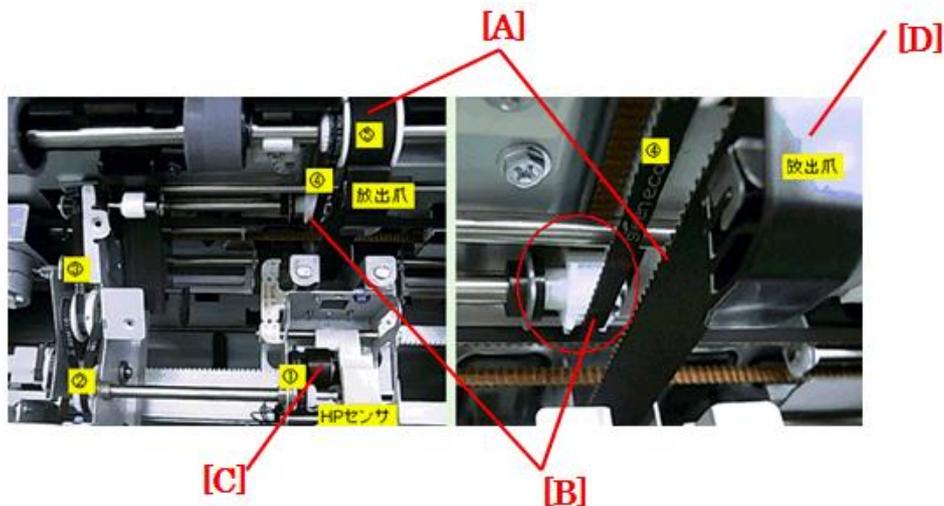
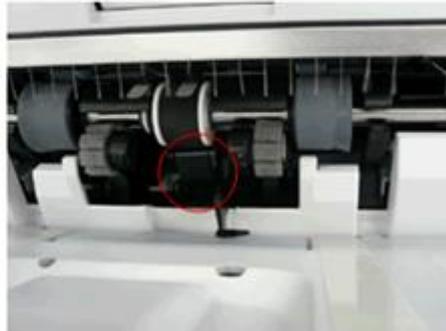
CAUSE

A previous jam or other force places a load on the exit pawls [A], causing the timing belt [B] to slip along the gear teeth. As a result, the home position [C] of the exit pawl is shifted and the pawl blocks part of the paper path [D].

Incorrect Condition



Correct Condition

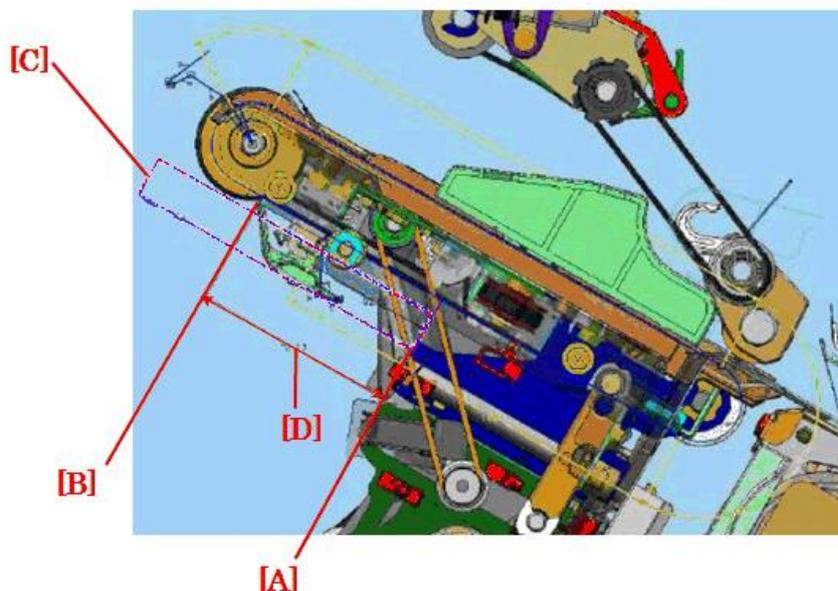


Solution

Do the following if the symptom occurs.

PROCEDURE

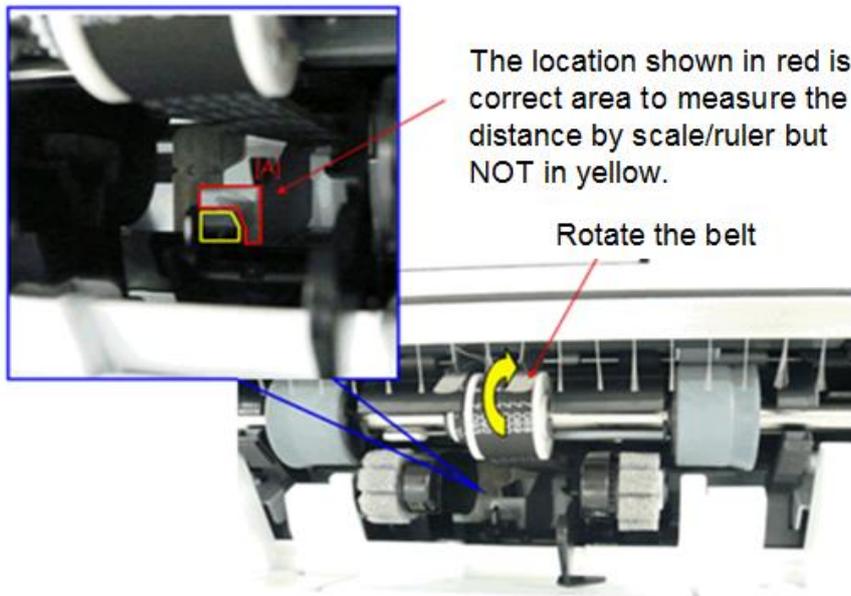
1. Make sure the exit pawl is at its HP (home position).
Note: The pawl moves to its HP after the finisher initialization is performed.
2. Measure the distance between the exit bracket [A] and rear tip of the exit pawl [B] using a scale/ruler [C].
 - If this distance [D] is **NOT 51.2±2mm**, continue this procedure from Step 3 to adjust the position of the pawl manually.



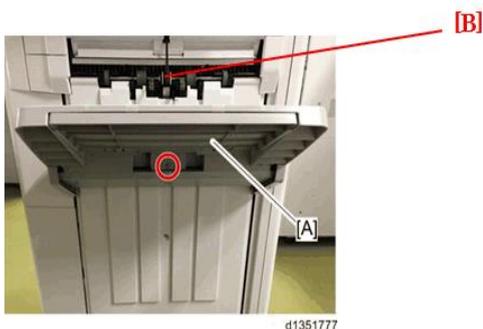
3. Turn the main power ON and execute finisher initialization.
4. Open the finisher's front cover.
5. Turn the exit (timing) belt.

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6. Check the location of the bracket [A] (area shown in red).
Note: The bracket will be clearly visible when the belt is turned.
 The location shown in yellow is the wrong area to measure the distance with a scale/ruler.



7. Close the finisher's front cover, and then execute finisher initialization again.
8. Turn the main power OFF.
IMPORTANT: In the following steps, do not turn the belt unless the procedure instructs this.
9. Remove the shift tray [A] (screws x 1).
10. Attach the feeler [B] temporarily to the cover using tape.

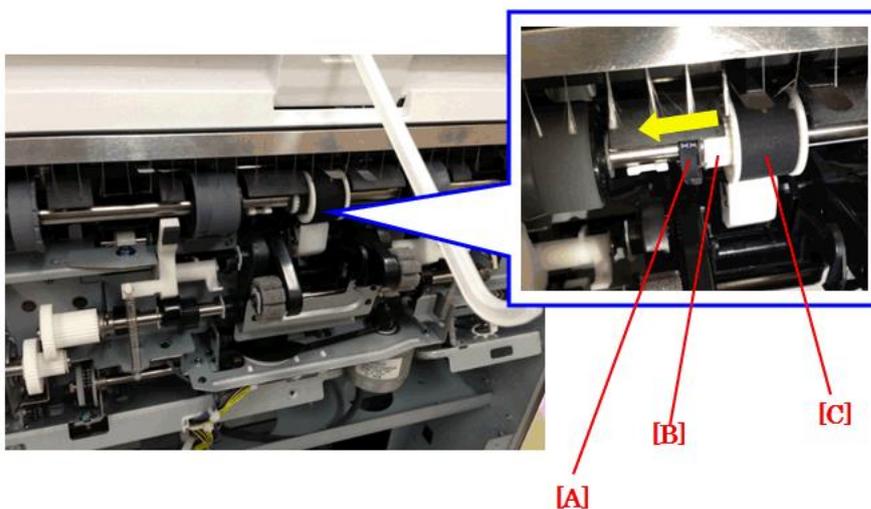
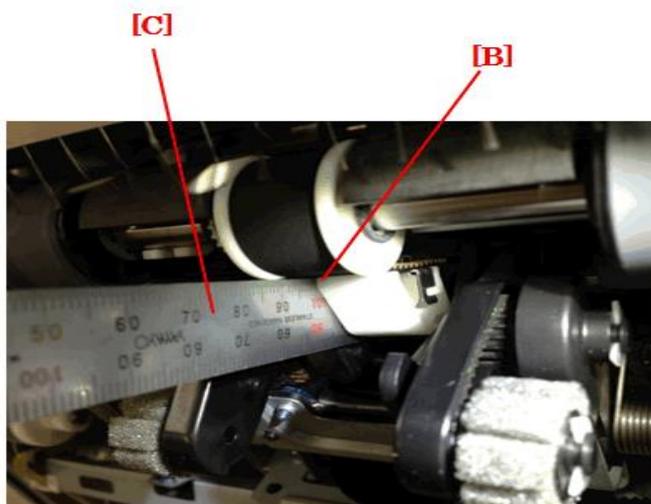
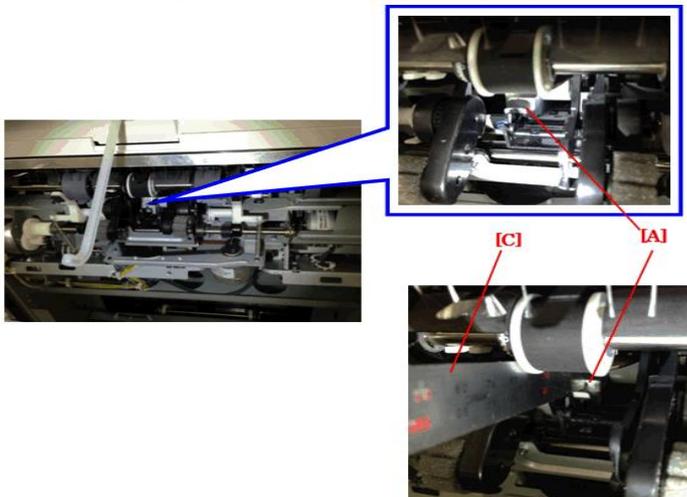


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Date: 13-May-14

No.: RD688008

11. Insert the ruler [C] until it contacts the bracket [A].
12. Measure the distance between the bracket and rear tip of the exit pawl [B] using a scale/ruler [C].
 - If this distance is **NOT 51.2±2mm**, release the timing belt [A] from the pulley by sliding it to the left [B] using a pair of needle-nosed pliers.

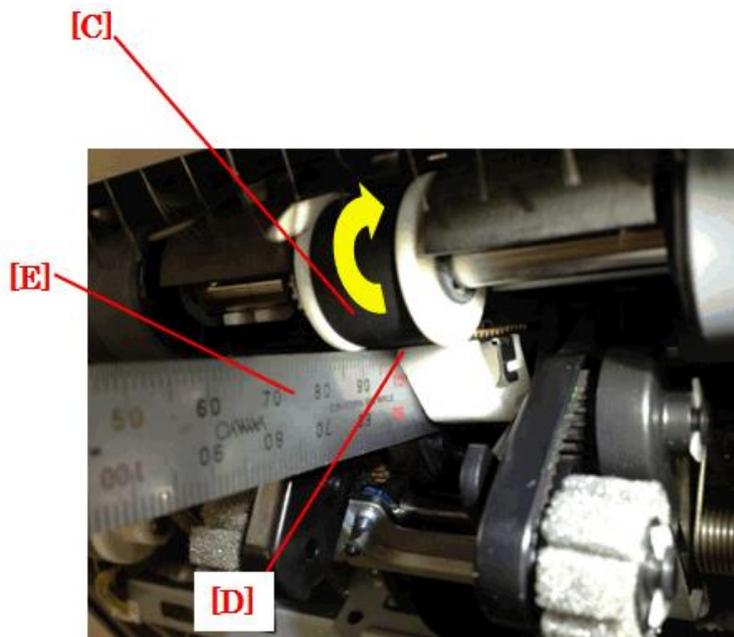


Model: Finisher_SR3160/SR3170

Date: 13-May-14

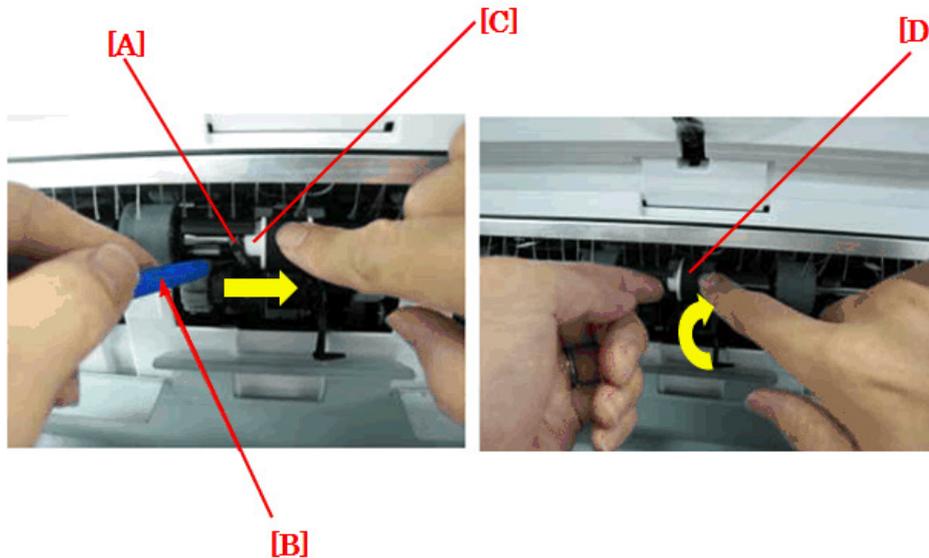
No.: RD688008

13. Turn the timing belt [C] so that the distance mentioned above is 51.2 ± 2 mm.



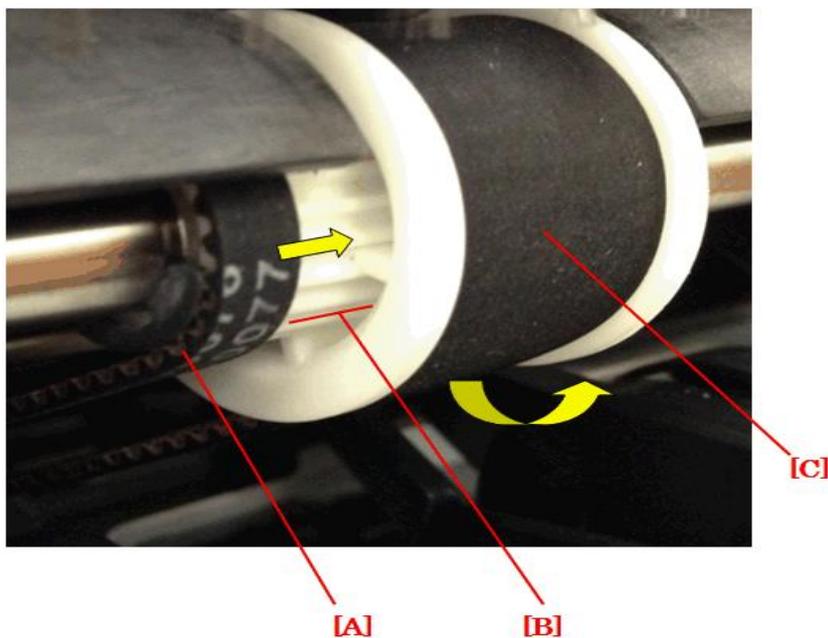
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14. Slide the timing belt [A] back to the right, and reattach it to the pulley [C].



IMPORTANT:

- Align one of the grooves [A] in the timing belt with the groove [B] in the pulley. Until you align these grooves, **DO NOT turn the timing belt**. If you do, the exit pawl that you just adjusted will come out of position.
- Slowly turn the exit belt [C] to gradually bring the timing belt back onto the pulley completely.



14. Reattach the shift tray and return the feeler (temporarily fixed to the cover) to its original position.
15. Turn the main power ON.
16. Open and close the finisher's front door to begin finisher initialization.

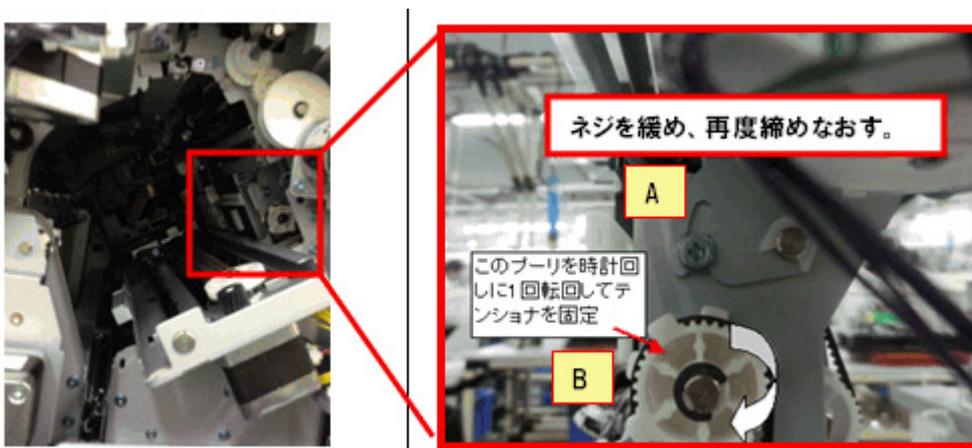
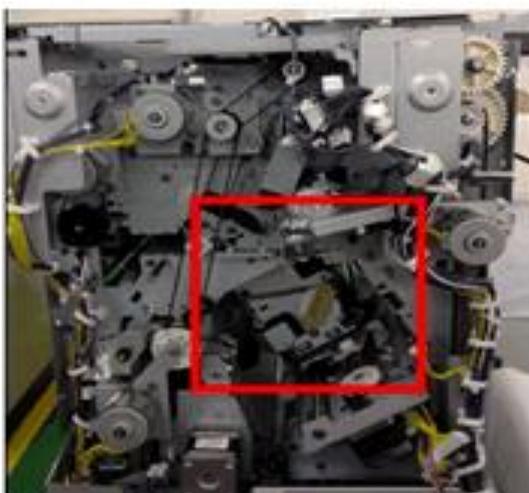
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17. Wait for the initialization to be completed, and then make sure that the exit pawl is in the correct position (the distance mentioned above should be 51.2±2mm).

18. If the symptom still occurs, do the following.

Increase the tension of the tension belt:

- 1) Remove the rear cover.
- 2) Move the stapler to the center position.
- 3) Loosen the tension screw [A].
- 4) Turn the pulley [B] one full turn in the clockwise direction.
- 5) Re-tighten the screw.
- 6) Re-attach the rear cover.



Model: Booklet Finisher SR3170		Date: 6-Feb-15	No.: RD688009
Subject: Punching chips scatter inside the machine or early full detection of punching chips hopper		Prepared by: E.Hinata	
From: 1st Tech Service Sect., MFP/P Tech Service 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 type="checkbox"/> Tier 2

SYMPTOM

1. Punched chads scatter inside the machine.
2. The chads are exited together with the printed paper.
3. The sensor in the hopper mistakenly detects the hopper full condition, even though the hopper is not full of chads.

Applicable model: D706 (Punch unit PU3060 for finisher D688/D689, D703/704)

Note: The above symptoms occur most easily under the following conditions.

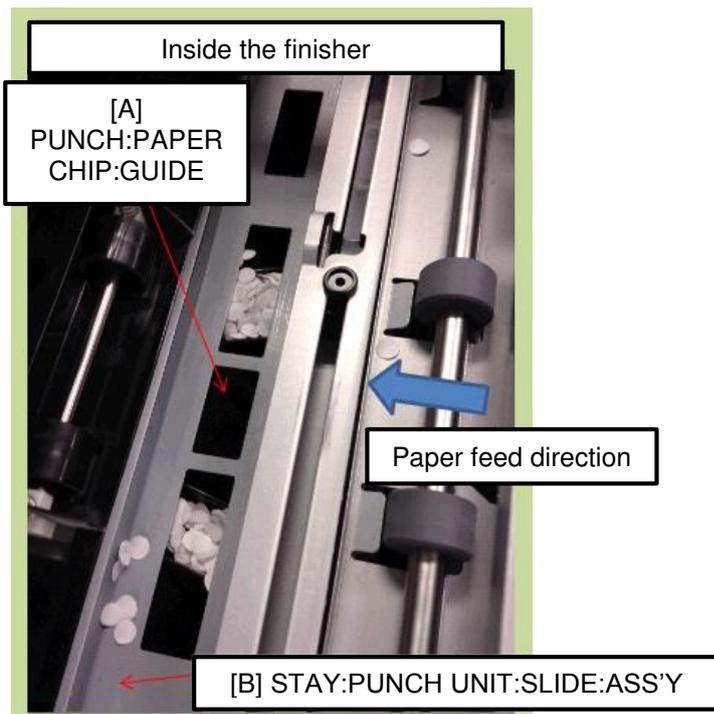
- Low-temperature, low-humidity environment, or
- Duplex printing, or
- Certain paper types and/or condition of the paper

CAUSE

Static electricity is generated during the paper punching process.

Symptoms 1, 2:

The chads stick to the punch guide [A] and then overflow into the transport path.

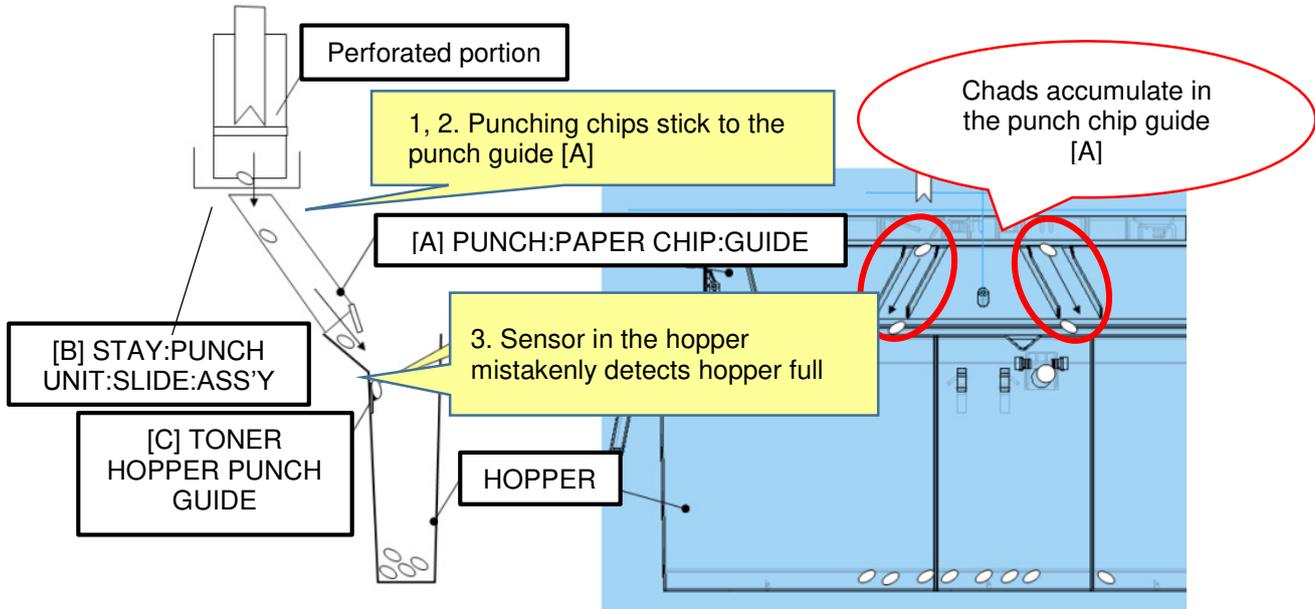


Model: Booklet Finisher SR3170	Date: 6-Feb-15	No.: RD688009
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Symptom 3:

The chads stick to the toner hopper punch guide [C], causing the sensor to mistakenly detect the hopper full condition.

Collection path for punched chads:

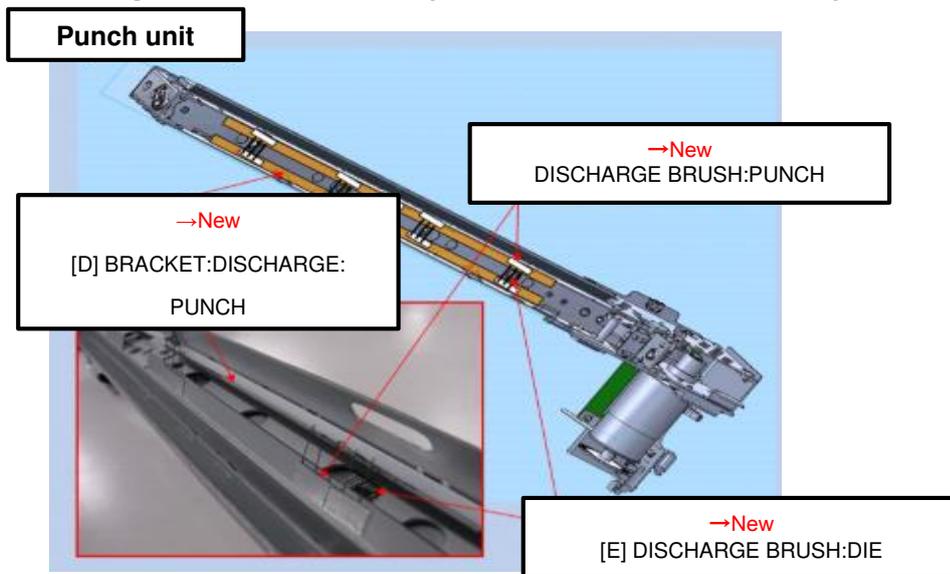


SOLUTION

Production line:

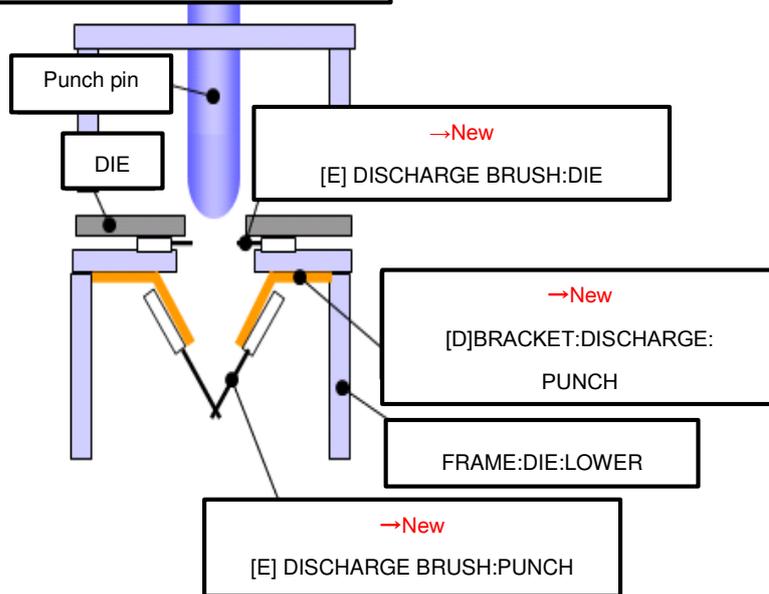
The punch unit, the punch unit stay, and the hopper were modified.

- Punch unit
A bracket [D] was added with a discharge brush [E] to the stay of the punch unit to discharge the static electricity from the chads immediately after holes are punched.



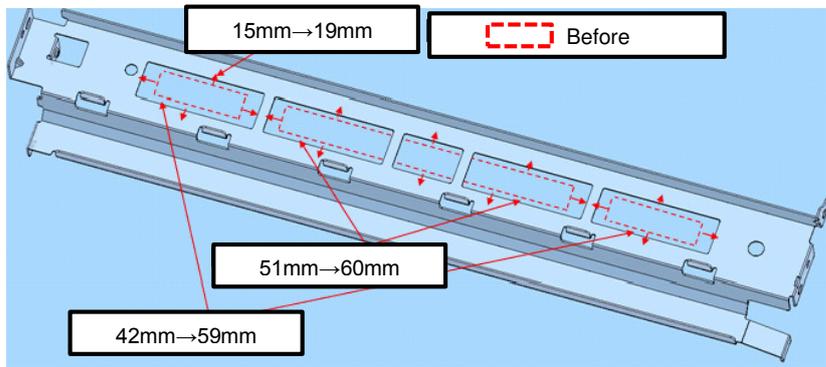
Model: Booklet Finisher SR3170	Date: 6-Feb-15	No.: RD688009
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Cross section of the punch unit

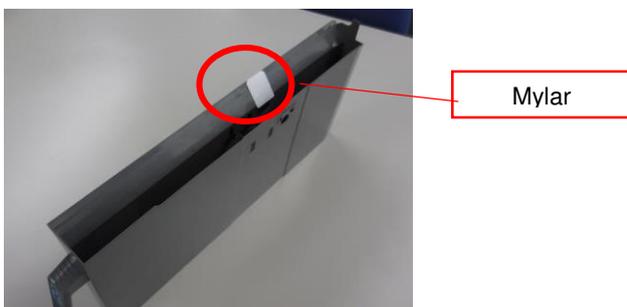


- **Punch unit stay**
The shape of the stay was changed to prevent chads from sticking to the stay.

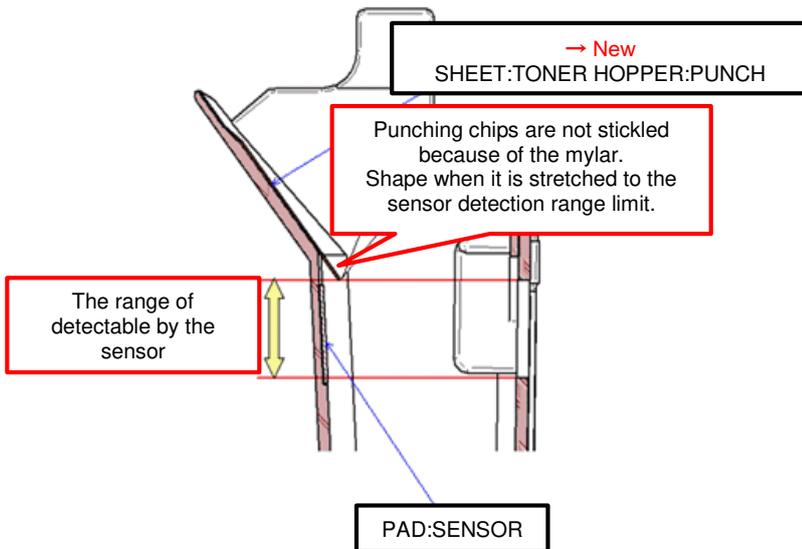
The stay of the punch unit



- **Hopper**
A Mylar was added to prevent chads from sticking to the sensor.



Model: Booklet Finisher SR3170	Date: 6-Feb-15	No.: RD688009
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Cut-in serial numbers

Product code:	Product name:	GER:	Cut-in S/N
D70600	Punch Unit PU3060	NA	E464QB01012~
D70601		EU	E464QC10001~
D70602		NE	E465Q120001~
D70603		CHN	TBA
D70604		NE	TBA

In the field:

Replace the stay, the punch unit, and hopper. **See Replacement Procedure below.**

IMPORTANT:

- Make sure to replace the stay and punch unit **together as a set.**
- Before you move the finisher, remove the chads from the punch unit using a flat-head screwdriver. If you do not, the chads will scatter inside the finisher.



Model: Booklet Finisher SR3170	Date: 6-Feb-15	No.: RD688009
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Old P/N	New P/N	Description	int	Set	Q'ty
-	D6881000	STAY:PUNCH UNIT:SLIDE:ASS'Y	-	A	1

Old P/N	New P/N	Description	int	Set	int
D7067510	D7067511	PUNCH UNIT:EU:CHANGE:ASS'Y	X/O	A	1
D7067500	D7067501	PUNCH UNIT:NA:CHANGE:ASS'Y			
D7067530	D7067531	PUNCH UNIT:NE:CHANGE:ASS'Y			

Old P/N	New P/N	Description	int	Set	Q'ty
D7067011	D7067013	TONER HOPPER:ASS'Y	X/O	-	1

Punch Unit Stay and Punch Unit Replacement Procedure

1. Remove the rear upper cover [A] (⚙️×2).

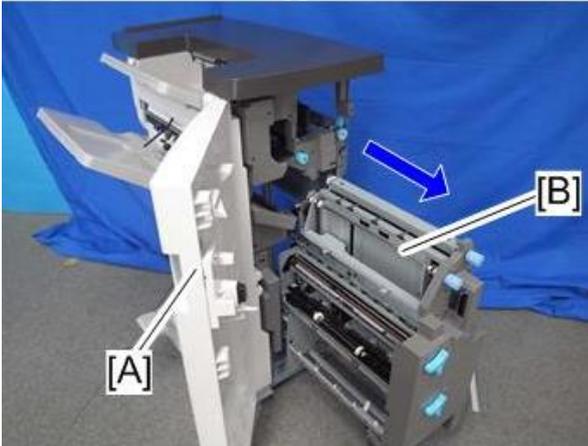


2. Remove the inner cover [A] (⚙️×3, 📏×1).

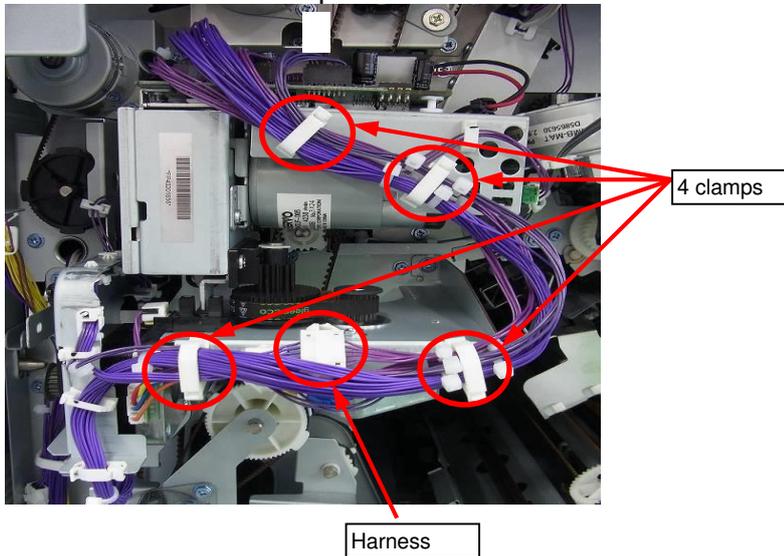


Model: Booklet Finisher SR3170	Date: 6-Feb-15	No.: RD688009
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3. **[D688/D704 only]:** Move the booklet stapler unit [B] to the machine's front side.



4. Remove the 4 clamps and the harness at the machine's rear side.

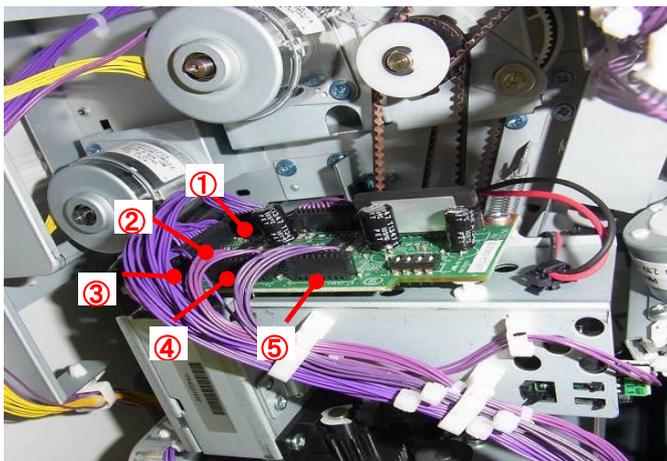


Model: Booklet Finisher SR3170

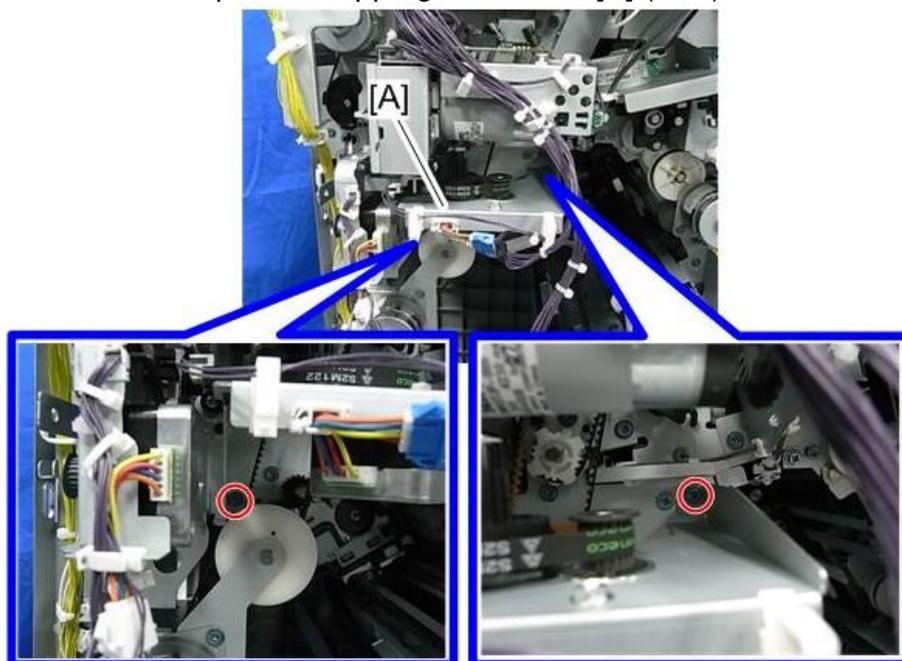
Date: 6-Feb-15

No.: RD688009

5. Remove the 5 harnesses from the PCB.

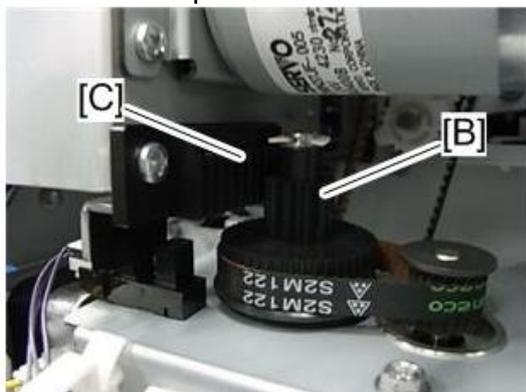


6. Remove the punch stepping motor unit [A] (x2).



d7060031

Important: Engage the gear [B] of the punch stepping motor unit with the rack [C] of the punch unit.

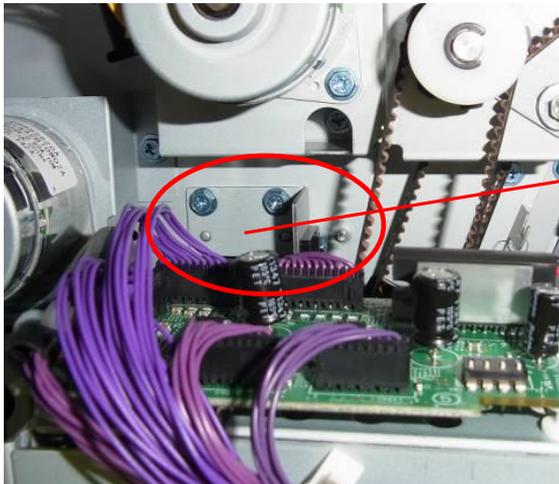


Model: Booklet Finisher SR3170

Date: 6-Feb-15

No.: RD688009

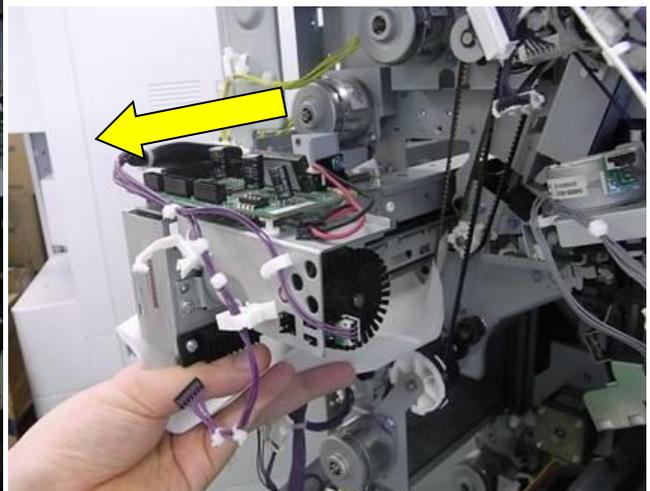
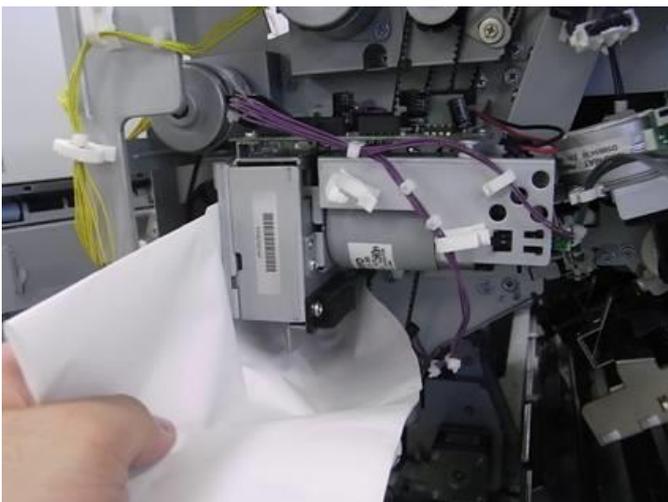
7. Remove two screws from the bracket of the punch unit.



2 screws

8. Insert an A4 sheet of paper as shown and remove the punch unit.

Note: This is to catch any chads that would fall into the machine without the paper.

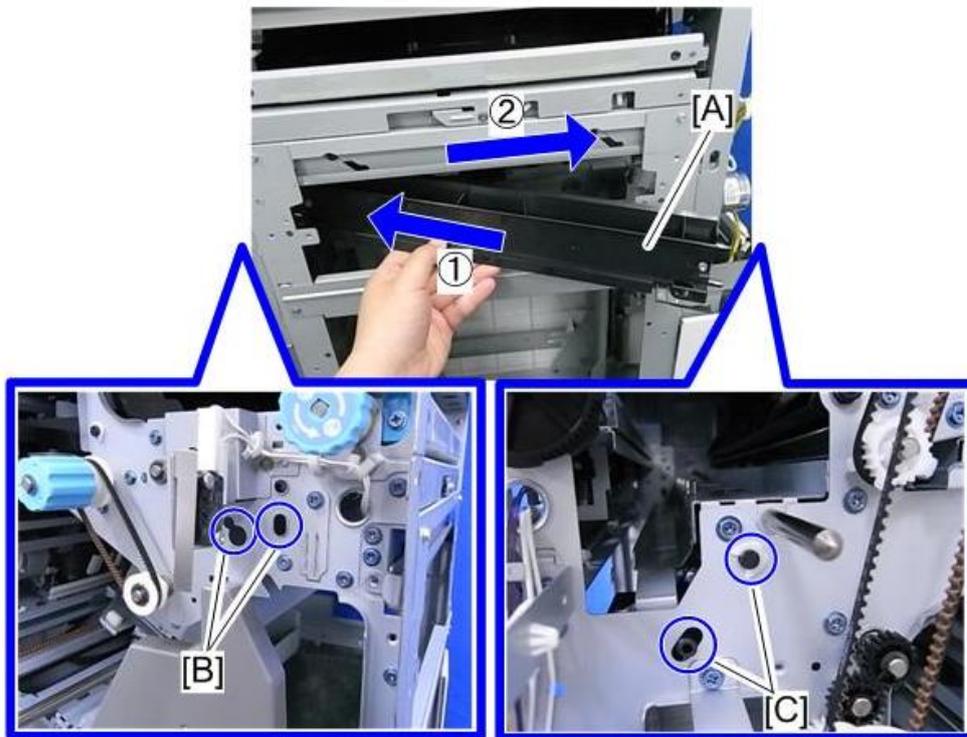


9. Remove the hopper bracket (🔧 x2, 📏 x2).



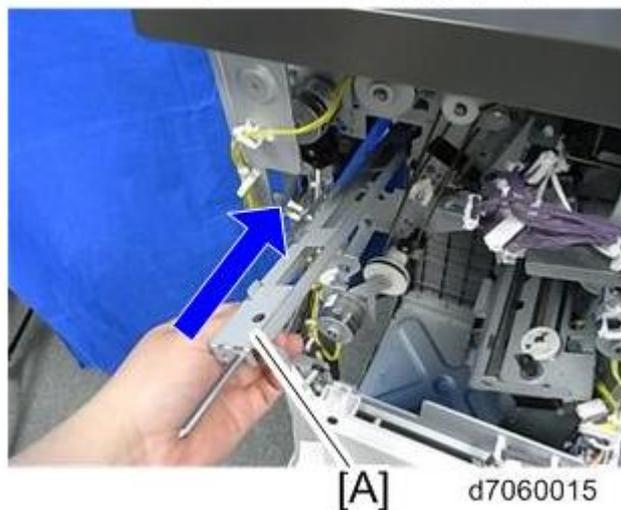
Model: Booklet Finisher SR3170	Date: 6-Feb-15	No.: RD688009
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10. Remove the punch waste paper guide [A] (🔧 x1).



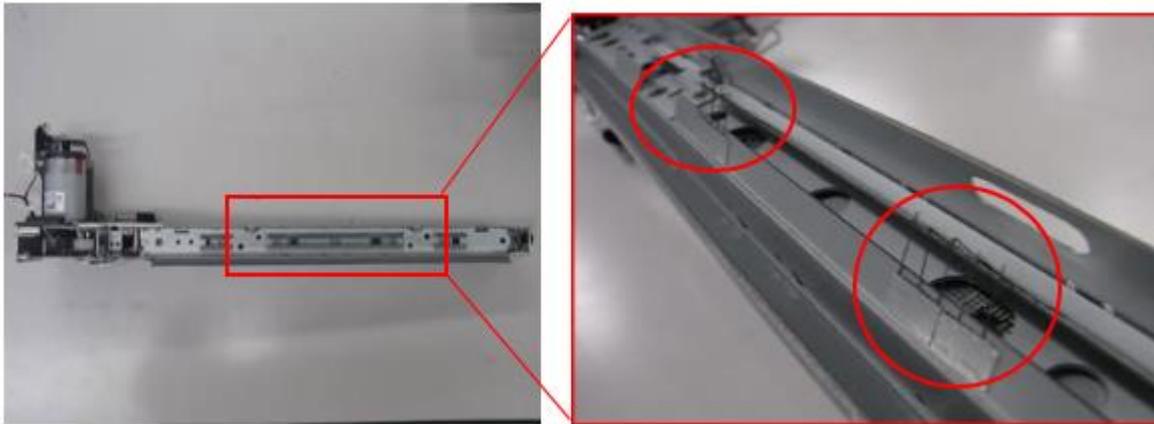
11. Replace the punch unit stay [A] (🔧 x4).

Rear-----Front



12. Attach the punch waste paper guide [A] (🔧 x1).
13. Attach the hopper bracket (🔧 x2, 📏 x2).
14. Attach the new punch unit (🔧 x2).

IMPORTANT: Make sure not to touch the discharge brush when you replace it.



Model: Booklet Finisher SR3170		Date: 31-Mar-15	No.: RD688010
Subject: Jam 157 on SR3160/3170		Prepared by: N. Yoshida	
From: 1st Tech Service Sect., MFP/P Tech Service 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 type="checkbox"/> Tier 2

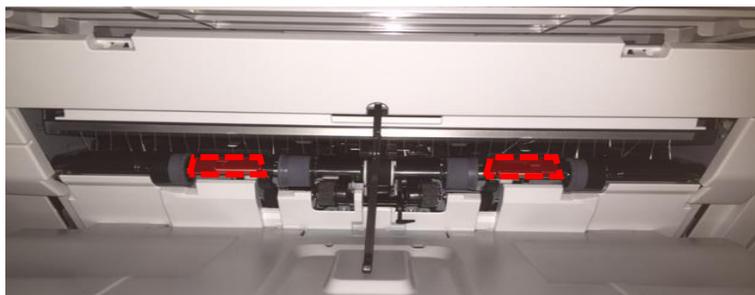
SYMPTOM

Jam 157 occurs when exiting to the proof tray on the SR3160/3170.

CAUSE

The Mylar is damaged after repeated contact with the paper. As a result, a crack forms and gradually expands.

Location of the Mylar:



SOLUTION

Production:

The shape of the Mylar has been changed (modified P/N D6884119).

Cut in serial numbers

D68817: E784Q610004, D68821: E784Q680001, D68917: E794Q610001

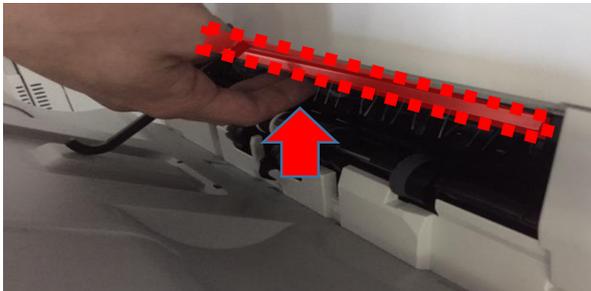
Action in the field:

Replace the Mylar (modified P/N D6884119).

Important: P/N D6884119 includes only one Mylar. It is recommended to order two and then replace the Mylars on both the front and rear sides.

PROCEDURE

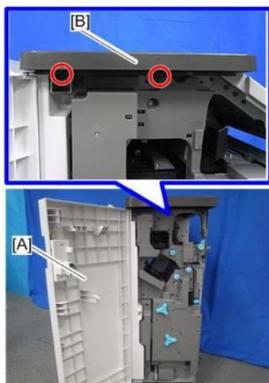
1. Lift up the guide plate and check whether or not the Mylar is damaged.



2. Remove the rear upper cover (2 screws).



3. Open the front door [A] and remove the two screws for the upper cover (front) [B].

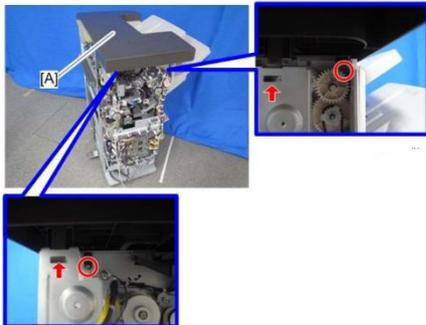


Model: Booklet Finisher SR3170

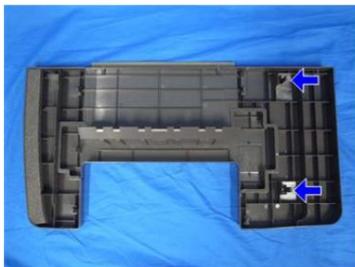
Date: 31-Mar-15

No.: RD688010

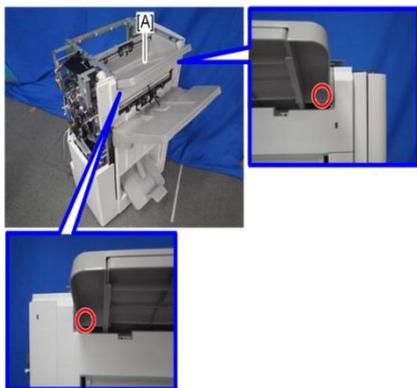
4. Remove the two screws at the rear side and release the two hooks for the upper cover [A].



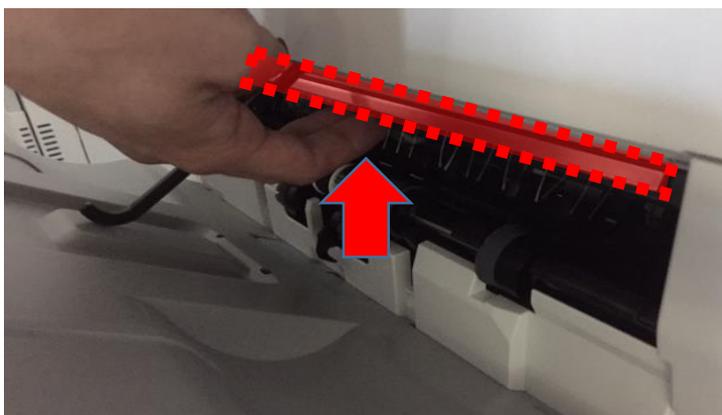
Important: Check the positions of the bosses and hooks before removing the upper cover.



5. Remove the proof tray [A] (2 screws).



6. Lift the guide plate and remove the Mylars at the front and rear.

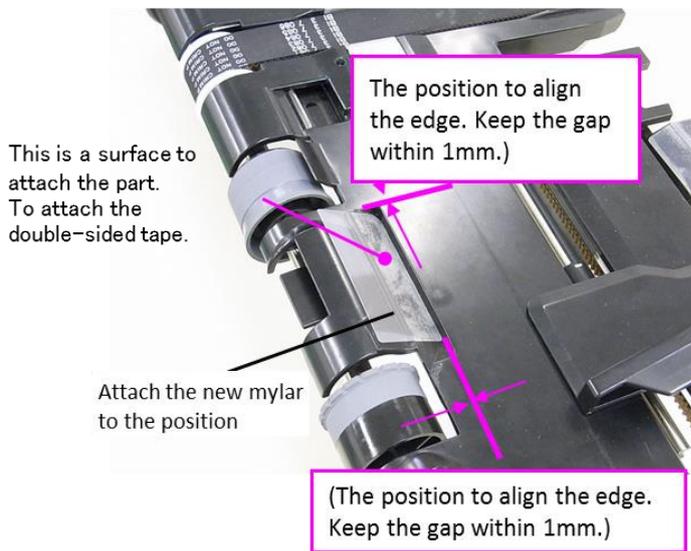


Model: Booklet Finisher SR3170	Date: 31-Mar-15	No.: RD688010
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7. Clean the attachment area with alcohol (front and rear).

Important: Make sure there is nothing sticking to the attachment surface.

8. Attach the new Mylar as shown in the photo, pressing firmly on the surface.



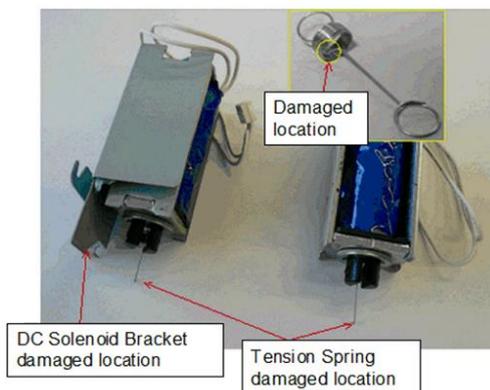
Model: Booklet Finisher SR3170		Date: 31-Mar-15	No.: RD688011
Subject: Jam 151, 152 on SR3150/3160		Prepared by: N. Yoshida	
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> 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 type="checkbox"/> Tier 2

SYMPTOM

Jam code 151 or 152 is displayed when outputting to the proof tray for the SR3160/3170.

CAUSE

The spring connected to the solenoid breaks (see the photo).



SOLUTION

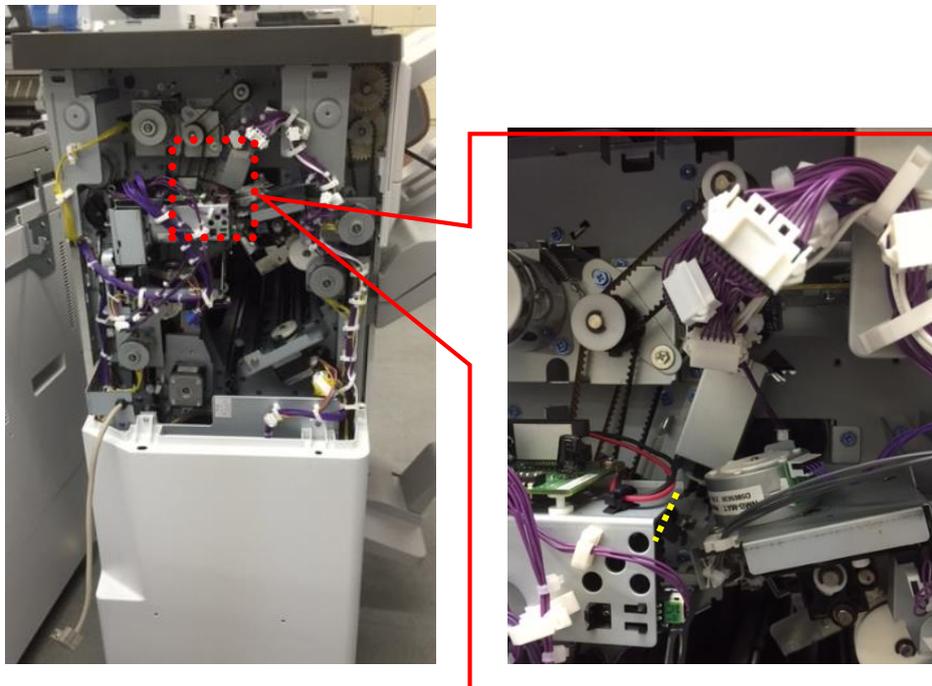
Replace the solenoid (P/N D6882248: DC SOLENOID:GATE PAWL:PROOF TRAY:ASS'Y).

PROCEDURE

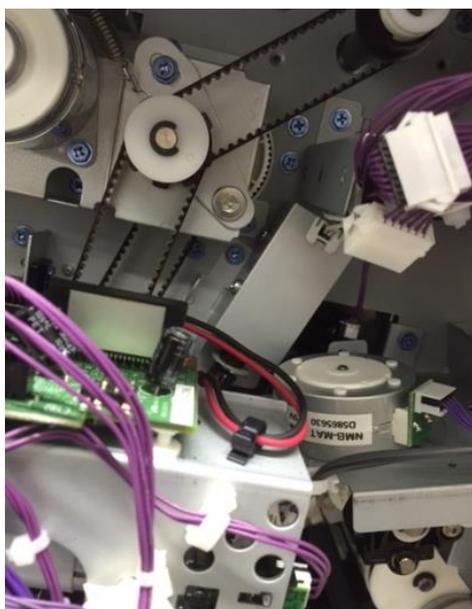
1. Remove the rear upper cover (2 screws).



2. Check whether or not the spring shown by the yellow line connected to the solenoid is broken.



3. Remove the solenoid (screw x1, hook x1).



Model: Booklet Finisher SR3170		Date: 22-Apr-15	No.: RD688012
Subject: only 2nd sheet staple misalignment		Prepared by: E. Hinata	
From: 1st Tech Service Sect., MFP/P Tech Service 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 type="checkbox"/> Tier 2

SYMPTOM

The second sheet of a stapled set is misaligned when pre-stacking (**SP6116-001** to **-014**) is enabled.

CAUSE

The alignment roller cannot separate the two sheets in the pre-stacking area due to one of the following:

- The friction between the roller and second sheet is too low, due to the presence of toner or paper dust on the roller
- The friction between the first and second sheet is too high

SOLUTION

Set **SP6116-001** to **-014** (depending on the paper size) to a value of **"-1"** (disabled).

Note: When pre-stacking is disabled, productivity is reduced. This is most noticeable when making two-sheet stapled sets (reduction is 60% of level when pre-stacking is enabled). This is because paper is moved to the pre-stacking area two sheets at a time.

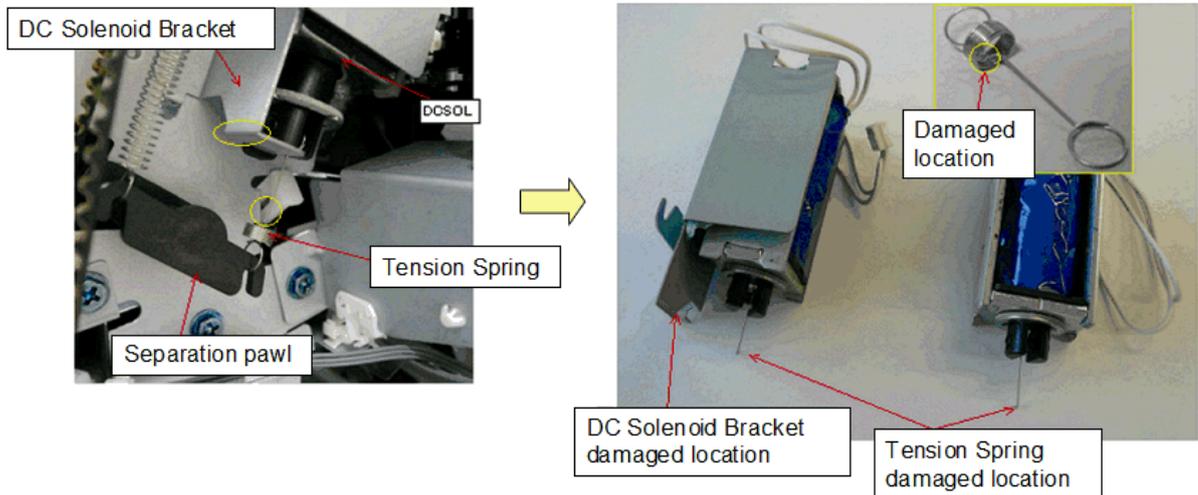
Model: Booklet Finisher SR3170		Date: 20-May-15	No.: RD688013
Subject: Jam Occurrence (Code 151, 152, 157)		Prepared by: Y. Urushihara	
From: 1st Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<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 type="checkbox"/> Tier 2

SYMPTOM

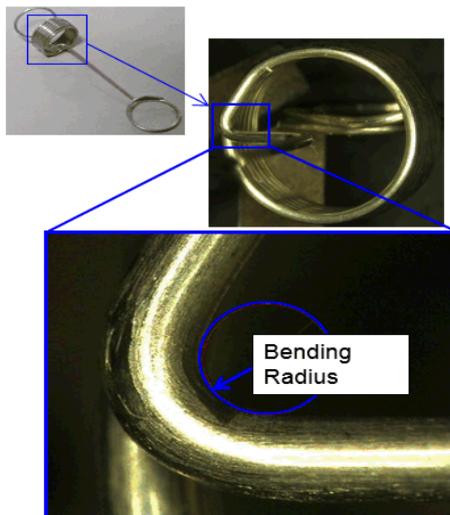
- 1. Paper Jam (Code 151 or 152)
- 2. Paper Jam (Code 157)

CAUSE

- 1. The spring and bracket for the gate solenoid break.



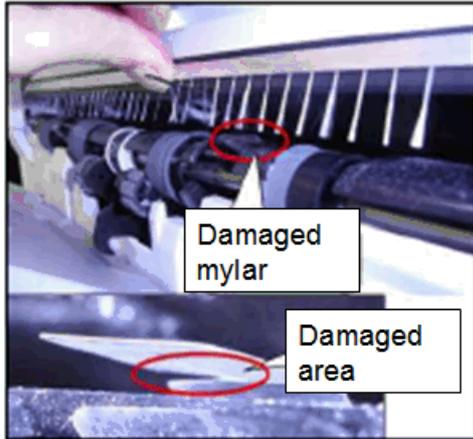
The small bend radius causes stress to concentrate on the spring.



Model: Booklet Finisher SR3170	Date: 20-May-15	No.: RD688013
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2. The Mylar is worn down by contact with the paper and eventually breaks.

The Mylar is gradually worn down by sliding friction produced by contact with the transported paper. This friction and the resulting stress are concentrated along the edge of the bending part of the Mylar.



SOLUTION

-SOLUTION 1-

Production line:

The solenoid was modified.

Cut-in S/N:

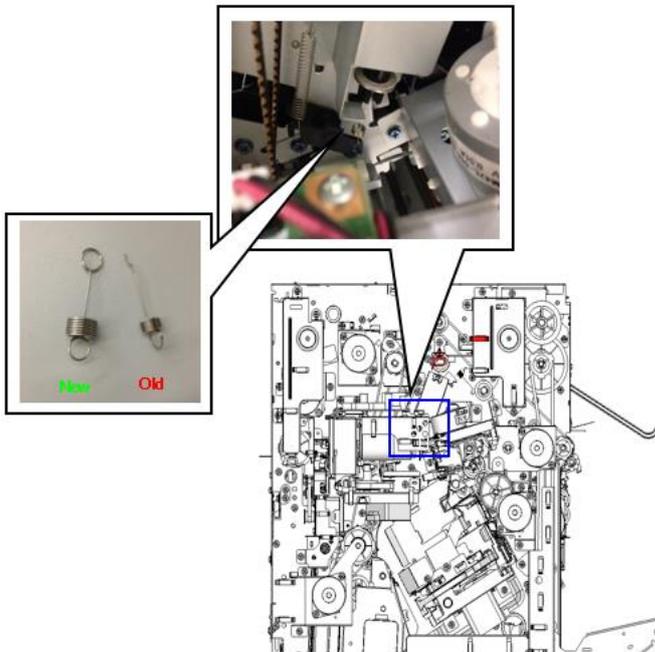
Product code:	Model name:	GER:	Cut-in S/N
D68917	SR3160	Other regions	E794Q710001
D68921	SR3160	China	-
D68817	SR3170	Other regions	E784Q710013
D68821	SR3170	China	E784Q880001
D70317	SR4090	Other regions	E434Q710003
D70321	SR4090	China	E434Q780001
D70417	SR4100	Other regions	E444Q710001
D70421	SR4100	China	E444Q780001

In the field:

Replace the solenoid (P/N D6882115)

REPLACEMENT PROCEDURE

1. Remove the rear upper cover (2 screws).
2. Check the solenoid spring.



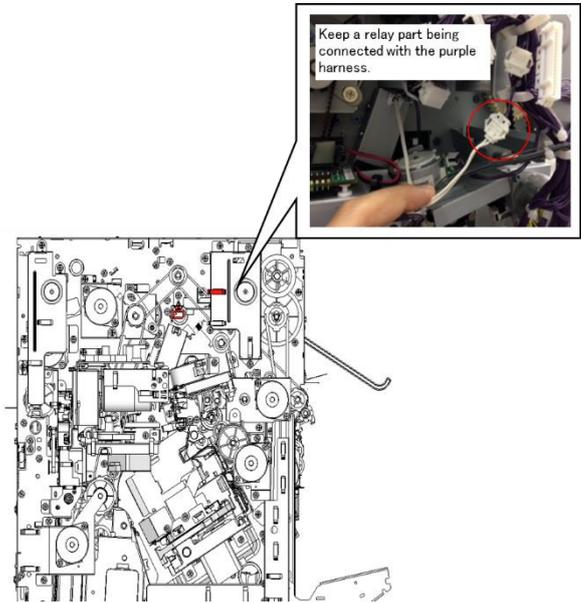
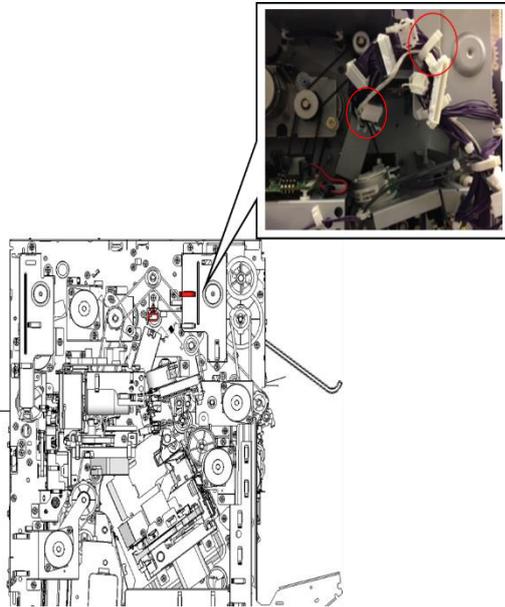
Model: Booklet Finisher SR3170

Date: 20-May-15

No.: RD688013

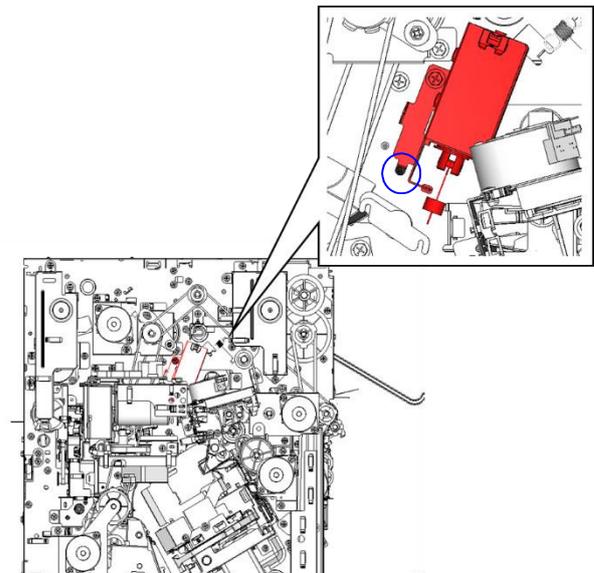
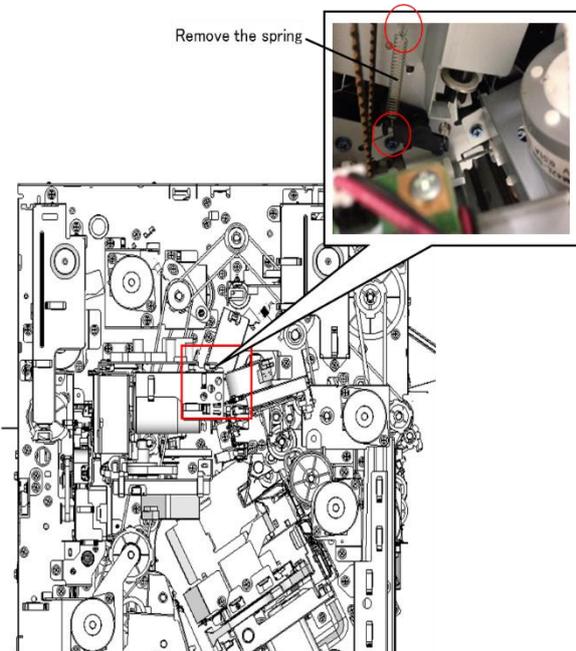
3. Unlock the clamp in the diagram below.

4. Disconnect the connector of the harness shown in the diagram below.



5. Remove the spring.

6. Remove the solenoid (1 screw and 1 hook)



Model: Booklet Finisher SR3170	Date: 20-May-15	No.: RD688013
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- SOLUTION 2 -

Production line:

The Mylar was modified.

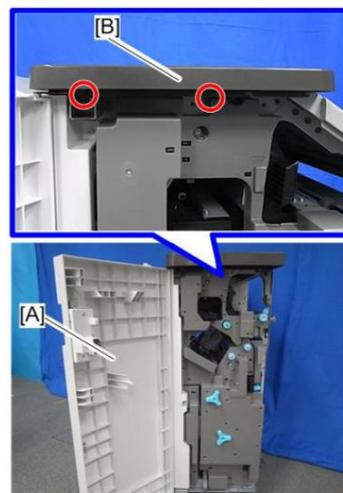
Product code:	Model name:	GER:	Cut-in S/N
D68917	SR3160	Other regions	E794Q610001
D68921	SR3160	China	-
D68817	SR3170	Other regions	E784Q610001
D68821	SR3170	China	E784Q680001

In the field:

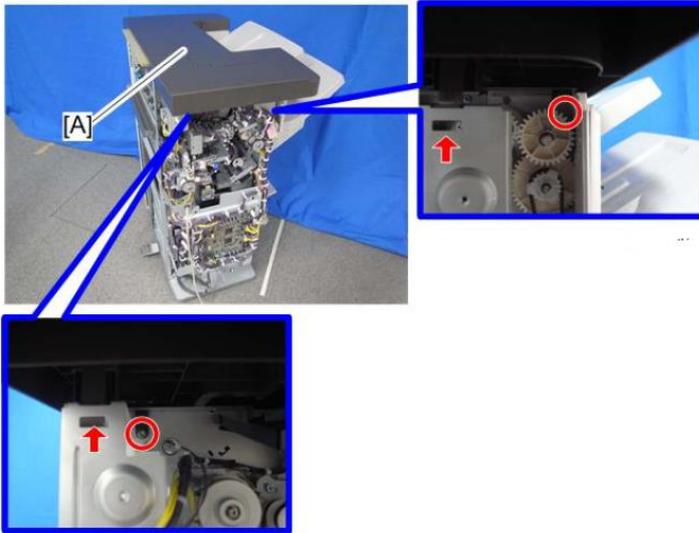
Replace the Mylar (P/N D6884119)

REPLACEMENT PROCEDURE

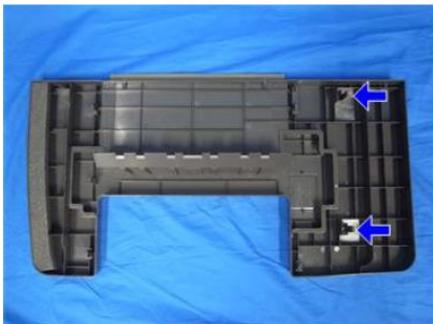
1. Remove the rear upper cover (2 screws).
2. Open the front door [A], and remove the upper cover (front) [B] (2 screws).



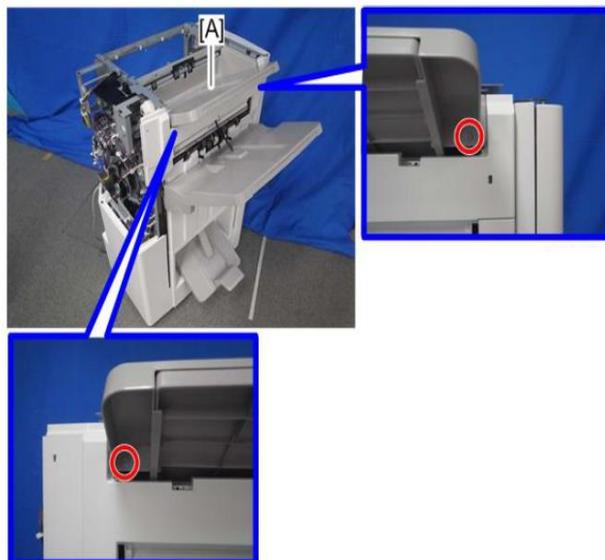
3. Remove the upper cover [A] (2 screws, 2 hooks).



IMPORTANT: Check the positions of the bosses and hooks before removing the upper cover.



4. Proof tray [A] (2 screws).

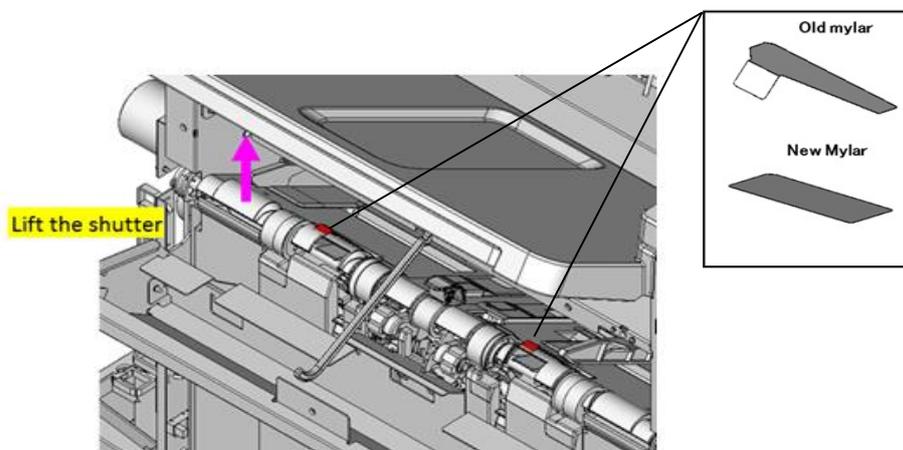


Model: Booklet Finisher SR3170

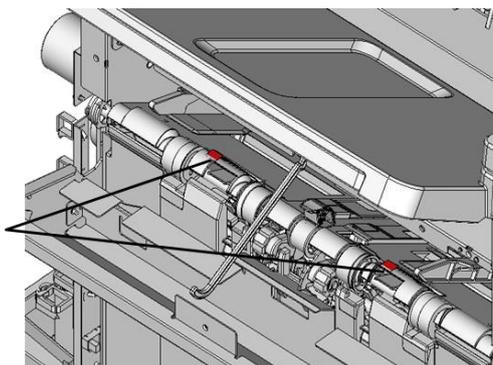
Date: 20-May-15

No.: RD688013

5. Lift the shutter and remove the Mylars (front and rear)



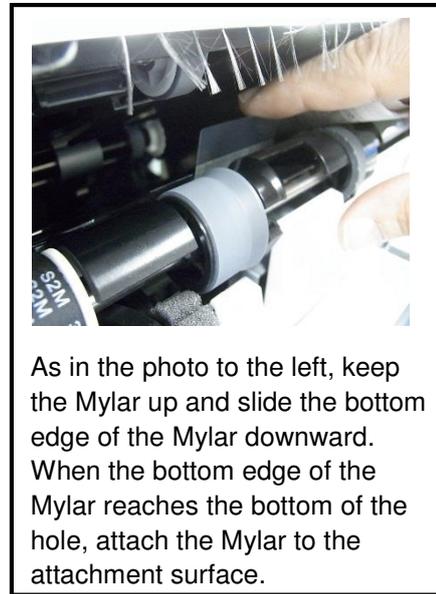
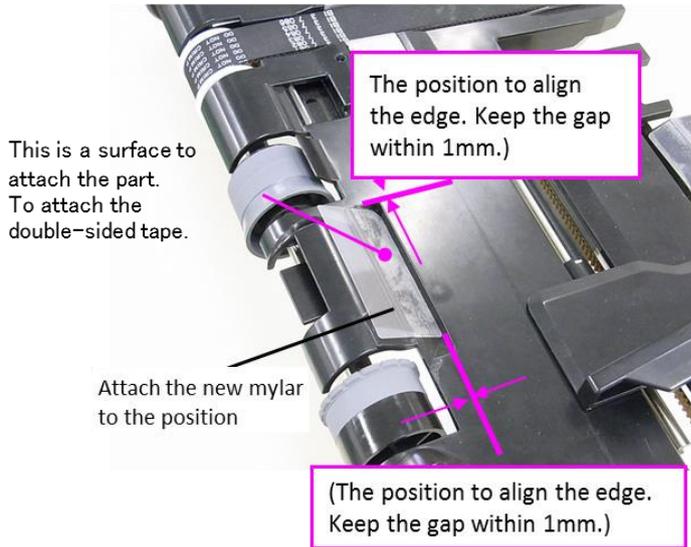
6. Clean with alcohol (front and rear).



Model: Booklet Finisher SR3170	Date: 20-May-15	No.: RD688013
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7. Attach the Mylar.

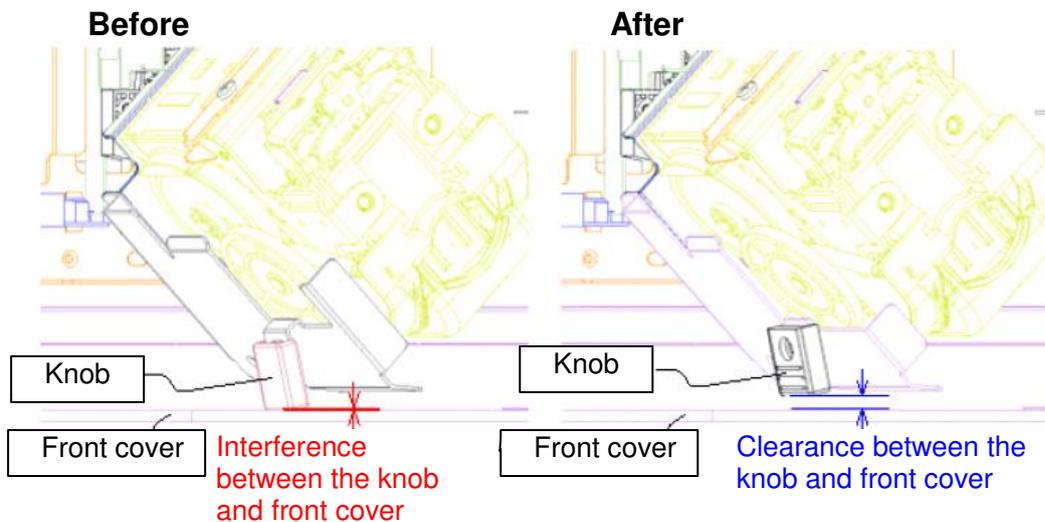
IMPORTANT: Make sure that there is nothing sticking on the attachment surface and attach the Mylar as shown in the photo below. Then, press the Mylar onto the attachment surface again to attach firmly.



Model: Booklet Finisher SR3170		Date: 30-Sep-15	No.: RD688014
Subject: Parts change information: Stapler brackets		Prepared by: E.Hinata	
From: 1st Tech Service Sect., MFP/P Tech Service 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

Change

1. Knob on the stapler cover (snap-to-fit → screw)



2. Stapler brackets

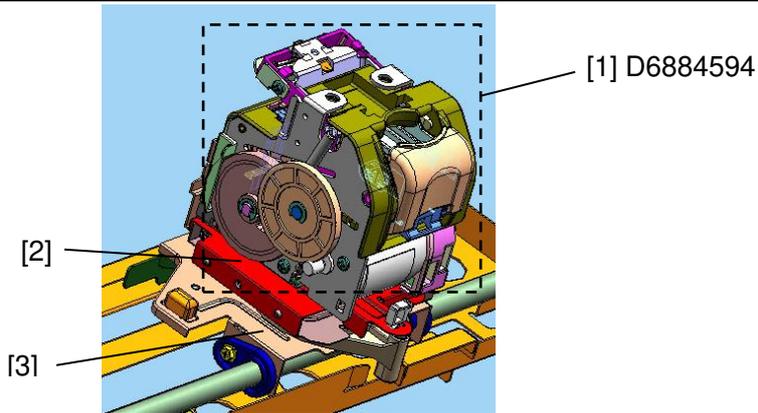
Reason

1. Countermeasure against SC720 [2K/3K sheet finisher error]
The stapler bracket contacts the front cover and deforms, resulting in the above SC.
2. For improved production process

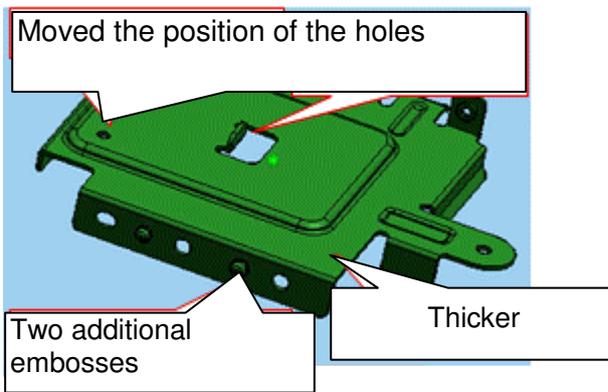
#	Old P/N	New P/N	Description	Q'ty	Int	Set
1	D6884593	D6884594	STAPLER:ASS'Y	1	X/X	A
2	D6884568	D6884522	BRACKET:STAPLER:T1	1	X/X	A
3	D6884567	D6884521	BRACKET:GEAR:STAPLER:T1	1	X/X	A
4	D6884573	D6884574	COVER:STAPLER	1	X/X	B
5	D6872154	D6884575	KNOB:RELEASE:LEVER	1	X/X	B

NOTE: Interchangeability of Set A and B is X/O.

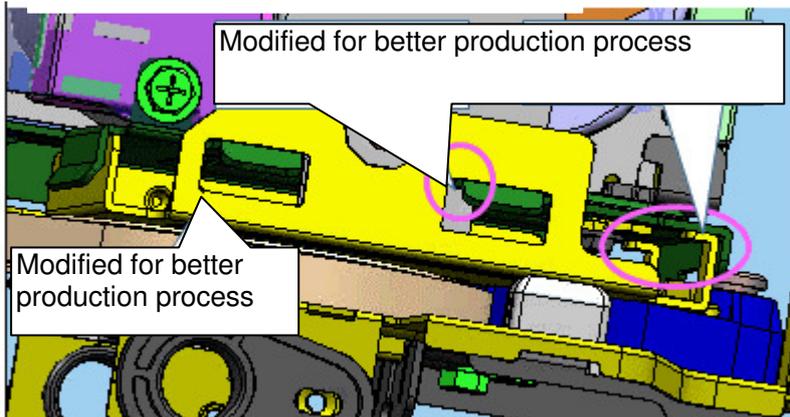
Model: Booklet Finisher SR3170	Date: 30-Sep-15	No.: RD688014
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[2] D6884522

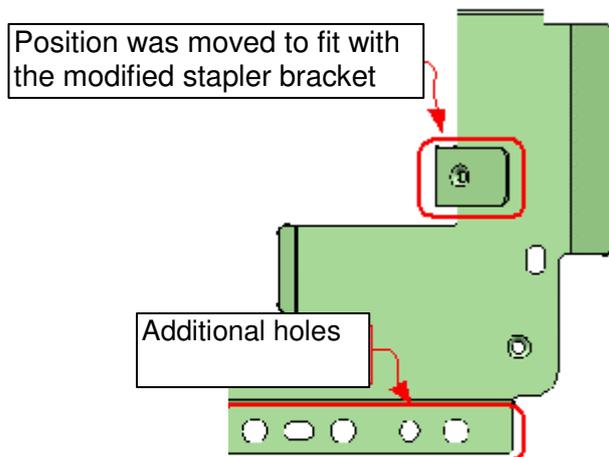


[3] D6884521

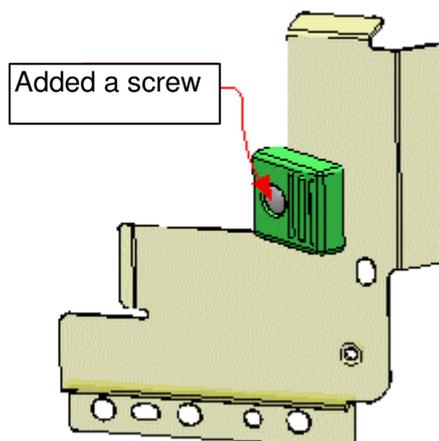


Model: Booklet Finisher SR3170	Date: 30-Sep-15	No.: RD688014
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[4] D6884574



[5] D6884575



CUT-IN SERIAL NUMBERS:

Product code:	Model name:	GER:	Cut-in S/N
D68821	SR3170	CHN	E785Q680008
D68921	SR3160		-
D68817	SR3170	Other regions	E785Q610001
D68917	SR3160		E795Q610505

Model: Booklet Finisher SR3170	Date: 30-Sep-15	No.: RD688014
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D70321	SR4090	CHN	E435Q780001
D70421	SR4100		E445Q780001
D70317	SR4090	Other regions	E435Q610240
D70417	SR4100		E445Q610273

Model: Finisher SR3160/SR3170		Date: 8-Mar-17	No.: RD688015
Subject: Manual correction – Proper procedure for moving Finishers SR3160/SR3170-		Prepared by: A.Shigeta	
From: 1st Tech Service Sec. MFP 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 checked="" 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

Service Manual Correction

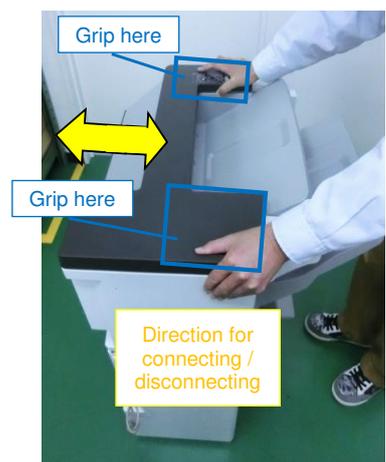
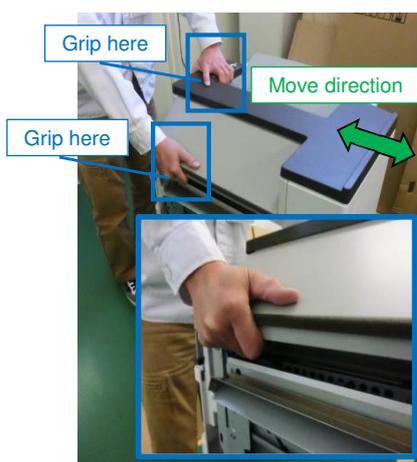
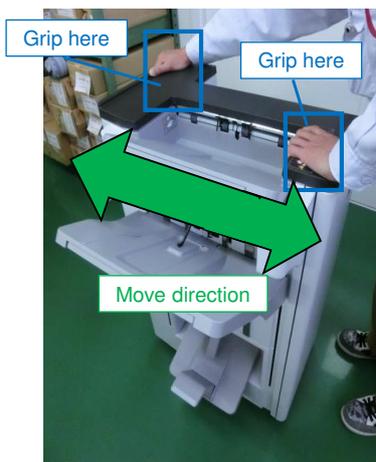
The procedure on how to properly move the Finisher was added to the Service Manual.

Applied Models

MP 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 bottom frame. DO NOT hold the ground plate.

Model: Finisher SR3160/SR3170	Date: 8-Mar-17	No.: RD688015
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Do not grip the following locations when moving the finisher:

- Proof tray
- Entrance guide plate
- Shift tray base
- Connection lever
- Waste punch full sensor bracket
- Booklet stapler unit (SR3170 only)

