

**Reissued:13-Mar-09**

Model: B-C4	Date: 04-Mar-09	No.: RD434001a
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Subject: Firmware Release Note: Finisher_COLUMBIA		Prepared by: T. Tadokoro	
From: PPBG QA/Service Planning Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date
<b>03.050:08</b>	<b>D4345620D</b>	<b>February 2009 production</b>
03.020:08	D4345620A	1st Mass production

Version	Modified Points or Symptom Corrected
<b>03.050:08</b>	<b>Other changes:</b> <b>Leading edge positioning in the staple tray will be changed for single-stapling of 2-4 sheets of paper sizes up to A4T.</b>
03.020:08	1st Mass production

**Reissued: 19-Mar-09**

Model: B-C4	Date: 04-Mar-09	No.: RD434001b
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Subject: Firmware Release Note: Finisher_COLUMBIA		Prepared by: T. Tadokoro	
From: PPBG QA/Service Planning Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other (      )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date
<b>03.060:08</b>	<b>D4345620E</b>	<b>March 2009 production</b>
03.050:08	D4345620D	February 2009 production
03.020:08	D4345620A	1st Mass production

Version	Modified Points or Symptom Corrected
<b>03.060:08</b>	<b>Symptom corrected:</b> <b>- J406 occurs when paper runs out in a Staple mode; stapling more than 81 sheets. (object to Pro 1357EX only)</b>
03.050:08	Other changes: Leading edge positioning in the staple tray will be changed for single-stapling of <b>2-4 sheets</b> of paper sizes up to A4T.
03.020:08	1st Mass production

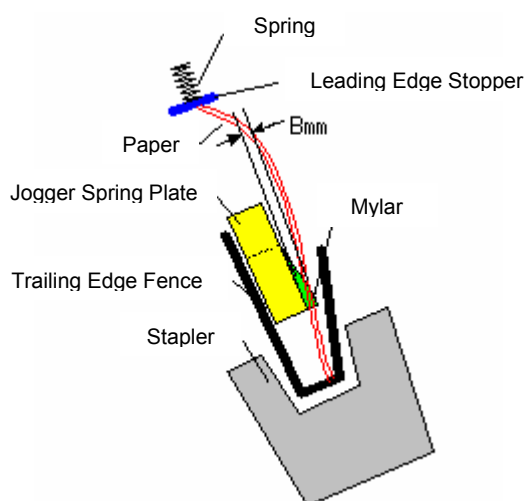
Model: B-C4		Date: 06-Apr-09	No.: RD059019
Subject: Booklet Finisher SR5020 staple position adjustment		Prepared by: T.Tadokoro	
From: PPBG QA/Service Planning Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input checked="" type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

## SYMPTOM

Staple positioning could be misaligned on the SR5020 when stapling 2-4 sheets in “rear-oblique” mode with a paper size of A4 short-edge feed or smaller.

## CAUSE

Misaligned stapling is caused by the shifting of the stacked paper when the stapler clinches. A portion of the trailing edge of the stack of paper interferes with (is caught by) the Jogger Spring Plate as it is bent when jogged by the Spring, which causes the shift.



## SOLUTION

If this problem is reported from the field, please follow the instructions of SP 6208 or Adjustment Settings for Operators.

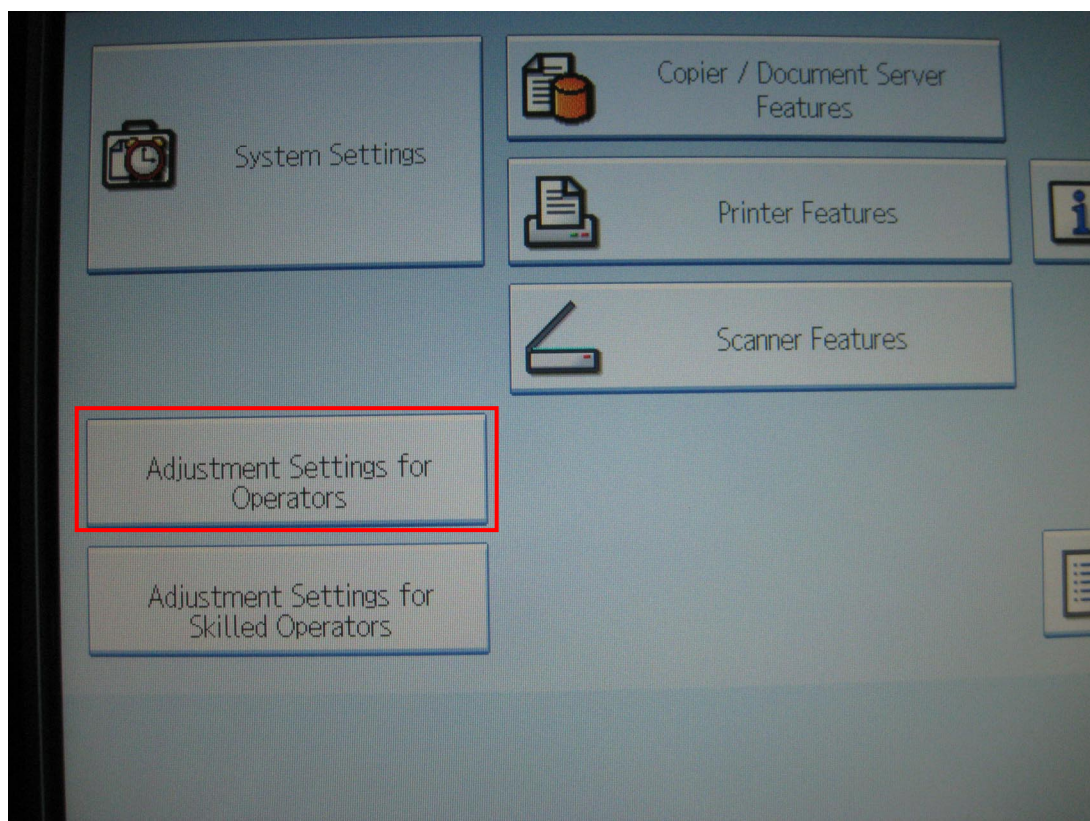
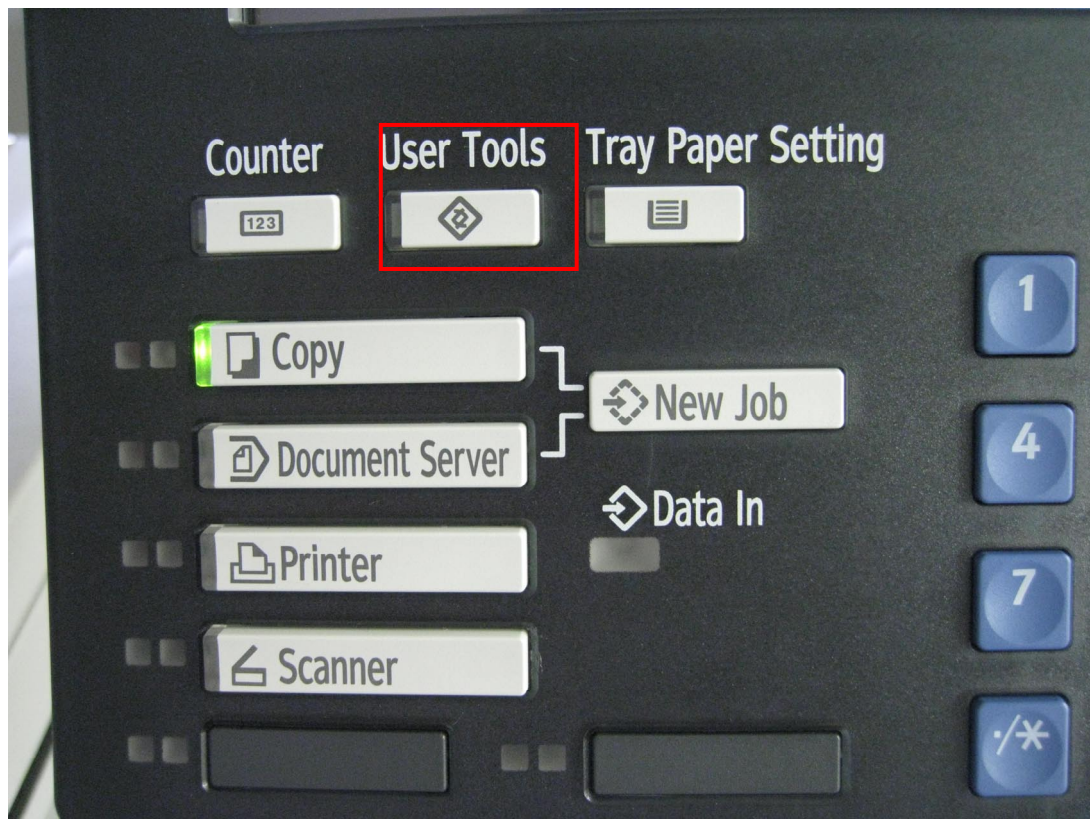
SP Mode : SP6208

Model: B-C4

Date: 06-Apr-09

No.: RD059019

Adjustment Settings for Operators :

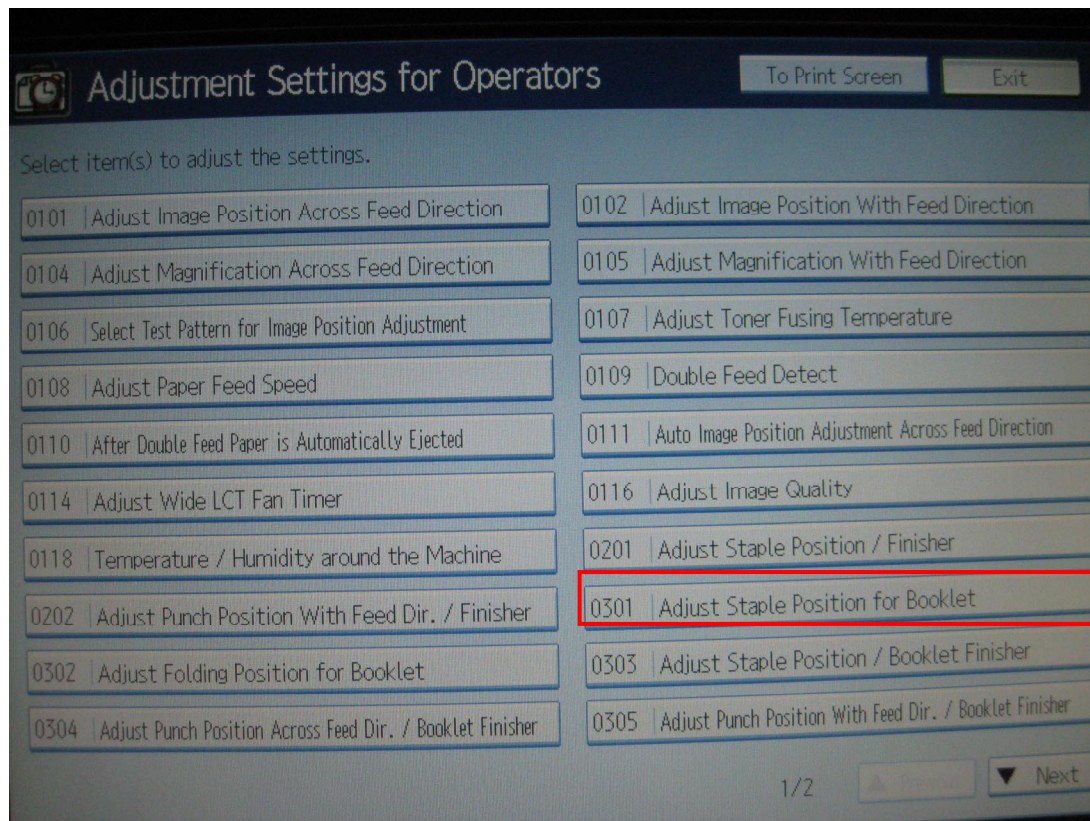




Model: B-C4

Date: 06-Apr-09

No.: RD059019



**Reissued: 04-Jun-09**

Model: B-C4	Date: 04-Mar-09	No.: RD434001c
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Subject: Firmware Release Note: Finisher_COLUMBIA		Prepared by: T. Tadokoro	
From: PPBG QA/Service Planning Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other (      )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date
<b>03.080:08</b>	<b>D4345620F</b>	<b>May 2009 production</b>
03.060:08	D4345620E	March 2009 production
03.050:08	D4345620D	February 2009 production
03.020:08	D4345620A	1st Mass production

Version	Modified Points or Symptom Corrected
<b>03.080:08</b>	<b>Symptom Corrected: :</b> - <b>SC990 at jam occurrence when connecting GBC Puncher.</b> - <b>Unable to change mode (yes/no of cutting) from Booklet Finisher (SR5020) to Trimmer.</b> <b>Other changes :</b> - <b>Cutting position on the Trimmer can be adjusted by mode change.</b>
03.060:08	Symptom corrected: - J406 occurs when paper runs out in a Staple mode; stapling more than 81 sheets. (object to Pro 1357EX only)
03.050:08	Other changes: Leading edge positioning in the staple tray will be changed for single-stapling of 2-4 sheets of paper sizes up to A4T.
03.020:08	1st Mass production

**Reissued: 30-Jul-09**

Model: B-C4	Date: 04-Mar-09	No.: RD434001d
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**RTB Reissue**

The items in bold italics have been corrected.

Subject: Firmware Release Note: Finisher_COLUMBIA		Prepared by: T. Tadokoro	
From: PPBG QA/Service Planning Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Other (      )	<input type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date
<b>03.090:08</b>	<b>D4345620G</b>	<b>August 2009 production</b>
03.080:08	D4345620F	May 2009 production
03.060:08	D4345620E	March 2009 production
03.050:08	D4345620D	February 2009 production
03.020:08	D4345620A	1st Mass production

Version	Modified Points or Symptom Corrected
<b>03.090:08</b>	<b>Symptom Corrected:</b> <ul style="list-style-type: none"> <li><b><i>When a sheet is stuck in the pre-stack feed path in a jam or when the front door is opened, location of the stuck paper is displayed on the operation panel.</i></b></li> <li><b><i>When output to a peripheral upstream to the Booklet Finisher(SR5020), the GBC punch motor will not run idle.</i></b></li> </ul>
03.080:08	Symptom Corrected: : <ul style="list-style-type: none"> <li>SC990 at JAM occurrence when connecting GBC Puncher.</li> <li>Unable to change mode (yes/no of cutting) from Booklet Finisher(SR5020) to Trimmer.</li> </ul> Other changes : <ul style="list-style-type: none"> <li>Cutting position on the Trimmer can be adjusted by mode change.</li> </ul>
03.060:08	Symptom corrected: <ul style="list-style-type: none"> <li>J406 occurs when paper runs out in a Staple mode; stapling more than 81 sheets. (object to Pro 1357EX only)</li> </ul>
03.050:08	Other changes: <p>Leading edge positioning in the staple tray will be changed for single-stapling of <b>2-4 sheets</b> of paper sizes up to A4T.</p>
03.020:08	1st Mass production

Model: Booklet Finisher SR5020	Date: 13-Nov-09	No.: RD434002
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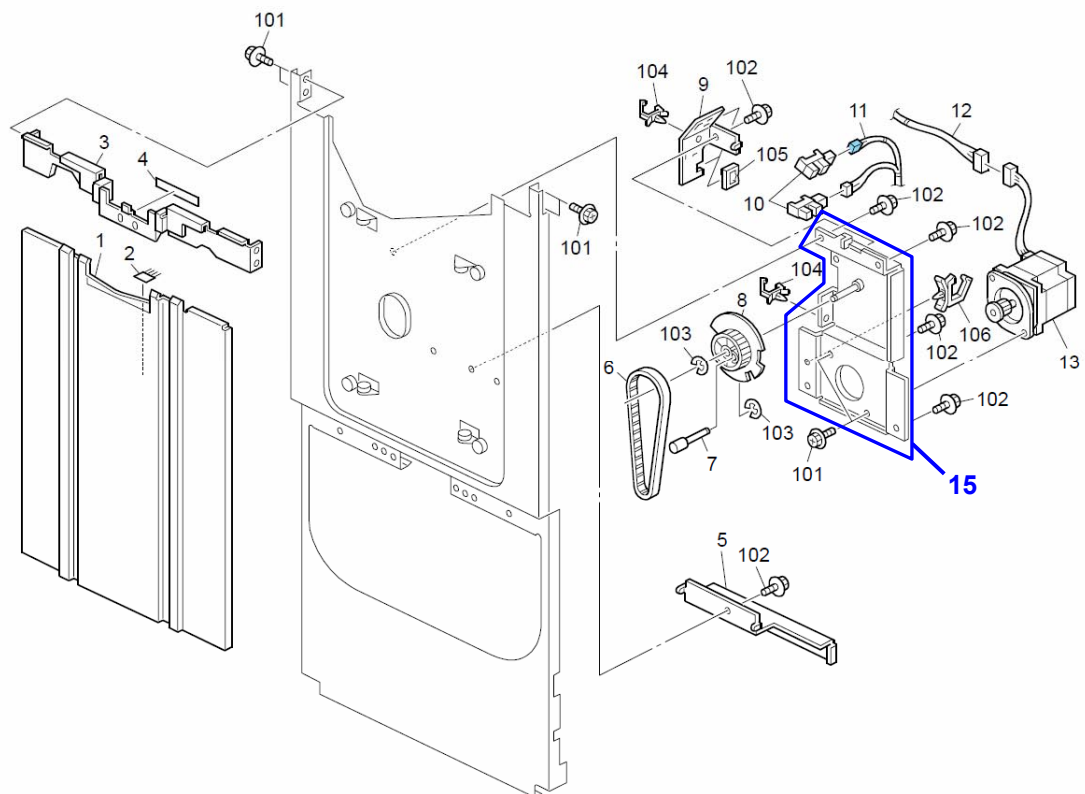
Subject: Bracket:Motor:Shift:Ass'y		Prepared by: T.Tadokoro	
From: PPBG Service Planning Department 1G			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other (      )	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

### 33.Shift Tray 3 (D434)

New part number	Description	Q'ty	Int	Page	Index	Note
D4343271	Bracket:Motor:Shift:Ass'y	1	-	67	15	Add

**Change:** A new service part has been added.

### 33.Shift Tray 3 (D434)





**Reissued: 10-Dec-09**

Model: B-C4	Date: 04-Mar-09	No.: RD434001e
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**RTB Reissue**

The items in bold italics have been corrected.

Subject: Firmware Release Note: Finisher_COLUMBIA		Prepared by: T. Mimura	
From: PPBG QA/Service Planning Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other (      )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date
<b>03.100:08</b>	<b>D4345620H</b>	<b>March 2010 production</b>
03.090:08	D4345620G	August 2009 production
03.080:08	D4345620F	May 2009 production
03.060:08	D4345620E	March 2009 production
03.050:08	D4345620D	February 2009 production
03.020:08	D4345620A	1st Mass production

Version	Modified Points or Symptom Corrected
<b>03.100:08</b>	<b>Symptom Corrected:</b> - <b><i>When GBC Punch connected, jam problem is fixed when using the GBC punch mode.</i></b>
03.090:08	Symptom Corrected: - When a sheet is stuck in the pre-stack feed path in a jam or when the front door is opened, location of the stuck paper is displayed on the operation panel. - When output to a peripheral upstream to the Booklet Finisher(SR5020), the GBC punch motor will not run idle.
03.080:08	Symptom Corrected: : - SC990 at JAM occurrence when connecting GBC Puncher. - Unable to change mode (yes/no of cutting) from Booklet Finisher(SR5020) to Trimmer. Other changes : - Cutting position on the Trimmer can be adjusted by mode change.
03.060:08	Symptom corrected: - J406 occurs when paper runs out in a Staple mode; stapling more than 81 sheets. (object to Pro 1357EX only)
03.050:08	Other changes: Leading edge positioning in the staple tray will be changed for single-stapling of <b>2-4 sheets</b> of paper sizes up to A4T.
03.020:08	1st Mass production

Model: Booklet Finisher SR5020	Date: 16-Jun-10	No.: RD434003
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Subject: Parts modification to improve stability of the Shift Tray		Prepared by: T.Mimura	
From: PPBG Service Planning Department 1G			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other (      )	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

## Problem

Failure occurs in the tray shift behavior when exceeding 2500 outputs to the shift tray when applying paper types that are relatively heavy considering the thickness such as coated paper.

## Cause

Excess load to the component causes the timing belt and the gear to disengage.

## Solution

Replace with the modified parts described in the table below.

Refer to Fig. 1 to identify whether the machine is installed with either old or new parts.

## Parts Change Information:

### 33.Shift Tray 3 (D434)

Old part number	Old Description	New part number	New Description	Q'ty	Int	Page	Index	I/C
D4343226	Guide:Guide Plate:Vertical Transport	D4343227	GUIDE:GUIDE PLATE:OPEN AND CLOSE:VERTICAL TRANSPORT	1		67	5	X/X
B8303242	Shift Shaft	D4343242	SHAFT:SHIFT	1		67	7	X/X
B8303241	Timing Pulley - 43T	D4343241	TIMING PULLEY:SHIFT	1		67	8	X/X
B8303216	Shift Sensor Bracket	D4343216	BRACKET:SENSOR:SHIFT	1		67	9	X/X
D4343271	Bracket:Motor:Shift:Ass'y	D4343273	BRACKET:MOTOR:SHIFT:ASS'Y	1	-	67	15	X/X

## IMPORTANT

Although the table above describes the interchangeability to be X/X; OLD parts CANNOT be used in NEW machines & NEW parts CANNOT be used in OLD machines, when replaced as a set, the interchangeability will be X/O; OLD parts CANNOT be used in NEW machines & NEW parts can be used in OLD and NEW machines.

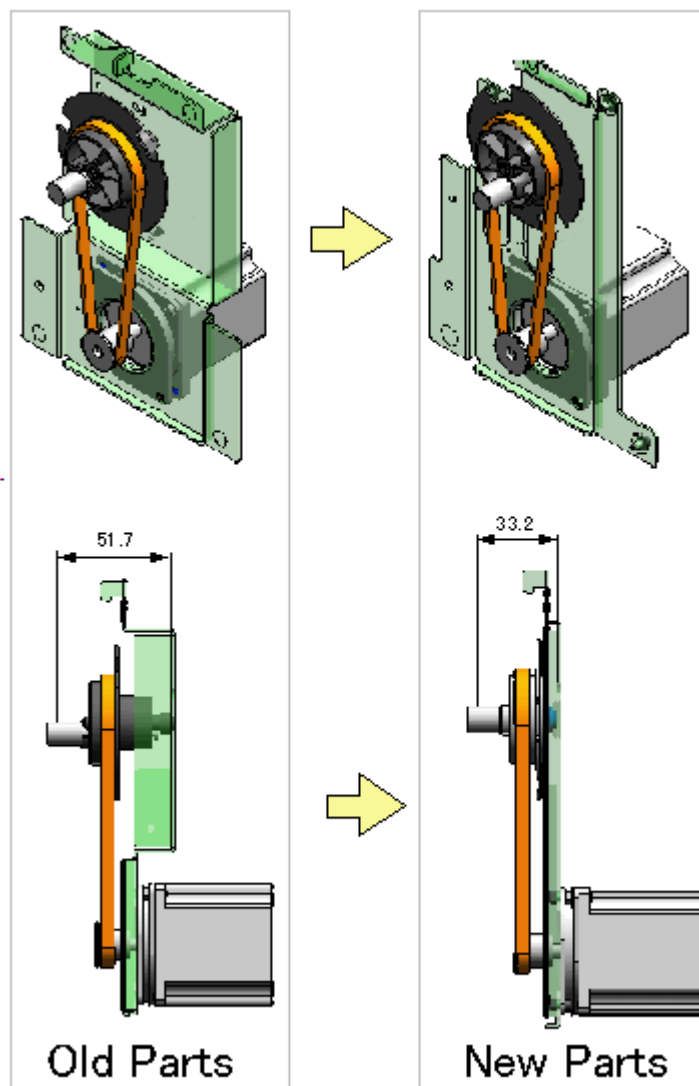


Fig.1

**Reissued: 13-Oct-10**

Model: B-C4, B-P1, Aries-P1.5/C1.5	Date: 04-Mar-09	No.: RD434001f
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**RTB Reissue**

The items in bold italics have been corrected.

Subject: Firmware Release Note: Finisher_COLUMBIA		Prepared by: J. Ohno	
From: PPBG Service Planning Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other (      )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date
<b>03.140:08</b>	<b>D4345620J</b>	<b>October 2010 production</b>
03.100:08	D4345620H	March 2010 production
03.090:08	D4345620G	August 2009 production
03.080:08	D4345620F	May 2009 production
03.060:08	D4345620E	March 2009 production
03.050:08	D4345620D	February 2009 production
03.020:08	D4345620A	1st Mass production

Version	Modified Points or Symptom Corrected
<b>03.140:08</b>	<p><b><i>The Columbia is supported by the Pro C901/C901S.</i></b></p> <p><b><i>The following behaviors/problems have been resolved.</i></b></p> <ul style="list-style-type: none"> <li>- <b><i>Behavior of the Standard Fence: Moveable has been changed when Z-folding B4 size paper.</i></b></li> <li>- <b><i>Stop timing of the shift tray Exit Roller has been modified.</i></b></li> <li>- <b><i>System has been modified to transmit the tray shift position data to the mainframe.</i></b></li> <li>- <b><i>WAIT signal sent from the Columbia to the mainframe has been modified.</i></b></li> <li>- <b><i>Pre-stacked sheets are not fed out to the staple tray when a stop command is sent from the mainframe, for instance when running out of sheets.</i></b></li> <li>- <b><i>Jam occurs in the staple tray when switching to staple mode.</i></b>  <b><i>(Examples of the mode changes causing the jam: Shift --&gt; Staple, Proof --&gt; Staple)</i></b></li> <li>- <b><i>The mainframe will urgently stop the operation regardless of the sheets contained in its paper path when receiving signals from downstream peripherals indicating an anomaly.</i></b></li> <li>- <b><i>When SC755 is called and two jobs are run; first to the shift tray and second to the staple tray, 'Printing' status remains on the control panel even after completing the first job and does not run the second job.</i></b></li> <li>- <b><i>Exit roller marks appear on the trailing edge with paper sizes 415.0mm or larger and 460.4mm or smaller (which are A3, DLT, SRA3, 18inch sizes in standard paper).</i></b></li> </ul>

**Reissued: 13-Oct-10**

Model: B-C4, B-P1, Aries-P1.5/C1.5		Date: 04-Mar-09	No.: RD434001f
03.100:08	Symptom Corrected: - When GBC Punch connected, jam problem is fixed when using the GBC punch mode.		
03.090:08	Symptom Corrected: - When a sheet is stuck in the pre-stack feed path in a jam or when the front door is opened, location of the stuck paper is displayed on the operation panel. - When output to a peripheral upstream to the Booklet Finisher(SR5020), the GBC punch motor will not run idle.		
03.080:08	Symptom Corrected: : - SC990 at JAM occurrence when connecting GBC Puncher. - Unable to change mode (yes/no of cutting) from Booklet Finisher(SR5020) to Trimmer. Other changes : - Cutting position on the Trimmer can be adjusted by mode change.		
03.060:08	Symptom corrected: - J406 occurs when paper runs out in a Staple mode; stapling more than 81 sheets. (object to Pro 1357EX only)		
03.050:08	Other changes: Leading edge positioning in the staple tray will be changed for single-stapling of 2-4 sheets of paper sizes up to A4T.		
03.020:08	1st Mass production		



Model: Booklet Finisher SR5020 (D434)		Date: 16-Nov-10	No.: RD434004
Subject: Added Mylar on Entrance Guide Plate		Prepared by: T. Komori	
From: PP Service Planning Department 1G			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

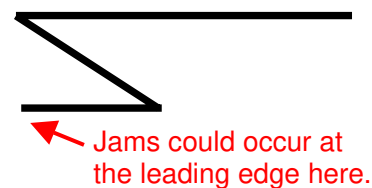
**Change:** A new part was added.

**Reason:** To prevent the leading edge of a Z-folded sheet from jamming

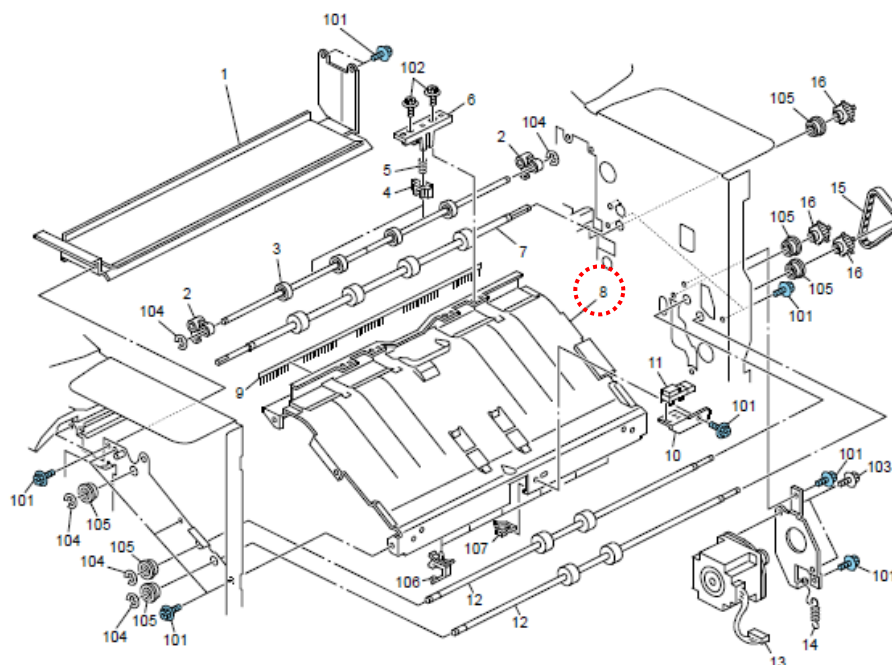
**Please note this RTB only when the Booklet Finisher SR5020 is used in combination with the Z-folding function.**

New Part Number	Description	Q'ty	Int	Page	Index	Note
D4342135	SEAL:0.1MM:GUIDE PLATE:ENTRANCE:LOWER	2		9	17	Add

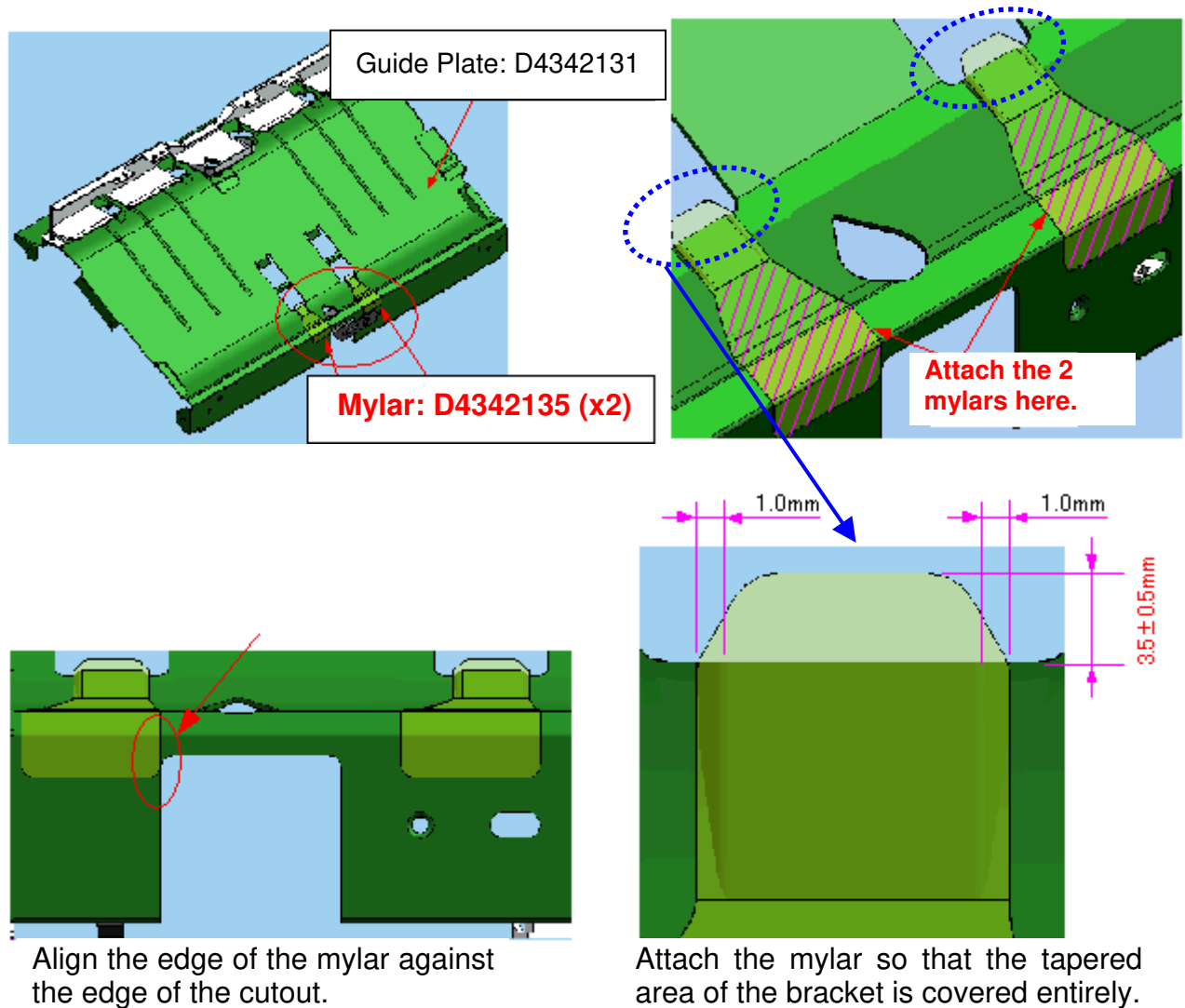
The leading edge of a Z-folded sheet could jam with the entrance guide plate of the Booklet Finisher SR5020. Mylar (p/n D4342135) has been added to the entrance guide plate (p/n D4342131; indexed 8 below) to lower the chances of jams and allow smooth entrance of the leading edge.



4.Paper Transfer:Entrance 2 (D434)



The diagrams below describe how and where to attach the mylars.



Model: Aries-P1.5/C1.5		Date: 19-Jan-11	No.: RM077014
Subject: Apply auxiliary tray for SR5020		Prepared by: H. Matsui	
From: PPBG Service Planning Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

**Information in this RTB applies only to the NA market.**

## General

When the Booklet Finisher (SR5020) is in use with ProC901/C901s, coated thin paper fed out to the finisher shift tray could result in poor stacking or jam.

**Reason:** High friction between the shift tray and coated thin paper

**Solution:** Attach the following auxiliary part to the finisher shift tray.

Part Number	Description
D4349901	MODIFICATION :Tray: Auxiliary : Stack

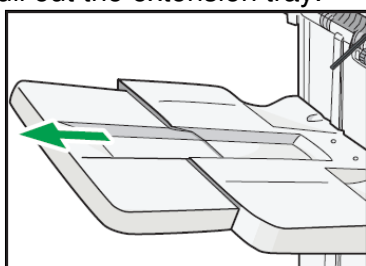
Please note that the Booklet Finisher registered with S/N V5301200075 or newer includes this auxiliary tray as an accessory.

The auxiliary tray should be used in the following conditions:

- S/N of the Booklet Finisher is V5301200075 or older
- Booklet Finisher is connected to Pro C901/C901s
- Paper type is "Coated & Thin"
- Poor stacking on the shift tray

## Attaching the Auxiliary Tray:

1. Press the "Stop" button on the Booklet Finisher.
2. If any, remove paper from the shift tray.
3. Pull out the extension tray.



4. Align the projection on the auxiliary tray with the back fence.



5. Press the "Stop" button to resume printing.

Model: Booklet Finisher SR5020 (D434)		Date: 23-Mar-11	No.: RD434005
Subject: Modification of ball bearing		Prepared by: T. Komori	
From: PP Service Planning Department 1G			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (    )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

**Change:** Ball bearing (in the shift tray drive)

**Reason:** Higher reliability

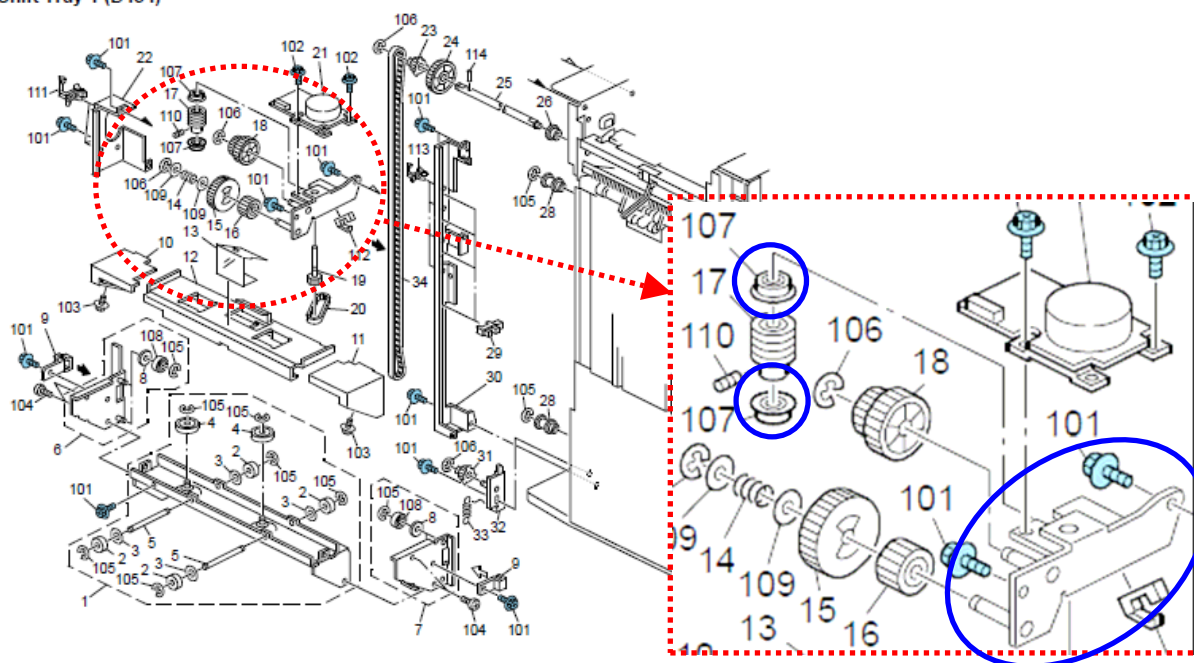
Old Part Number	New Part Number	Description	Q'ty	Int	Page	Index	Note
07413706	07413506	BALL BEARING – 6X12X4 MM	2	X/O	63	107	
	D4343135	BRACKET:DRIVE:DC BRUSHLESS MOTOR:ASS'Y	1		63	115	add

The shape of the bracket has changed accordingly with this modification.

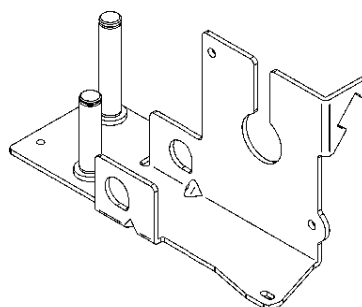
## NOTE

- The modified ball bearing (07413506) cannot be installed in the old bracket.
- This modification is reflected in the production starting from June 2010.

31.Shift Tray 1 (D434)



The newly added bracket (p/n D4343135):

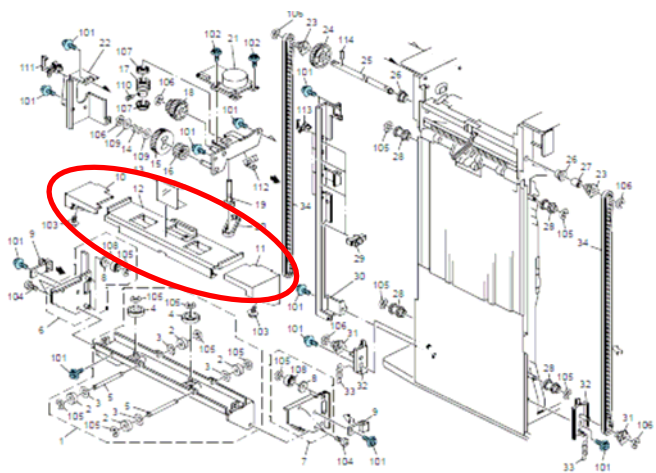


Model: Booklet Finishr SR5020 (D434)		Date: 22-Apr-11	No.: RD434006
Subject: Part Change – shift tray		Prepared by: T. Komori	
From: PP Service Planning Department 1G			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> 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

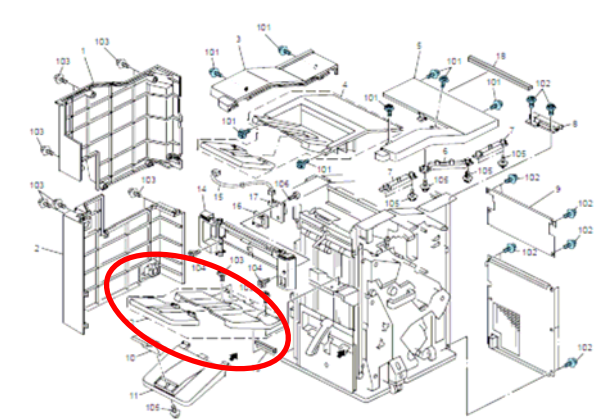
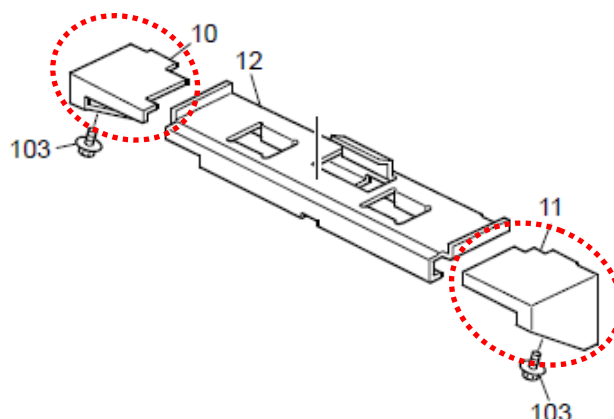
**Change:** Shape of the part

**Reason:** Standardization for releasing “Booklet Finisher SR5040/5030”

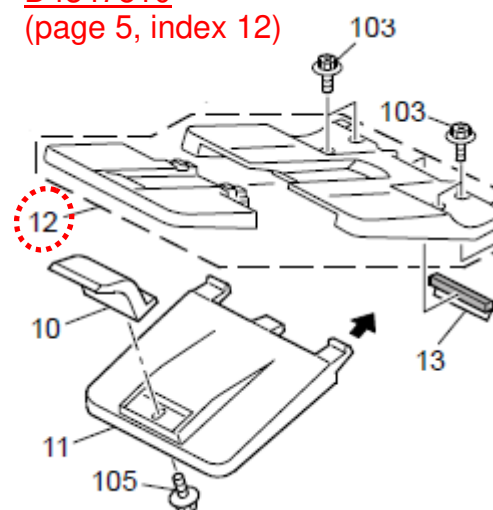
Old Part Number	New Part Number	Description	Q'ty	I/C	Page	Index
D4346711	D4346712	COVER:SHIFT TRAY:FRONT	1	X/X	as a set	63
D4346761	D4346762	COVER:SHIFT TRAY:REAR	1	X/X		10
D4347505	D4347510	SHIFT TRAY:ASS'Y	1	X/O	5	12



D4346712/D4346762  
(page 63, index 10, 11)



D4347510  
(page 5, index 12)

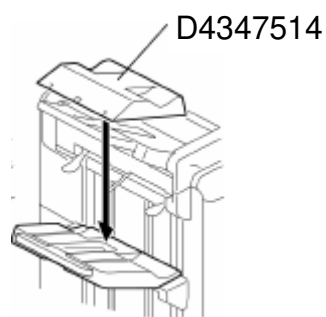




Model: Bookket Finsher SR5020 (D434)		Date: 22-Apr-11	No.: RD434007
Subject: Addition of the shift tray		Prepared by: T. Komori	
From: PP Service Planning Department 1G			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

**Change/Reason:** We have added the shift tray for coated thin paper.

New Part Number	Description	Q'ty	Page	Index	Note
D4347514	SHIFT TRAY:AUXILIARY:STACK	1	3	26	Add



This tray should be used when stacking coated thin paper (less than 90gsm). It prevents sheets sticking together because a space is generated between the stacked sheets. Also, when not using this tray, it can be stored as shown below.



## NOTE

- This is modified from December 2010 mass production.

Model: Booklet Finisher SR5020 (D434)		Date: 18-Aug-2011	No.: RD434008
Subject: Addition of New Service Part: Caution Decal		Prepared by: M. Abe	
From: PP Service Planning Department 1G			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier2

**Change:** Addition of Decal

**Reason:** Change in material of the Decal for recyclability: PS → ABS

Please apply the following correction to your parts catalog.

P/N	Description	Q'ty	Int	Page	Index	Note
D4347821	DECAL:CAUTION:PAPER EXIT SUB-UNIT	1	-	65	12	Add

## NOTE

Although the above table describes this new service part as an “addition”, a decal with the same illustration made of PS was registered and used with the p/n D4347820.

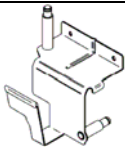
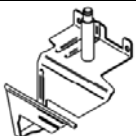
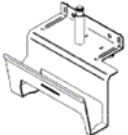
The term “add” is used instead of “change” in this bulletin because the former p/n was eliminated from the service parts system and the new p/n had to be registered additionally.



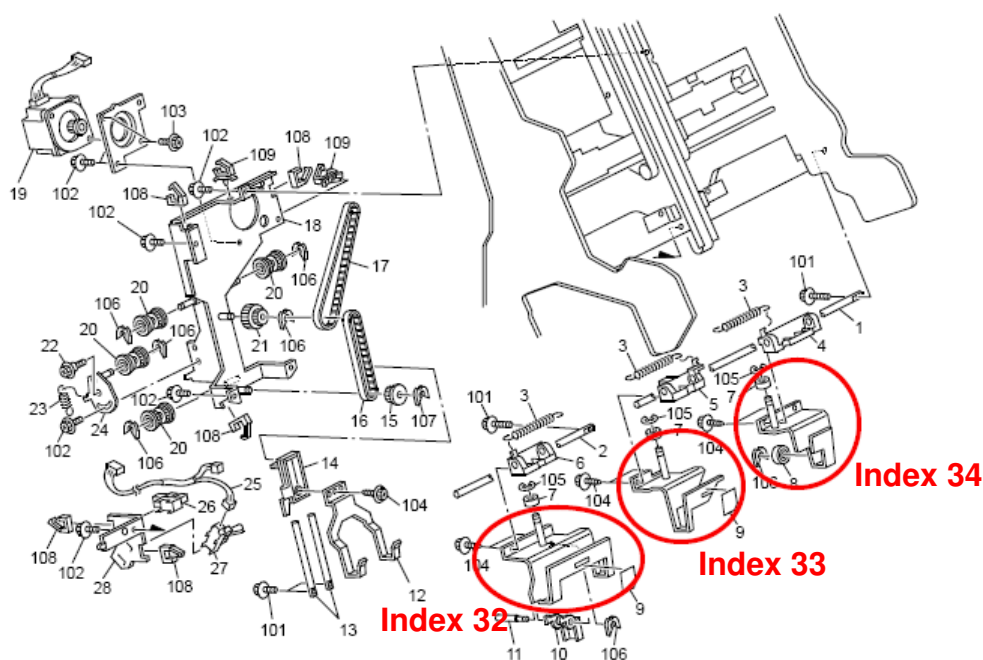
Model: Booklet Finisher SR5020 (D434)		Date: 18-Aug-10	No.: RD434009
Subject: Addition of the Bracket		Prepared by: T. Komori	
From: PP Service Planning Department 1G			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

**Change:** Parts were added

**Reason:** Missing from the parts catalog

New Part Number	Description	Q'ty	Page	Index	Note
D4344347	STANDARD FENCE:REAR:AUXILIARY:ASS'Y 	1	33	34	Add
D4344377	STANDARD FENCE:REAR:ASS'Y 	1	33	33	Add
D4344327	STANDARD FENCE:FRONT:ASS'Y 	1	33	32	Add

## 16.Staple Unit 6 (D434)



Model: Booklet Finisher SR5020 (D434)		Date: 19-Aug-2011	No.: RD434010
Subject: Addition of Mylars to Bottom Fences for Higher Stapling Accuracy		Prepared by: M. Abe	
From: PP Service Planning Department 1G			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier2

**Change:** Addition of Mylars to the bottom fences

**Reason:** Higher stapling performance

Please apply the following corrections to your parts catalog.

P/N	Description	Q'ty	Int	Page	Index	Note
D5124372	GUIDE:FILM:STANDARD FENCE	2	-	33	35	Add
D5124373	FILM:GUIDE:FRONT	1		33	36	Add
D5124374	FILM:GUIDE:REAR	1		33	37	Add

Mylars have been added to the bottom fences (front and rear) to prevent the stacks from bending, which could result in inaccurate stapling.

16. Staple Unit 6 (D434)

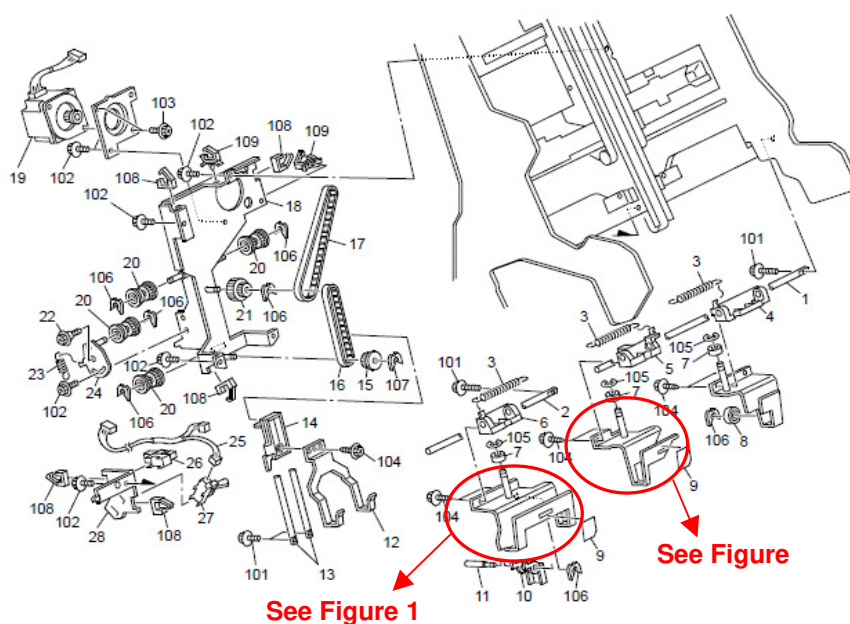


Figure 1

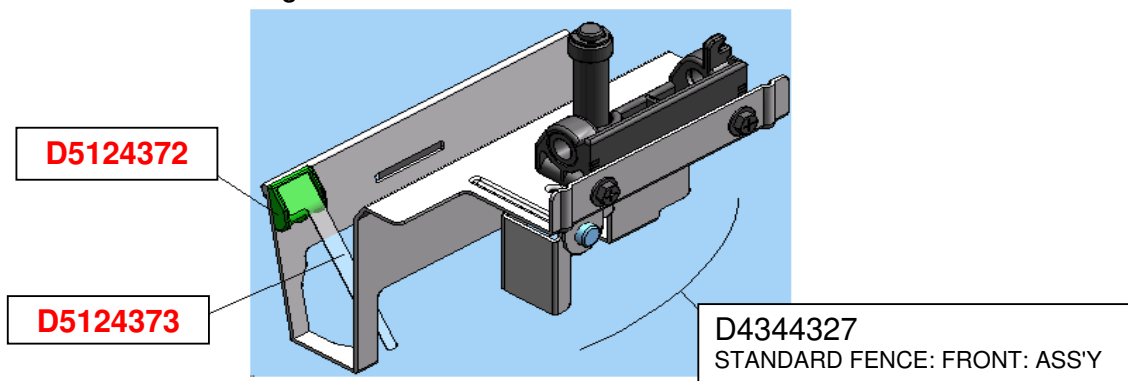
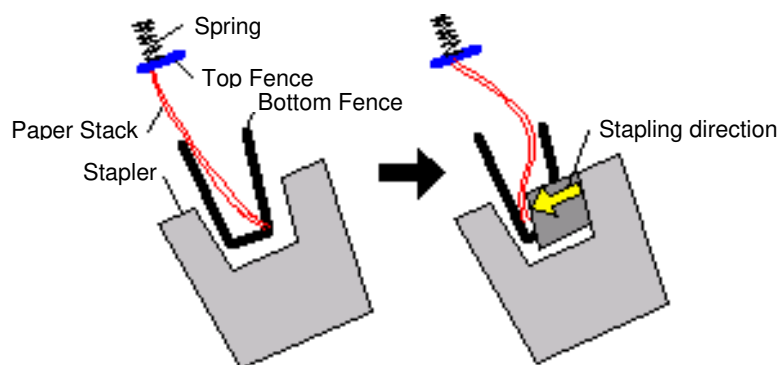
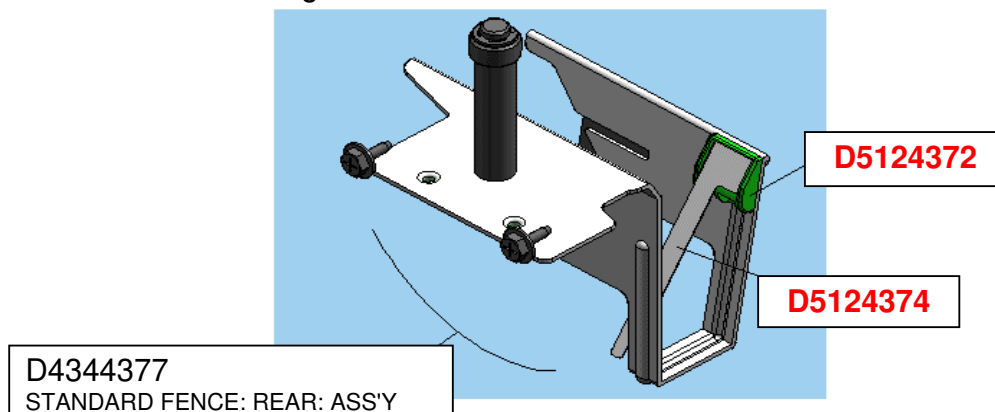


Figure 2





**Reissued: 12-Oct-11**

Model: Finisher_COLUMBIA	Date: 04-Mar-09	No.: RD434001h
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**RTB Reissue**

The items in bold italics have been corrected.

Subject: Firmware Release Note: Finisher_COLUMBIA		Prepared by: J. Ohno	
From: PP Tech Service Dept., 1st PP Tech Service Sect.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other (      )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date
<b>03.180:08</b>	<b>D4345620M</b>	<b>November 2011 production</b>
03.160:08	D4345620K	February 2011 production
03.140:08	D4345620J	October 2010 production
03.100:08	D4345620H	March 2010 production
03.090:08	D4345620G	August 2009 production
03.080:08	D4345620F	May 2009 production
03.060:08	D4345620E	March 2009 production
03.050:08	D4345620D	February 2009 production
03.020:08	D4345620A	1st Mass production

Version	Modified Points or Symptom Corrected
<b>03.180:08</b>	<b>Symptoms Corrected:</b> <ol style="list-style-type: none"> <li><b>Depending on how and when the stapler jogger fences are operated (which is affected by the job and the CPM) the stepper motor could lose its steps, which causes to gradually shift the corner stapling position.</b></li> <li><b>When alternating the feed out tray between the stapler tray and shift or proof tray Columbia stalls and the mainframe displays "printing" status.</b></li> <li><b>Saddle-stitching SRA4 paper results in jams caused by the nip release timing of 1st pre-stack rollers.</b></li> </ol>
<b>03.160:08</b>	<b>Symptom Corrected:</b> <ul style="list-style-type: none"> <li><b>In a job output to the Trimmer Unit TR5020, the control panel does not indicate jams that occur in the Booklet Finisher SR5020. This happens when continuously running jobs that require switching of the output tray as in Stacker proof tray --&gt; Trimmer --&gt; Booklet Finisher.</b></li> <li><b>In a job output to the Trimmer Unit TR5020, jam indication on the control panel is not cleared for jams that occur in the Booklet Finisher SR5020 even after removing the jammed paper.</b></li> <li><b>When recovering from a jam occurring at the exit of the Trimmer Unit TR5020, the stacked paper remaining in the stapler tray of the Booklet Finisher SR5020 is falsely stapled together with the succeeding job.</b></li> </ul>

**Reissued: 12-Oct-11**

Model: Finisher_COLUMBIA		Date: 04-Mar-09	No.: RD434001h
03.140:08	<p>The Columbia is supported by the Pro C901/C901S.</p> <p>The following behaviors/problems have been resolved.</p> <ul style="list-style-type: none"> <li>- Behavior of the Standard Fence: Moveable has been changed when Z-folding B4 size paper.</li> <li>- Stop timing of the shift tray Exit Roller has been modified.</li> <li>- System has been modified to transmit the tray shift position data to the mainframe.</li> <li>- WAIT signal sent from the Columbia to the mainframe has been modified.</li> <li>- Pre-stacked sheets are not fed out to the staple tray when a stop command is sent from the mainframe, for instance when running out of sheets.</li> <li>- Jam occurs in the staple tray when switching to staple mode. (Examples of the mode changes causing the jam: Shift -- &gt; Staple, Proof -- &gt; Staple)</li> <li>- The mainframe will urgently stop the operation regardless of the sheets contained in its paper path when receiving signals from downstream peripherals indicating an anomaly.</li> <li>- When SC755 is called and two jobs are run; first to the shift tray and second to the staple tray, 'Printing' status remains on the control panel even after completing the first job and does not run the second job.</li> <li>- Exit roller marks appear on the trailing edge with paper sizes 415.0mm or larger and 460.4mm or smaller (which are A3,DLT,SRA3,18inch sizes in standard paper).</li> </ul>		
03.100:08	<p>Symptom Corrected:</p> <ul style="list-style-type: none"> <li>- When GBC Punch connected, jam problem is fixed when using the GBC punch mode.</li> </ul>		
03.090:08	<p>Symptom Corrected:</p> <ul style="list-style-type: none"> <li>- When a sheet is stuck in the pre-stack feed path in a jam or when the front door is opened, location of the stuck paper is displayed on the operation panel.</li> <li>- When output to a peripheral upstream to the Booklet Finisher(SR5020), the GBC punch motor will not run idle.</li> </ul>		
03.080:08	<p>Symptom Corrected::</p> <ul style="list-style-type: none"> <li>- SC990 at JAM occurrence when connecting GBC Puncher.</li> <li>- Unable to change mode (yes/no of cutting) from Booklet Finisher(SR5020) to Trimmer.</li> </ul> <p>Other changes:</p> <ul style="list-style-type: none"> <li>- Cutting position on the Trimmer can be adjusted by mode change.</li> </ul>		
03.060:08	<p>Symptom corrected:</p> <ul style="list-style-type: none"> <li>- J406 occurs when paper runs out in a Staple mode; stapling more than 81 sheets. (object to Pro 1357EX only)</li> </ul>		
03.050:08	<p>Other changes:</p> <p>Leading edge positioning in the staple tray will be changed for single-stapling of 2-4 sheets of paper sizes up to A4T.</p>		
03.020:08	1st Mass production		

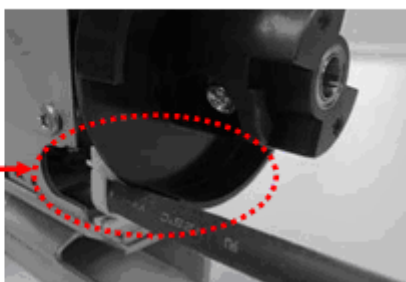
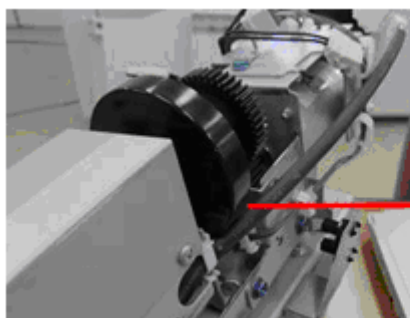
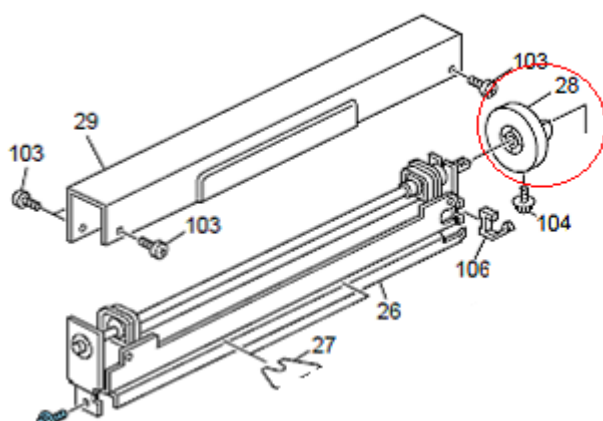
Model: Booklet Finisher SR5020 (D434)		Date: 27-Oct-11	No.: RD434011
Subject: Troubleshooting SC760/SC762 Punch Unit (PU5020)		Prepared by: T. Komori	
From: PP Service Planning Department 1G			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

## Symptom

Frequent SC760 (Punch Motor Error) / SC762 (Punch Switch Motor Error)

## Cause

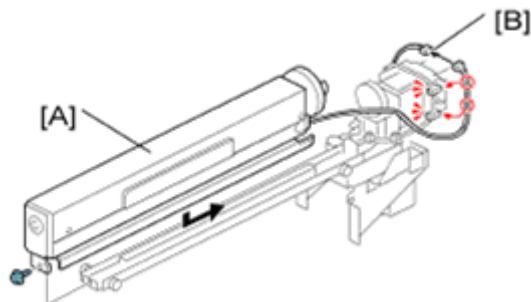
Harness cable of the punch unit is set incorrectly and is interfering with the ratchet (indexed 28), preventing the ratchet from retrieving its home position.



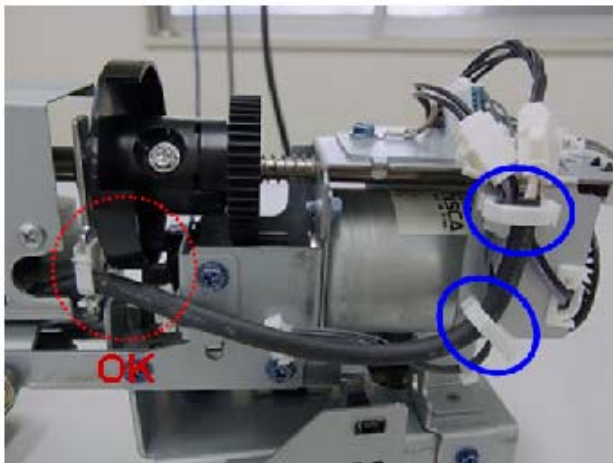
**Solution**

Route the harness cable correctly as described in the following section of the field service manual:

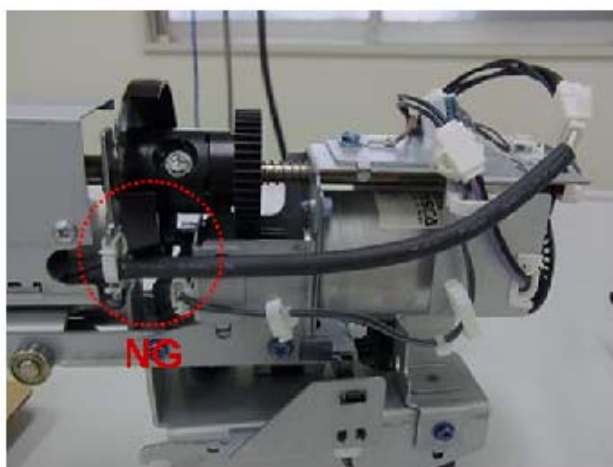
Installation > Booklet Finisher SR5020 (D434-17) > Punch Unit PU5020 NA, EU, SC (D449-17, -27, -28)



The harness cable must be routed through the clamps as shown in the photo below.



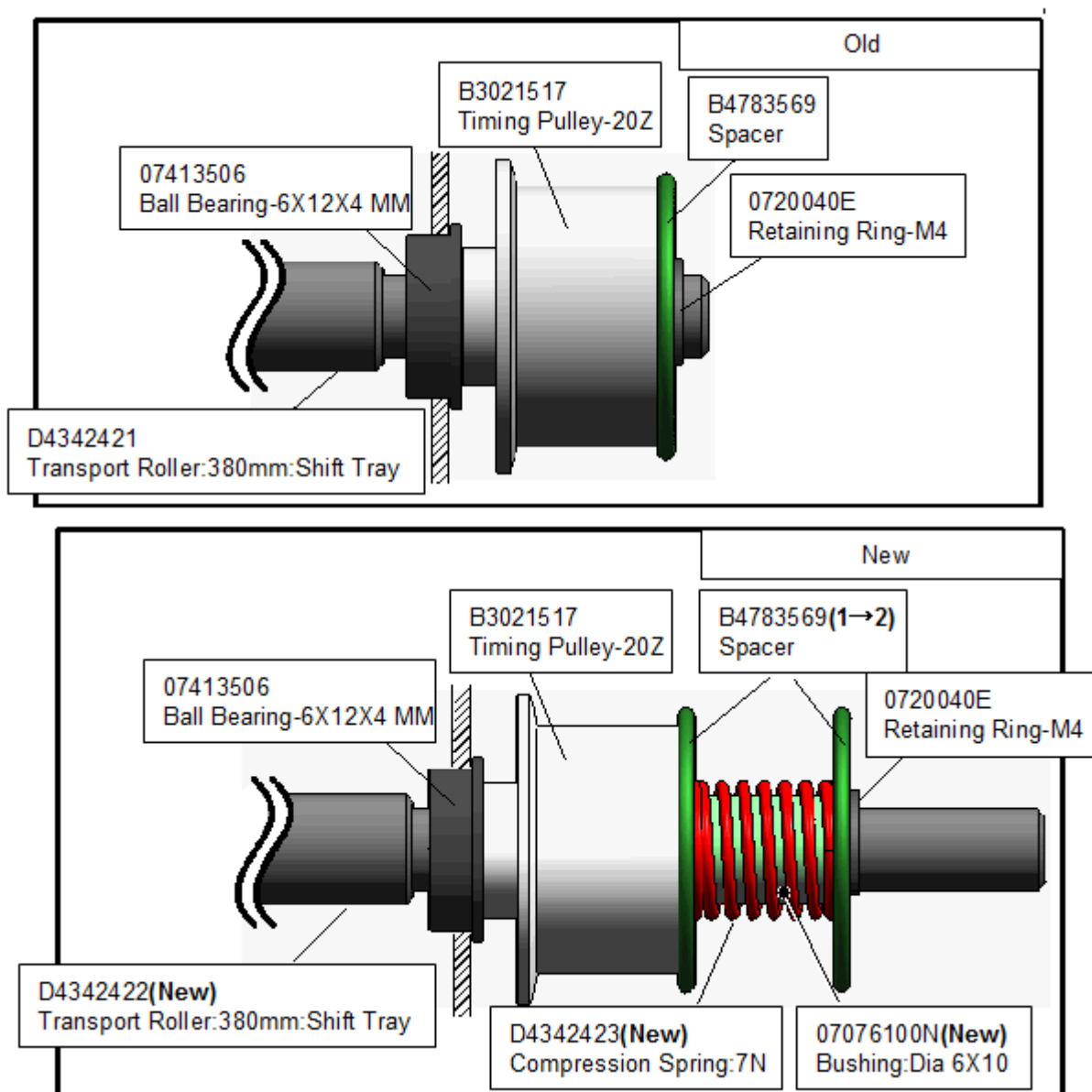
In the photo below, the harness cable is not routed through the clamps and is interfering with the ratchet.



Model: Booklet Finisher SR5020 (D434)		Date: 16-Dec-11	No.: RD434012
Subject: Part Changes		Prepared by: A. Takada	
From: PP Tech Service Dept., 1st PP Tech Service Sect.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

**Change:** Addition of a spacer to the timing pulley

**Reason:** To prevent possible toner offset contamination on the edge of the paper caused by the timing pulley





Model: Booklet Finisher SR5020 (D434)

Date: 16-Dec-11

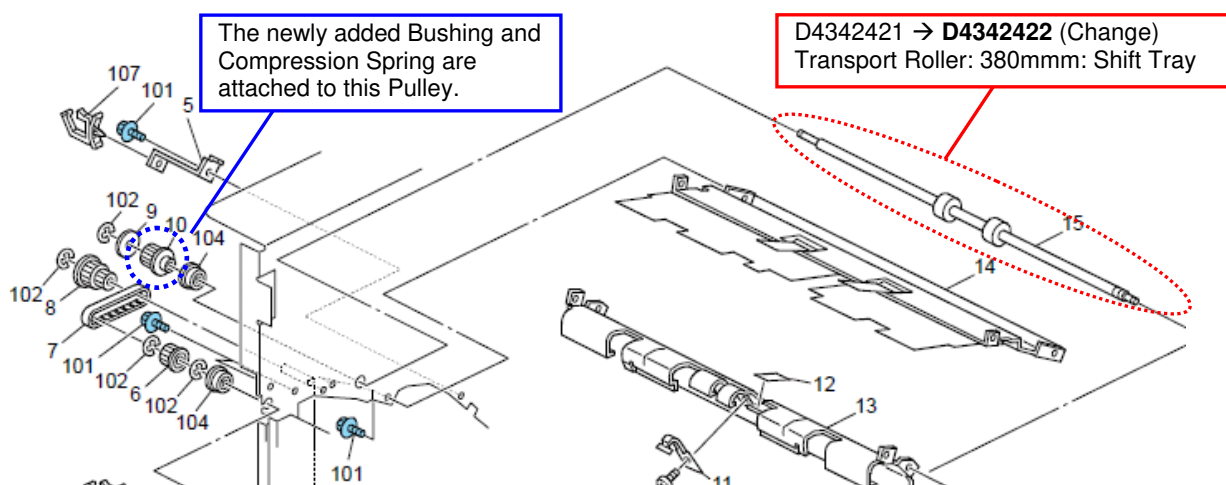
No.: RD434012

## Booklet Finisher SR5020 (D434)

Old Part Number	New Part Number	Description	Q'ty	Int	Page	Index	Note
-	07076100N	Bushing :Dia 6X10	1	-	59	108	A
D4342421	D4342422	Transport Roller: 380mm: Shift Tray	1	X/O	59	15	A
-	D4342423	Compression Spring :7N	1	-	59	16	A

- **When replacing the above parts, replace as a set together with the following part.**
  - **B4783569: Spacer (Q'ty 1)**

### 29.Paper Exit Section 2 (D434)



**Reissued: 13-Feb-12**

Model: Booklet Finisher SR5020 (D434)	Date: 16-Jan-12	No.: RD434013a
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**RTB Reissue**

The items in bold italics have been corrected.

Subject: Part Changes – Staple Fence Mylar Assembly		Prepared by: A. Takada	
From: PP Tech Service Dept., 1st PP Tech Service Sect.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

**Information announced in the original bulletin was incorrect. D5124370 and D5124371 will NOT be supplied as service parts. Instead, please procure the Stand and the Mylar as follows when encountering poor stapling issues:**

<i>Incorrect</i>	<i>Correct</i>
<b><i>D5124370</i></b>	<b><i>D5124372</i></b> <b><i>D5124374</i></b>
<b><i>D5124371</i></b>	<b><i>D5124372</i></b> <b><i>D5124373</i></b>

**We apologize for any inconvenience caused by the false announcement.**

~~**Change:** Mylars attached to the staple fences to enable higher stapling accuracy were registered as assembly service part.~~

~~**Reason:** To enable easy attachment of the above part when encountering poor stapling issues~~

**Model : Booklet Finisher SR5020 (D434)**

Old Part Number	New Part Number	Description	Q'ty	Int	Page	Index	Note
-	<del>D5124371</del>	<del>Guide: Film: Standard Fence: Rear: Ass'y</del>	<del>1</del>	<del>-</del>	<del>33</del>	<del>38</del>	<del>Add</del>
-	<del>D5124370</del>	<del>Guide: Film: Standard Fence: Front: Ass'y</del>	<del>1</del>	<del>-</del>	<del>33</del>	<del>39</del>	<del>Add</del>

- ~~• D5124370 and D5124371 are assembly parts consisted of a Stand (D5124372) and a Mylar (D5124373 for front, D5124374 for rear).~~
- ~~• The Stand and the Mylar are also registered as individual service parts as announced in RTB #RD434010 and could be procured separately.~~
- ~~• Procure and replace these parts accordingly with the situation.~~

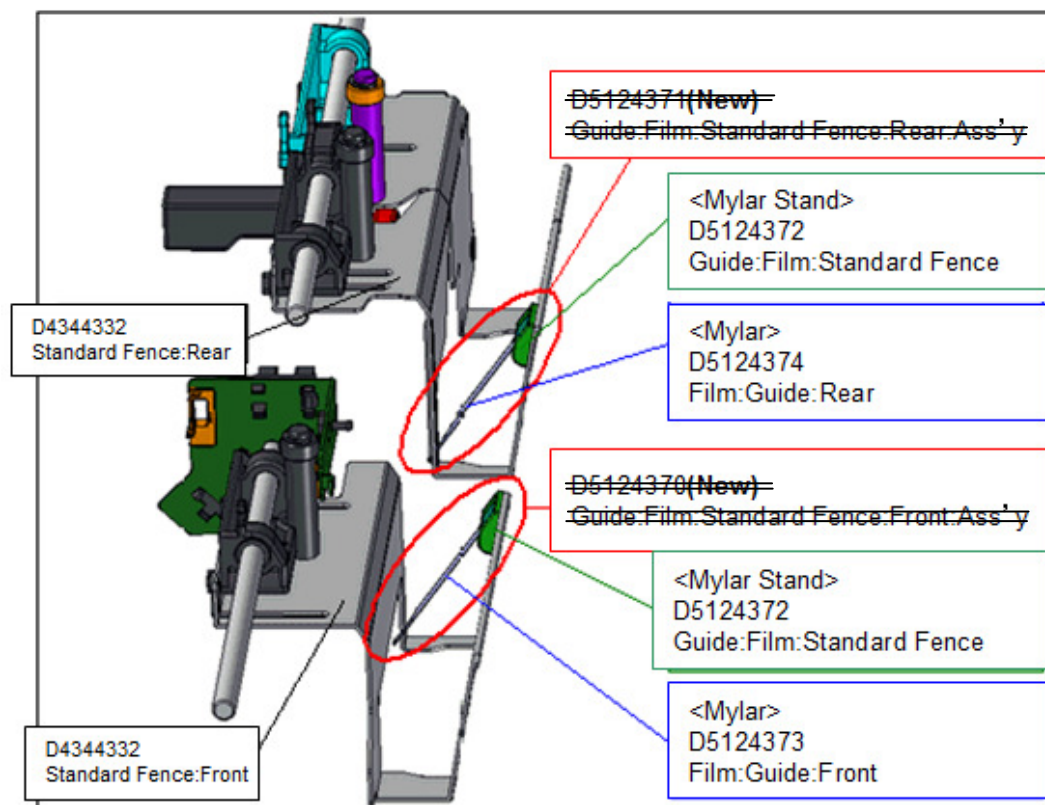
<i>New Part Number</i>	<i>Description</i>	<i>Q'ty</i>	<i>Int</i>	<i>Page</i>	<i>Index</i>	<i>Note</i>
<b><i>D5124372</i></b>	<b><i>GUIDE: FILM: STANDARD FENCE</i></b>	<b><i>1</i></b>	<b><i>-</i></b>	<b><i>33</i></b>	<b><i>38</i></b>	<b><i>Add</i></b>
<b><i>D5124373</i></b>	<b><i>FILM: GUIDE: FRONT</i></b>	<b><i>1</i></b>	<b><i>-</i></b>	<b><i>33</i></b>	<b><i>39</i></b>	<b><i>Add</i></b>
<b><i>D5124374</i></b>	<b><i>FILM: GUIDE: REAR</i></b>	<b><i>1</i></b>	<b><i>-</i></b>	<b><i>33</i></b>	<b><i>40</i></b>	<b><i>Add</i></b>

**Reissued: 13-Feb-12**

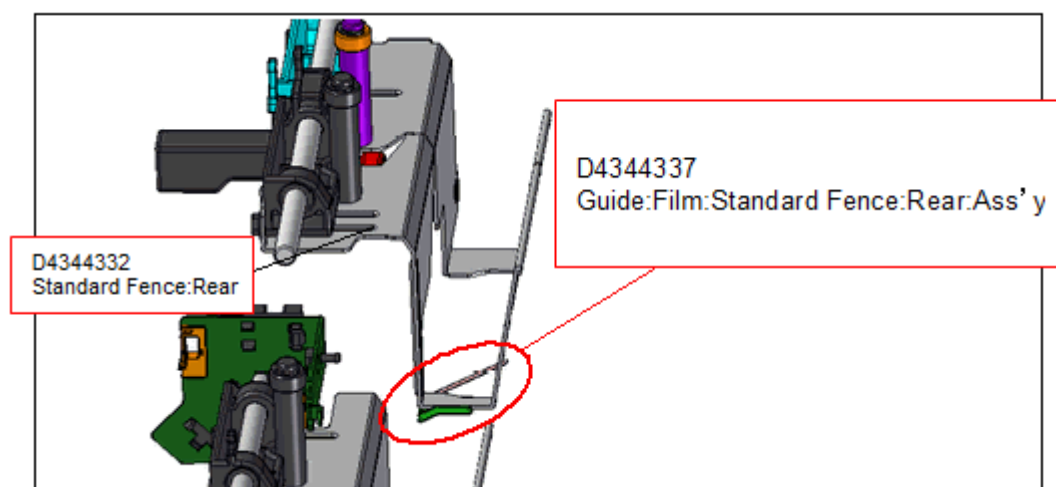
Model: Booklet Finisher SR5020 (D434)

Date: 16-Jan-12

No.: RD434013a



- The staple fence will be installed with the Stand and the Mylar from April 2012 mass production. If poor stapling occurs in the original units (which are installed with staple guides that appear as shown in the diagram below) due to slack in the staple stack, ~~procure the newly registered assembly parts D5124371 and D5124370.~~ **procure D5124372, D5124373, and D5124374.**



Reissued: 13-Feb-12

Model: Booklet Finisher SR5020 (D434)

Date: 16-Jan-12

No.: RD434013a

## Reference: Guide / Mylar Attachment Procedure

1. Use alcohol to wipe the surface of the two Stands (where the Mylars will be attached to) and the Fence (where the Stands will be attached to).
2. Attach the Mylars (D5124373 for front, D5124374 for rear) to the Stand (D5124372) in the positions shown below (Figure A).

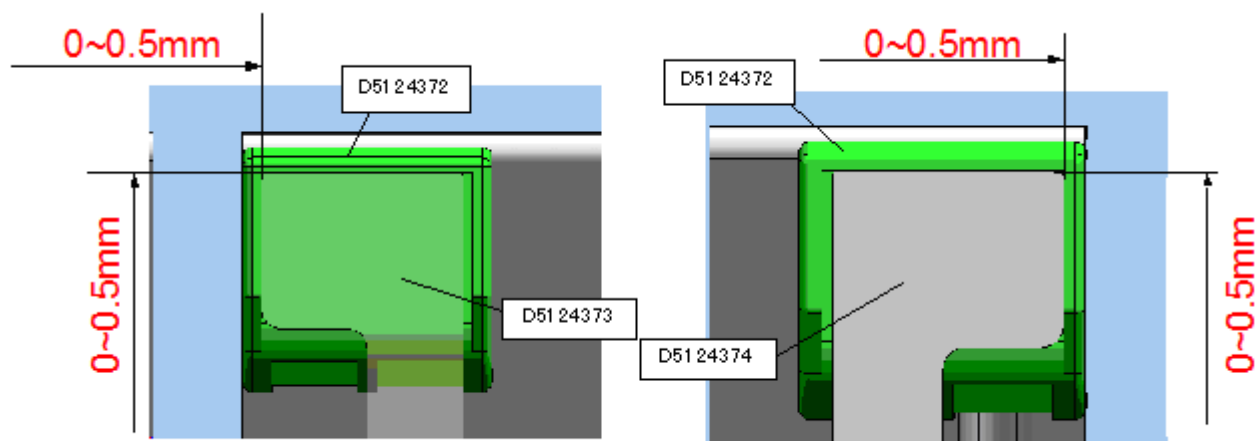


Figure.A

3. Attach the combined parts (Stand & Mylar) to the Fence to the positions shown below (Figures B & C).

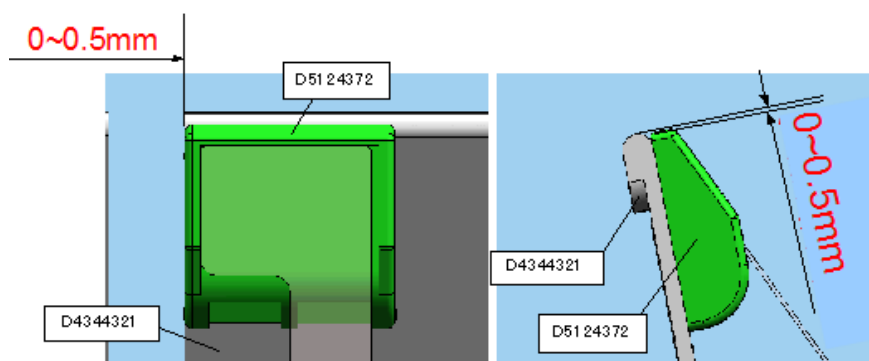


Figure B

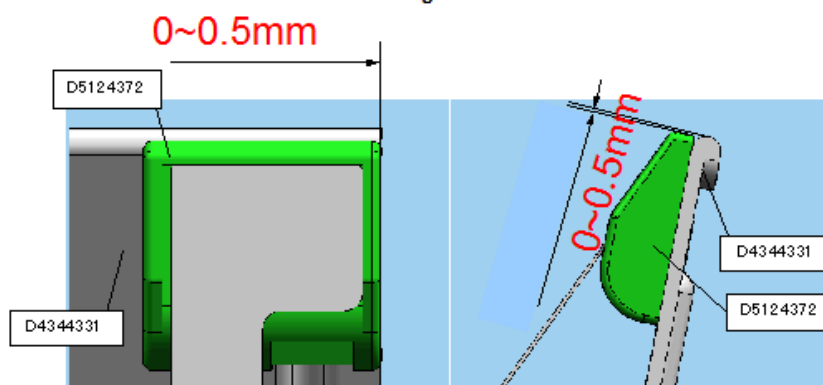


Figure C

**Reissued: 13-Feb-12**

Model: Booklet Finisher SR5020 (D434)

Date: 16-Jan-12

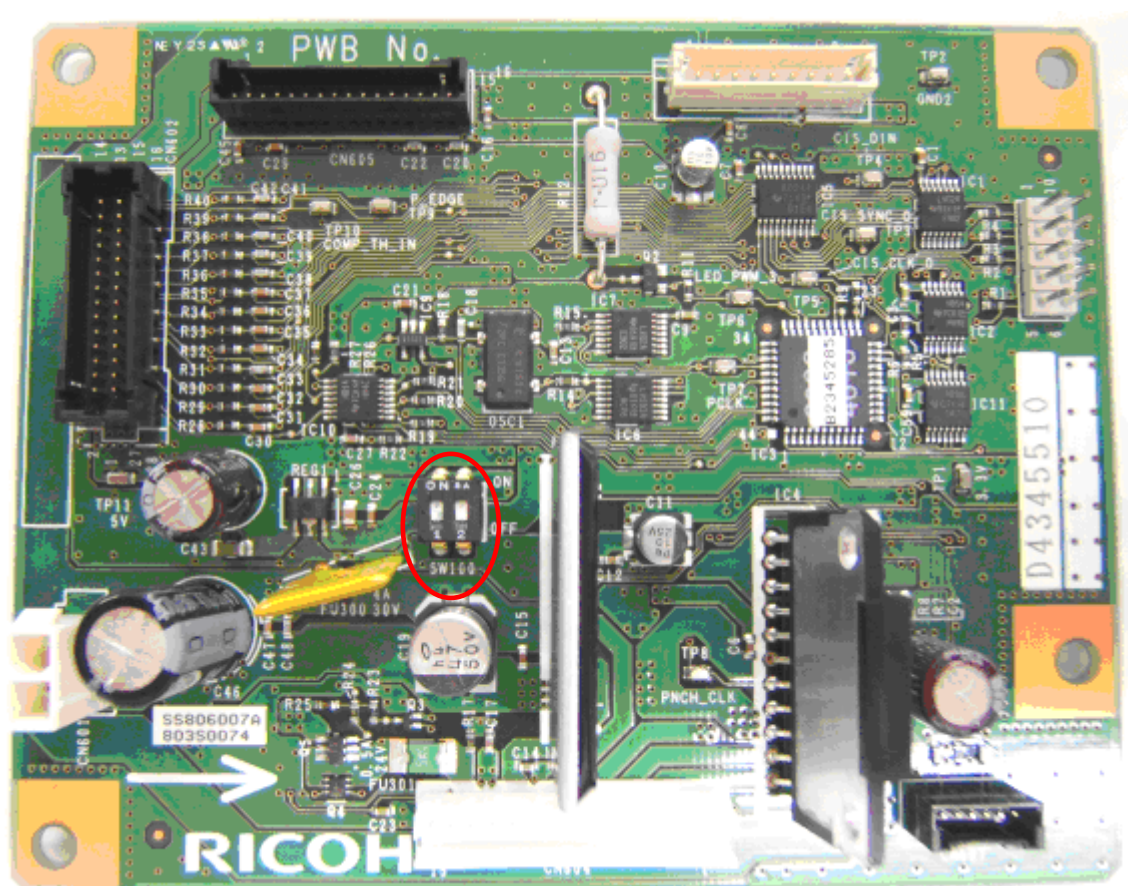
No.: RD434013a

4. Confirm clean and secure attachment of the Stand and the Mylar.  
Also, make sure that the Mylars do not interfere with the bottom surface of the fences by bending the Mylars after attachment, assuming an actual operation where the staple stacks will position on the fences.

Model: Punch Unit PU5020 (D449)		Date: 26-Mar-12	No.: RD074055
Subject: Dip Switch setting for the Punch Unit		Prepared by: Shinnosuke Sasaki	
From: 1st PP Tech Service Sec., PP Tech Service Dept.,			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input checked="" type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Please make sure to set the dip switch according to your location, when replacing the PCB board for the Punch Unit. (D449).

## Location of the Dip Switch



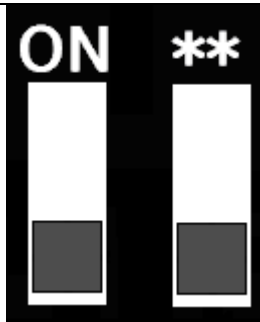
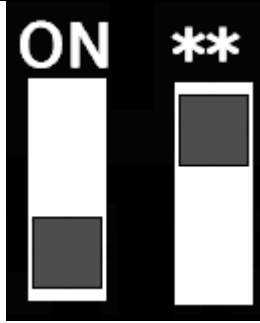
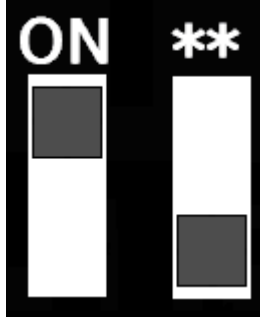
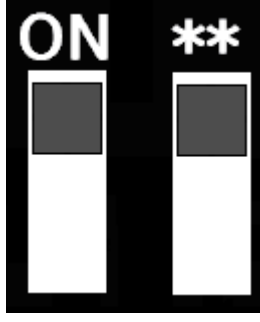


Model: Punch Unit PU5020 (D449)

Date: 26-Mar-12

No.: RD074055

## Settings

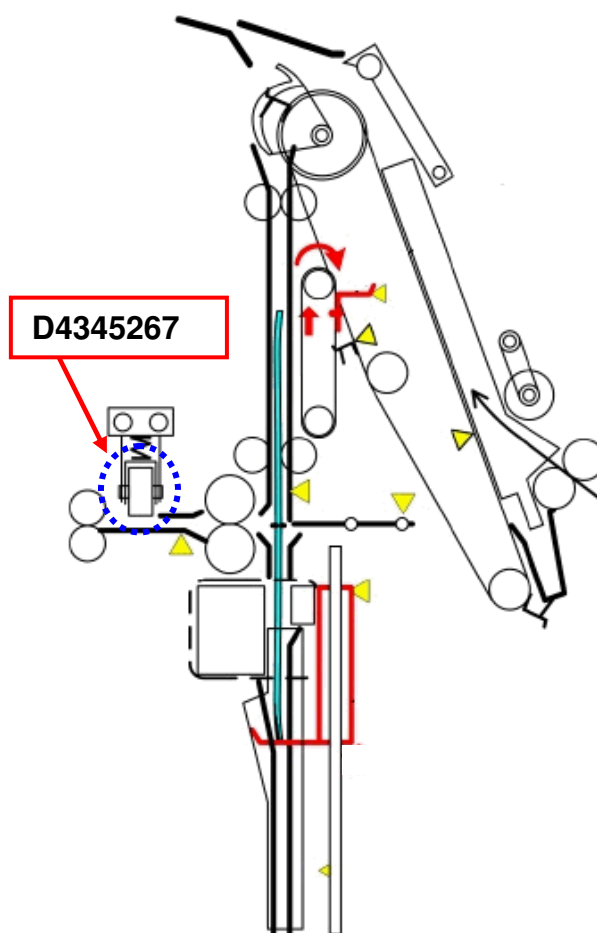
The Model	Value	Image
D449-00, D449-01 (JP)	1- OFF 2- OFF	
D449-17 (NA)	1- OFF 2- ON	
D449-27 (EU/AP)	1- ON 2- OFF	
D449-28 (Scandinavia)	1- ON 2- ON	

Model: Booklet Finisher SR5020 (D434)		Date: 30-Mar-2012	No.: RD434014
Subject: New Service Parts		Prepared by: J. Ohno	
From: PP Tech Service Dept., 1st PP Tech Service Sect.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier2

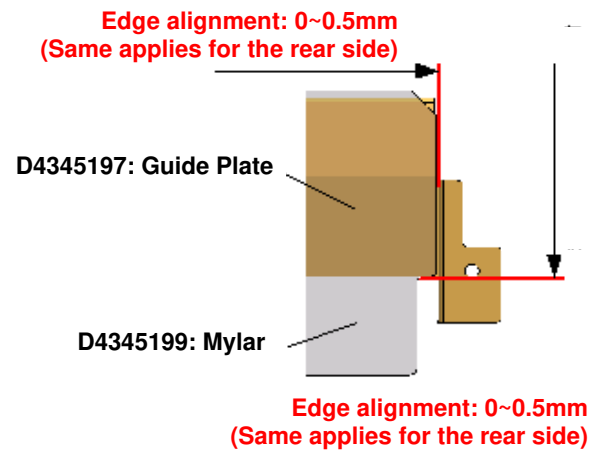
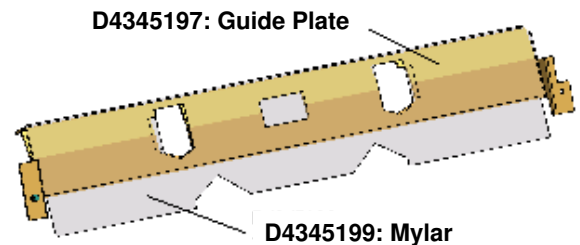
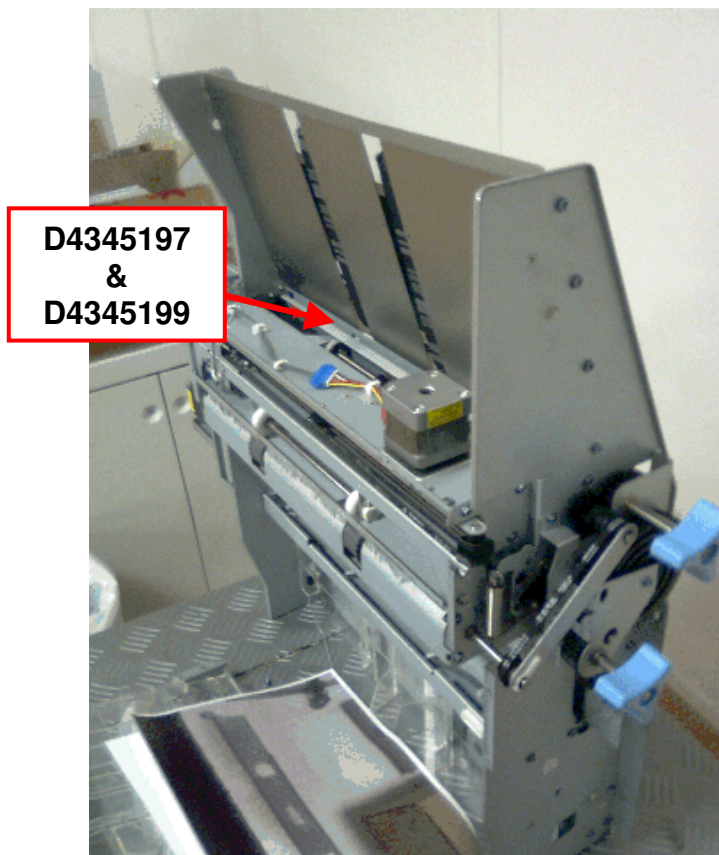
Please apply the following changes to your Booklet Finisher SR5020 parts catalog.

New part number	Description	Q'ty	Int	Page	Index	Note
<b>D434 5267</b>	ROLLER: PAPER CRIMP: HORIZONTAL: PAPER CRIMP SUB-UNIT	1	-	47	20	Add
<b>D434 5197</b>	GUIDE PLATE:ROLLER:UPPER:PAPER CRIMP SUB-UNIT	1	-	47	18	Add
<b>D434 5199</b>	GUIDE:ROLLER:PAPER CRIMP SUB-UNIT	1	-	47	19	Add

The Crease Roller circled in blue in the diagram below was registered with the p/n D4345267.



The Guide Plate and the Mylar were registered with the p/n D4345197 and D4345199.



### Attaching the Mylar to the Guide Plate

1. Clean the surface of the Guide Plate with alcohol.
2. Attach the Mylar to the Guide Plate by aligning the edges of the Mylar with the edges of the Guide Plate as shown in the diagram above.
3. Make sure that the edges are aligned within the prescribed range.
4. Finally, make sure the Mylar is attached properly (no air-bubbles or peel-offs) to complete the procedure.

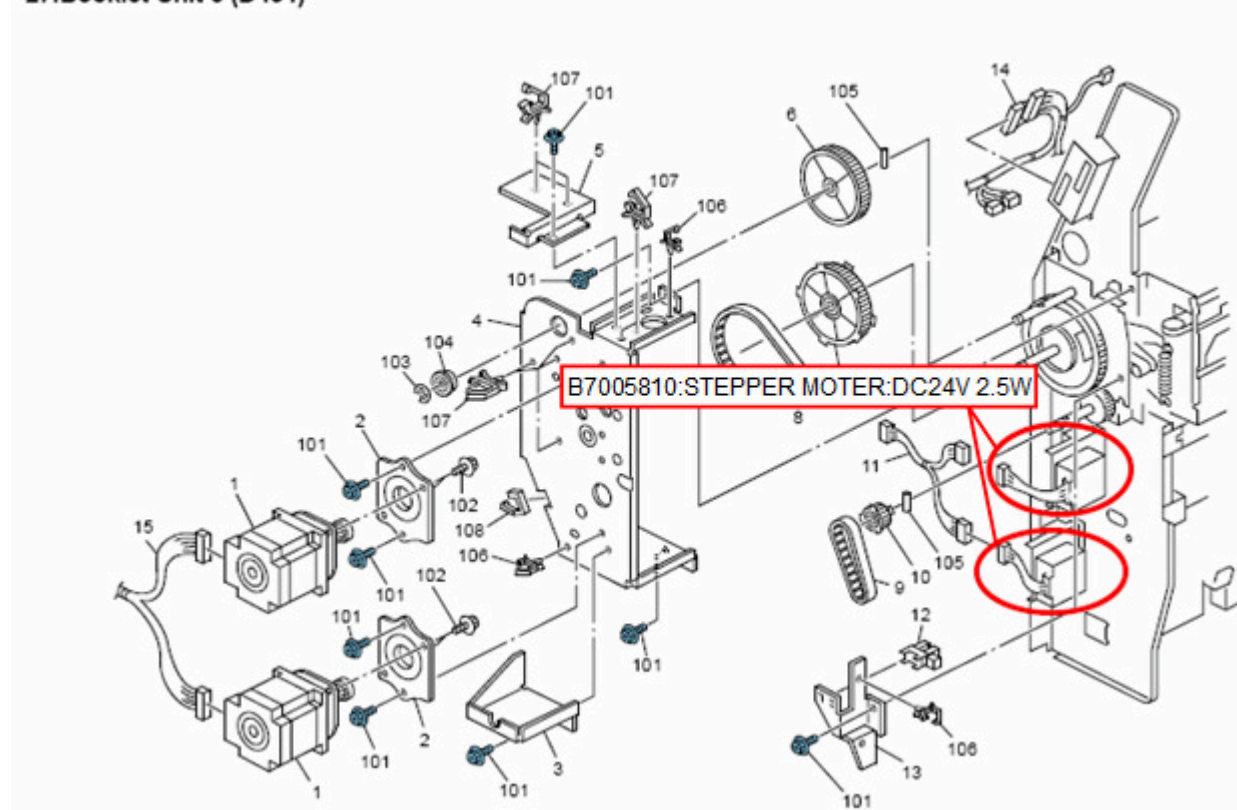
Model: Booklet Finisher SR5020 (D434)		Date: 9-May-12	No.: RD434015
Subject: Newly registered stepper motor		Prepared by: A. Takada	
From: PP Tech Service Dept., 1st PP Tech Service Sect.			
Classification:	<input type="checkbox"/> Troubleshooting <input checked="" type="checkbox"/> Part information <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		

Please add the following parts to your Booklet Finisher SR5020 parts catalog.

**Model: Booklet Finisher SR5020 (D434)**

New Part Number	Description	Q'ty	Int	Page	Index	Note
B7005810	STEPPER MOTOR:DC24V 2.5W	2	-	55	16	Add

**27.Booklet Unit 5 (D434)**



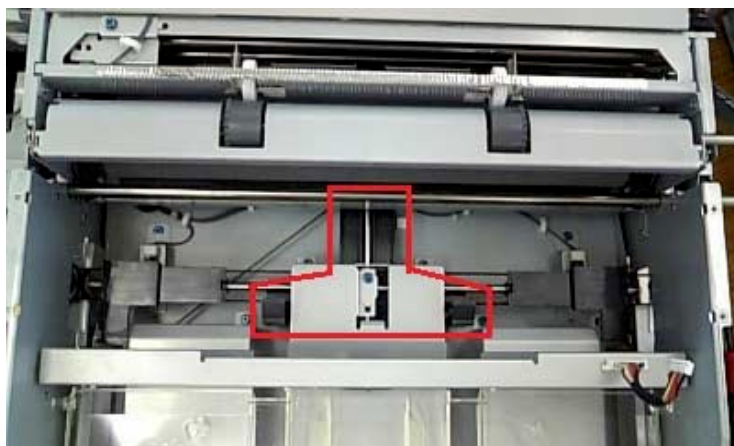
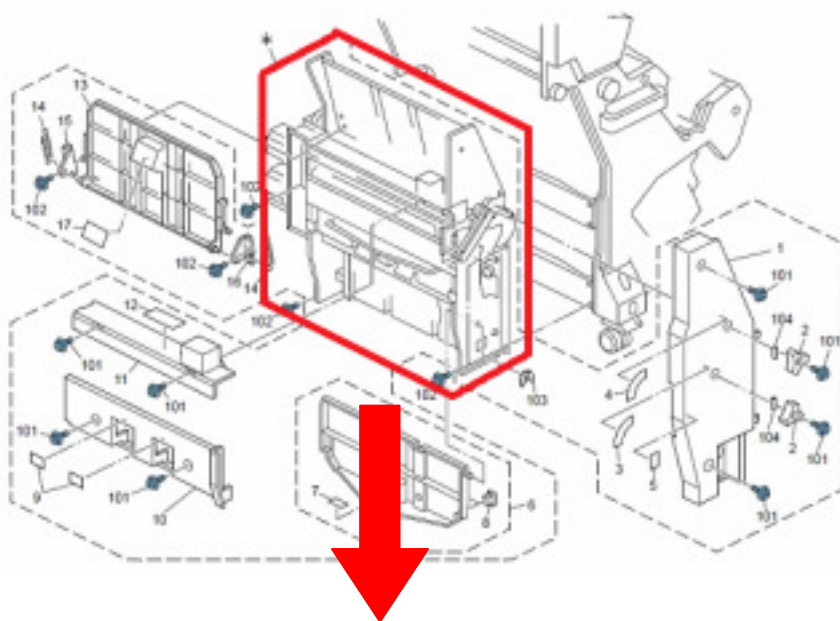
Model: Booklet Finisher SR5020 (D434)		Date: 11-May-12	No.: RD434016
Subject: Newly registered part - Booklet unit Stopper		Prepared by: J. Ohno	
From: PP Tech Service Dept., 1st PP Tech Service Sect.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Please add the following part to your Booklet Finisher SR5020 parts catalog.

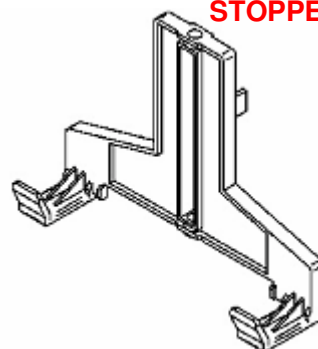
**Model: Booklet Finisher SR5020 (D434)**

New Part Number	Description	Q'ty	Int	Page	Index	Note
D4345151	STOPPER:UNIFORM	1	-	47	21	Add

23. Booklet Unit 1 (D434)



**D4345151  
STOPPER: UNIFORM**



**Reissued: 11-Jul-12**

Model: Finisher_COLUMBIA	Date: 04-Mar-09	No.: RD434001i
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**RTB Reissue**

The items in bold italics have been corrected.

Subject: Firmware Release Note: Finisher_COLUMBIA		Prepared by: J. Ohno	
From: 1st PP Tech Service Sect., PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date
<b>03.190:08</b>	<b>D4345620N</b>	<b>July 2012 production</b>
03.180:08	D4345620M	November 2011 production
03.160:08	D4345620K	February 2011 production
03.140:08	D4345620J	October 2010 production
03.100:08	D4345620H	March 2010 production
03.090:08	D4345620G	August 2009 production
03.080:08	D4345620F	May 2009 production
03.060:08	D4345620E	March 2009 production
03.050:08	D4345620D	February 2009 production
03.020:08	D4345620A	1st Mass production

Version	Modified Points or Symptom Corrected
<b>03.190:08</b>	<b><i>Specification changed:</i></b> <b><i>The control for aligning the sheets for staple jobs was modified to improve stapling precision.</i></b> <b><i>[Reason]</i></b> <b><i>Staple jobs could result in poor alignment when resuming the job after an interruption in any of the following ways:</i></b> <b><i>Pressing the stop button on the operation panel, pressing the emergency shift tray stop switch, or replacing the toner bottle.</i></b>
03.180:08	Symptoms Corrected: 1. Depending on how and when the stapler jogger fences are operated (which is affected by the job and the CPM) the stepper motor could lose its steps, which causes to gradually shift the corner stapling position. 2. When alternating the feed out tray between the stapler tray and shift or proof tray Columbia stalls and the mainframe displays "printing" status. 3. Saddle-stitching SRA4 paper results in jams caused by the nip release timing of 1st pre-stack rollers.



**Reissued: 11-Jul-12**

Model: Finisher_COLUMBIA	Date: 04-Mar-09	No.: RD434001i
03.160:08	<p>Symptom Corrected:</p> <ul style="list-style-type: none"> <li>- In a job output to the Trimmer Unit TR5020, the control panel does not indicate jams that occur in the Booklet Finisher SR5020. This happens when continuously running jobs that require switching of the output tray as in Stacker proof tray --&gt; Trimmer --&gt; Booklet Finisher.</li> <li>- In a job output to the Trimmer Unit TR5020, jam indication on the control panel is not cleared for jams that occur in the Booklet Finisher SR5020 even after removing the jammed paper.</li> <li>- When recovering from a jam occurring at the exit of the Trimmer Unit TR5020, the stacked paper remaining in the stapler tray of the Booklet Finisher SR5020 is falsely stapled together with the succeeding job.</li> </ul>	
03.140:08	<p>The Columbia is supported by the Pro C901/C901S.</p> <p>The following behaviors/problems have been resolved.</p> <ul style="list-style-type: none"> <li>- Behavior of the Standard Fence: Moveable has been changed when Z-folding B4 size paper.</li> <li>- Stop timing of the shift tray Exit Roller has been modified.</li> <li>- System has been modified to transmit the tray shift position data to the mainframe.</li> <li>- WAIT signal sent from the Columbia to the mainframe has been modified.</li> <li>- Pre-stacked sheets are not fed out to the staple tray when a stop command is sent from the mainframe, for instance when running out of sheets.</li> <li>- Jam occurs in the staple tray when switching to staple mode. (Examples of the mode changes causing the jam: Shift -- &gt; Staple, Proof -- &gt; Staple)</li> <li>- The mainframe will urgently stop the operation regardless of the sheets contained in its paper path when receiving signals from downstream peripherals indicating an anomaly.</li> <li>- When SC755 is called and two jobs are run; first to the shift tray and second to the staple tray, 'Printing' status remains on the control panel even after completing the first job and does not run the second job.</li> <li>- Exit roller marks appear on the trailing edge with paper sizes 415.0mm or larger and 460.4mm or smaller (which are A3,DLT,SRA3,18inch sizes in standard paper).</li> </ul>	
03.100:08	<p>Symptom Corrected:</p> <ul style="list-style-type: none"> <li>- When GBC Punch connected, jam problem is fixed when using the GBC punch mode.</li> </ul>	
03.090:08	<p>Symptom Corrected:</p> <ul style="list-style-type: none"> <li>- When a sheet is stuck in the pre-stack feed path in a jam or when the front door is opened, location of the stuck paper is displayed on the operation panel.</li> <li>- When output to a peripheral upstream to the Booklet Finisher(SR5020), the GBC punch motor will not run idle.</li> </ul>	
03.080.08	<p>Symptom Corrected::</p> <ul style="list-style-type: none"> <li>- SC990 at JAM occurrence when connecting GBC Puncher.</li> <li>- Unable to change mode (yes/no of cutting) from Booklet Finisher(SR5020) to Trimmer.</li> </ul> <p>Other changes:</p> <ul style="list-style-type: none"> <li>- Cutting position on the Trimmer can be adjusted by mode change.</li> </ul>	
03.060:08	<p>Symptom corrected:</p> <ul style="list-style-type: none"> <li>- J406 occurs when paper runs out in a Staple mode; stapling more than 81 sheets.</li> </ul>	

**Reissued: 11-Jul-12**

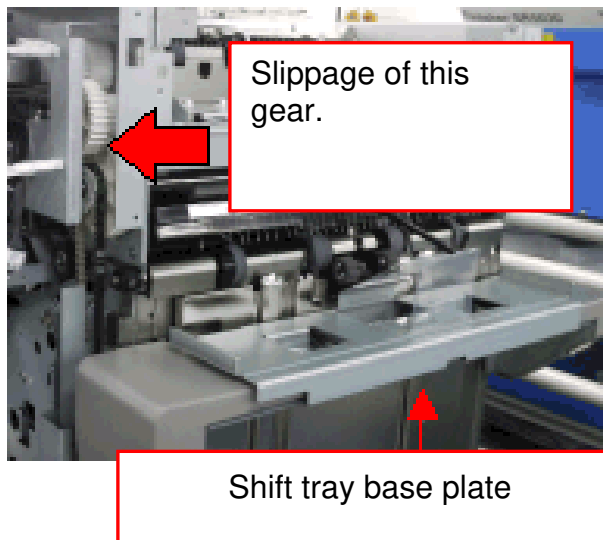
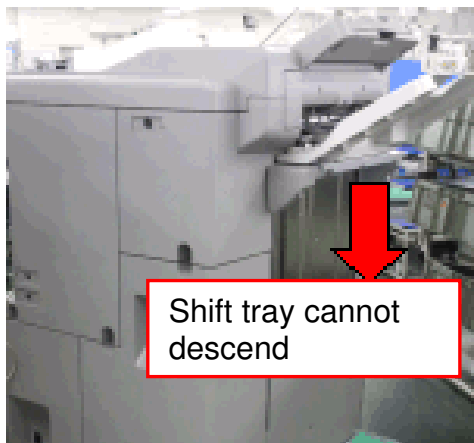
Model: Finisher_COLUMBIA		Date: 04-Mar-09	No.: RD434001i
	(object to Pro 1357EX only)		
03.050:08	Other changes: Leading edge positioning in the staple tray will be changed for single-stapling of 2-4 sheets of paper sizes up to A4T.		
03.020:08	1st Mass production		

Model: Booklet Finisher SR5020 (D434)		Date: 05-Jul-2012	No.: RD434017
Subject: Modification for smooth Shift Tray motion		Prepared by: J. Ohno	
From: 1 <sup>st</sup> PP Tech Service Sec., PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input checked="" type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier2

## SYMPTOM

The system exhibits all of the following 3 symptoms:

- SC750
- Shift tray cannot descend
- Slippage of the shift tray gear



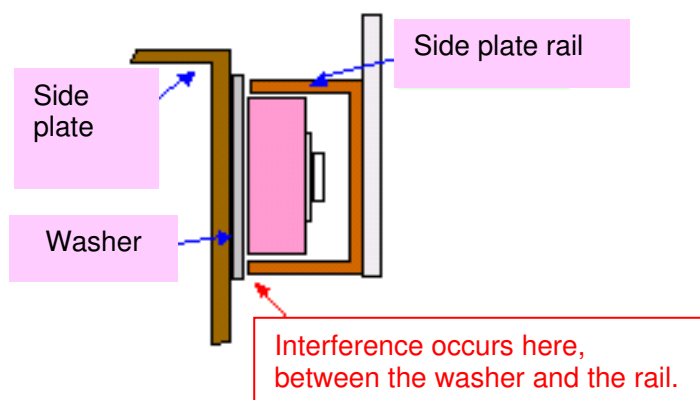
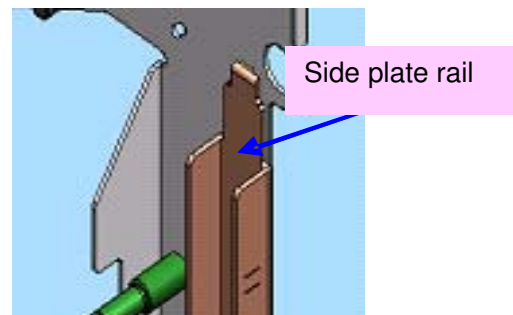
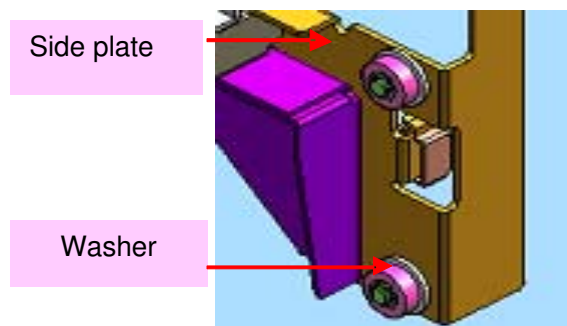
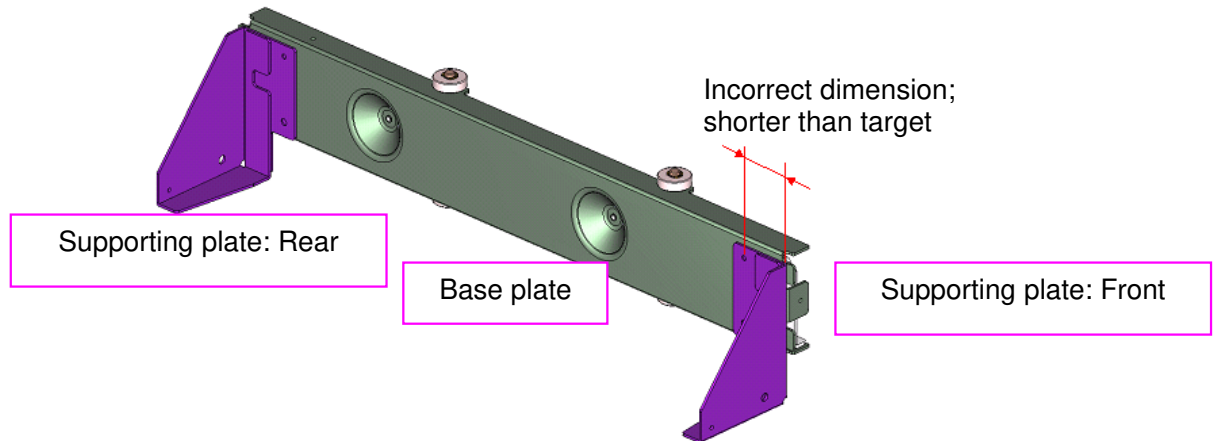
Model: Booklet Finisher SR5020 (D434)

Date: 05-Jul-2012

No.: RD434017

## CAUSE

The front and rear supporting plates, which are bent and welded to the base plate, were bent in incorrect dimensions due to a fault in the manufacturing process. This causes the washer installed on the side plate to interfere with the side plate rail, preventing the shift tray from descending.



## Occurrence Rate

No data available at RCL. However, the occurrence rate is expected to be low based on the reports in Japan in which 4 units were found with the stated problem among 100 affected units.

Model: Booklet Finisher SR5020 (D434)

Date: 05-Jul-2012

No.: RD434017

## S/N of the Affected Units

### RAC

NOTE: The following list includes the affected units that require modification at REI.

SR5020 (D434)				
V5320310033	V5320200066	V5320200094	V5320310017	V5320310049
V5320310041	V5320200067	V5320200095	V5320310018	V5320310050
V5320410003	V5320200068	V5320200096	V5320310019	V5320310051
V5320410008	V5320200069	V5320200097	V5320310020	V5320310052
V5320310032	V5320200070	V5320200098	V5320310021	V5320410001
V5320310034	V5320200071	V5320200099	V5320310022	V5320410002
V5320410023	V5320200072	V5320200100	V5320310023	V5320410004
V5320200045	V5320200073	V5320200101	V5320310024	V5320410005
V5320200046	V5320200074	V5320200102	V5320310025	V5320410006
V5320200047	V5320200075	V5320200103	V5320310026	V5320410007
V5320200048	V5320200076	V5320200104	V5320310027	V5320410009
V5320200049	V5320200077	V5320200105	V5320310028	V5320410010
V5320200050	V5320200078	V5320310001	V5320310029	V5320410012
V5320200051	V5320200079	V5320310002	V5320310030	V5320410013
V5320200052	V5320200080	V5320310003	V5320310031	V5320410014
V5320200053	V5320200081	V5320310004	V5320310035	V5320410015
V5320200054	V5320200082	V5320310005	V5320310036	V5320410016
V5320200055	V5320200083	V5320310006	V5320310037	V5320410017
V5320200056	V5320200084	V5320310007	V5320310038	V5320410018
V5320200057	V5320200085	V5320310008	V5320310039	V5320410019
V5320200058	V5320200086	V5320310009	V5320310040	V5320410020
V5320200059	V5320200087	V5320310010	V5320310042	V5320410021
V5320200060	V5320200088	V5320310011	V5320310043	V5320410022
V5320200061	V5320200089	V5320310012	V5320310044	V5320410024
V5320200062	V5320200090	V5320310013	V5320310045	V5320410025
V5320200063	V5320200091	V5320310014	V5320310046	V5320410026
V5320200064	V5320200092	V5320310015	V5320310047	V5320410027
V5320200065	V5320200093	V5320310016	V5320310048	V5320410028

Model: Booklet Finisher SR5020 (D434)

Date: 05-Jul-2012

No.: RD434017

## RE

NOTE: The following list includes the affected units that require modification at RPL.

SR5020 (D434)				
V5320320001	V5320320009	V5320420007	V5320420015	V5320420029
V5320320002	V5320320010	V5320420008	V5320420016	V5320420030
V5320320003	V5320420001	V5320420009	V5320420017	V5320420031
V5320320004	V5320420002	V5320420010	V5320420024	V5320420035
V5320320005	V5320420003	V5320420011	V5320420025	V5320420037
V5320320006	V5320420004	V5320420012	V5320420026	
V5320320007	V5320420005	V5320420013	V5320420027	
V5320320008	V5320420006	V5320420014	V5320420028	

## RA

SR5020 (D434)
V5320420018
V5320420019
V5320420020
V5320420021
V5320420022
V5320420023
V5320420032
V5320420033

## RCN

SR5020 (D434)
V5320420034
V5320420036



Model: Booklet Finisher SR5020 (D434)	Date: 05-Jul-2012	No.: RD434017
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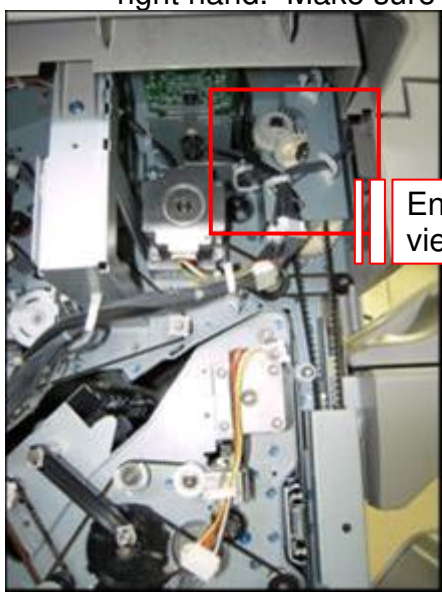
## ACTION

When encountering SC750, verify if the cause of the SC is due to the fault in the supporting plates as described above by following the check procedure below.

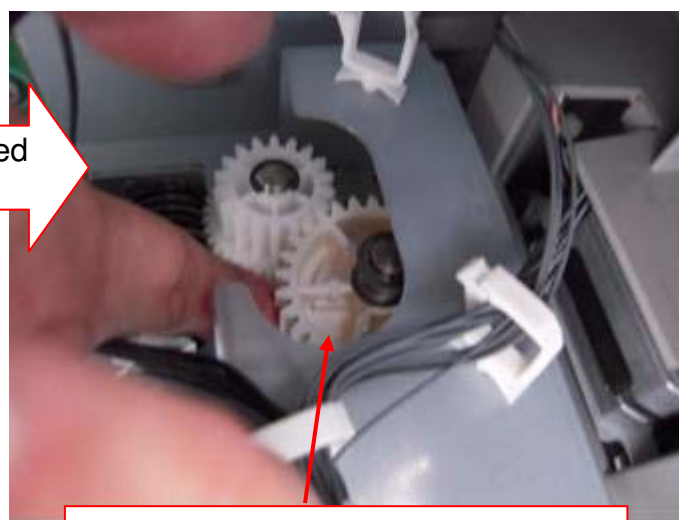
-Check procedure-

1. Turn off the machine power and disconnect the power cable from the Booklet Finisher.
2. Remove the rear cover. (Refer to the procedure in the field service manual.)
3. Support the shift tray with your right hand.
4. Disengage the gear that lifts/lowers the shift tray by pulling it with your left hand. (See the photos below.)

**CAUTION:** The shift tray could free-fall and result in damage if not supported with your right hand. Make sure to support the tray when disengaging the gear.



Enlarged view



Disengage this gear by pulling it toward yourself with your left hand.



Support the tray with your right hand to prevent free-fall.

5. With the gear disengaged, check if the shift tray supported with your right hand can smoothly descend and ascend.

If smooth motion of the shift tray is confirmed, the SC750 encountered is irrelevant to the ascending/descending behavior of the shift tray.

If the shift tray does not move smoothly or does not move at all, do the modification procedure on the following pages.

Model: Booklet Finisher SR5020 (D434)

Date: 05-Jul-2012

No.: RD434017

**Modification procedure: Adding Washers in Between the Base and Side Plates**

The following part is required to carry out this modification procedure:

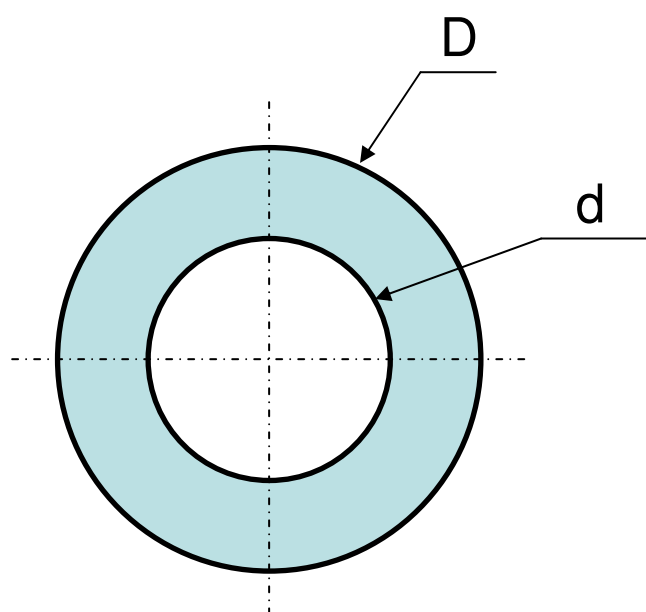
Part: Washer

Quantity: 2 pcs

The above washer is currently in the process of service part registration.

This bulletin will be reissued to make an additional announcement when the washer becomes available at your Spare Parts Center.

If encountering the issue before the washers become available at your Spare Parts Center, procure and install washers that have the following specifications:



D: Outer diameter 6mm ~ 7mm

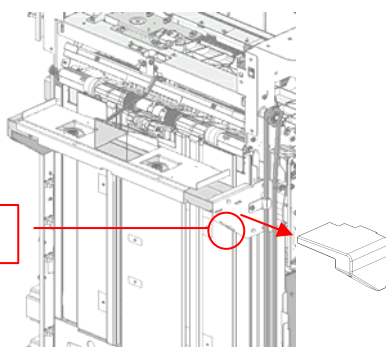
d: Inner diameter 3mm ~ 4mm

Thickness: 0.5mm +/- 0.05mm

Material: Metal or plastic

1. Remove the front cover of the shift tray. (Screw x1)

Remove this screw.

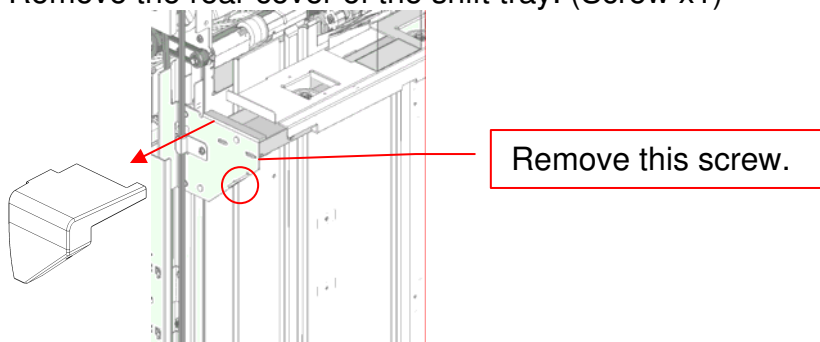


Model: Booklet Finisher SR5020 (D434)

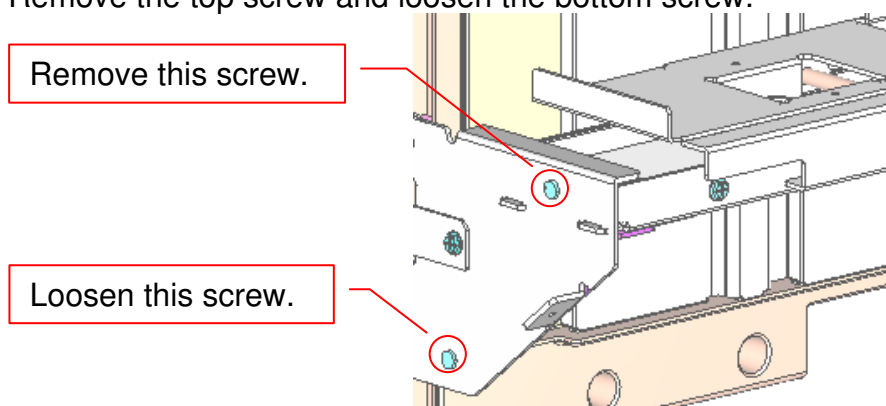
Date: 05-Jul-2012

No.: RD434017

2. Remove the rear cover of the shift tray. (Screw x1)



3. Locate the two screws fixed to the rear side plate.  
Remove the top screw and loosen the bottom screw.

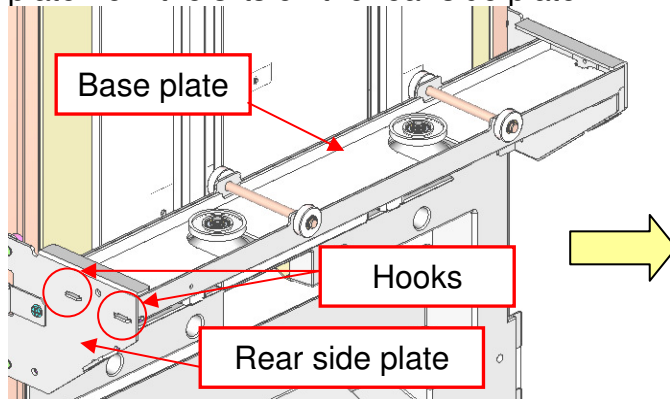


Model: Booklet Finisher SR5020 (D434)

Date: 05-Jul-2012

No.: RD434017

4. Separate the base plate from the rear side plate by releasing the hooks on the base plate from the slits on the rear side plate.

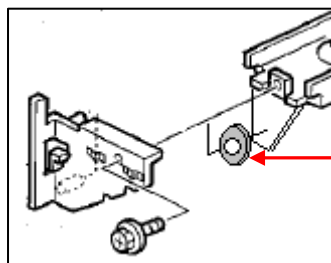


Make sure to hold onto the base plate when you release its hooks from the side plate. The plates could be easily separated by slightly widening the side plate with your opposing hand.

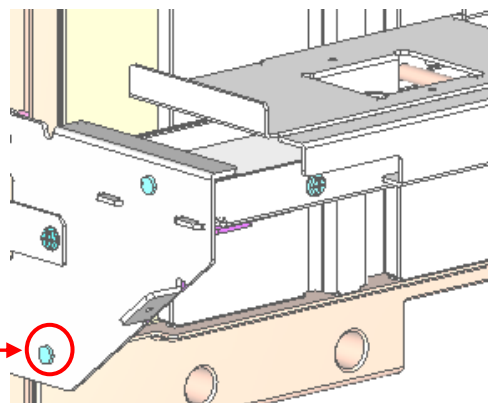
The photo above shows the base plate released of its hooks.

5. Install the washer in between the base plate and the side plate, and hook it onto the bottom screw hole that was loosened in step 3. Fasten the bottom screw added with the washer.

NOTE: Make sure to support the base plate when you fasten the screw.



Add the washer (0.5mm thick) in between the base plate and the side plate.



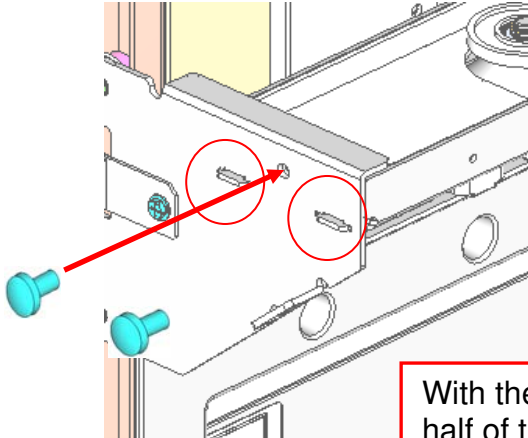
The washer is needed only for the bottom screw.

Model: Booklet Finisher SR5020 (D434)

Date: 05-Jul-2012

No.: RD434017

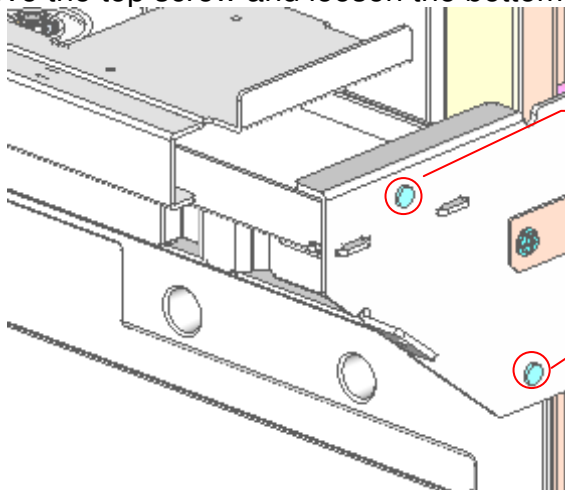
6. Hook the base plate to the side plate and fasten the top screw.



With the added washer, the bottom half of the base plate and the side plate should be spaced 0.5mm.



7. Similarly, add a washer also on the front side.  
Remove the top screw and loosen the bottom screw fixed to the front side plate.



Remove this screw.

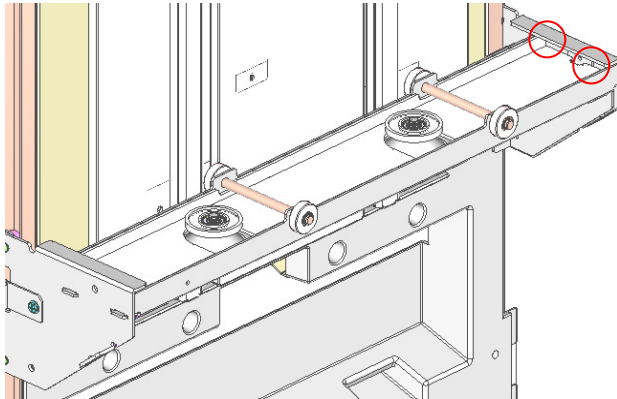
Loosen this screw.

Model: Booklet Finisher SR5020 (D434)

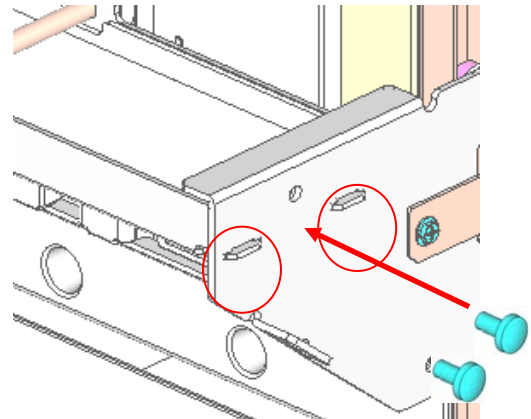
Date: 05-Jul-2012

No.: RD434017

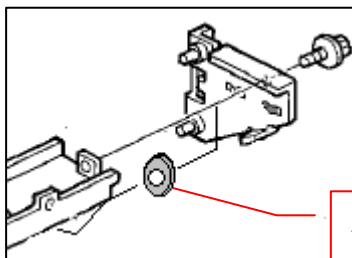
8. Release the hooks of the base plate from the side plate.  
Add the washer in between the base plate and the side plate by hooking it onto the bottom screw loosened in the previous step. Fasten both screws.



Hold the base plate when you release the hooks by slightly widening the side plates.

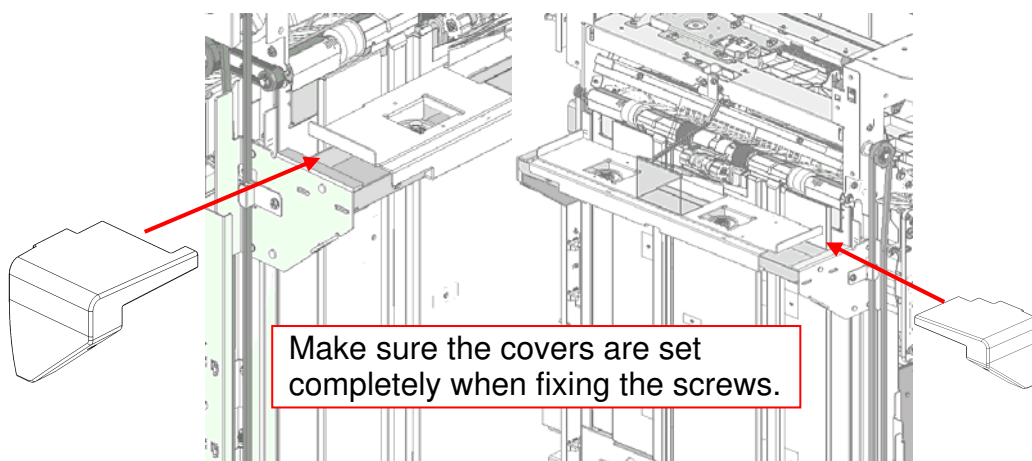


Add the washer only to the bottom screw. Support the base plate when you fix the screws.



Add the washer in between the base plate and the side plate.

9. Attach the front and rear covers to complete the procedure.



Make sure the covers are set completely when fixing the screws.

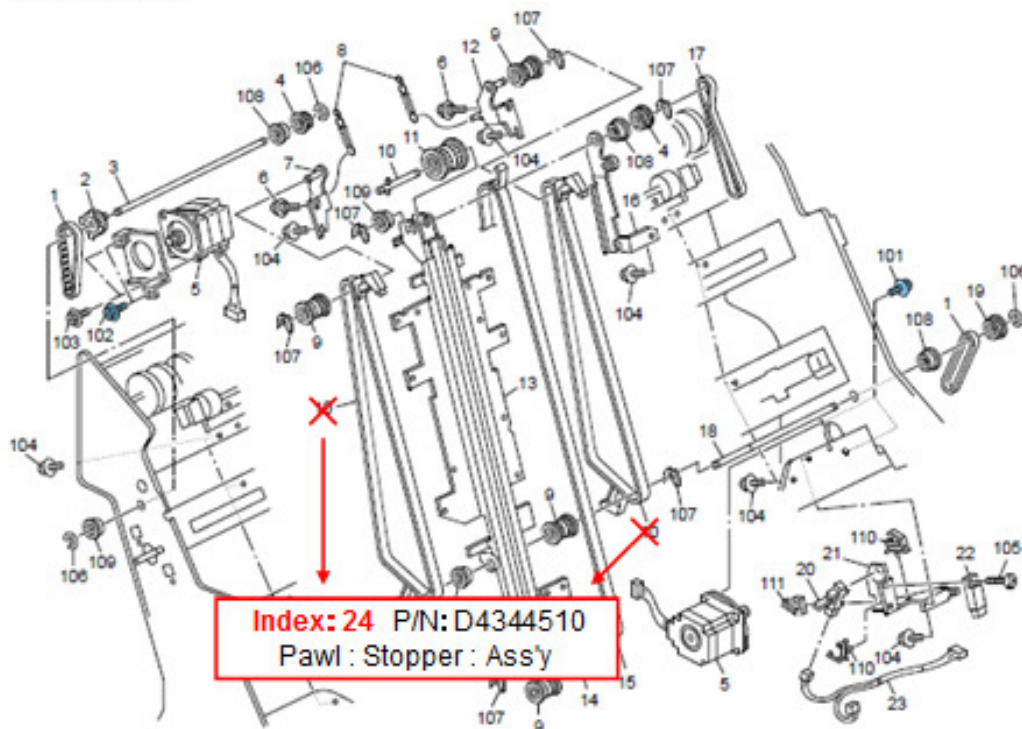


Model: Booklet Finisher SR5020		Date: 11-Jul-12	No.: RD434018
Subject: Parts catalog correction – index number of the staple unit stopper pawl		Prepared by: A. Takada	
From: PP Tech Service Dept., 1st PP Tech Service Sect.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Please apply the following correction to your parts catalog.

PartNumber	Description	Q'ty	Int	Page	Index	Note
D4344555	PAWL:STOPPER:ASS'Y	2	-	34	10→24	-

17.Staple Unit 7 (D434)



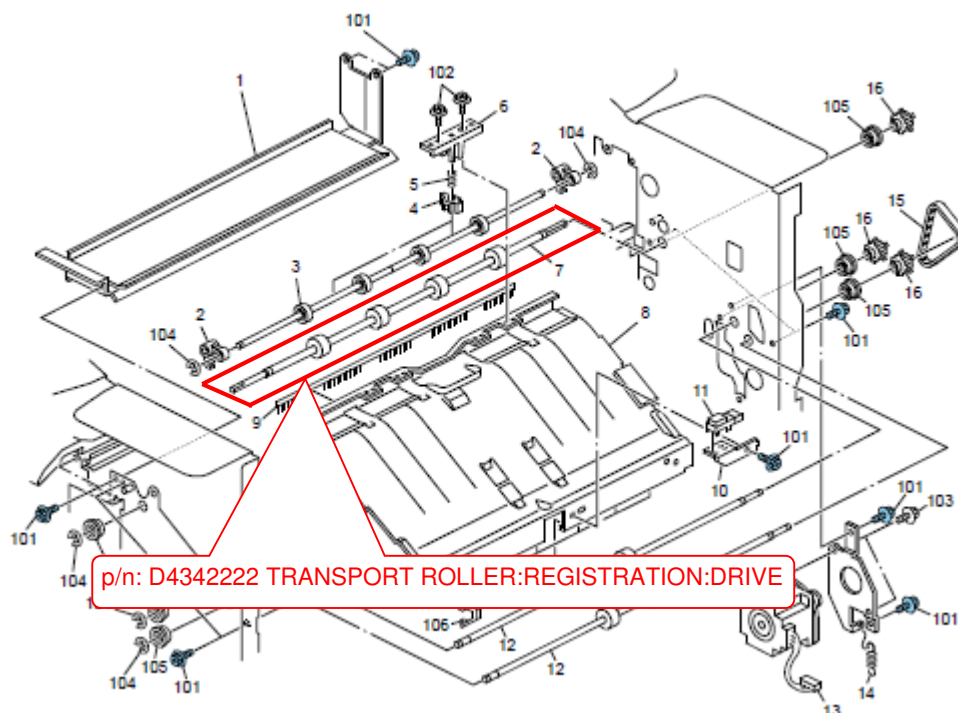
Model: Booklet Finisher SR5020		Date: 28-May-14	No.: RD434019
Subject: Parts catalog correction – Transport and Exit Rollers		Prepared by: J. Ohno	
From: PP Tech Service Dept., 1st PP Tech Service Sect.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier2

The following paper transport rollers were modified for higher durability.

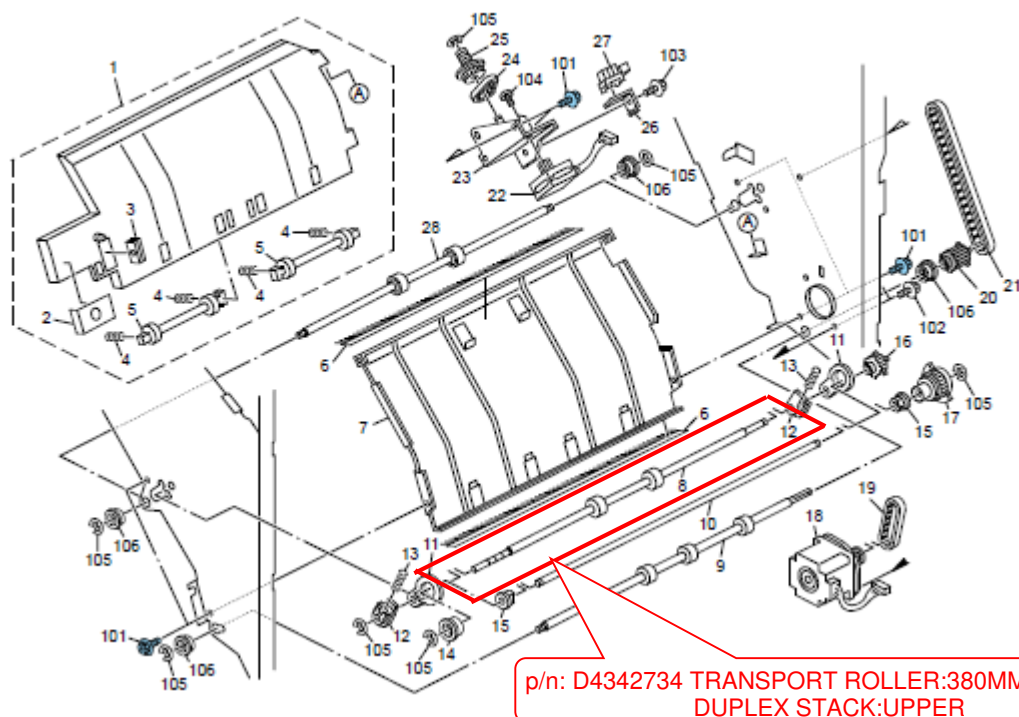
Old p/n	New p/n	Description	Q'ty	Page	Index	Note
D4342221	D4342222	TRANSPORT ROLLER:REGISTRATION:DRIVE	1	9	7	Change
D4342731	D4342734	TRANSPORT ROLLER:380MM:DUPLEX STACK:UPPER	1	21	8	Change
D4342480	D4342493	EXIT ROLLER:SHIFT TRAY:ASS'Y	1	59	2	X/O as a set
B3022305	-	MIDDLE EXIT ROLLER	1	59	3	
B8302302	-	FRONT & REAR EXIT ROLLER	1	59	4	

Note: D4342480, B3022305 and B8302302 are no longer available as individual service parts. These parts need to be replaced as a set with the new p/n: D4342493.

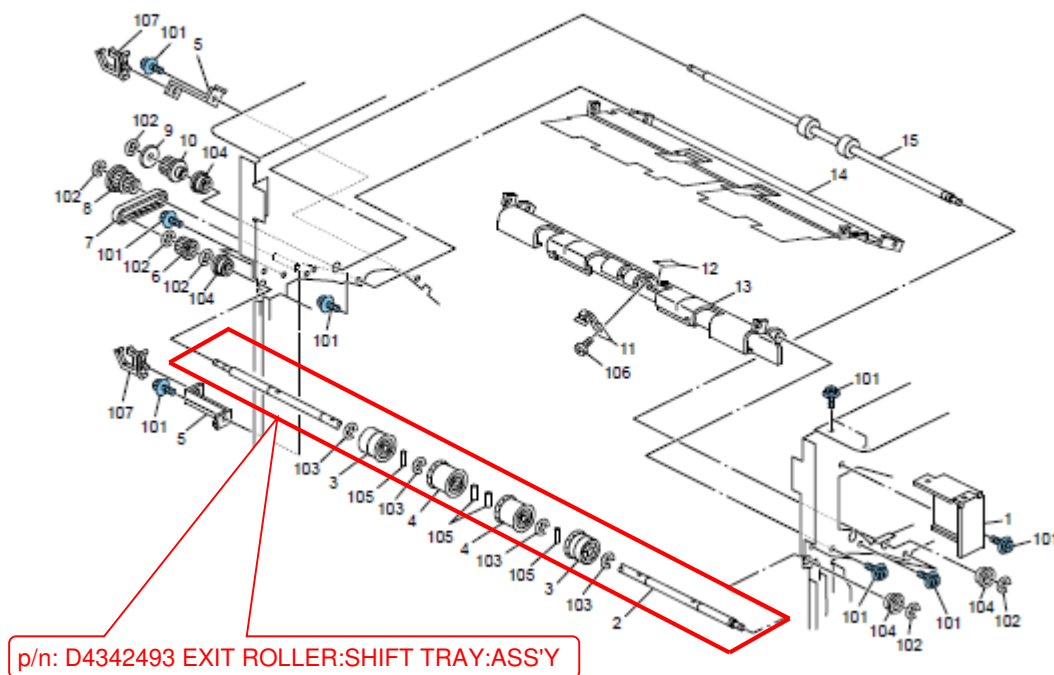
#### 4.Paper Transfer:Entrance 2 (D434)



## 10.Paper Transfer:Staple 3 (D434)



## 29.Paper Exit Section 2 (D434)

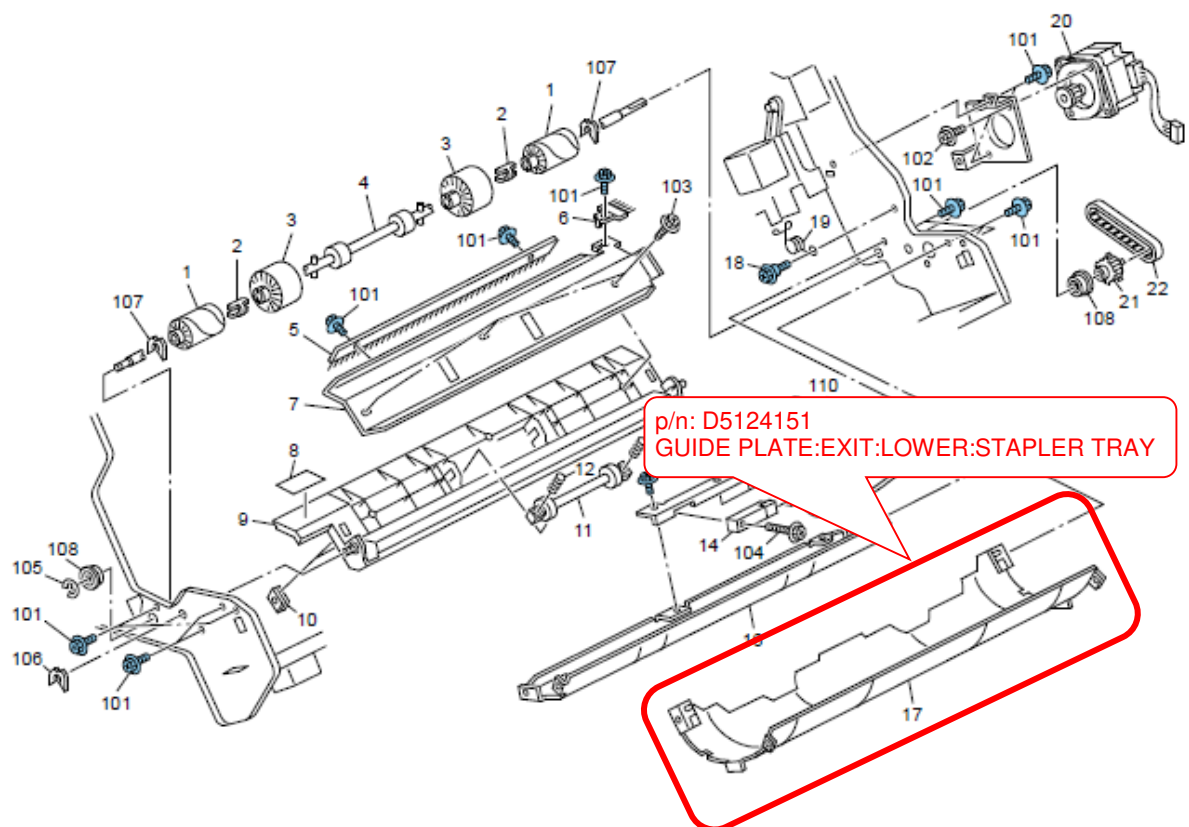


Model: Booklet Finisher SR5020		Date: 28-Nov-14	No.: RD434020
Subject: Parts catalog correction – Exit guide plates in the Staple and Exit units		Prepared by: J. Ohno	
From: PP Tech Service Dept., 3rd PP Tech Service Sect.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier2

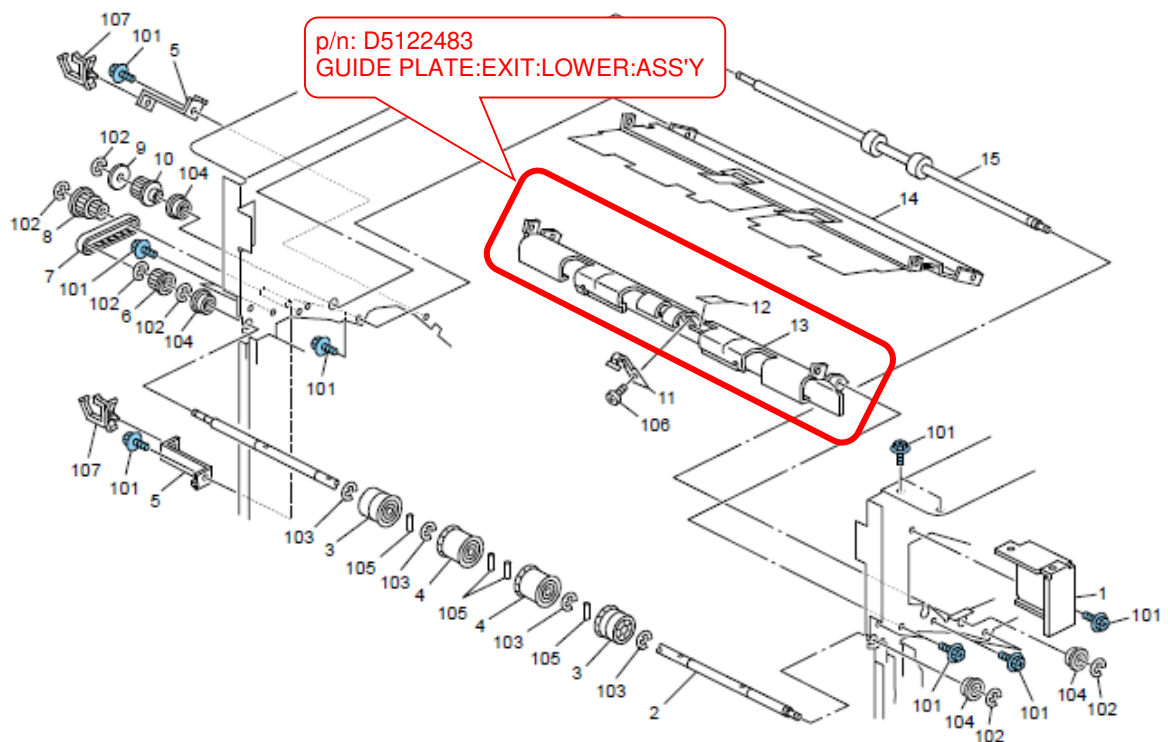
The following parts were modified for parts standardization.

Old p/n	New p/n	Description	Q'ty	Int	Page	Index	Note
D4344151	D5124151	GUIDE PLATE:EXIT:LOWER:STAPLER TRAY	1	X/O	25	17	Change
D4342461	D5122483	GUIDE PLATE:EXIT:LOWER:ASS'Y	1	X/O	59	13	Change

## 12.Staple Unit 2 (D434)



## 29.Paper Exit Section 2 (D434)

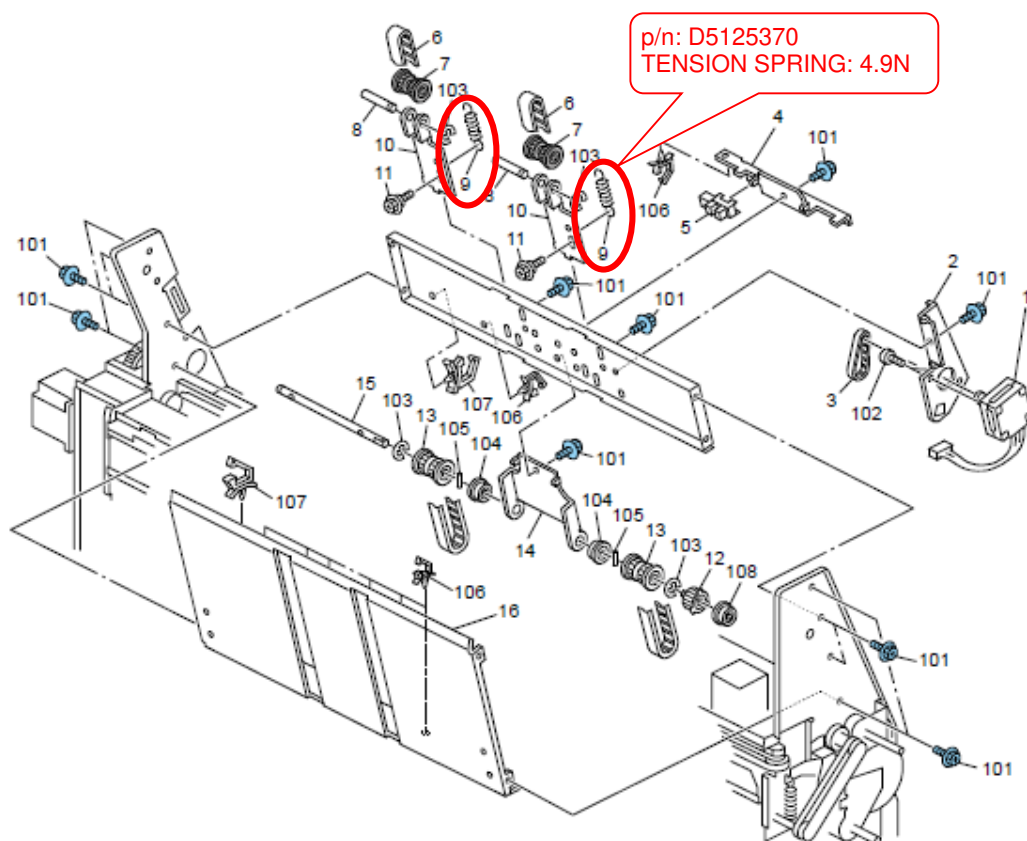


Model: Booklet Finisher SR5020		Date: 28-Nov-14	No.: RD434021
Subject: Parts catalog correction – Tension springs in the booklet unit		Prepared by: J. Ohno	
From: PP Tech Service Dept., 3rd PP Tech Service Sect.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier2

The following tension springs were modified for higher stacking alignment for saddle-stitching.

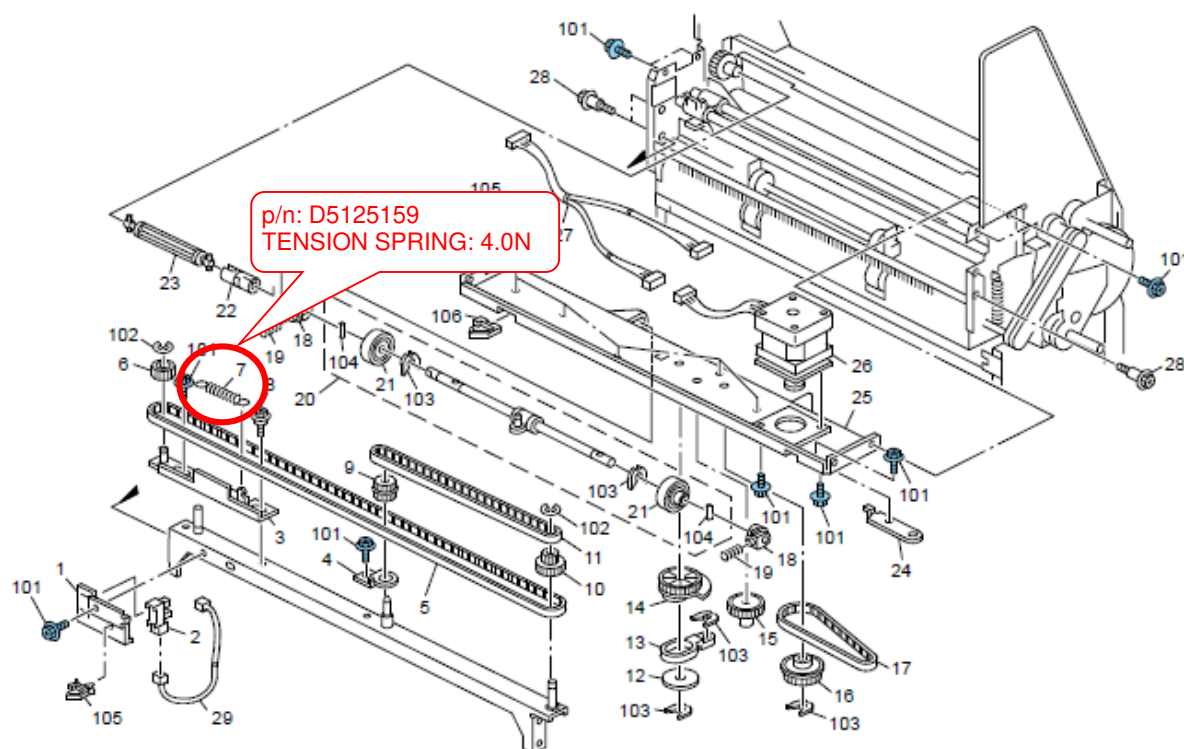
Old p/n	New p/n	Description	Q'ty	Int	Page	Index	Note
AA062334	D5125370	TENSION SPRING:4.9N	2	X/O	49	9	Change
AA062334	D5125159	TENSION SPRING:4.0N	1	X/O	51	7	Change

## 24.Booklet Unit 2 (D434)





## 25.Booklet Unit 3 (D434)



**Reissued: 05-Jan-15**

Model: Finisher_COLUMBIA	Date: 04-Mar-09	No.: RD434001j
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**RTB Reissue**

The items in bold italics have been corrected.

Subject: Firmware Release Note: Finisher_COLUMBIA		Prepared by: Y. Tanimoto	
From: 3rd PP Tech Service Sect., PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other (Firmware)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date
<b>03.200:08</b>	<b>D4345620P</b>	<b>February 2015 production</b>
03.190:08	D4345620N	July 2012 production
03.180:08	D4345620M	November 2011 production
03.160:08	D4345620K	February 2011 production
03.140:08	D4345620J	October 2010 production
03.100:08	D4345620H	March 2010 production
03.090:08	D4345620G	August 2009 production
03.080:08	D4345620F	May 2009 production
03.060:08	D4345620E	March 2009 production
03.050:08	D4345620D	February 2009 production
03.020:08	D4345620A	1st Mass production

Version	Modified Points or Symptom Corrected
<b>03.200:08</b>	<b>Symptom corrected:</b> <b>When the operation mode for finisher is changed during continuous jobs, for example, from Shift to Staple, jams might occur in GBC Stream Punch.</b>
03.190:08	Specification changed: The control for aligning the sheets for staple jobs was modified to improve stapling precision. [Reason] Staple jobs could result in poor alignment when resuming the job after an interruption in any of the following manner: Pressing the stop button on the operation panel, pressing the emergency shift tray stop switch, or replacing the toner bottle.
03.180:08	Symptoms Corrected: 1. Depending on how and when the stapler jogger fences are operated (which is affected by the job and the CPM) the stepper motor could lose its steps, which causes to gradually shift the corner stapling position. 2. When alternating the feed out tray between the stapler tray and shift or proof tray Columbia stalls and the mainframe displays "printing" status. 3. Saddle-stitching SRA4 paper results in jams caused by the nip release timing of 1st pre-stack rollers.

**Reissued: 05-Jan-15**

Model: Finisher_COLUMBIA	Date: 04-Mar-09	No.: RD434001j
03.160:08	<p>Symptom Corrected:</p> <ul style="list-style-type: none"> <li>- In a job output to the Trimmer Unit TR5020, the control panel does not indicate jams that occur in the Booklet Finisher SR5020. This happens when continuously running jobs that require switching of the output tray as in Stacker proof tray --&gt; Trimmer --&gt; Booklet Finisher.</li> <li>- In a job output to the Trimmer Unit TR5020, jam indication on the control panel is not cleared for jams that occur in the Booklet Finisher SR5020 even after removing the jammed paper.</li> <li>- When recovering from a jam occurring at the exit of the Trimmer Unit TR5020, the stacked paper remaining in the stapler tray of the Booklet Finisher SR5020 is falsely stapled together with the succeeding job.</li> </ul>	
03.140:08	<p>The Columbia is supported by the Pro C901/C901S.</p> <p>The following behaviors/problems have been resolved.</p> <ul style="list-style-type: none"> <li>- Behavior of the Standard Fence: Moveable has been changed when Z-folding B4 size paper.</li> <li>- Stop timing of the shift tray Exit Roller has been modified.</li> <li>- System has been modified to transmit the tray shift position data to the mainframe.</li> <li>- WAIT signal sent from the Columbia to the mainframe has been modified.</li> <li>- Pre-stacked sheets are not fed out to the staple tray when a stop command is sent from the mainframe, for instance when running out of sheets.</li> <li>- Jam occurs in the staple tray when switching to staple mode. (Examples of the mode changes causing the jam: Shift -- &gt; Staple, Proof -- &gt; Staple)</li> <li>- The mainframe will urgently stop the operation regardless of the sheets contained in its paper path when receiving signals from downstream peripherals indicating an anomaly.</li> <li>- When SC755 is called and two jobs are run; first to the shift tray and second to the staple tray, 'Printing' status remains on the control panel even after completing the first job and does not run the second job.</li> <li>- Exit roller marks appear on the trailing edge with paper sizes 415.0mm or larger and 460.4mm or smaller (which are A3,DLT,SRA3,18inch sizes in standard paper).</li> </ul>	
03.100:08	<p>Symptom Corrected:</p> <ul style="list-style-type: none"> <li>- When GBC Punch connected, jam problem is fixed when using the GBC punch mode.</li> </ul>	
03.090:08	<p>Symptom Corrected:</p> <ul style="list-style-type: none"> <li>- When a sheet is stuck in the pre-stack feed path in a jam or when the front door is opened, location of the stuck paper is displayed on the operation panel.</li> <li>- When output to a peripheral upstream to the Booklet Finisher(SR5020), the GBC punch motor will not run idle.</li> </ul>	
03.080:08	<p>Symptom Corrected::</p> <ul style="list-style-type: none"> <li>- SC990 at JAM occurrence when connecting GBC Puncher.</li> <li>- Unable to change mode (yes/no of cutting) from Booklet Finisher(SR5020) to Trimmer.</li> </ul> <p>Other changes:</p> <ul style="list-style-type: none"> <li>- Cutting position on the Trimmer can be adjusted by mode change.</li> </ul>	
03.060:08	<p>Symptom corrected:</p> <ul style="list-style-type: none"> <li>- J406 occurs when paper runs out in a Staple mode; stapling more than 81 sheets.</li> </ul>	

**Reissued: 05-Jan-15**

Model: Finisher_COLUMBIA		Date: 04-Mar-09	No.: RD434001j
	(object to Pro 1357EX only)		
03.050:08	Other changes: Leading edge positioning in the staple tray will be changed for single-stapling of 2-4 sheets of paper sizes up to A4T.		
03.020:08	1st Mass production		

**Reissued: 16-Mar-16**

Model: Finisher_COLUMBIA	Date: 04-Mar-09	No.: RD434001k
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**RTB Reissue**

The items in ***bold italics*** have been corrected or added.

Subject: Firmware Release Note: Finisher_COLUMBIA		Prepared by: J. Ohno	
From: 1st PP Tech Service Sect., PP Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input checked="" type="checkbox"/> Other (Firmware)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

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

Version	Program No.	Effective Date
<b><i>03.210:08</i></b>	<b><i>D4345620Q</i></b>	<b><i>May 2016 production</i></b>
03.200:08	D4345620P	February 2015 production
03.190:08	D4345620N	July 2012 production
03.180:08	D4345620M	November 2011 production
03.160:08	D4345620K	February 2011 production
03.140:08	D4345620J	October 2010 production
03.100:08	D4345620H	March 2010 production
03.090:08	D4345620G	August 2009 production
03.080:08	D4345620F	May 2009 production
03.060:08	D4345620E	March 2009 production
03.050:08	D4345620D	February 2009 production
03.020:08	D4345620A	1st Mass production

Version	Modified Points or Symptom Corrected
<b><i>03.210:08</i></b>	<b><i>Error Correction: The puncher does not completely retrieve home position and catches the succeeding sheet, resulting in poor punching and/or Jam125 (punch drive error).</i></b>
03.200:08	Symptom corrected: When the operation mode for finisher is changed during continuous jobs, for example, from Shift to Staple, jams might occur in GBC Stream Punch.
03.190:08	Specification changed: The control for aligning the sheets for staple jobs was modified to improve stapling precision. [Reason] Staple jobs could result in poor alignment when resuming the job after an interruption in any of the following manner: Pressing the stop button on the operation panel, pressing the emergency shift tray stop switch, or replacing the toner bottle.

**Reissued: 16-Mar-16**

Model: Finisher_COLUMBIA	Date: 04-Mar-09	No.: RD434001k
03.180:08	Symptoms Corrected: <ol style="list-style-type: none"> <li>Depending on how and when the stapler jogger fences are operated (which is affected by the job and the CPM) the stepper motor could lose its steps, which causes to gradually shift the corner stapling position.</li> <li>When alternating the feed out tray between the stapler tray and shift or proof tray Columbia stalls and the mainframe displays "printing" status.</li> <li>Saddle-stitching SRA4 paper results in jams caused by the nip release timing of 1st pre-stack rollers.</li> </ol>	
03.160:08	Symptom Corrected: <ul style="list-style-type: none"> <li>In a job output to the Trimmer Unit TR5020, the control panel does not indicate jams that occur in the Booklet Finisher SR5020. This happens when continuously running jobs that require switching of the output tray as in Stacker proof tray --&gt; Trimmer --&gt; Booklet Finisher.</li> <li>In a job output to the Trimmer Unit TR5020, jam indication on the control panel is not cleared for jams that occur in the Booklet Finisher SR5020 even after removing the jammed paper.</li> <li>When recovering from a jam occurring at the exit of the Trimmer Unit TR5020, the stacked paper remaining in the stapler tray of the Booklet Finisher SR5020 is falsely stapled together with the succeeding job.</li> </ul>	
03.140:08	The Columbia is supported by the Pro C901/C901S.  The following behaviors/problems have been resolved. <ul style="list-style-type: none"> <li>Behavior of the Standard Fence: Moveable has been changed when Z-folding B4 size paper.</li> <li>Stop timing of the shift tray Exit Roller has been modified.</li> <li>System has been modified to transmit the tray shift position data to the mainframe.</li> <li>WAIT signal sent from the Columbia to the mainframe has been modified.</li> <li>Pre-stacked sheets are not fed out to the staple tray when a stop command is sent from the mainframe, for instance when running out of sheets.</li> <li>Jam occurs in the staple tray when switching to staple mode. (Examples of the mode changes causing the jam: Shift -- &gt; Staple, Proof -- &gt; Staple)</li> <li>The mainframe will urgently stop the operation regardless of the sheets contained in its paper path when receiving signals from downstream peripherals indicating an anomaly.</li> <li>When SC755 is called and two jobs are run; first to the shift tray and second to the staple tray, 'Printing' status remains on the control panel even after completing the first job and does not run the second job.</li> <li>Exit roller marks appear on the trailing edge with paper sizes 415.0mm or larger and 460.4mm or smaller (which are A3,DLT,SRA3,18inch sizes in standard paper).</li> </ul>	
03.100:08	Symptom Corrected: <ul style="list-style-type: none"> <li>When GBC Punch connected, jam problem is fixed when using the GBC punch mode.</li> </ul>	
03.090:08	Symptom Corrected: <ul style="list-style-type: none"> <li>When a sheet is stuck in the pre-stack feed path in a jam or when the front door is opened, location of the stuck paper is displayed on the operation panel.</li> <li>When output to a peripheral upstream to the Booklet Finisher(SR5020), the GBC punch motor will not run idle.</li> </ul>	

**Reissued: 16-Mar-16**

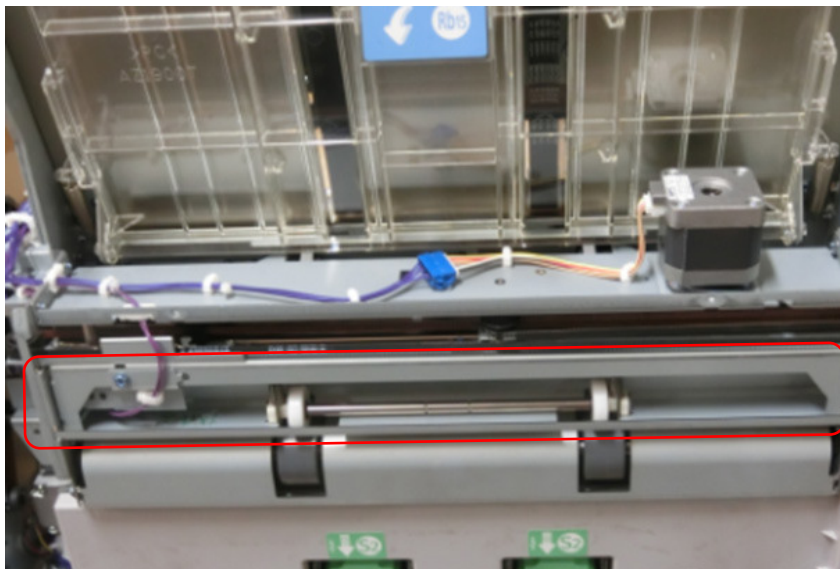
Model: Finisher_COLUMBIA		Date: 04-Mar-09	No.: RD434001k
03.080:08	Symptom Corrected:: <ul style="list-style-type: none"><li>- SC990 at JAM occurrence when connecting GBC Puncher.</li><li>- Unable to change mode (yes/no of cutting) from Booklet Finisher(SR5020) to Trimmer.</li></ul> Other changes: <ul style="list-style-type: none"><li>- Cutting position on the Trimmer can be adjusted by mode change.</li></ul>		
03.060:08	Symptom corrected: <ul style="list-style-type: none"><li>- J406 occurs when paper runs out in a Staple mode; stapling more than 81 sheets. (object to Pro 1357EX only)</li></ul>		
03.050:08	Other changes: Leading edge positioning in the staple tray will be changed for single-stapling of 2-4 sheets of paper sizes up to A4T.		
03.020:08	1st Mass production		



Model: SR5020		Date: 6-Mar-18	No.: RD434022
Subject: Stay:Drive: Paper Crimp		Prepared by: J. Ohno	
From: Sales Strategy Sect., 1st CP Business Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other (     )	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2 <input type="checkbox"/> Tier 0.5

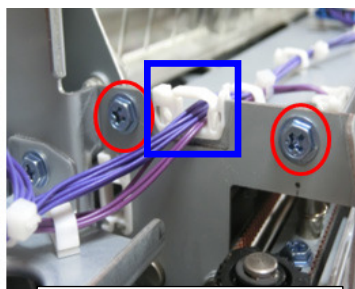
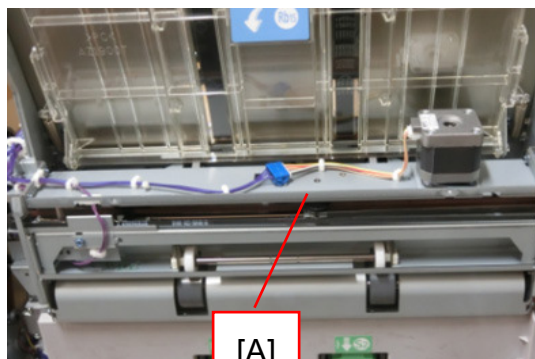
The following stay was registered as a new service part to meet requests received from the field.

Old P/N	New P/N	Description	Q'ty	Int	Note
-	D4345270	Stay: Drive: Paper Crimp: Horizontal	1	-	Add

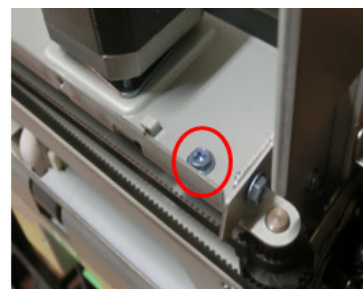


## How to replace the side seals

1. Remove the inner covers.
2. Remove the stay assembly [A]. (screw x5, clamp x1)



2 more screws on the other end



3. Remove the stay [B]. (screw x4)

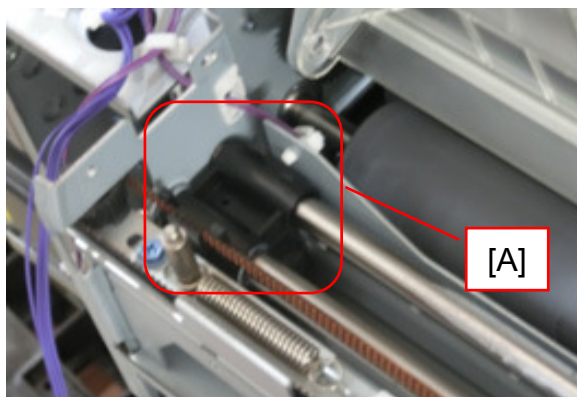


2 more screws on the other end

## Important Notes on Re-assembling the Stay

### Position of the slider

Make sure to position the slider [A] to the far end of the rear side.



### Position of the release cam feeler

Make sure the feeler [B] of the release cam positions toward the shaft of the transport rollers, and is level against the stay.

