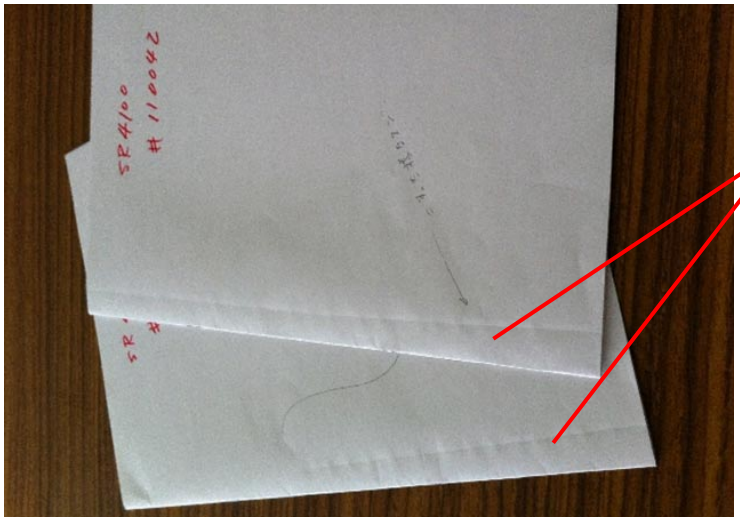
Model: Finisher_SR4090_SR4100	Date: 7-Oct-13	No.: RD703002

Subject: SR4100: Troubleshooting Creases and Jam in stapler unit	Prepared by: Hiroaki H Matsui
From: 1st PP Tech Service Sec., PP Tech Service Dept.	

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

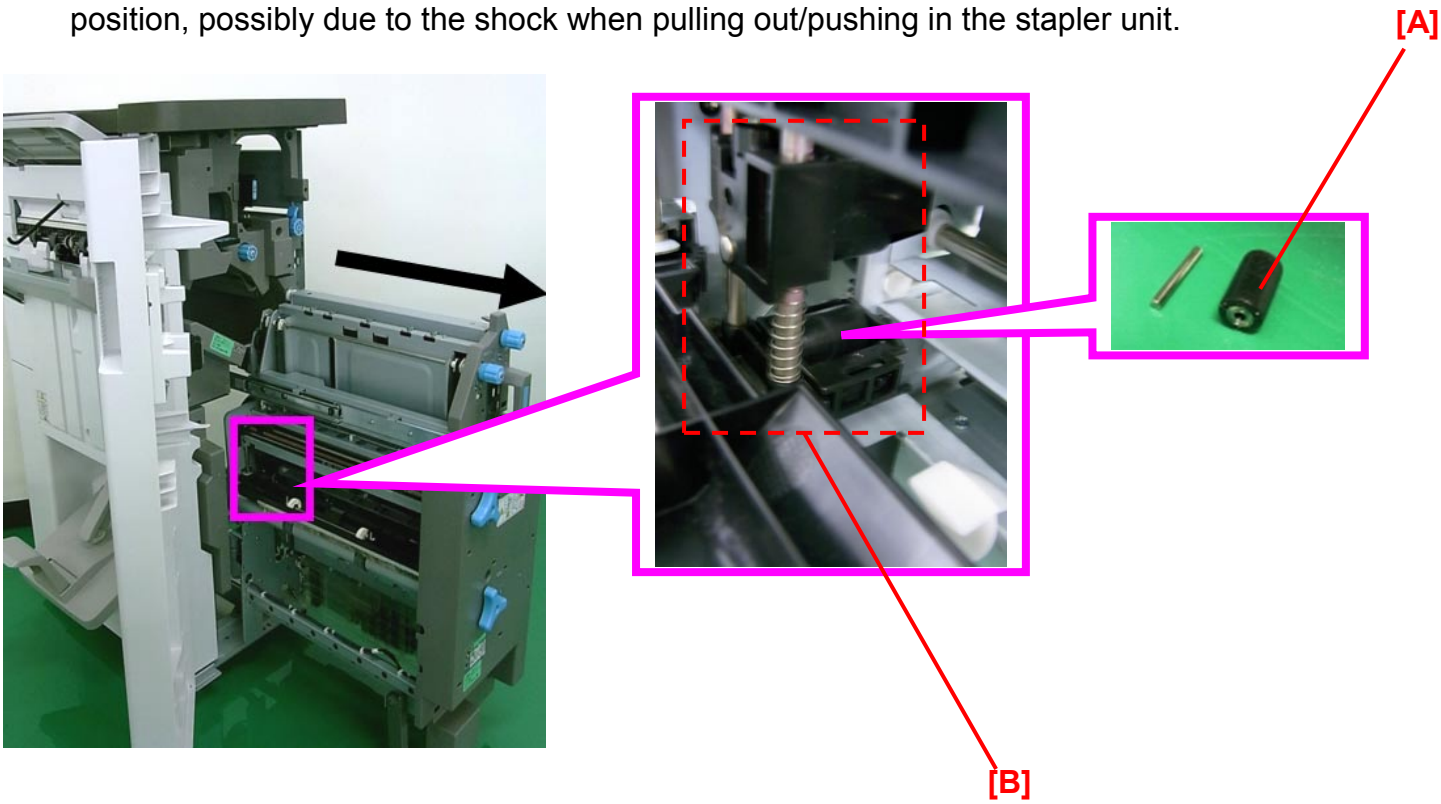
SYMPTOMS

1. Crease [A] appears along the folded edge of a stapled booklet.
2. Paper jam occurs in the booklet stapler unit.



CAUSE

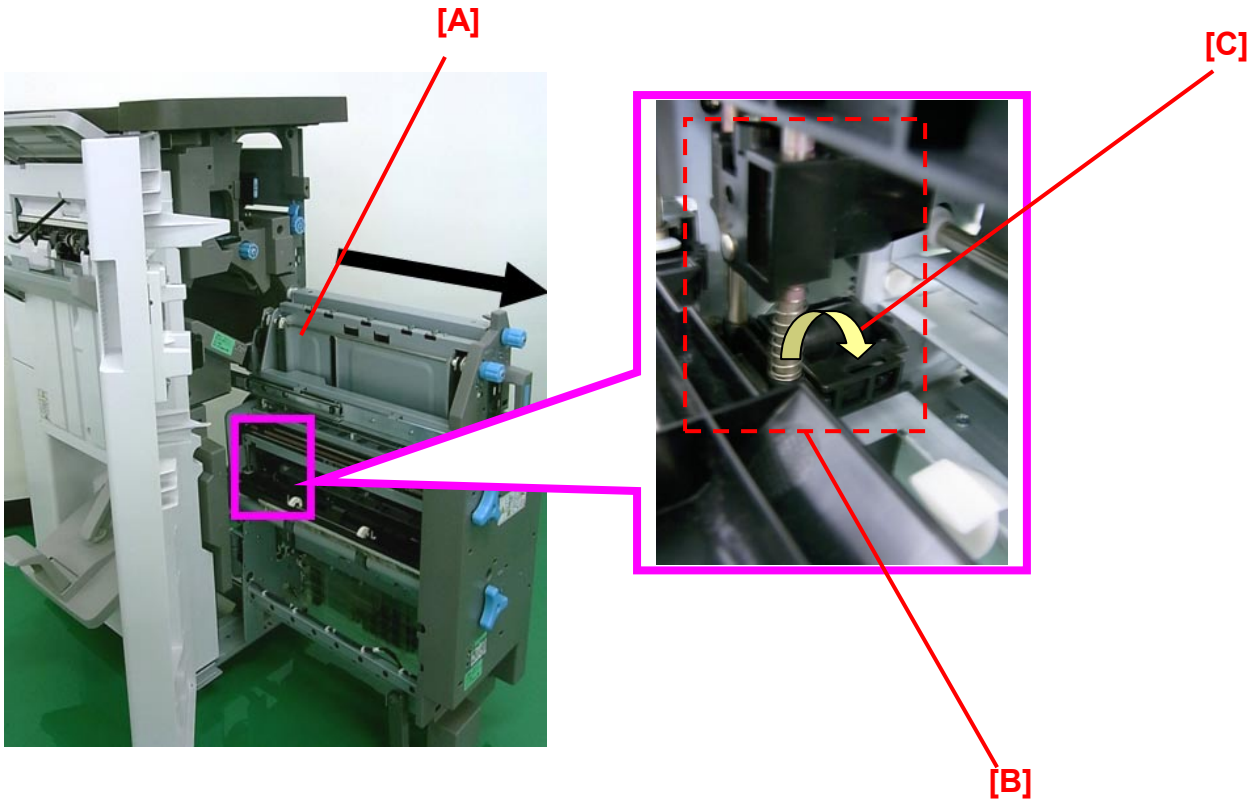
The lower flat fold roller [A], installed in the flat fold roller unit [B] is not set in the correct position, possibly due to the shock when pulling out/pushing in the stapler unit.



SOLUTION

1. Pull out the stapler unit [A].
2. To check if the lower flat fold roller [C] inside the flat fold roller unit [B] is set correctly or not, rotate it with your finger.

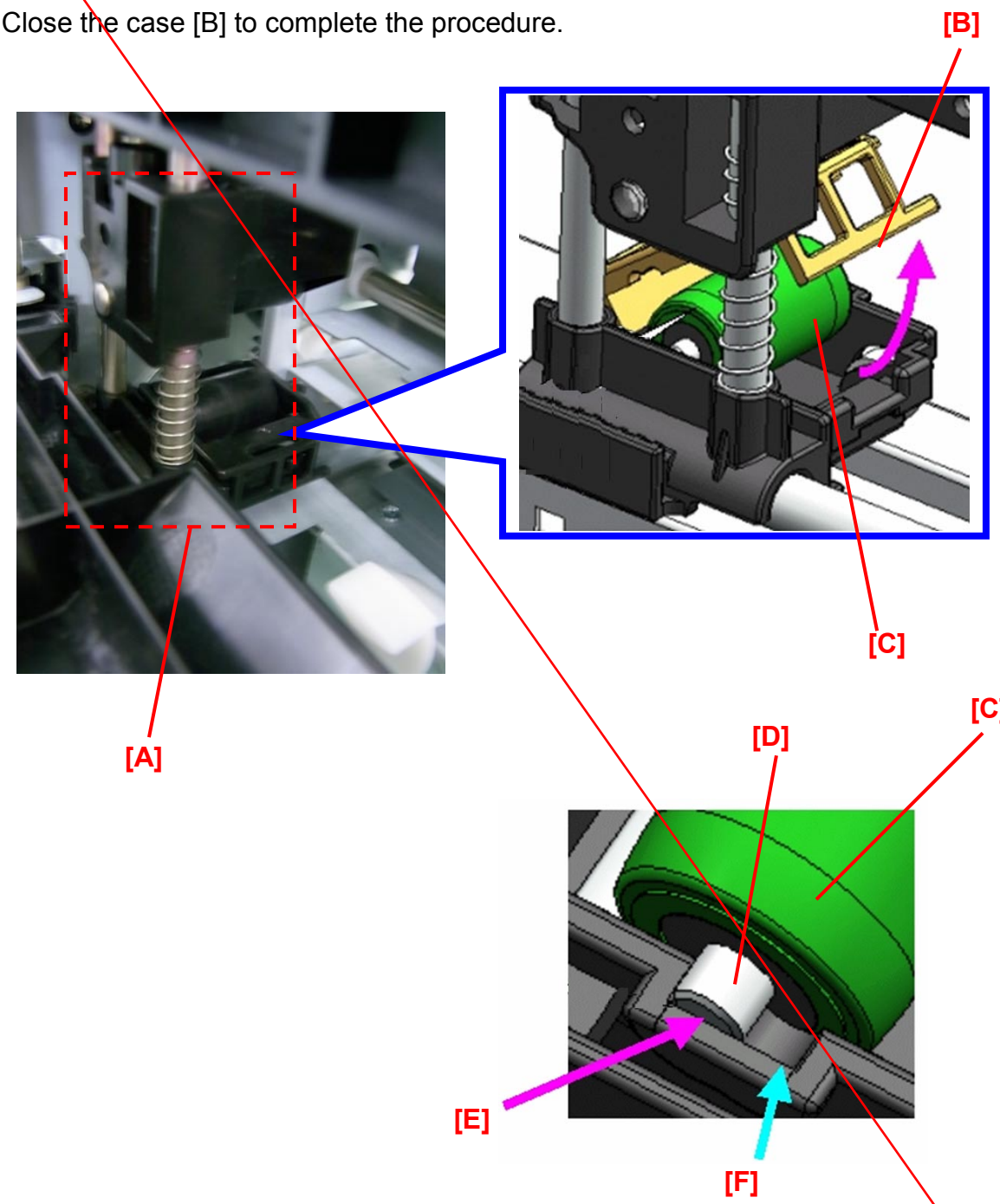
- The roller should rotate smoothly, if it is set correctly.
- The roller will not rotate, if it is set incorrectly.



3. Open the case [B] attached to the top half of the flat fold roller unit [A].

4. Set the lower flat fold roller [C] so that its shaft [D] sits on either of the grooves; [E] at the rear or [F] at the front.

5. Close the case [B] to complete the procedure.



NOTES

1. The default position of the lower flat fold roller is set to groove [E] at the factory.
2. If the folding operation causes toner to peel off the printout, change the roller position to groove [F], which will reduce the pressure applied in the folding operation, purposed for creating thick booklets.
3. For more details, see page 47 of the Finisher SR4090 /Booklet Finisher SR4100 Field Service Manual.

Model: Finisher_SR4090_SR4100	Date: 11-Oct-13	No.: RD703004

Subject: SR4090/SR4100: Shift tray stalls causing paper jam	Prepared by: H. Matsui
From: PP Tech Service Dept., 1st PP Tech Service Sect.	

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

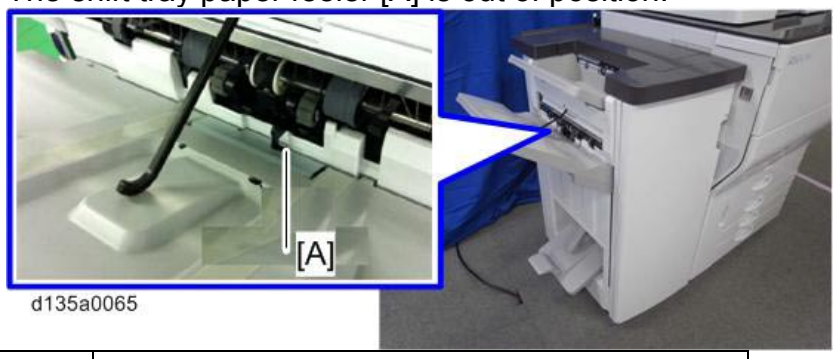
Symptom

The shift tray [A] unexpectedly stalls at its highest or lowest positions and causes paper jams.

d135a0064

Cause

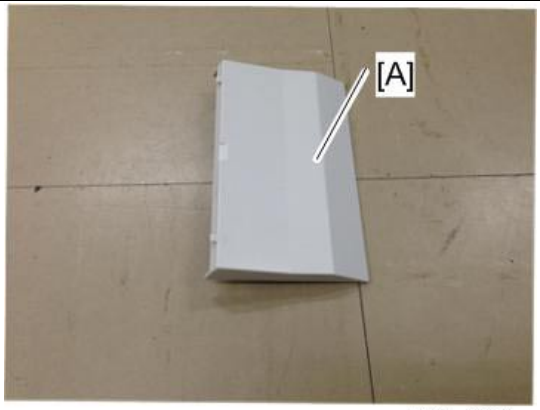
The shift tray paper feeler [A] is out of position.



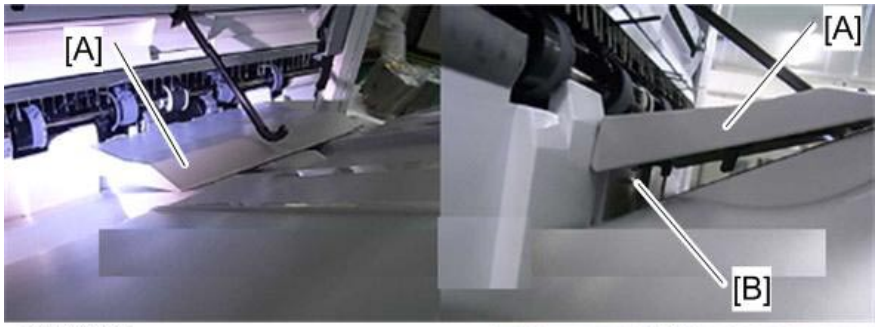
d135a0065

Correct	Incorrect
 d135a0066	 d135a0067

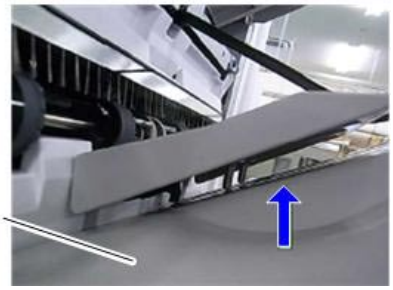
The problem occurs if the Shift Auxiliary Tray [A] included with the finisher is set incorrectly. In this condition, the feeler gets caught between the auxiliary tray and shift tray when the shift tray moves up and is displaced.



d135a0068



d135a0069

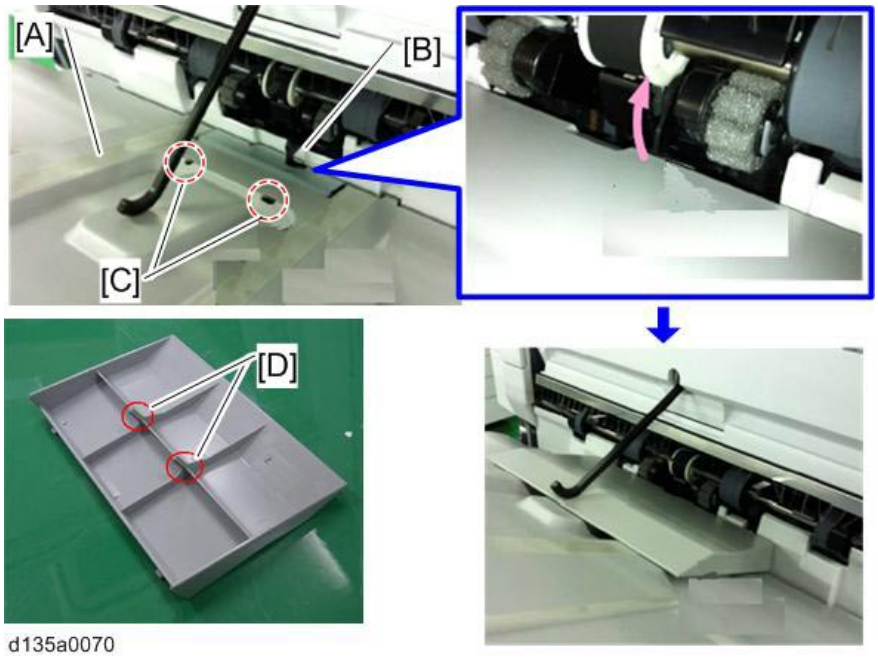


Important:

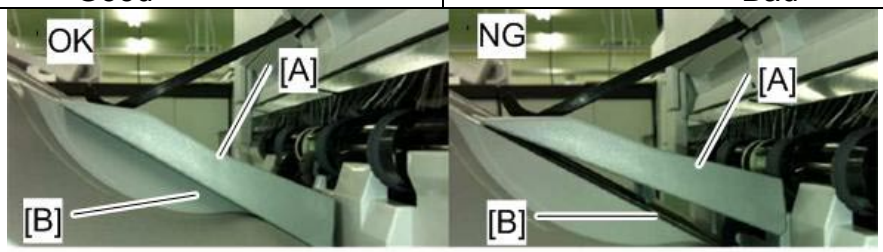
- The Shift Auxiliary Tray [A] is to be used only when the configuration contains the Multi-Folding Unit FD4000. This auxiliary tray increases the stacking capacity of z-folded paper.
- If the Multi-Folding Unit FD4000 is not installed, do not attach the Shift Auxiliary Tray as it may cause the shift tray to malfunction.

Solution

If the Multi-Folding Unit FD4000 is installed:
Start the finisher initialization process to raise the shift tray [A]. As you lift up and hold the shift tray paper feeler [B] up, insert the two bosses [D] on the back of the Shift Auxiliary Tray into the two holes [C] in the shift tray.



d135a0070

Good	Bad
 d135a0071	
There is no space between the Shift Auxiliary Tray [A] and shift tray [B].	The Shift Auxiliary Tray [A] is positioned above the feeler, creating a space between the Shift Auxiliary Tray and shift tray [B].

If the Multi-Folding Unit FD4000 is not installed:
Do not use the Shift Auxiliary Tray [A] included with the finisher.

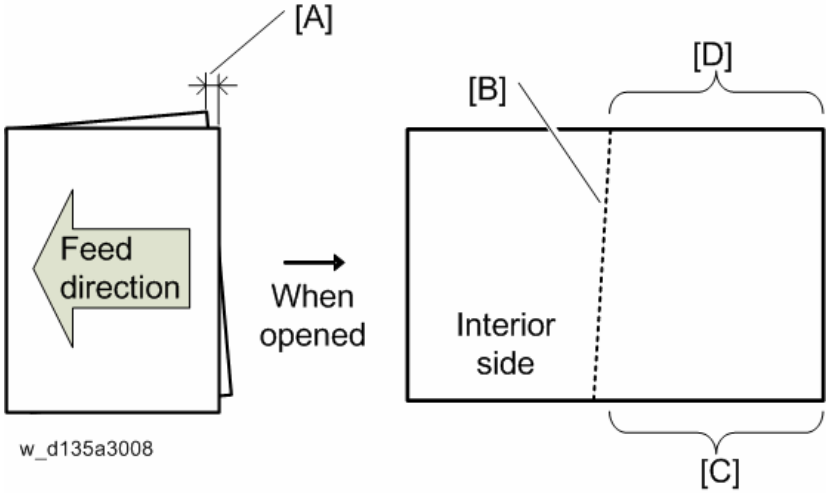
Model: Finisher_SR4090_SR4100	Date: 11-Oct-13	No.: RD703005

Subject: SR4100: How to improve center-folding accuracy	Prepared by: H. Matsui
From: PP Tech Service Dept., 1st PP Tech Service Sect.	

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

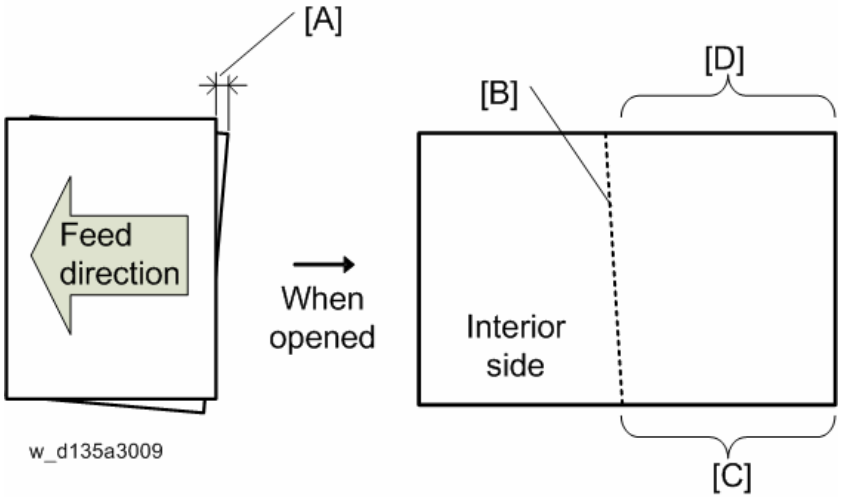
Symptom 1

When sheets are center-folded, the fold line [B] is slanted, causing the front side [C] to be longer than the rear side [D], resulting in a misalignment [A].



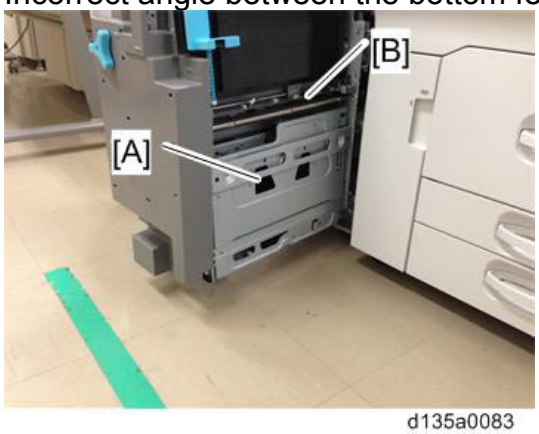
Symptom 2

When sheets are center-folded, the fold line [B] is slanted, causing the front side [C] to be shorter than the rear side [D], resulting in a misalignment [A].



Cause

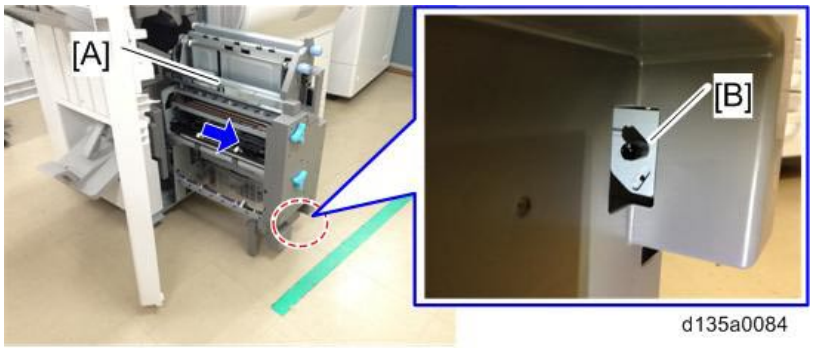
Incorrect angle between the bottom fence [A] and folding plate [B]



d135a0083

Solution

1. Pull out the stapling unit [A] and remove the black thumbscrew [B], which fixes the bottom fence.

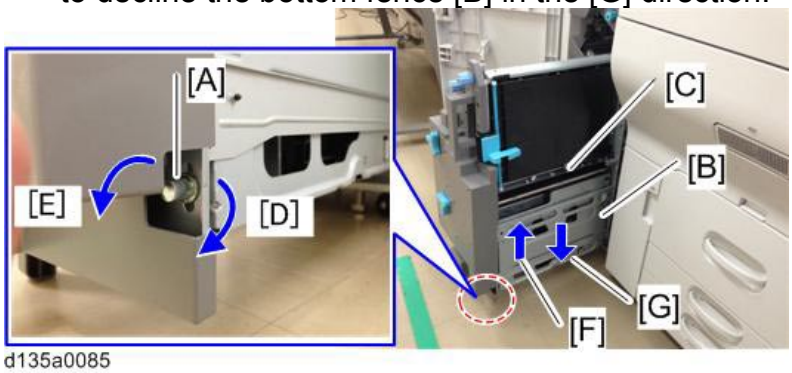


d135a0084

2. Turn the bottom fence adjustment screw [A] to adjust the angle between the bottom fence [B] and the folding plate [C].

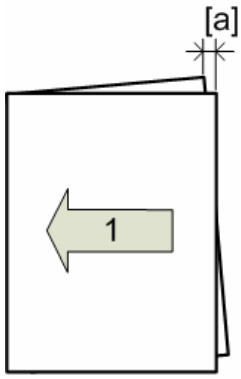
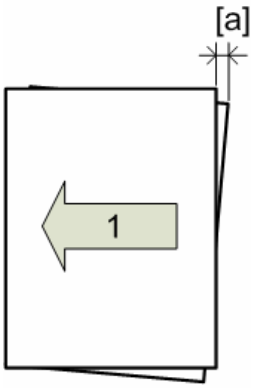
Important:

- For Symptom 1, turn the bottom fence adjustment screw [A] clockwise [D] to incline the bottom fence [B] in the [F] direction.
- For Symptom 2, turn the bottom fence adjustment screw [A] counterclockwise [E] to decline the bottom fence [B] in the [G] direction.



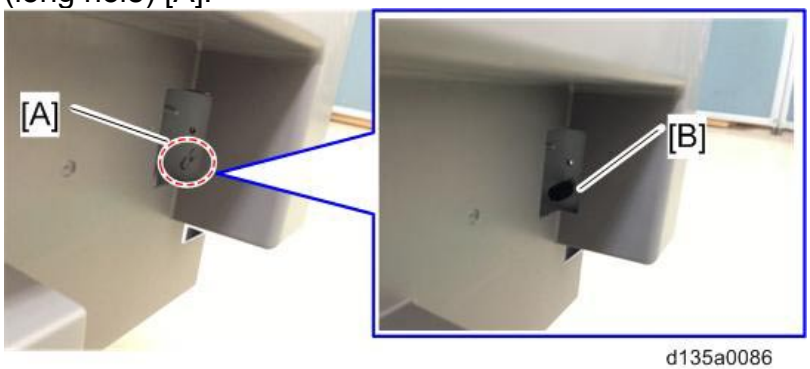
d135a0085

Table: Adjustment value [a] for 1 revolution of the bottom fence adjustment screw

Symptom 1	Symptom 2
 d135a3010 1: Feed direction	 d135a3011 1: Feed direction

Paper size	Clockwise	Counterclockwise
B5	0.56 mm	0.55 mm
A4	0.64 mm	0.64 mm
B4	0.79 mm	0.78 mm
A3	0.91 mm	0.90 mm

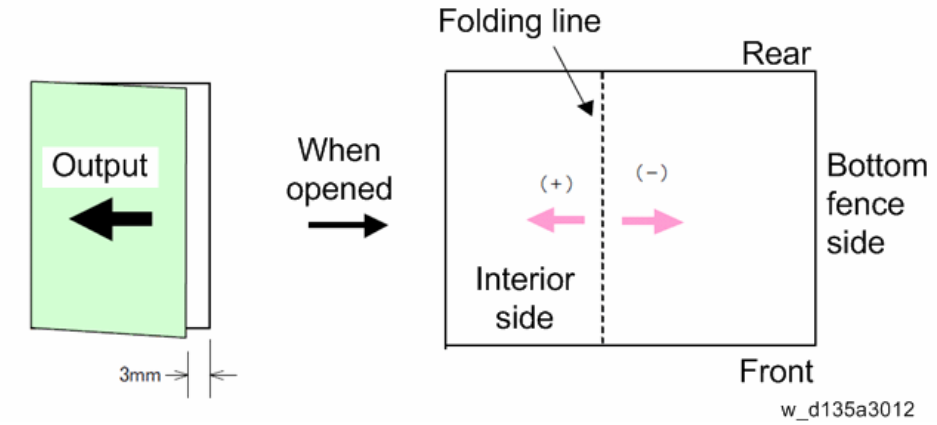
3. Put back the black thumbscrew [B] removed in step 1 in the adjustment screw hole (long hole) [A].



d135a0086

4. If the adjustment up to this point has caused the folding position to shift to either left or right, make corrections in SP6-113 ([BookletFolderPosAdj:2K/3K FIN]).

   Example: If the folding line appears as below with a misalignment gap of 3mm, shift the folding line “-1.5mm” in the (-) direction.



Model: Finisher_SR4090_SR4100	Date: 11-Oct-13	No.: RD703006

Subject: SR4090/SR4100: Corner stapling failure/stack failure/large misalignment	Prepared by: H. Matsui
From: PP Tech Service Dept., 1st PP Tech Service Sect.	

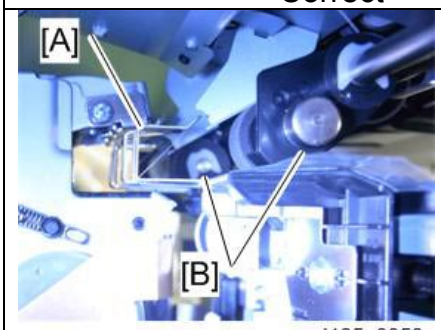
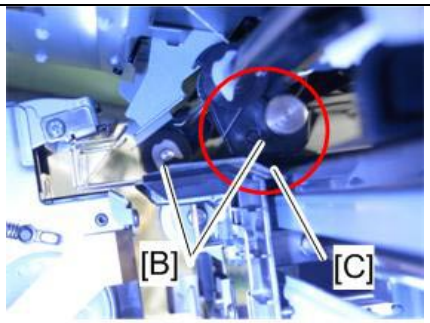
Classification:			
	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☒ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☐ Tier 2

Symptom

Some sheets fail to be stapled or large misalignments occur with corner stapling.

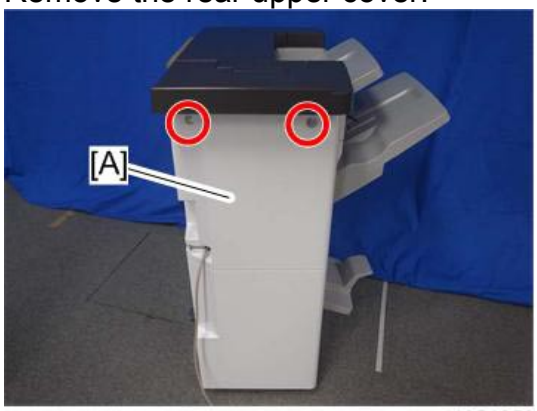
Cause

Stacking and stapling is disabled because the drag rollers [B] are stuck on top of the staple tray [C]. This could happen when the trailing edge of the stacked sheets are curled, because curled sheets tend to pull the drag rollers. Another causing factor is when the stack has to be removed manually due to a failure in feeding out the stack.

Correct	Incorrect
 d135a0059	 d135a0060

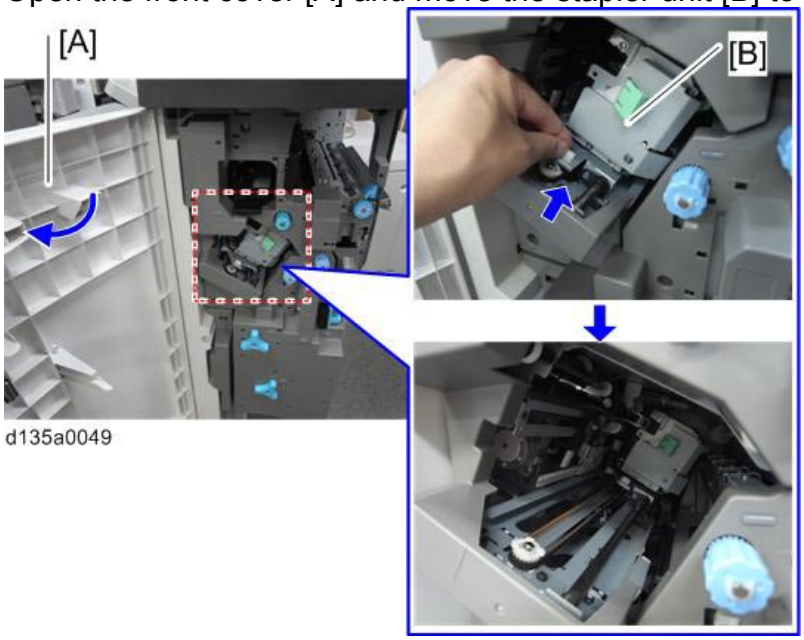
How to check if the drag rollers are positioned correctly

1. Remove the rear upper cover.



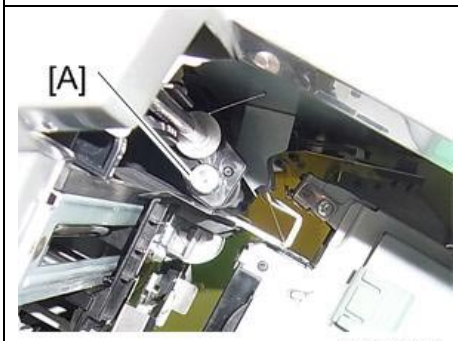
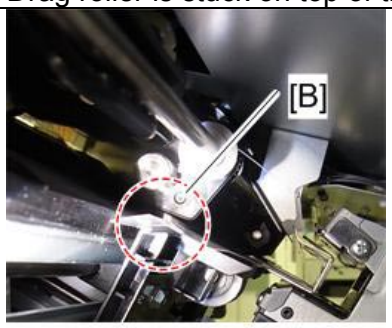
d1351253

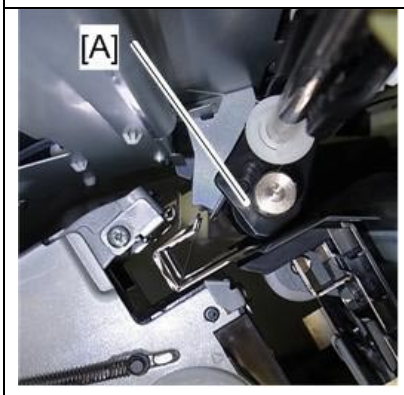
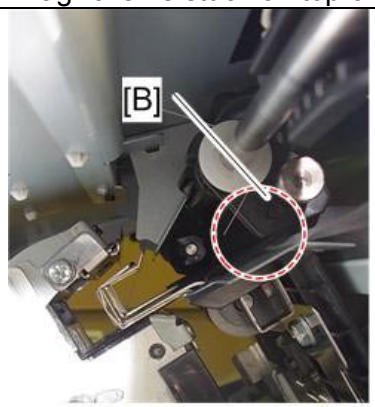
2. Open the front cover [A] and move the stapler unit [B] to the center.



d135a0049

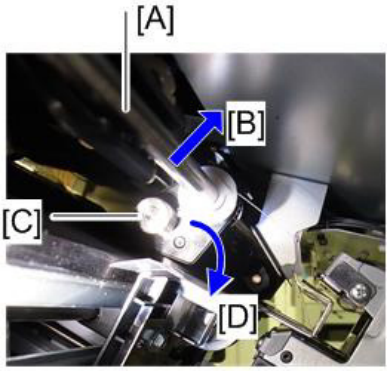
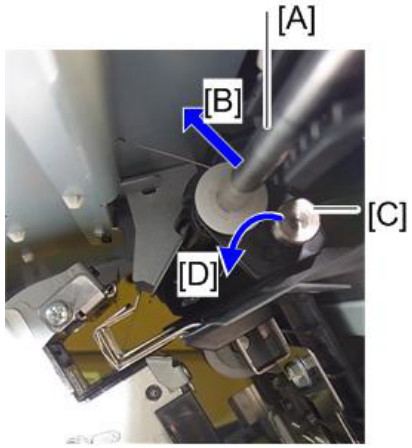
3. Locate the drag rollers and check if they are positioned correctly by referring to the table below.

Drag roller - FRONT	
[A]: Correct position	[B]: Incorrect position Drag roller is stuck on top of the staple tray.
 d135a0050	 d135a0051

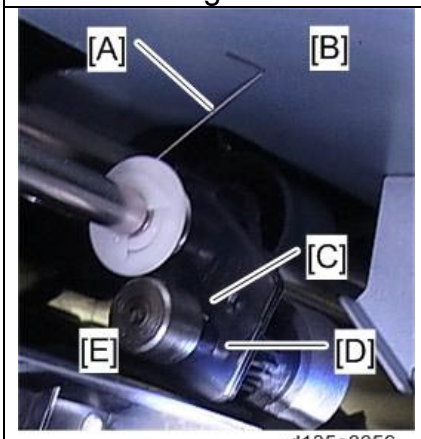
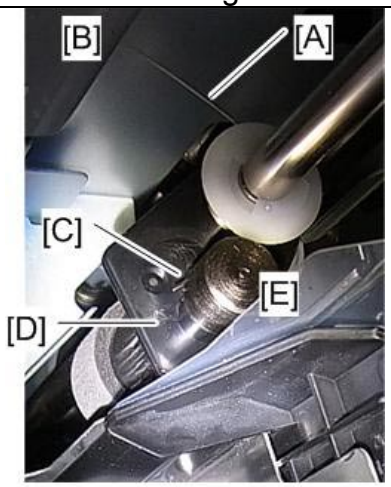
Drag roller - REAR	
[A]: Correct position	[B]: Incorrect position Drag roller is stuck on top of the staple tray.
 d135a0052	 d135a0053

Solution

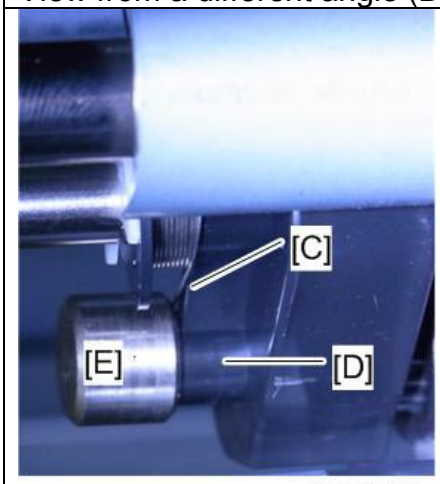
1. If the roller is stuck on top of the staple tray, bend the drag roller shaft [A] in the direction of the arrow [B] and forcibly rotate the drag roller [C] in the direction of the arrow [D] to retrieve the correct position.

Drag roller - FRONT	Drag roller - REAR
 d135a0054	 d135a0055

2. Make sure that the spring of the drag roller is in position.
   - Long arm [A] of the spring is in contact with the guide plate [B].
   - Short arm [C] is between the drag roller holder [D] and the weight [E].

Drag roller - FRONT	Drag roller - REAR
 d135a0056	 d135a0057

View from a different angle (Drag roller - FRONT)



d135a0058

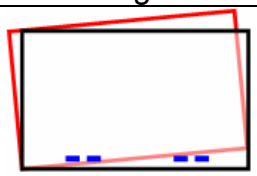
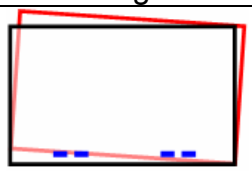
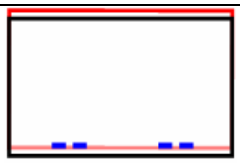
Model: Finisher_SR4090_SR4100	Date: 11-Oct-13	No.: RD703007

Subject: SR4090/SR4100: 1st sheet of stapled stack misaligned	Prepared by: H. Matsui
From: PP Tech Service Dept., 1st PP Tech Service Sect.	

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

Symptom

In stapling mode, the 1st sheet of a stack is misaligned approximately 3mm to 5 mm. The problem occurs with the following paper sizes if paper is pre-stacked: A4 SEF/LEF, B5 SEF/LEF, and LT SEF/LEF.

Rear side of 1st sheet misaligned	Front side of 1st sheet misaligned	Parallelly misaligned
 d135a0061	 d135a0062	 d135a0063

Cause

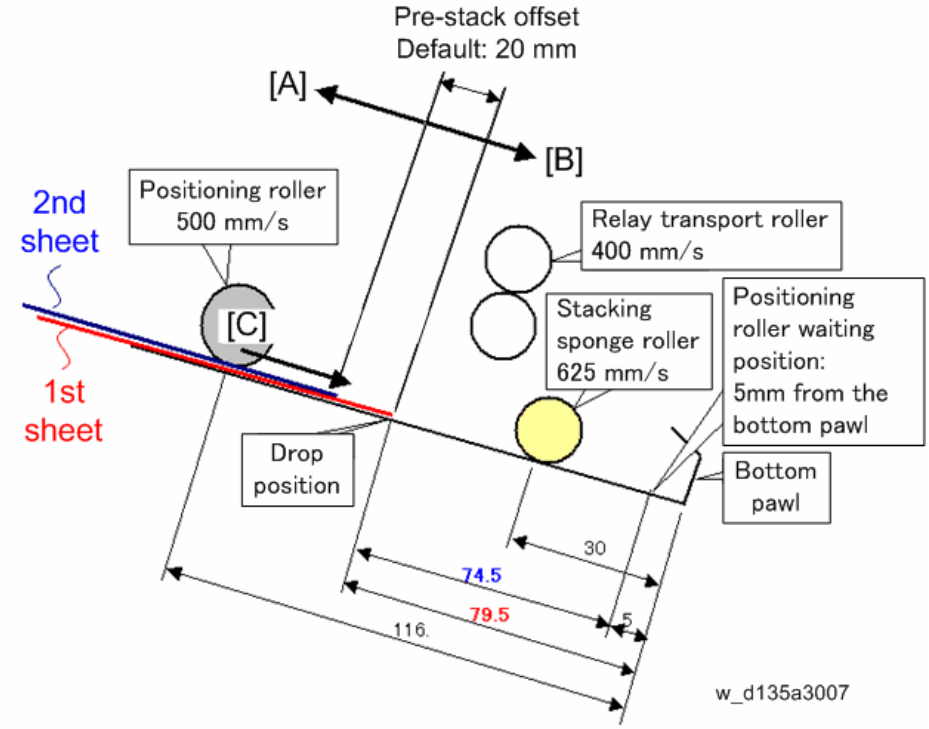
The 1st sheet of the pre-stacked paper bounces off the bottom pawl or does not reach the bottom pawl.

Action

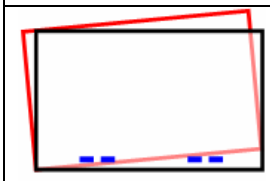
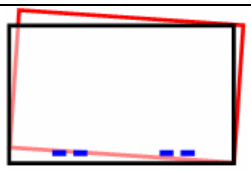
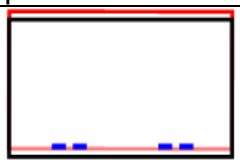
Do either of the following.
SP6-118-(paper size): [CrnrStplrPrstkOffsAdj:2K/3KFIN]
SP6-120-(paper size): [CrnStpPosExFeedAmtAdj:2K/3KFIN]

Offset direction

- [CrnrStplrPrstkOffsAdj:2K/3KFIN] (range: ±16 mm, step: 2 mm)
  When adjusted in the + direction, pre-stack offset increases in the [A] direction.
  When adjusted in the - direction, pre-stack offset decreases in the [B] direction.
- [CrnStpPosExFeedAmtAdj:2K/3KFIN] (range: 0 to 30 mm, step: 10 mm)
  Increasing this value shifts the sheet toward direction [C].



SP adjustment by type of misalignment

Type of misalignment	Rear side of the 1st sheet	Front side of the 1st sheet	Misaligned in parallel
	 d135a0061	 d135a0062	 d135a0063
SP	SP6-118	SP6-118	SP6-120
Adjustment value (estimation)	+10 mm	-10 mm	20 mm

Check after SP adjustment

After modifying the SP value, make 50 sets of 2-sheet booklet stapled horizontally (2 points stapling) and check the alignment accuracy.
If misalignment is observed even after the SP adjustment, make further adjustments in the SP.

Reissued:25-Oct-13

Model: Finisher_SR4090_SR4100	Date: 11-Oct-13	No.: RD703003a

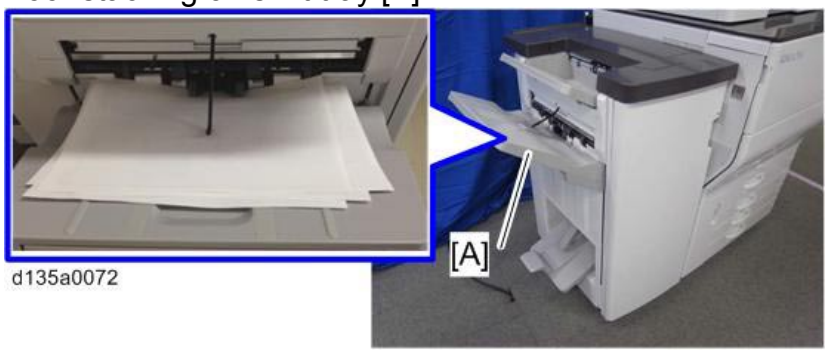
Subject: ***Poor stacking on shift tray***			Prepared by: H. Matsui
From: PP Tech Service Dept., 1st PP Tech Service Sect.			
Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☒ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☐ Tier 2

RTB Reissue

The subject and the whole contents of the old version of RTB#RD703003 have been replaced because the old version was the same as RTB #RD703007 by mistake.

Symptom

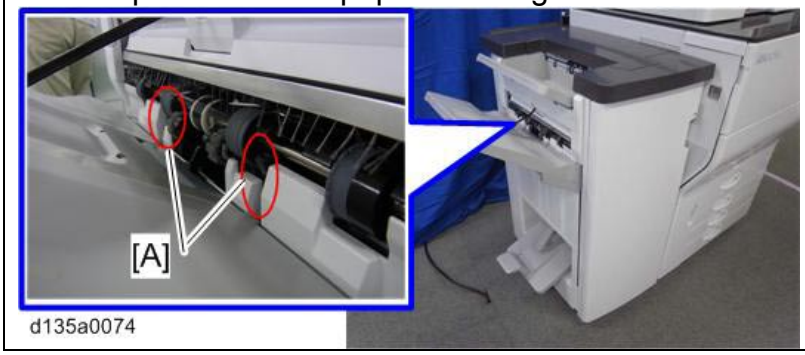
Poor stacking on shift tray [A]



Cause

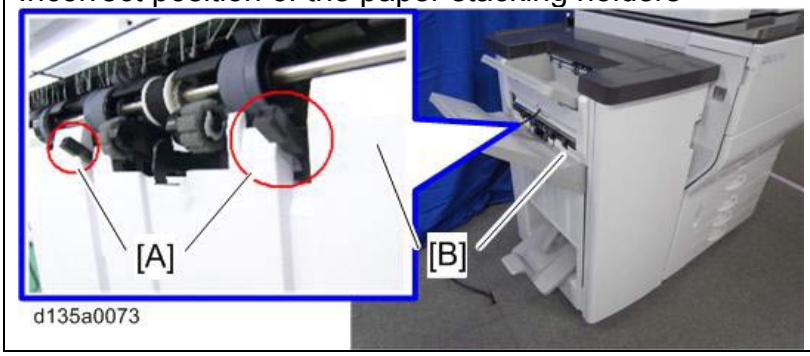
The paper stacking holders [A] are incorrectly positioned and protruding from the end fence [B], causing the paper to get caught on top of these holders.

Correct position of the paper stacking holders



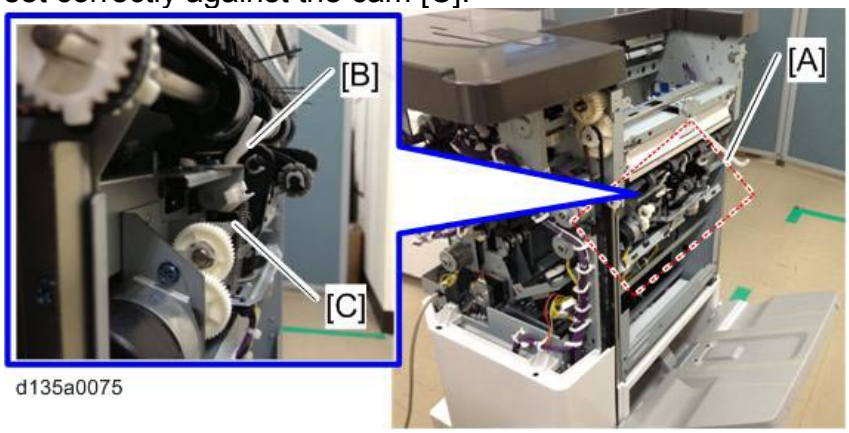
Model: Finisher_SR4090_SR4100	Date: 11-Oct-13	No.: RD703003a

Incorrect position of the paper stacking holders

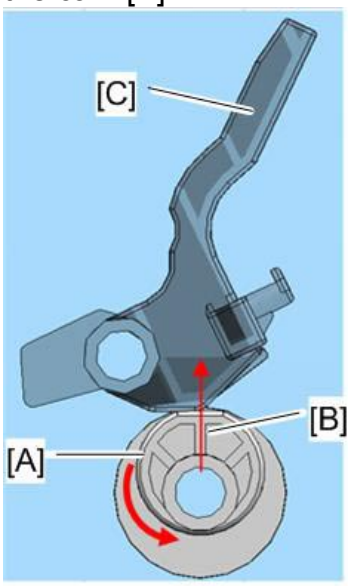
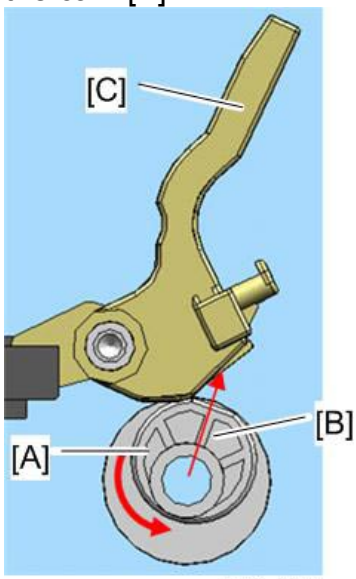


Solution

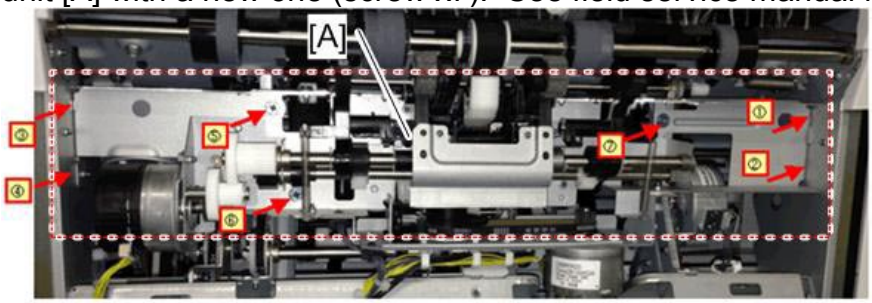
1. Turn ON the main power of the mainframe or open/close the finisher front door to start the initialization process.
2. Remove the following parts by referring to the procedures in the service manual, pages 5 to 13.
   - Shift tray
   - Rear upper cover
   - Paper exit cover
   - Left cover
   - End fence
3. Locate the paper stacking holder unit [A], and check if the paper stacking holder [B] is set correctly against the cam [C].



Model: Finisher_SR4090_SR4100	Date: 11-Oct-13	No.: RD703003a

Correct	Incorrect
The center rib [B] of the cam [A] is facing straight up and the paper stacking holder [C] is in contact with the flat surface of the cam [A].  d135a0076	The center rib [B] of the cam [A] is slanted and the paper stacking holder [C] is not in contact with the flat surface of the cam [A].  d135a0077

4. If the paper stacking holder is positioned incorrectly, replace the paper stacking holder unit [A] with a new one (screw x7). See field service manual for the procedure.



d135a0078

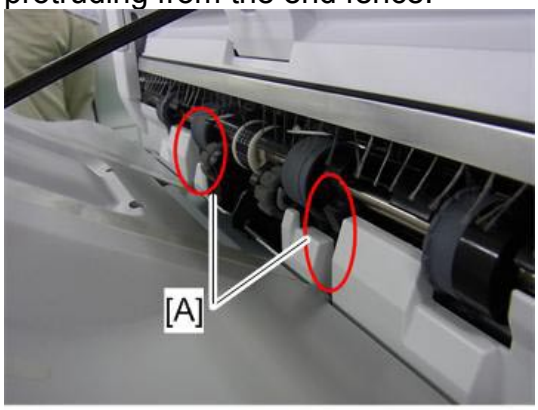
P/N of the paper stack holder unit: D7033700

Model: Finisher_SR4090_SR4100	Date: 11-Oct-13	No.: RD703003a

Check after replacing the paper stack holder unit

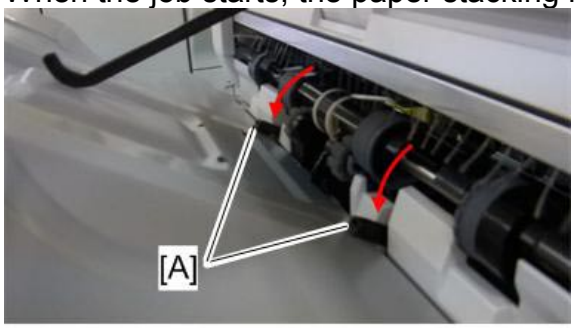
After replacing the paper stacking holder unit, confirm proper operation of the paper stacking holder as described below.
Job: A4/LT LEF, shift sort, 1 original x 10 copies

1. Before the job starts, the paper stacking holders [A] are at home position and are not protruding from the end fence.



d135a0079

2. When the job starts, the paper stacking holders [A] move down to the holding position.



d135a0080

Model: Finisher_SR4090_SR4100	Date: 11-Oct-13	No.: RD703003a

3. Immediately after the leading edge of the first sheet of the job passes through the exit, the paper stacking holders [A] retract and stay at home position until the job completes.

d135a0081

4. The initialization process is run after the job completes, in which the paper stacking holders [A] move down to the holding position, and then return to home position.

d135a0082

Model: Model CH-C1	Date: 6-Nov-13	No.: RD703008

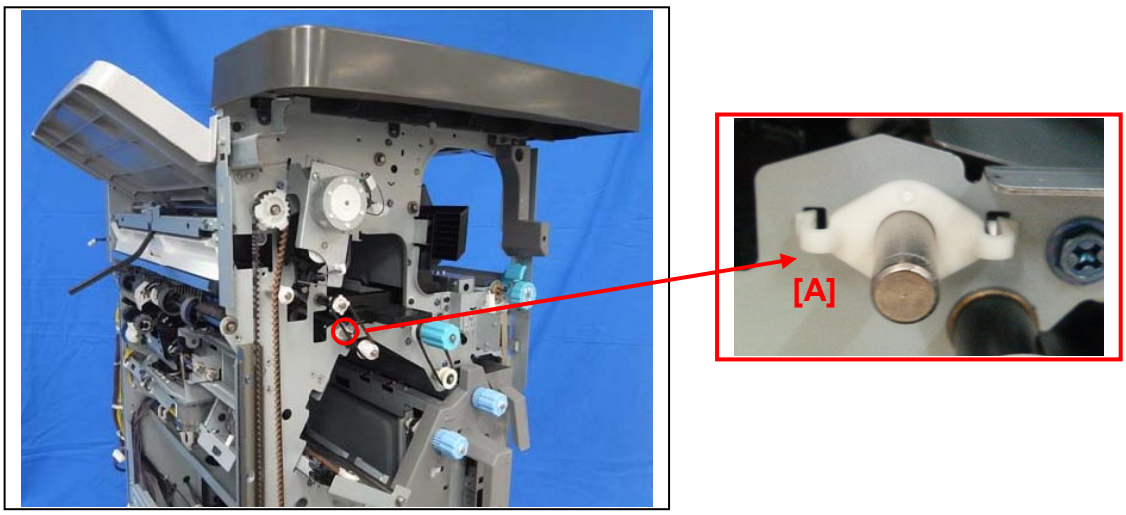
Subject: Abnormal noise from SR4090/SR4100			Prepared by: Takeshi Toriumi
From: 1st Tech Service Sect. MFP/P Tech Service Dept.			
Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☒ Tier 2

Symptom

Abnormal noise or skew misalignment or shift motor lock may occur on the **SR4090/SR4100**.

Cause

Bushing [A] is not set correctly and slipped from the machine during our factory assembly procedure. As a result, the shift motor shaft cannot rotate correctly.



Solution in the factory:

The affected bushing is attached in the final assembly procedure. In addition, to ensure that the position of the bushings is correct, a visual inspection has been added to the production procedure in the factory. Please refer to the cut-in serial numbers below.

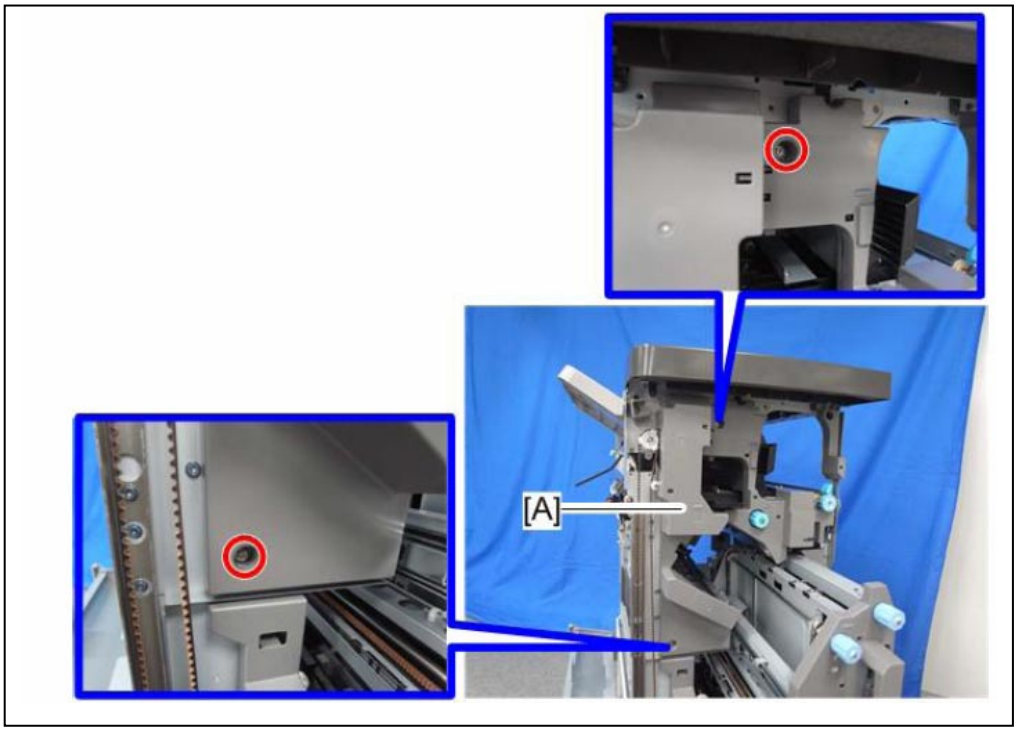
Model	Cut-in S/N
D703-17	E433Q610610
D704-17	E443Q610206

Model: Model CH-C1	Date: 6-Nov-13	No.: RD703008

Solution in the field:

Attach the bushing in accordance with the procedure below.

1. Open the front door.
2. Pull out the stapler unit, and remove the inner upper cover [A]. (x 2)



3. Attach the bushing (P/N: D6882103).

Reissued:20-Dec-13

Model: **CH-C1 Finisher_SR4090/SR4110**	Date: 12-Nov-13	No.: RD703009b

RTB Reissue

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

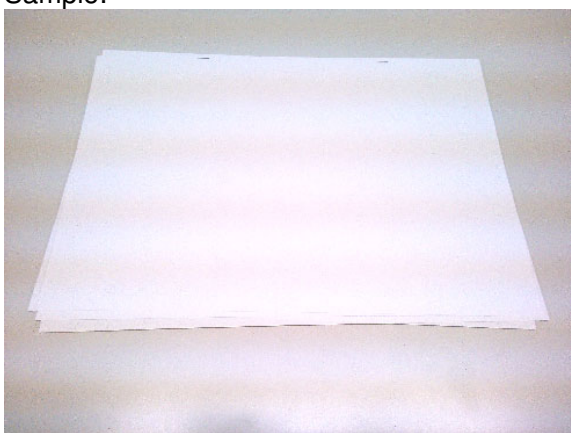
Subject: Staple misalignment (3 mm or more) occurs			Prepared by: Yuji Urushihara
From: 1st Tech Service Sect. MFP/P Tech Service Dept.			
Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☐ Tier 2

Note: The contents of this RTB also apply to the SR3160/SR3170 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.

Model: **CH-C1 Finisher_SR4090/SR4110**	Date: 12-Nov-13	No.: RD703009b

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.

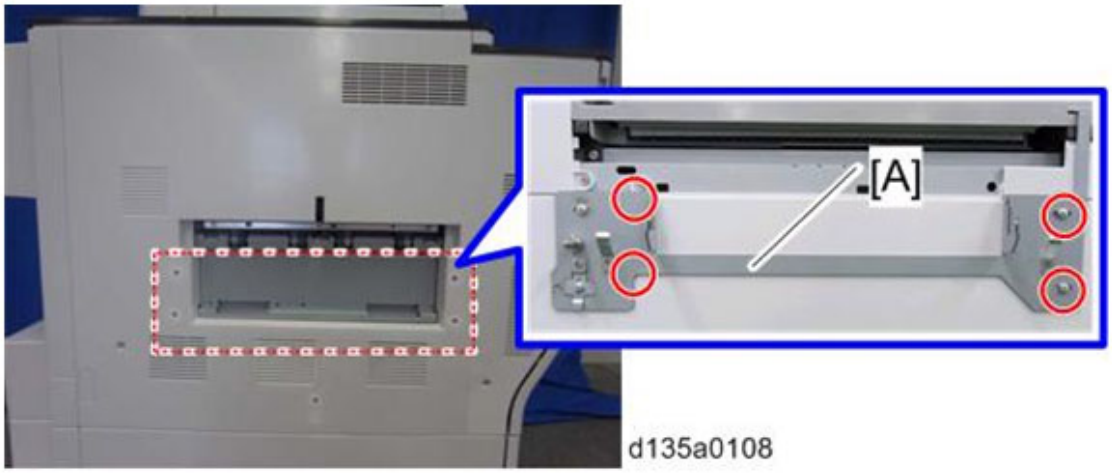
Model: **CH-C1 Finisher_SR4090/SR4110**	Date: 12-Nov-13	No.: RD703009b

Procedure

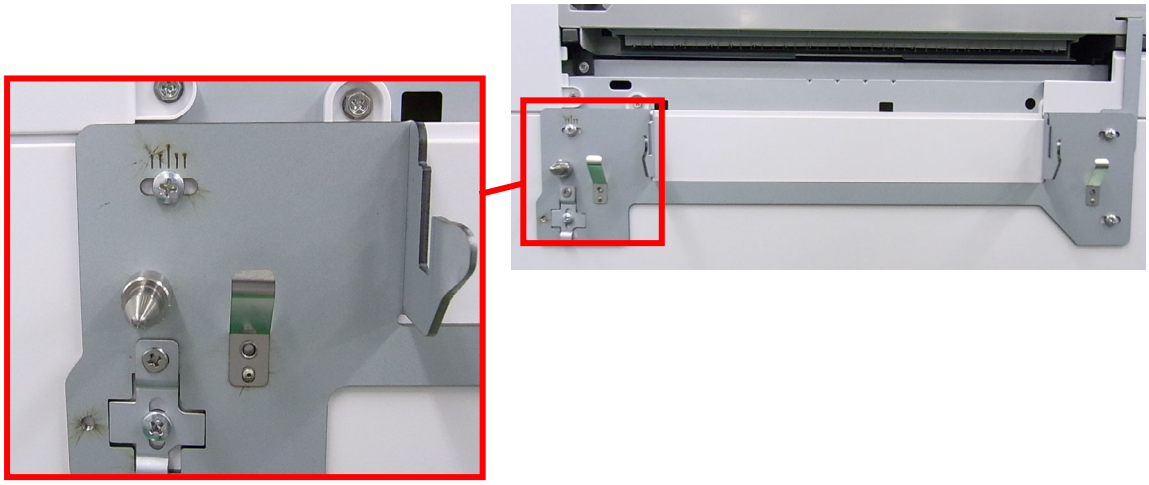
Attach the modified docking bracket to make it possible to adjust side-to-side registration at the joint between mainframe and finisher in accordance with the procedure below.

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

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

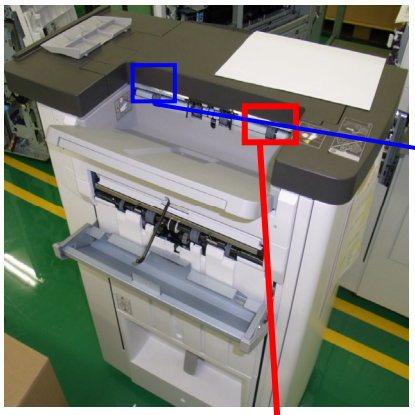


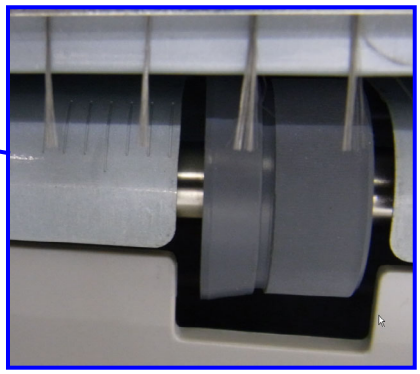
Default attachment position (The screw head is centered)



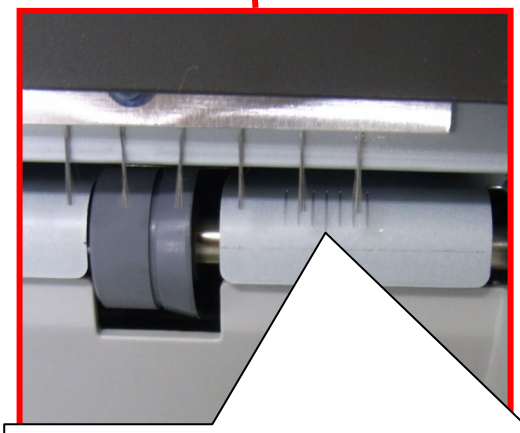
Model: **CH-C1 Finisher_SR4090/SR4110**	Date: 12-Nov-13	No.: RD703009b

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

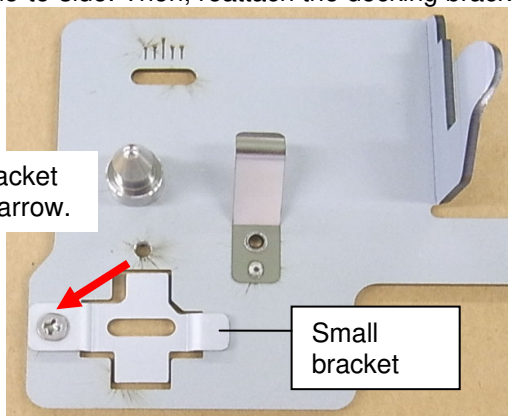


Each marking represents 2mm.
1. If the paper edge is lined up with the center marking, this means the paper is aligned correctly.
2. If the paper edge is lined up with any marking to the right of center, this means the paper is shifted toward the front.
3. If the paper edge is lined up with any marking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

Model: **CH-C1 Finisher_SR4090/SR4110**	Date: 12-Nov-13	No.: RD703009b

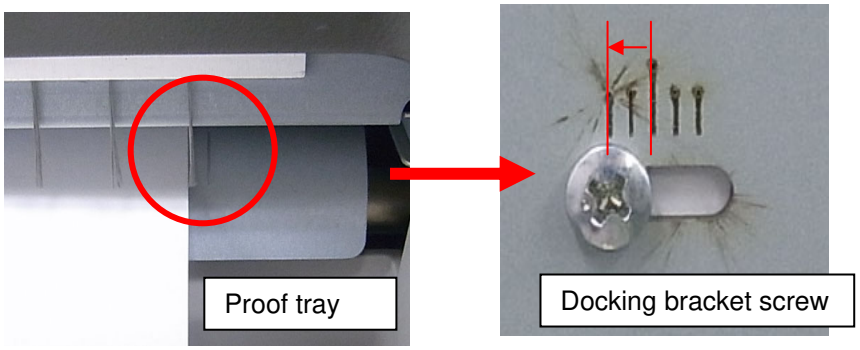
3. Attach the small bracket to the docking bracket as shown (using the screw hole shown by the red arrow), which will allow the docking bracket to slide side-to-side. Then, reattach the docking bracket to the machine.

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.

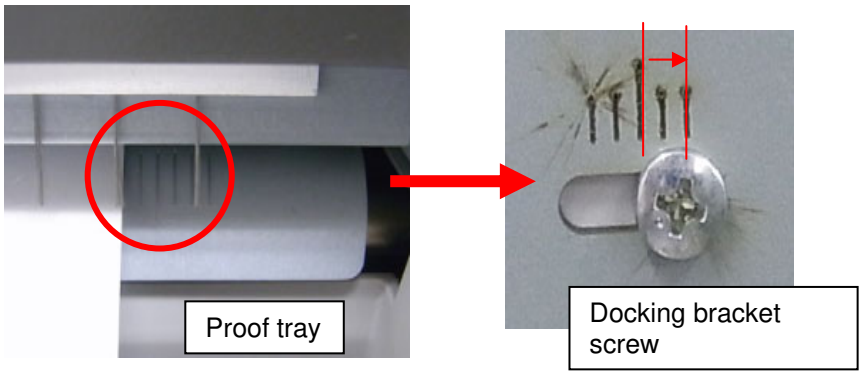
3-1. Ex: Paper is shifted 4mm from center toward the front



Model: **CH-C1 Finisher_SR4090/SR4110**	Date: 12-Nov-13	No.: RD703009b

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

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:24-Dec-13

Model: **Finisher_SR4090/SR4100**	Date: 15-Nov-13	No.: RD703010a

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

Note: The contents of this RTB also apply to the SR3160/SR3170 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

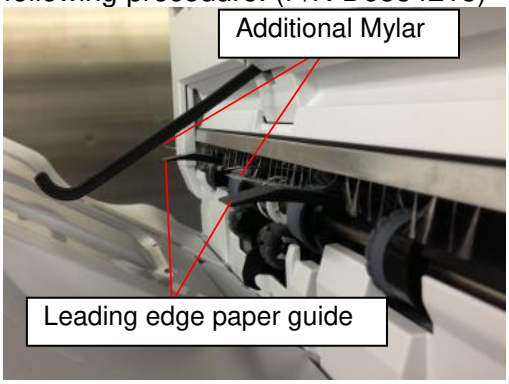
Production line

A 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 the following procedure. (P/N D6884218)

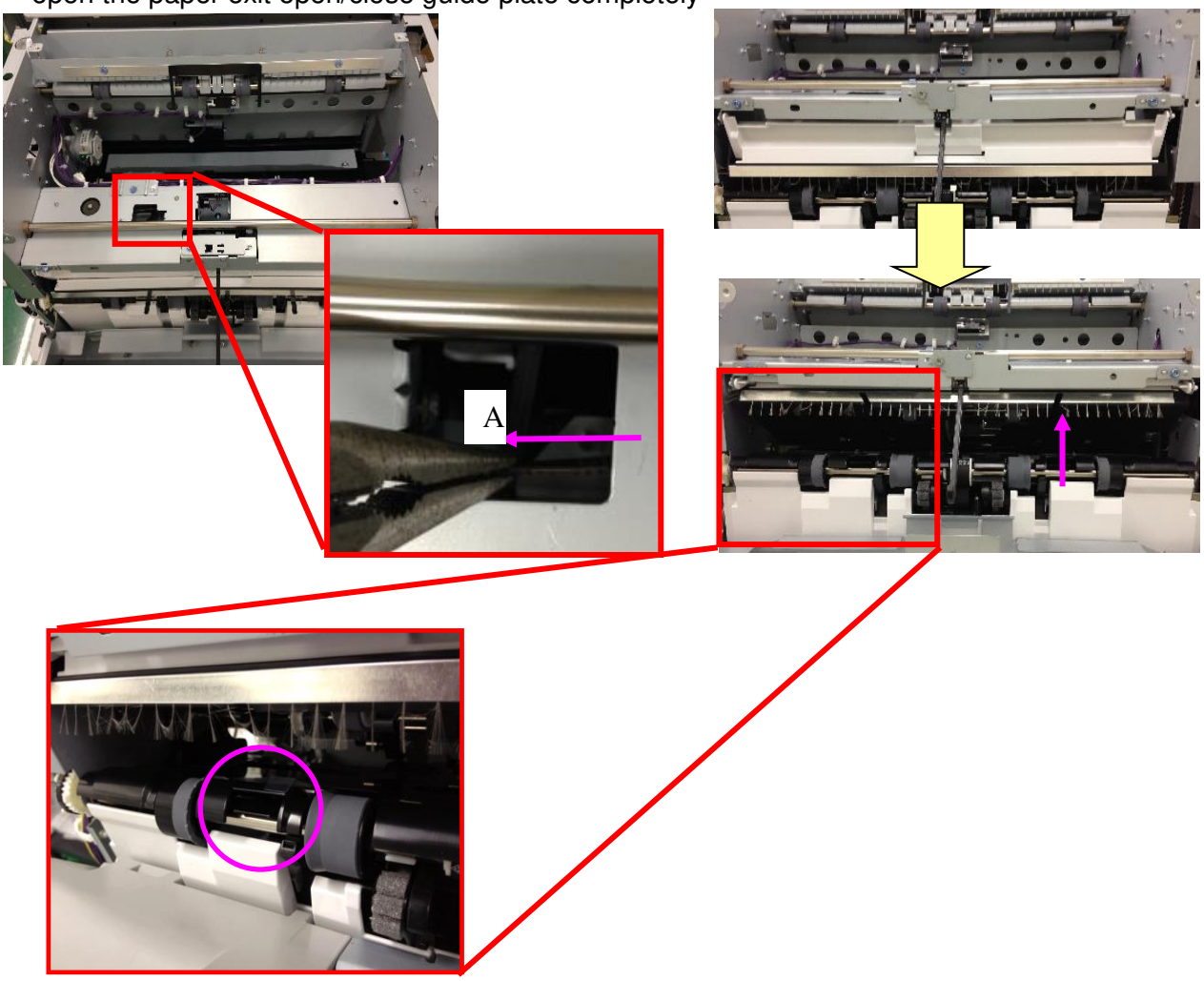


Model: **Finisher_SR4090/SR4100**	Date: 15-Nov-13	No.: RD703010a

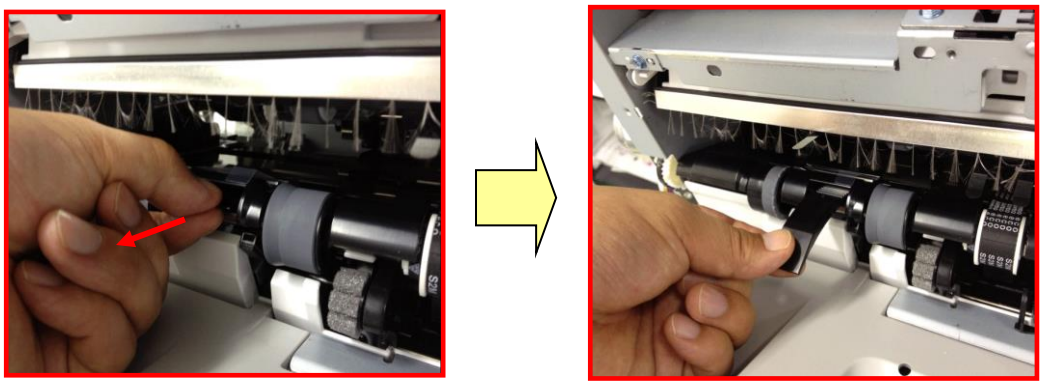
Procedure to attach mylars (two locations)

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



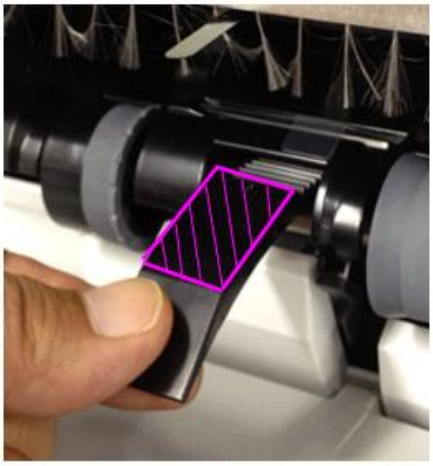
3. Pull out the guide plate (Front and Rear)



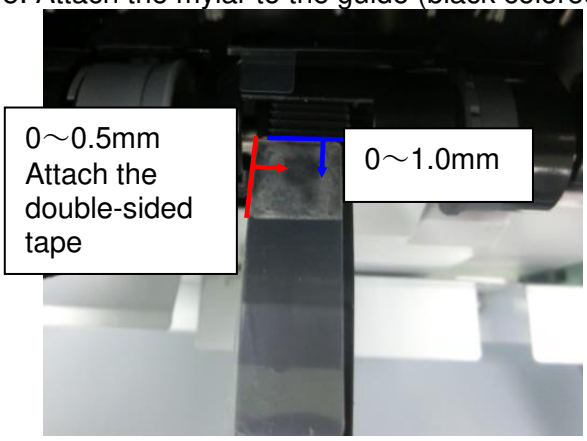
Pull out the guide plate at both front and rear at the same time

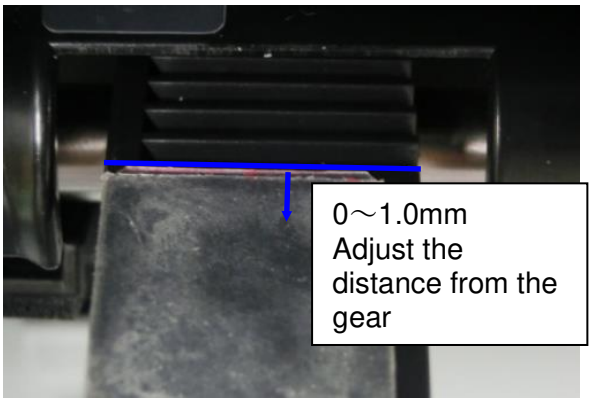
Model: **Finisher_SR4090/SR4100**	Date: 15-Nov-13	No.: RD703010a

4. Clean the surface of the mylar attachment area (Pink line area) at 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_SR4090/SR4100**	Date: 15-Nov-13	No.: RD703011

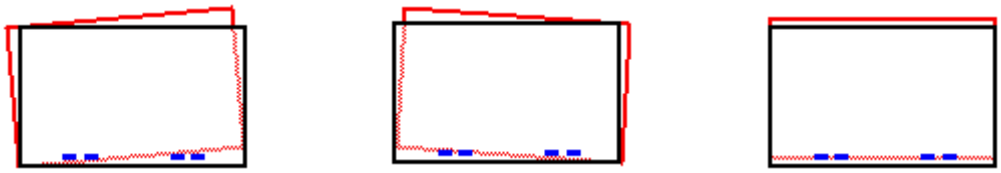
Subject: 2mm or less staple misalignment	Prepared by: Y. Urushihara
From: 1st Tech Service Sect., MFP/P Tech Service Dept.	

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

SYMPTOM

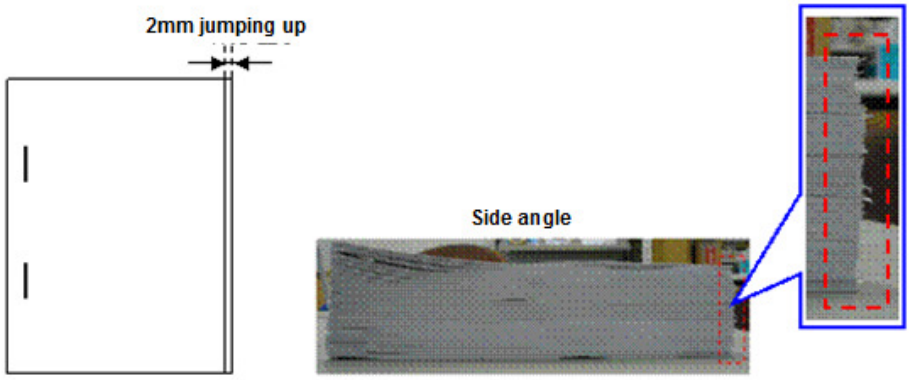
One of the following occurs when using stapling:

1. The first sheet of the stapled set is misaligned with respect to the paper feed direction (**[A]** and **[B]** below), or shifted along the paper feed direction (**[C]**). As a result, one or both of the staples passes partially through the paper or misses the paper altogether.
   Note: Applicable for ONLY this model and NOT applicable for the model SR3160/SR3170



[A] **[B]** **[C]**

2. 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.
   Note: Common with SR3160/SR3170



CAUSE

Symptom 1: (ONLY for this model)

With stapling, the width of the jogger fences during pre-stacking of the first 1-2 sheets is narrower than with other modes. As a result, in some cases, the first sheet cannot be aligned correctly.

Symptom 2: (Common with SR3160/SR3170)

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

Symptom 1: (ONLY for this model)

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

   Important: After this is done, the interval between jobs will be longer. Therefore, in cases where there are few sheets in each stapled set, productivity will be the same as with the predecessor finisher (SR4040).

2) Update the SR4100/4090 firmware to **Ver. 02.020:10** (P/N D7045300H) or newer.

Symptom 2: (Common with SR3160/SR3170)

1. Set **SP6107** ([JogPosAdj(CrnrStplr):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.

Reissued:2-Jun-14

Model: **Finisher_SR4090/SR4100**	Date: 15-Nov-13	No.: RD703012b

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

Note: The contents of this RTB also apply to the SR3160/SR3170 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

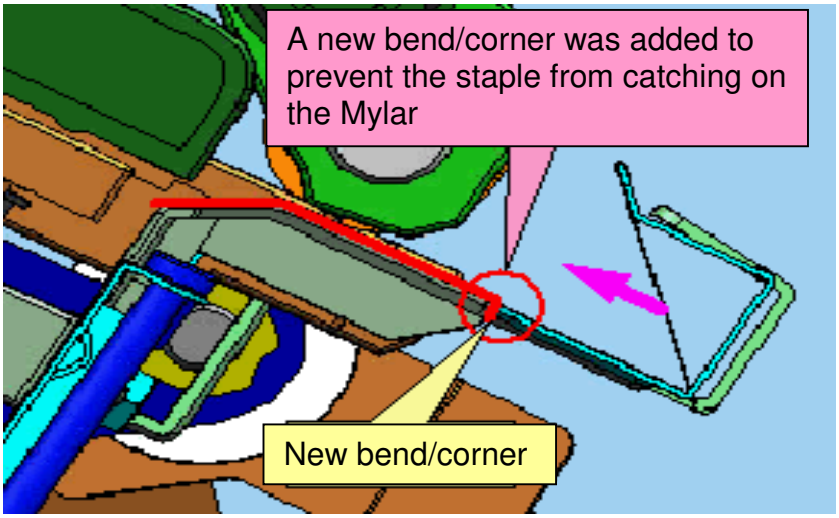
In the field

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

Model: **Finisher_SR4090/SR4100**	Date: 15-Nov-13	No.: RD703012b



Model: **CH-C1 Finisher SR4090**	Date: 03-Mar-14	No.: RD703018

Subject: Troubleshooting front cover open error caused by loose magnet on the door catch	Prepared by: A.Takada
From: 1st PP Tech Service Sec., PP Tech Service Dept.,	

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

Symptom

The magnet attached to the magnetic door catch is loose and the front cover does not completely close, displaying a front cover open error message on the operation panel.

Cause

The magnet was set incorrectly at the factory.

Solution

1) If the magnet is loose, reattach it.
   If the magnet cannot be reattached properly, procure the modified magnetic door catch (p/n: D6886124).

2) A check procedure to confirm proper attachment of the magnet was added at the factory.

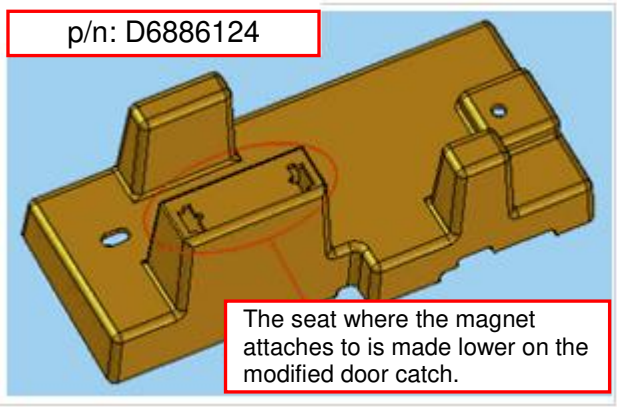
Cut-in S/N

D703-17: **E433Q610001**
D704-17: **E443Q710001**

3) The magnetic door catch was modified to enable attachment of the magnet with better precision.

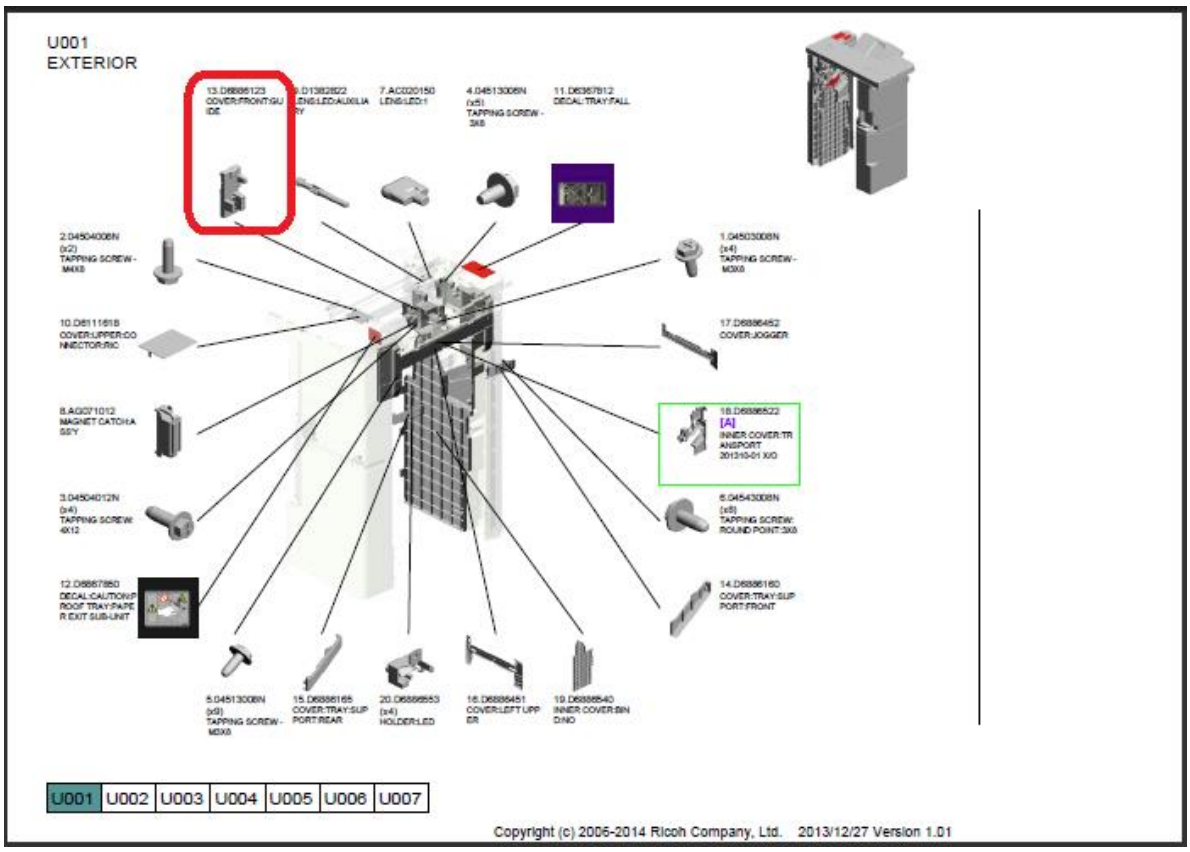
Cut-in S/N

D703-17: **E433QB10206**
D704-17: **E443QB10072**



Model: **CH-C1 Finisher SR4090**	Date: 03-Mar-14	No.: RD703018

Old P/N	New P/N	Description	Q'ty	Int	Page	Index
D6886123	D6886124	COVER:FRONT:GUIDE	1	-	4	13



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.	

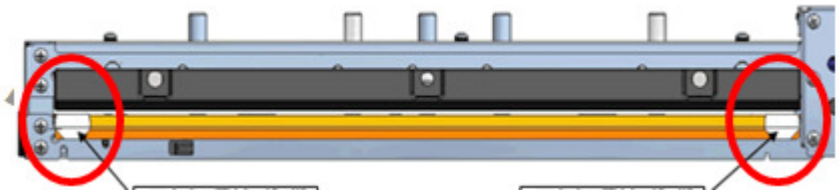
Classification:			
	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ( )	☐ Tier 2

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.

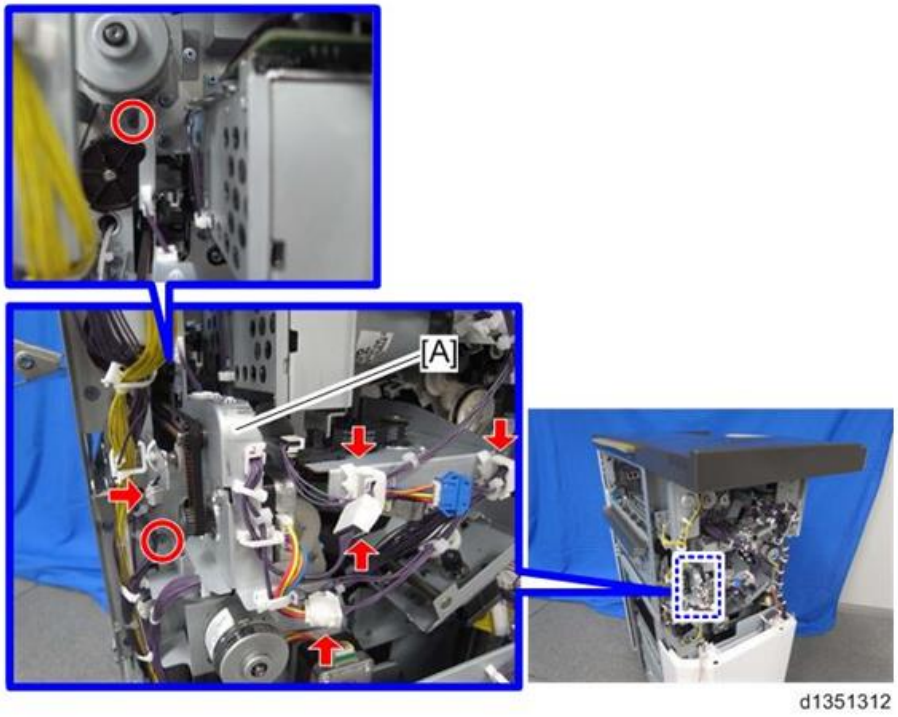
Cut-in Serial Numbers:

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

In the field

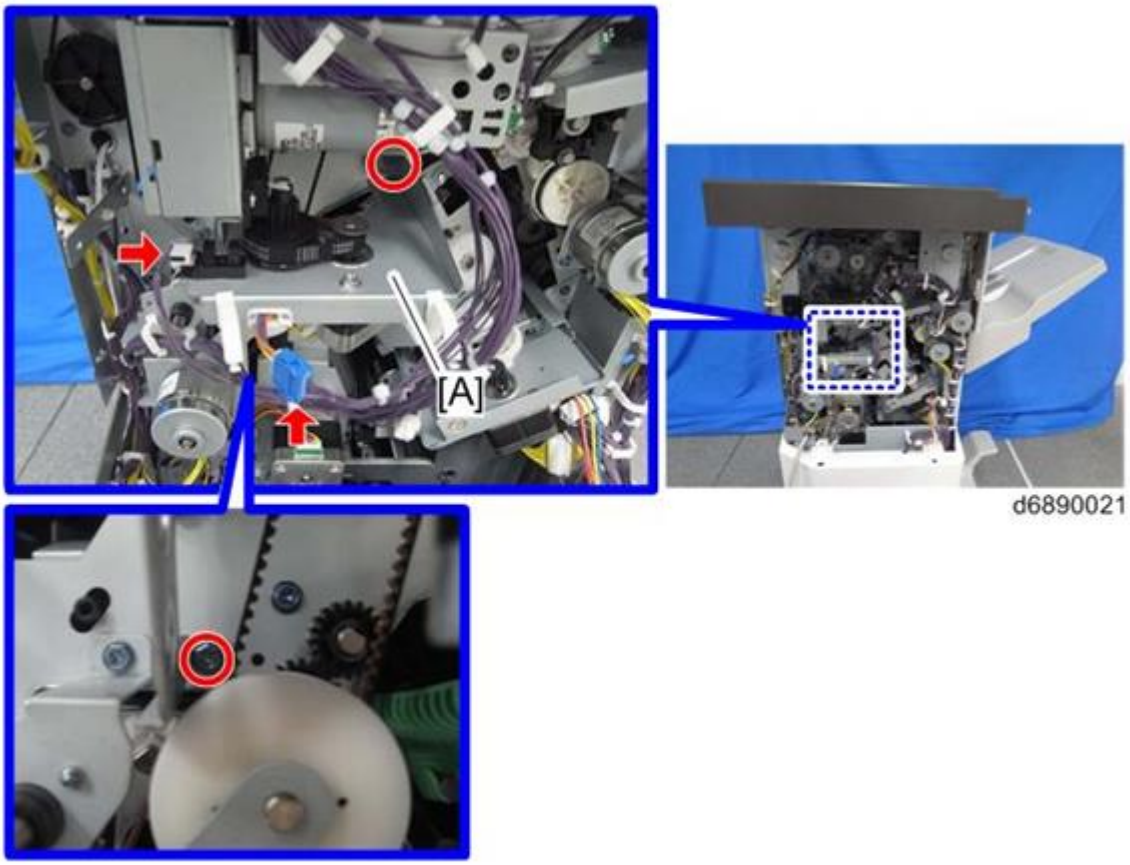
Do the following:

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

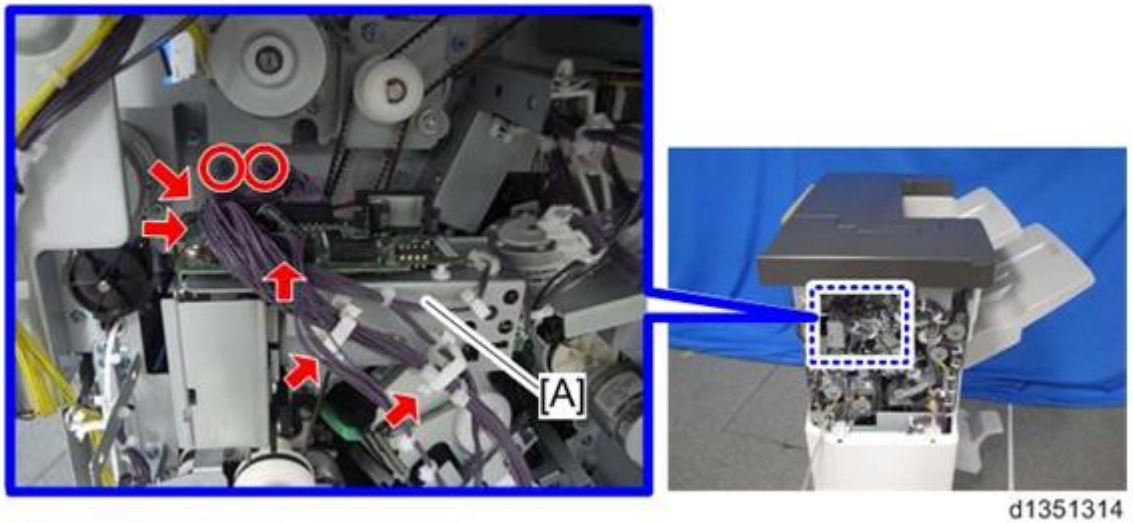


d1351312

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



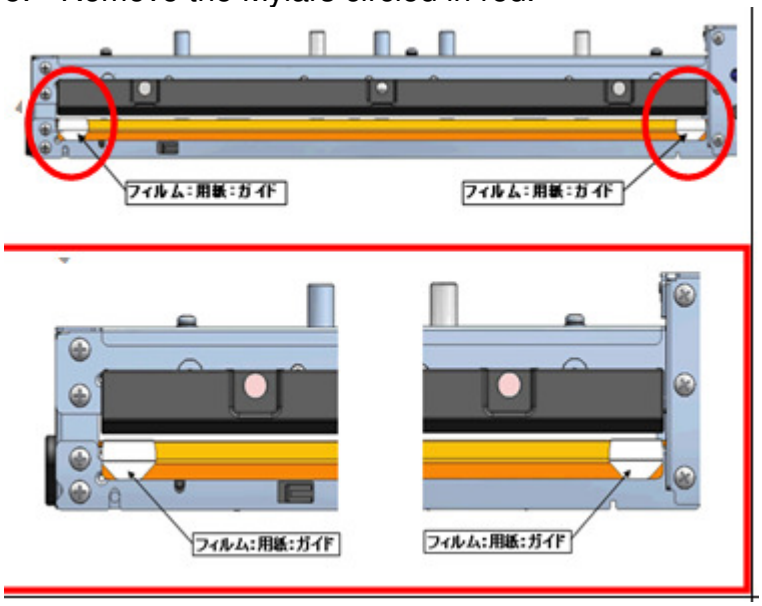
4. Pull out the punch unit [A] (screws x2, connectors x2).



d1351314

d1351315

5. Remove the Mylars circled in red.



Model: **Finisher_SR4090/SR4100**	Date: 13-May-14	No.: RD703019

Subject: Jam 153/172	Prepared by: Yuji Urushihara
From: 1st Tech Service Sect. MFP/P Tech Service Dept.	

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

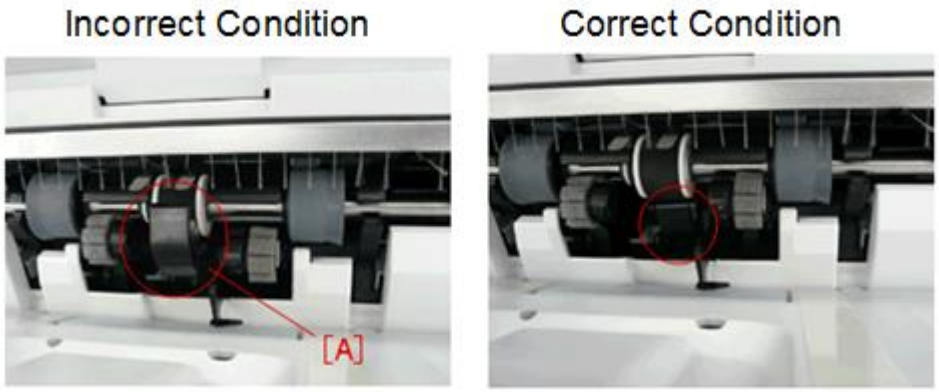
Note: The contents of this RTB also apply to the SR3160/SR3170 finishers.

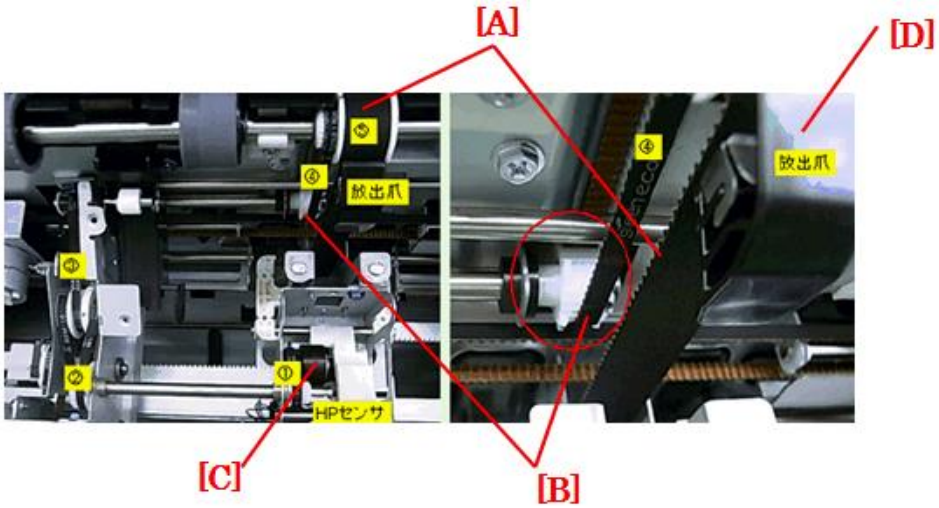
SYMPTOM

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].



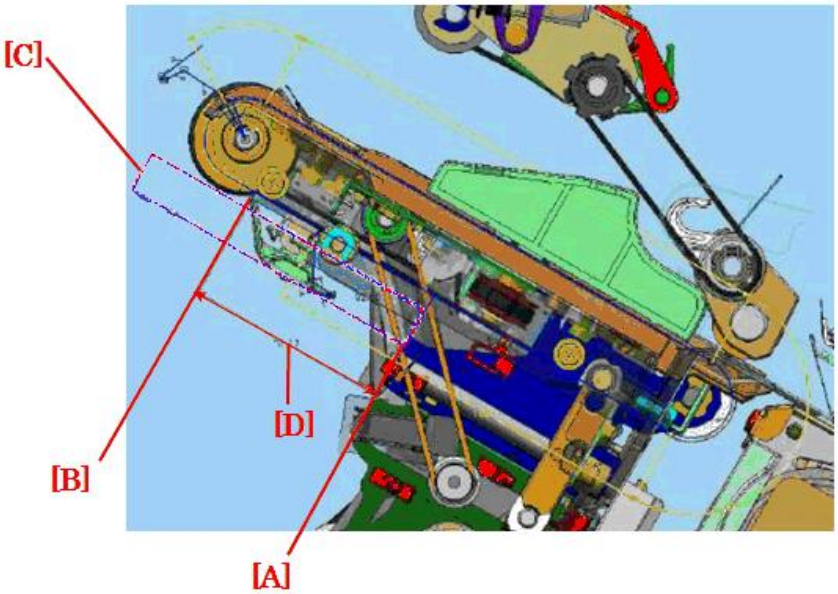


Solution

Do the following if the symptom occurs.

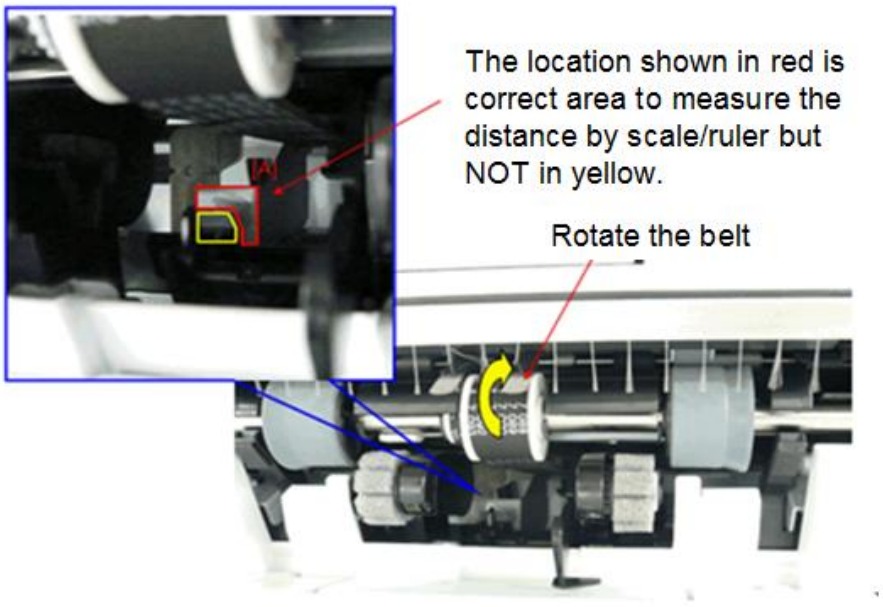
PROCEDURE

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.

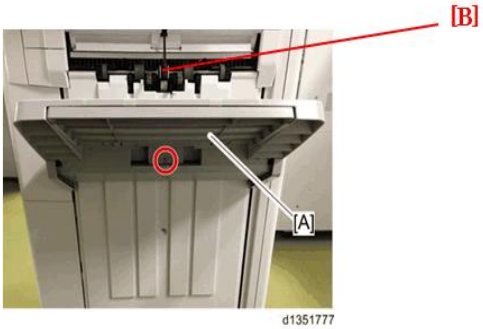


3. Turn the main power ON and execute finisher initialization.
4. Open the finisher's front cover.
5. Turn the exit (timing) belt.

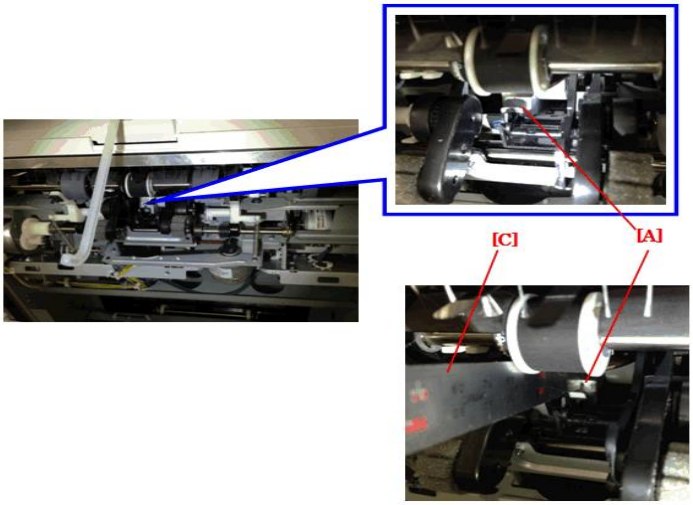
6. Check the location of the bracket [A] (area shown in red).
   Note: The bracket will be clearly visible when the belt is turned.
   The location shown in yellow is wrong area to measure the distance with a scale/ruler.

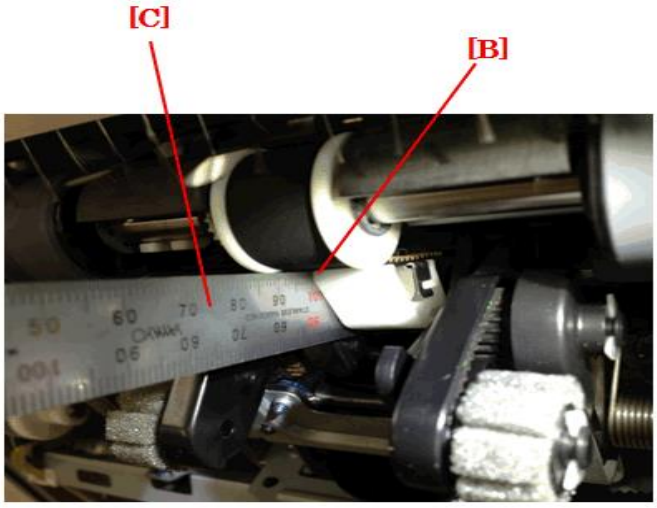


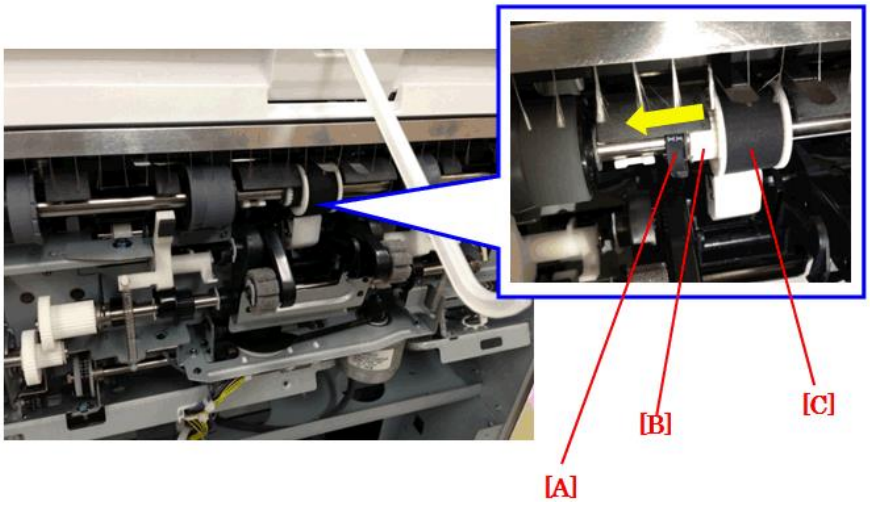
7. Close the finisher's front cover, and then execute finisher initialization again.
8. Turn the main power OFF.
   IMPORTANT: In the following steps, do not turn the belt unless the procedure instructs this.
9. Remove the shift tray [A] (screws x 1).
10. Attach the feeler [B] temporarily to the cover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



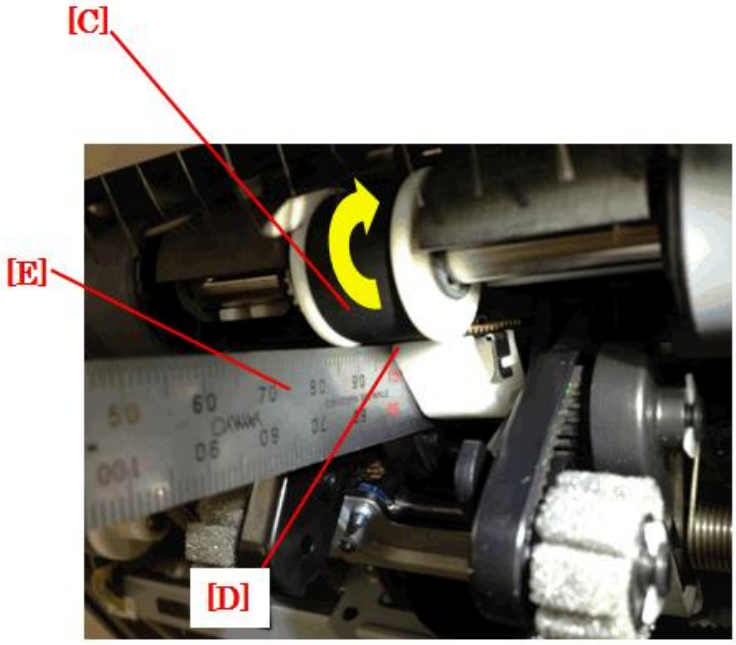
11. Insert the ruler [C] until it contacts the bracket [A].
12. Measure the distance between the bracket and rear tip of the exit pawl [B] using a scale/ruler [C].
    - If this distance is **NOT 51.2±2mm**, release the timing belt [A] from the pulley by sliding it to the left [B] using a pair of needle-nosed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



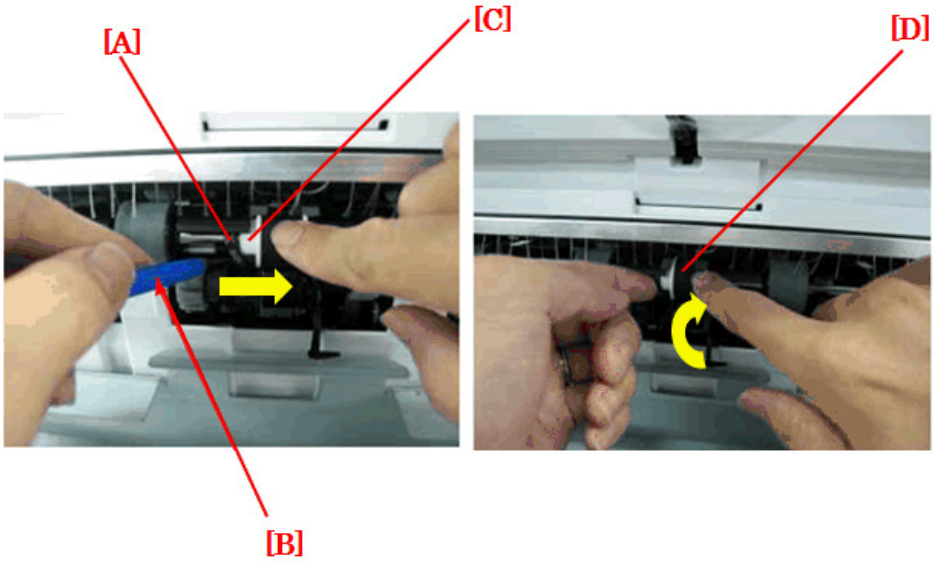




13. Turn the timing belt [C] so that the distance mentioned above is 51.2±2mm.

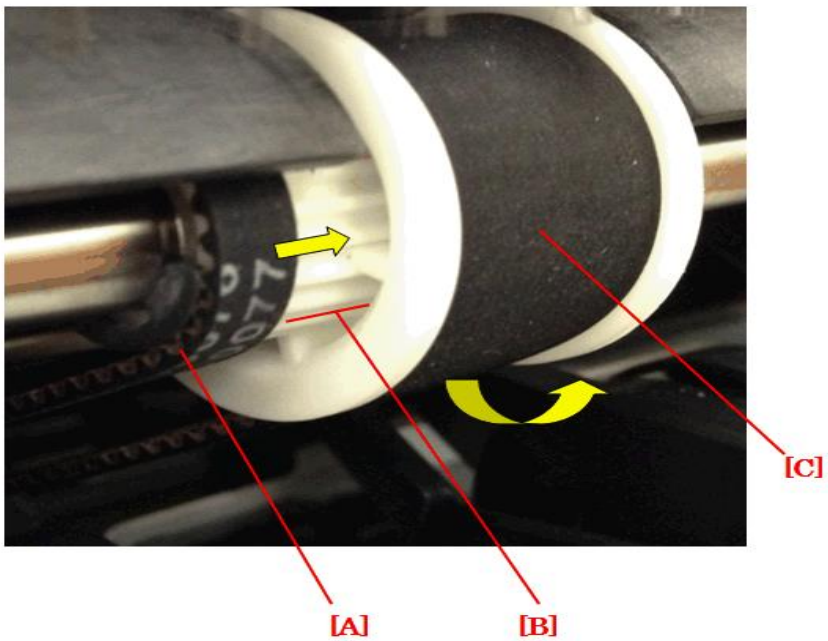


14. Slide the timing belt [A] back to the right, and reattach it to the pulley [C].



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.



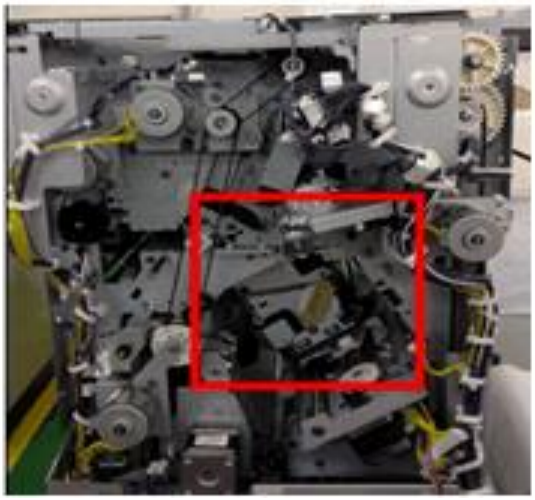
14. Reattach the shift tray and return the feeler (temporarily fixed to the cover) to its original position.
15. Turn the main power ON.
16. Open and close the finisher's front door to begin finisher initialization.

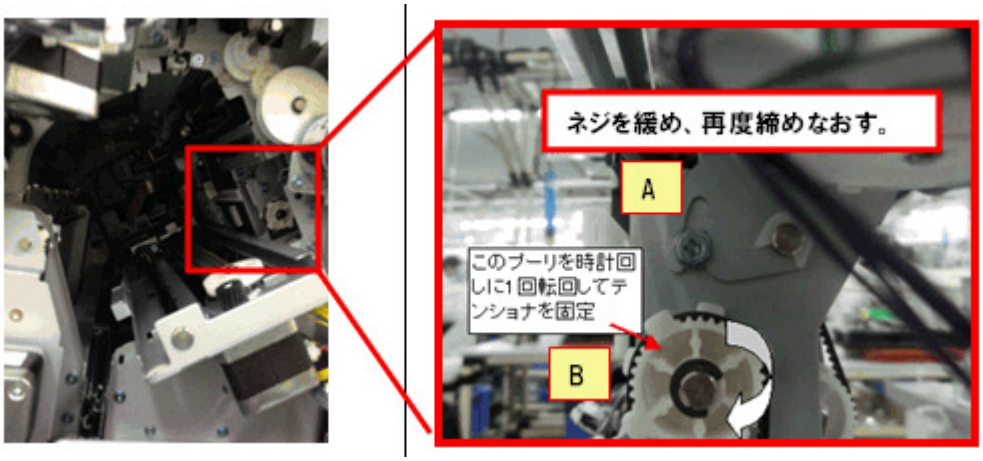
17. Wait for the initialization to be completed, and then make sure that the exit pawl is in the correct position (the distance mentioned above should be 51.2±2mm).

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: **Finisher_SR4090/SR4100**	Date: 3-Sep-13	No.: RD703020

Subject: Parts change: Discharge brushes for higher tolerance against static electricity			Prepared by: A.Takada
From: 1st PP Tech Service Sec., PP Tech Service Dept.,			
Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other (Firmware)	☐ Tier 2

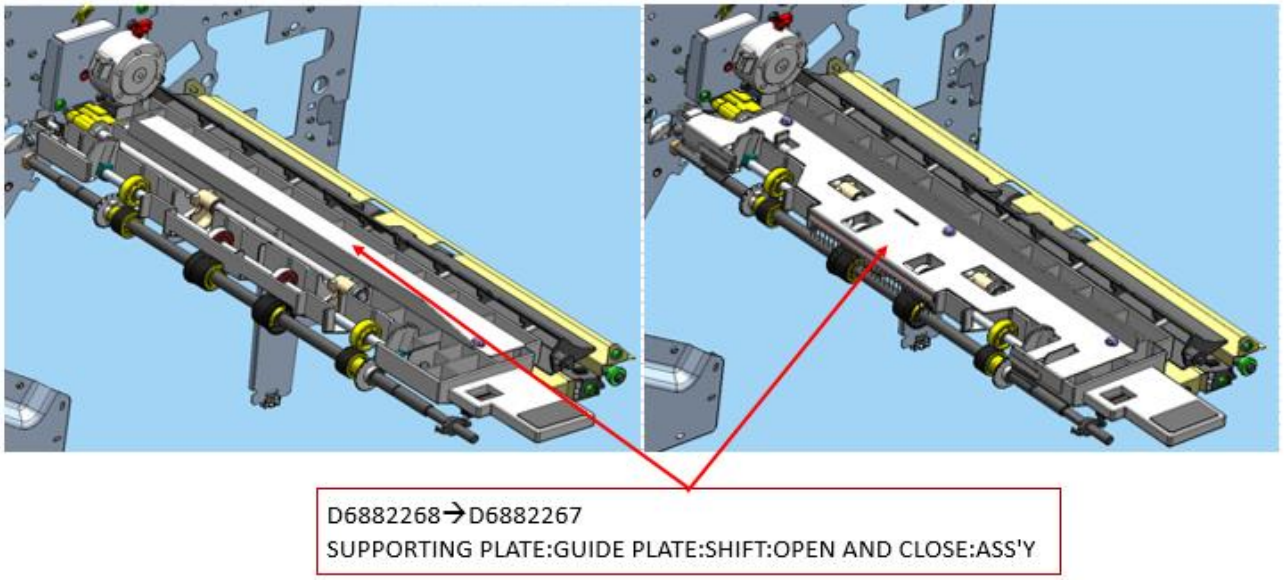
Change 1 : Shape of the supporting plate in the straight-path

Change 2 : Addition of discharge brushes in the straight-path

Reason : Higher tolerance against static electricity

Old part number	New part number	Description	Q'ty	Int	Note
D6882268	D6882267	SUPPORTING PLATE:GUIDE PLATE:SHIFT:OPEN AND CLOSE: ASS'Y	1	X/O	Change

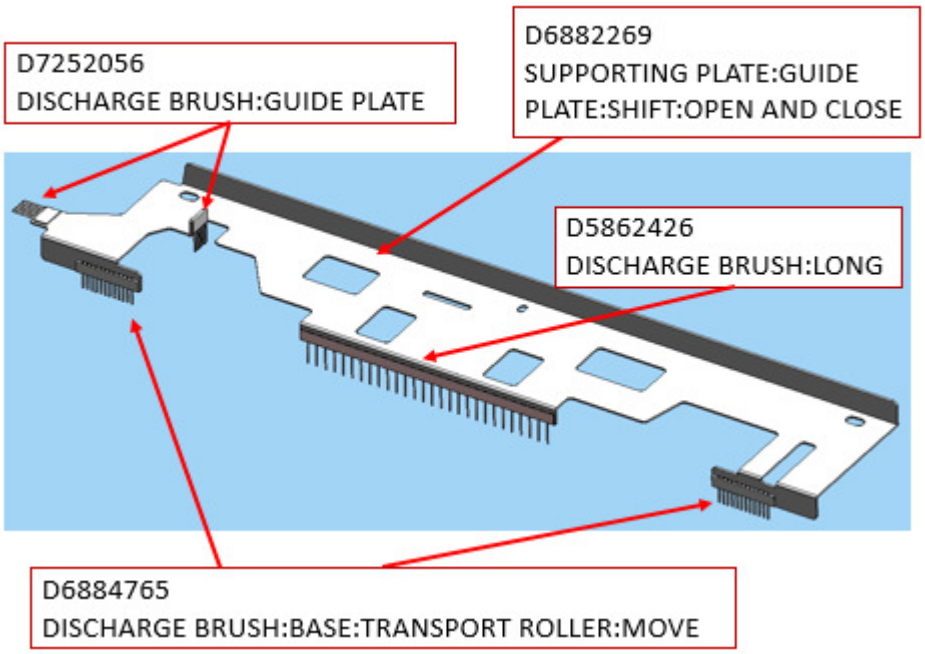
<Old> <New>



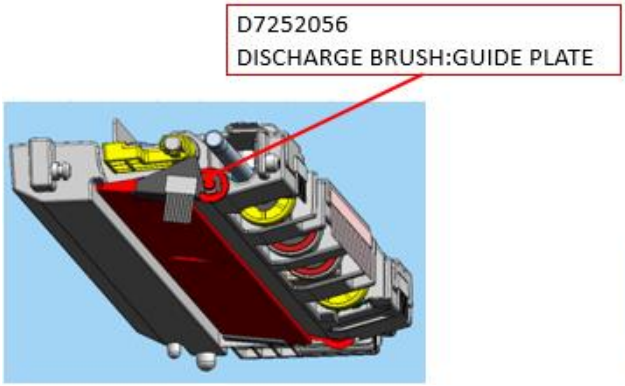
Model: **Finisher_SR4090/SR4100**	Date: 3-Sep-13	No.: RD703020

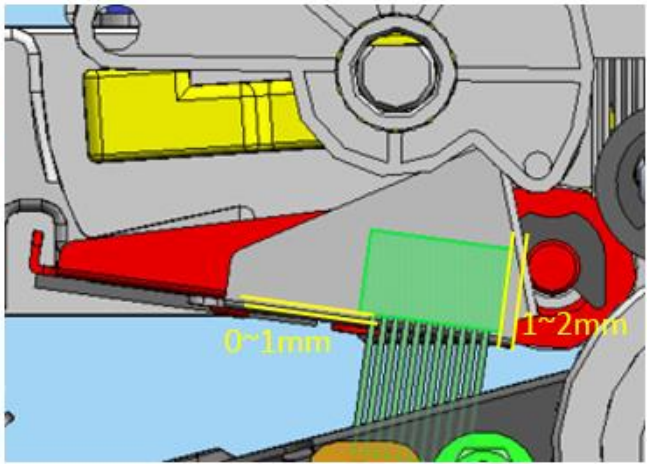
The following are the components of the modified supporting plate (p/n: D6882267).

New part number	Description	Q'ty
D6882269	SUPPORTING PLATE:GUIDE PLATE:SHIFT:OPEN AND CLOSE	1
D6884765	DISCHARGE BRUSH:BASE:TRANSPORT ROLLER:MOVE	2
D5862426	DISCHARGE BRUSH:LONG	1
D7252056	DISCHARGE BRUSH:GUIDE PLATE	2



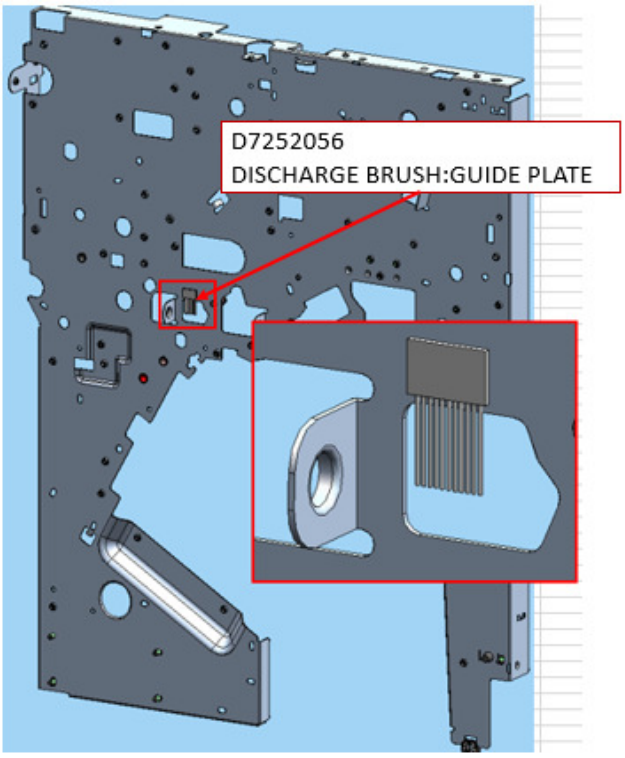
Discharge brush (p/n: D7252056) was attached to the gate pawl (p/n: D6882510).

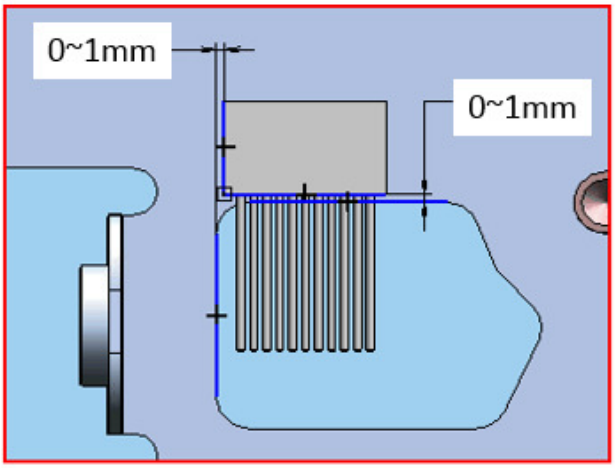




Model: **Finisher_SR4090/SR4100**	Date: 3-Sep-13	No.: RD703020

Discharge brush (p/n: D7252056) was attached to the rear plate.





<Cut in S/N>
Modification was implemented in Nov 2013.

Model	Cut-in S/N	Model	Cut-in S/N
D70317	E433QB10001	***D70417***	E443QB10001
D70321	E433QC80001	***D70421***	E443QB80001

Model: **Finisher_SR4090/SR4100**	Date: 3-Sep-14	No.: RD703021

Subject: Parts change of the stapler unit for higher alignment accuracy	Prepared by: A.Takada
From: 1st PP Tech Service Sec., PP Tech Service Dept.,	

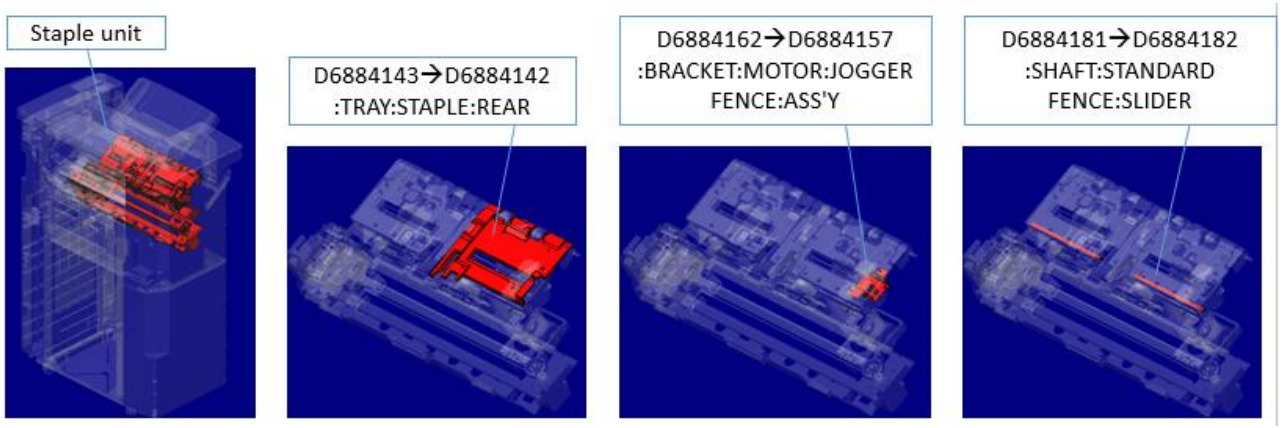
Classification:			
	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other (Firmware)	☐ Tier 2

Change : Design modification of the stapler unit components

Reason : Higher stack alignment accuracy

Old part number	New part number	Description	Q'ty	Int	Note
D6884143	D6884142	TRAY:STAPLE:REAR	1	X/O	Change
D6884162	D6884157	BRACKET:MOTOR:JOGGER FENCE: ASS'Y	1	X/O	Change
D6884181	D6884182	SHAFT:STANDARD FENCE: SLIDER	2	X/O	Change

NOTE: The above parts must be replaced as a set.



<Cut in S/N>
Modification was implemented in Nov 2013.

Model	Cut-in S/N	Model	Cut-in S/N
D70317	E434Q210001	**D70417**	E444Q110001
D70321	E434Q180001	**D70421**	E444Q280001

Model: **Finisher SR4090/SR4100**	Date: 8-Sep-14	No.: RD703022

Subject: Parts Change: Modified pulley for higher reliability			Prepared by: A.Takada
From: 1st PP Tech Service Sec., PP Tech Service Dept.,			
Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other (Firmware)	☐ Tier 2

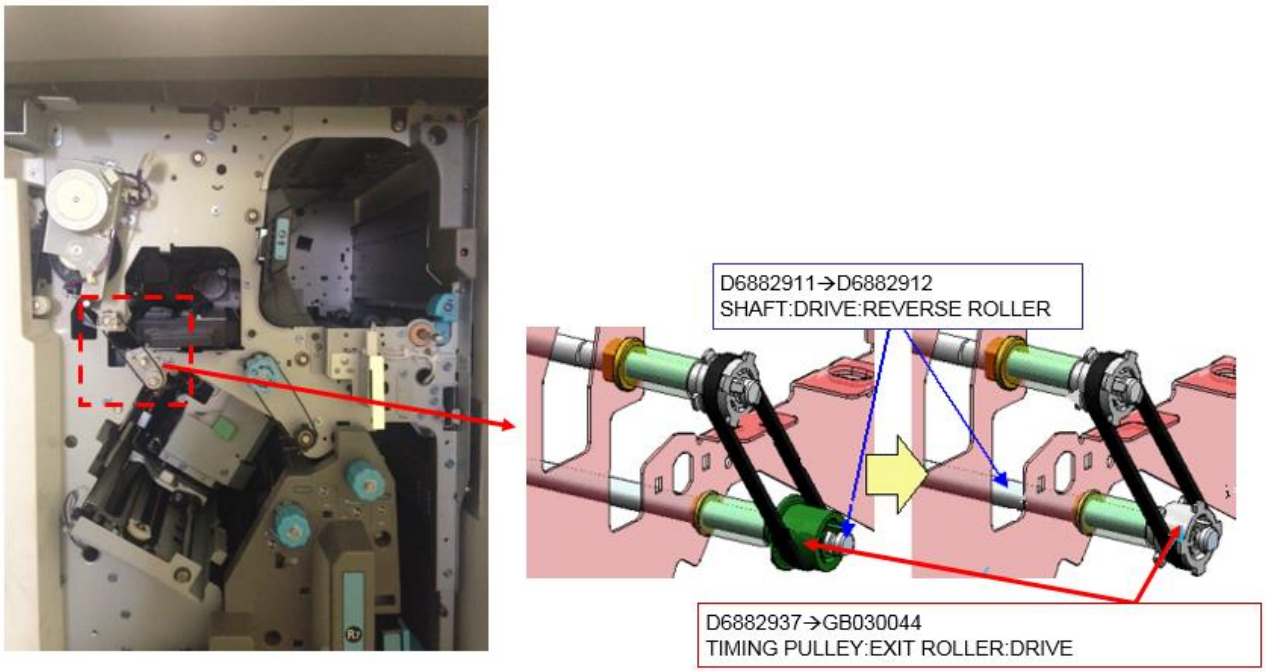
Change : Modification of the pulley on the paper exit drive shaft

Reason : For better engagement of the pulley with the belt

Old part number	New part number	Description	Q'ty	Int	Note
D6882911	D6882912	SHAFT:DRIVE:REVERSE ROLLER	1	X/X	Change
D6882937	GB030044	TIMING PULLEY:EXIT ROLLER: DRIVE	1	X/X	Change

NOTE: The above parts must be replaced as a set.

Front



<Cut in S/N>

Modification was implemented in Oct 2013.

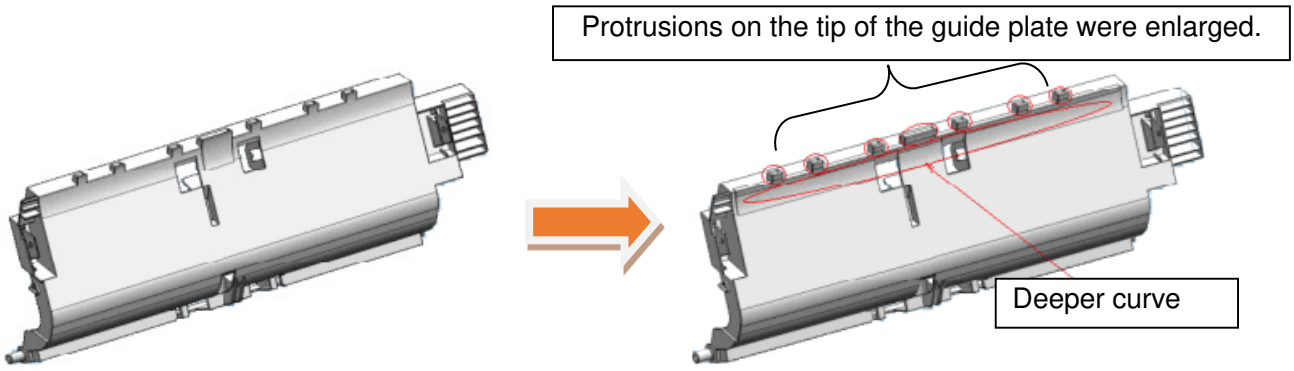
Model	Cut-in S/N	Model	Cut-in S/N
D70317	E433Q910011	**D70417**	E433Q910001
D70321	E433QA80001	**D70421**	E443QB80001

Model: **CH-C1 Finisher SR4090**	Date: 1-Oct-14	No.: RD703023

Subject: Part change:Proof tray guide plate			Prepared by: Ryuuta Chino
From: 1st PP Tech Service Sec., PP Tech Service Dept.,			
Classification:	☐ Troubleshooting	☒ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other (Firmware)	☐ Tier 2

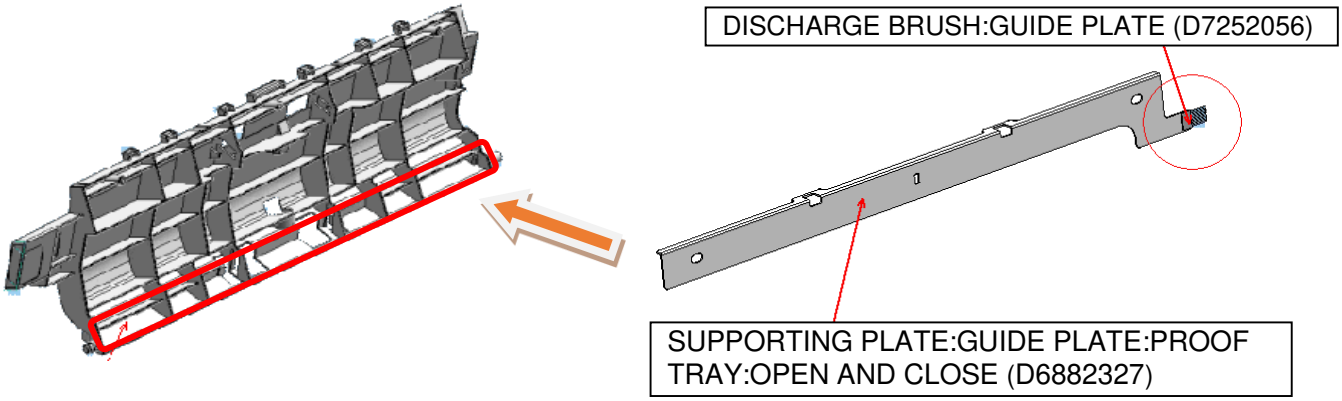
Change : Guide plate of the proof tray
Reason : For higher reliability

New P/N	Description	Q'ty
04503008N	TAPPING SCREW - M3X8	3
D6882327	SUPPORTING PLATE:GUIDE PLATE:PROOF TRAY:OPEN AND CLOSE	1
D7252056	DISCHARGE BRUSH:GUIDE PLATE	1



Model: **CH-C1 Finisher SR4090**	Date: 1-Oct-14	No.: RD703023

A supporting plate attached with a discharge brush (p/n: D7252056) was added to the modified guide plate.



Cut-in S/N

Model	S/N	Model	S/N
D70317	E433QC10001	**D70417**	E443QC10001
D70321	E433QC80001	**D70421**	E443QC80001

Model: Booklet Finisher SR4100	Date: 25-Apr-16	No.: RD703024

Subject: Modified R1 guide plate for better usability	Prepared by: Y.Miyamoto
From: 1st Tech Service Sect., MFP/P Tech Service Dept.	

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

Change : A magnet was added to the R1 guide plate

Reason : For better usability – the guide plate stays open when opened

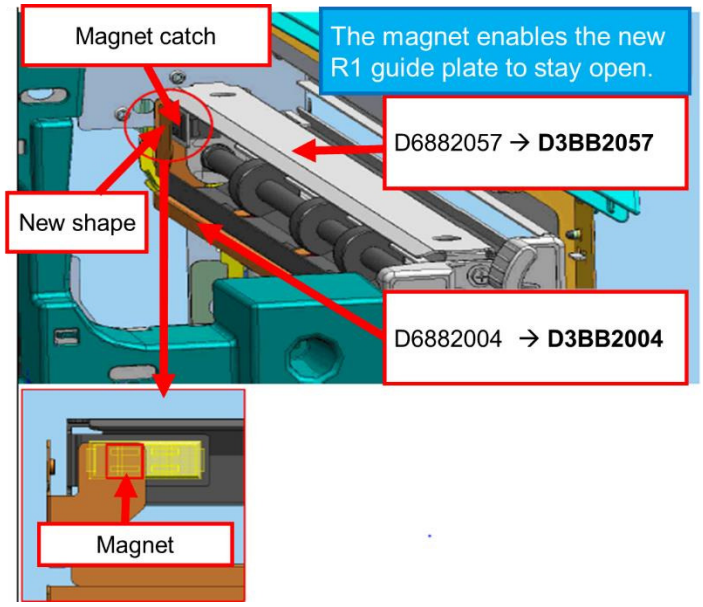
Old part number	New part number	Description	Q'ty	Int	Note
D6882057	**D3BB2057**	GUIDE PLATE: ENTRANCE: UPPER: OPEN AND CLOSE	1->1	X/O	
AG070513	-	MAGNET CATCH	0->1	X/O	
D6882004	**D3BB2004**	GUIDE PLATE: ENTRANCE: LOWER: ASS'Y	1->1	X/O	

NOTE: The above parts must be replaced together as a set.

The above change applies to the following models:

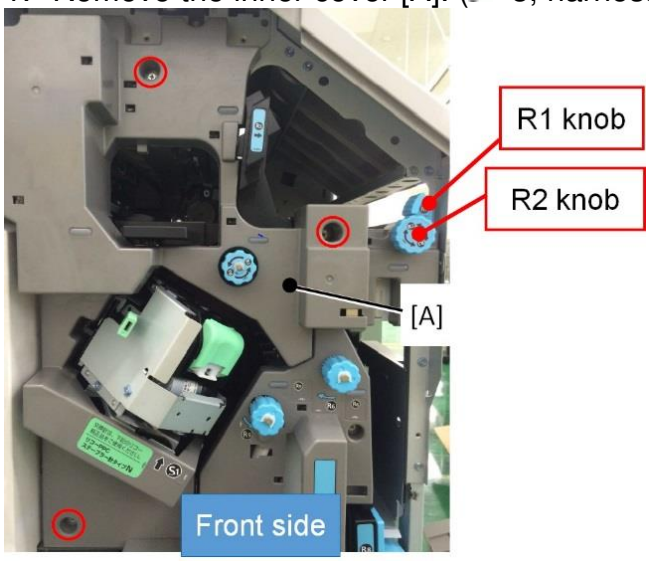
Finisher SR3160	(D688-17, -21)
Booklet Finisher SR3170	(D689-17, -21)
Finisher SR4090	(D703-17, -21)
Booklet Finisher SR4100	(D704-17, -21)

The R1 guide plate consists of the upper plate with the magnet attached and the lower plate with the magnet catch.

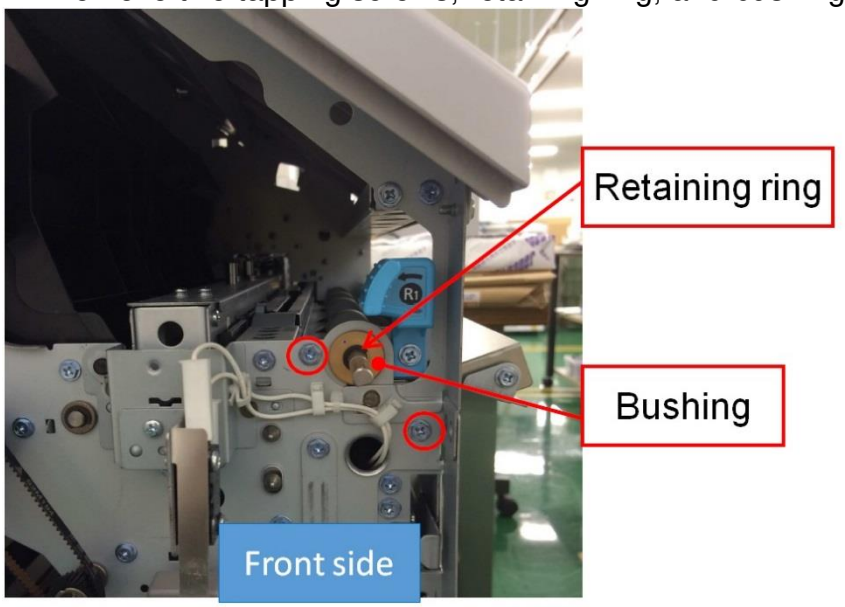


How to replace the R1 guide plate

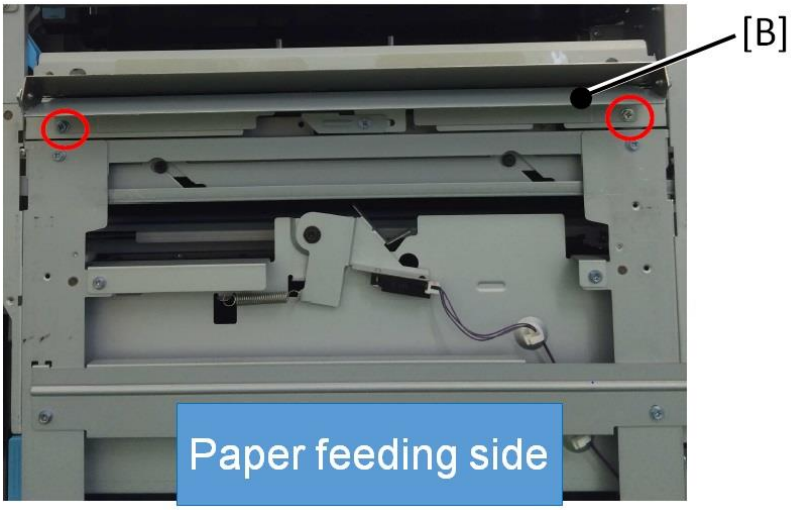
1. Remove the inner cover [A]. (×3, harness x1)



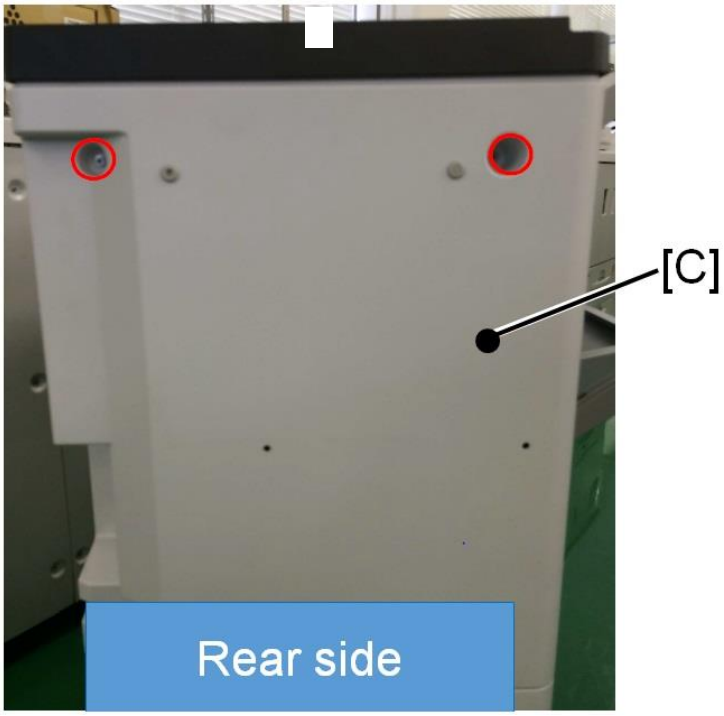
2. Remove two tapping screws, retaining ring, and bushing.



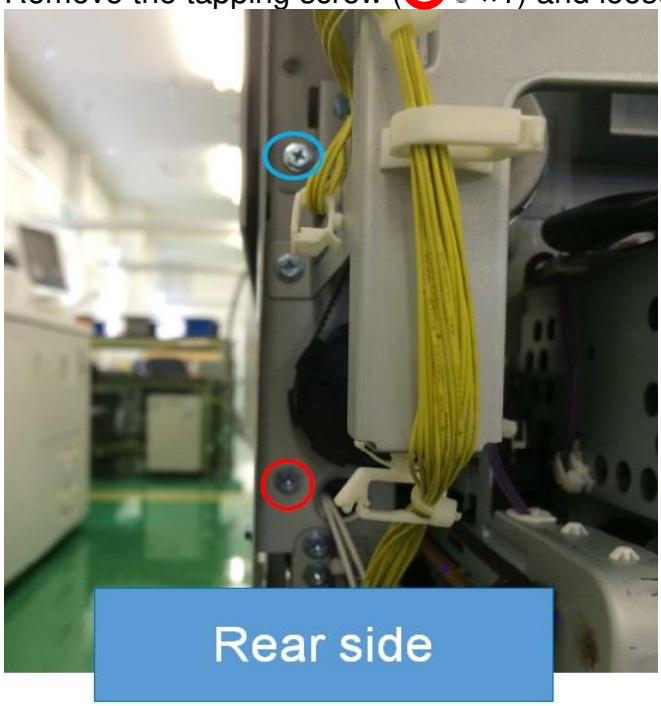
3. Remove the guide plate [B]. (×2)



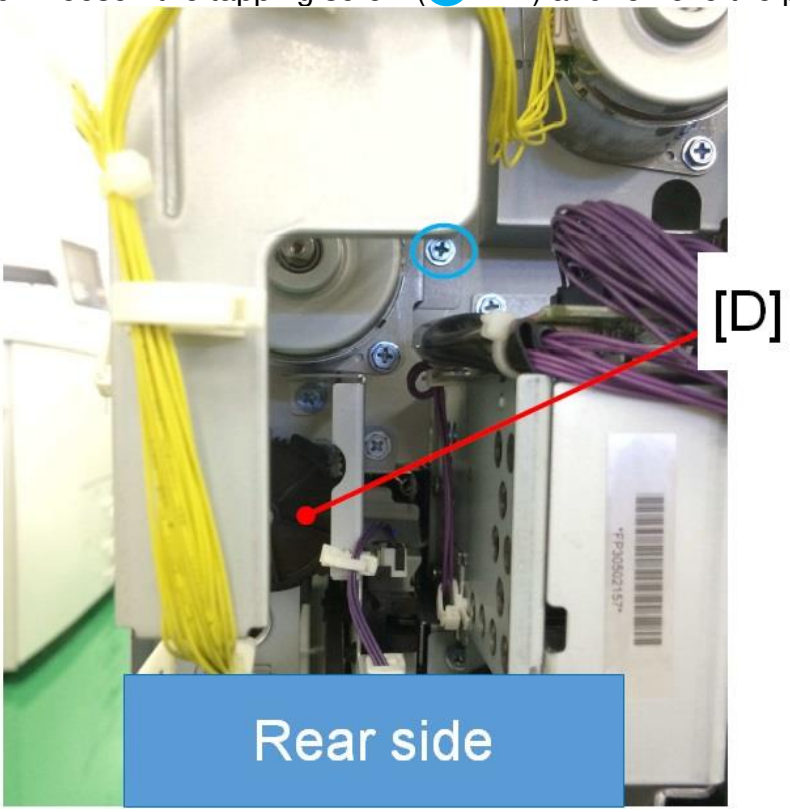
4. Remove the rear cover [C] (×2).



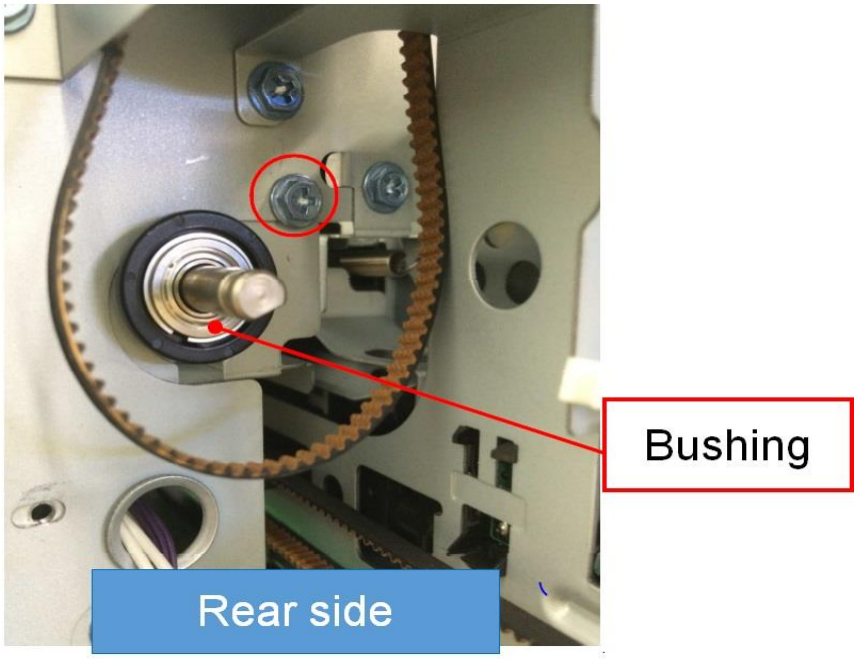
5. Remove the tapping screw (×1) and loosen the tapping screw (×1).



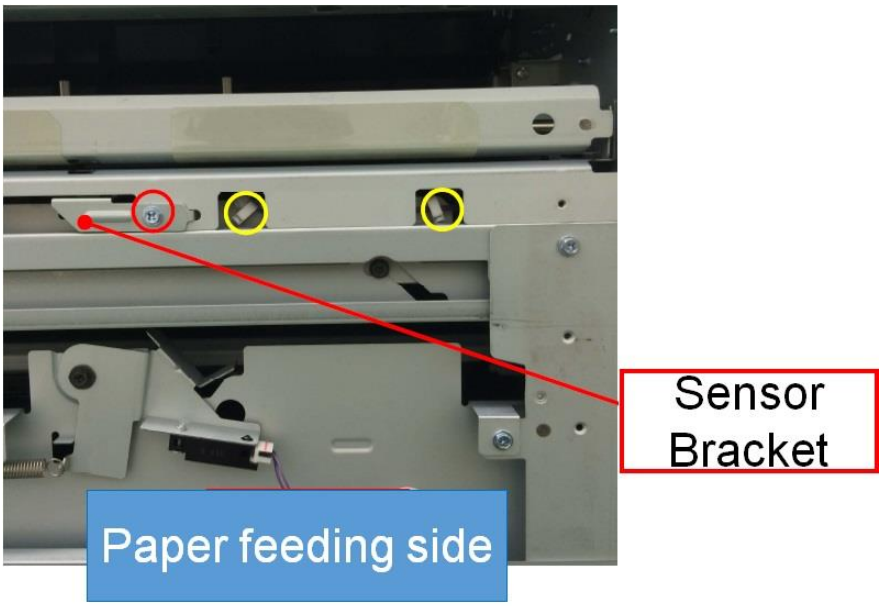
6. Loosen the tapping screw (×1) and remove the pulley [D].



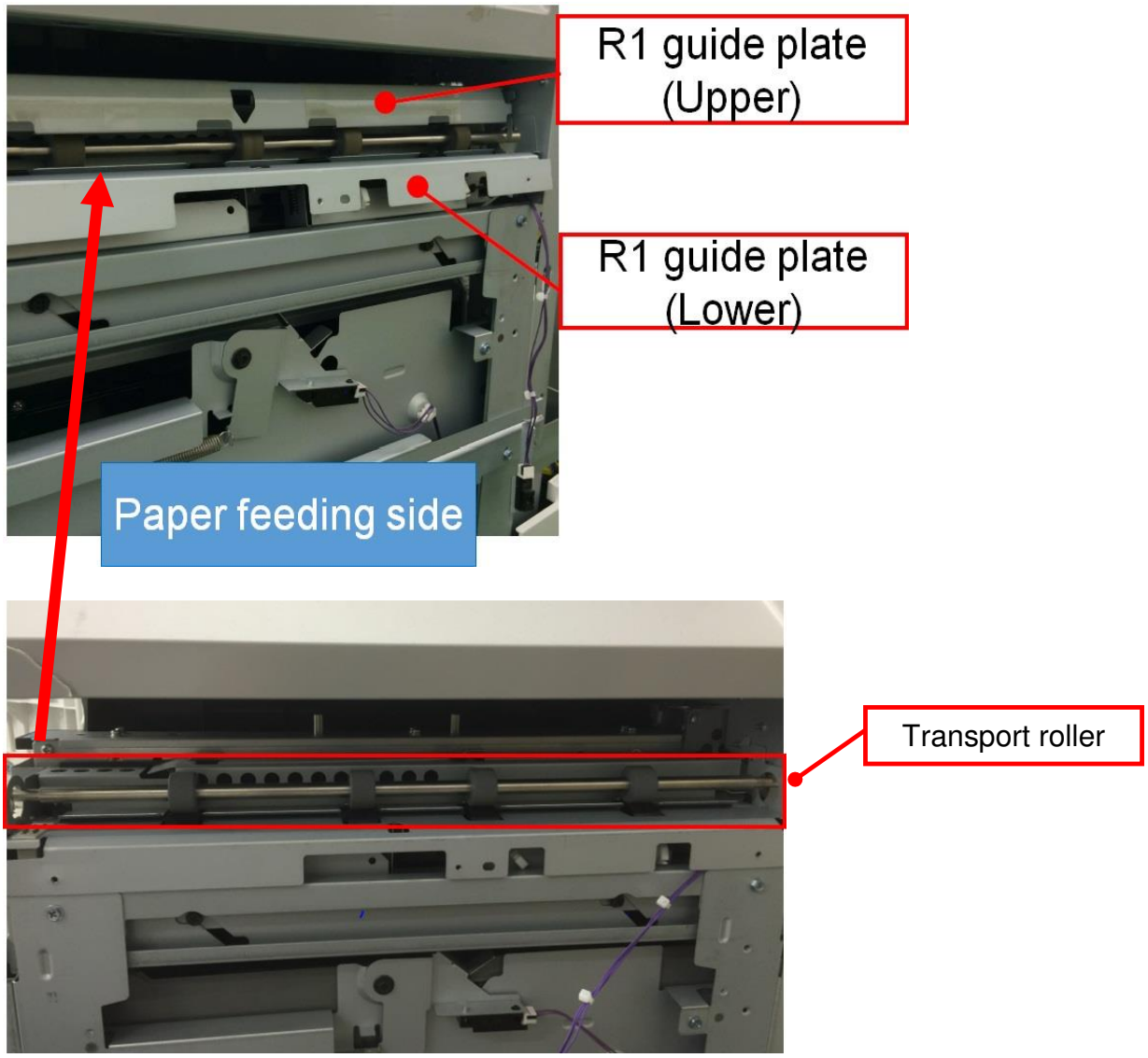
7. Remove the tapping screw (×1) and bushing.



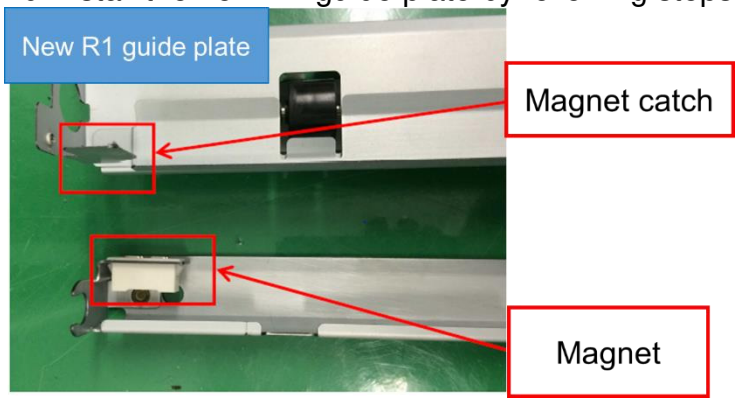
8. Remove the sensor bracket. (×1, harness clamp×2)



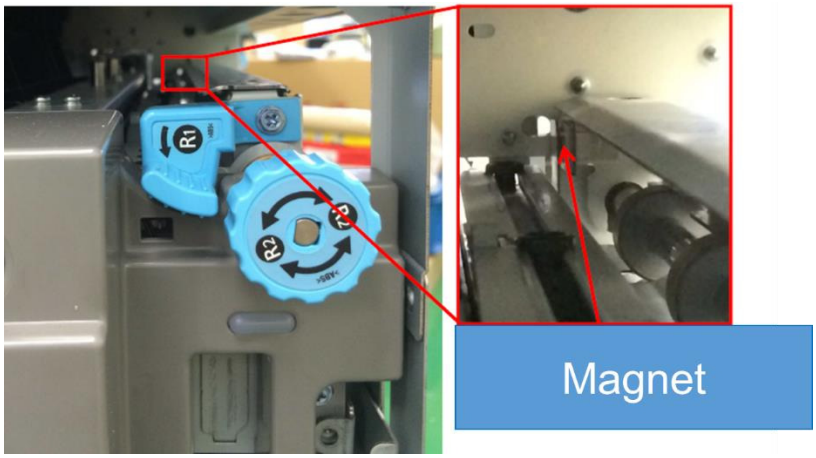
9. Remove the Transport roller and then the upper and lower R1 guide plates.



10. Install the new R1 guide plate by following steps 1 through 9 in reverse order.



11. Open the R1 guide plate, locate the magnet at the rear side and confirm proper behavior.



CUT-IN SERIAL NUMBERS

Model Name	CODE	SERIAL NO.
Finisher SR3160	D688 - 17	E785QA10001
	D688 - 21	E785QB80001
Booklet Finisher SR3170	D689 - 17	E795QA10096
	D689 - 21	E795QB80001
Finisher SR4090	D703 - 17	E435QA10001
	D703 - 21	E435QA80001
Booklet Finisher SR4100	D704 - 17	E445QA10001
	D704 - 21	E445QB80001

Model: Finisher SR4090/SR4100	Date: 8-Mar-17	No.: RD703025

Subject: Manual correction – Proper procedure for moving Finishers SR4090/SR4100-	Prepared by: A.Shigeta
From: 1st Tech Service Sec. MFP Tech Service Dept.	

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

Service Manual Correction

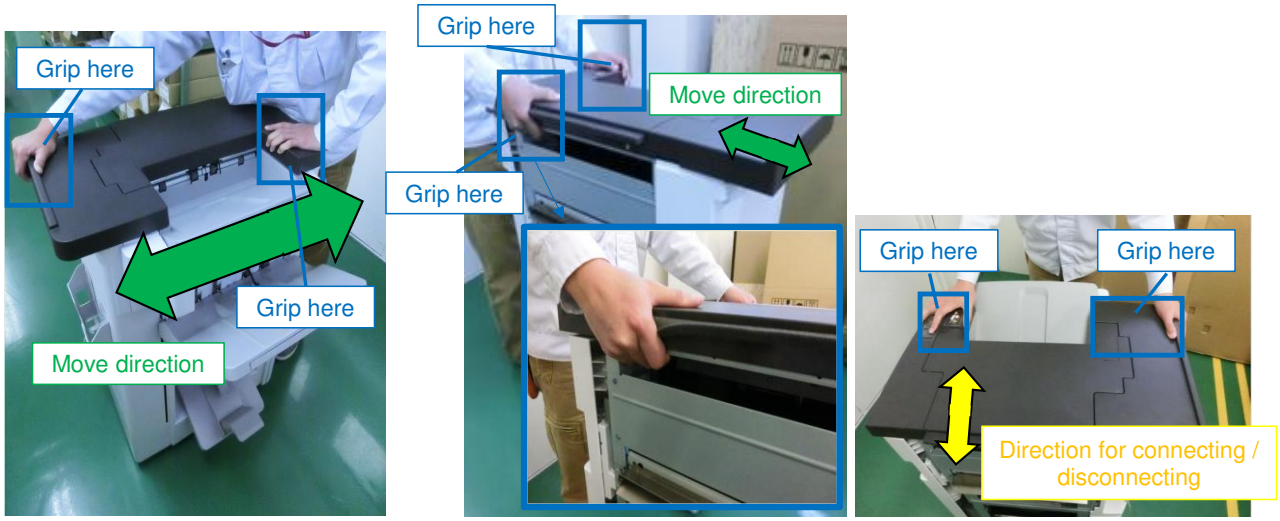
The procedure on how to properly move the Finisher was added to the Service Manual.

Applied Models

MP C6502SP/C8002SP, Pro C5100S/C5110S

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 SR4090/SR4100	Date: 8-Mar-17	No.: RD703025

Do not grip the following locations when moving the finisher:

- Proof tray
- Entrance guide plate
- Shift tray base
- Connection lever
- Waste punch full detection sensor bracket
- Booklet stapler unit (SR4100 only)
- The edge part of the upper cover