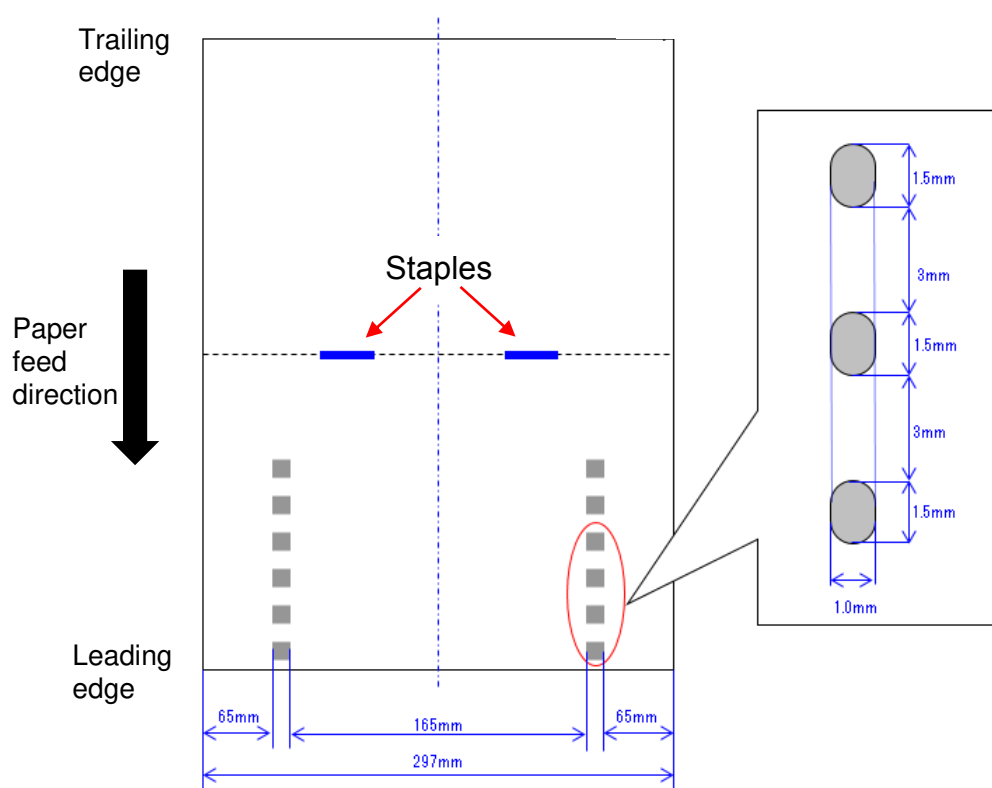


Model: Booklet Finisher SR5060 (D734)	Date: 7-May-15	No.: RD734001
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Subject: Part change – Modified exit roller to prevent roller marks in saddle-stitched booklets		Prepared by: T. Suzuki	
From: MFP Tech Service Dept., 2nd MFP Tech Service Sect.			
Classification:	☒ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☒ Part information ☐ Electrical ☐ Transmit/receive ☐ Other ()	☐ Action required ☐ Service manual revision ☐ Retrofit information ☐ Tier2

SYMPTOM

Roller marks appear along the feed direction until about halfway down from the leading edge in saddle-stitched booklets.



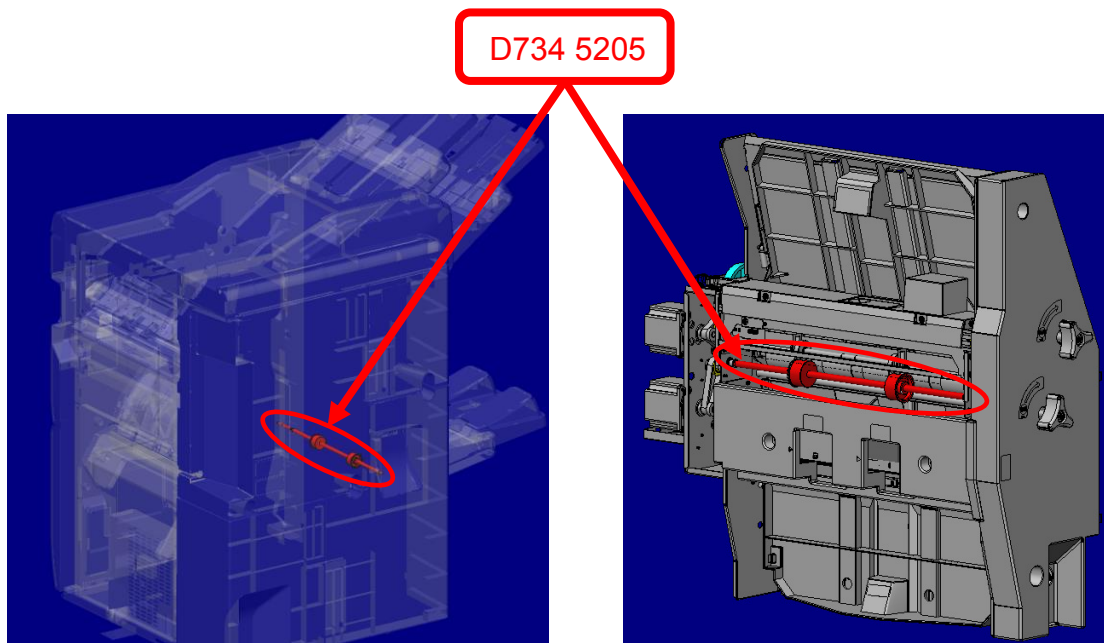
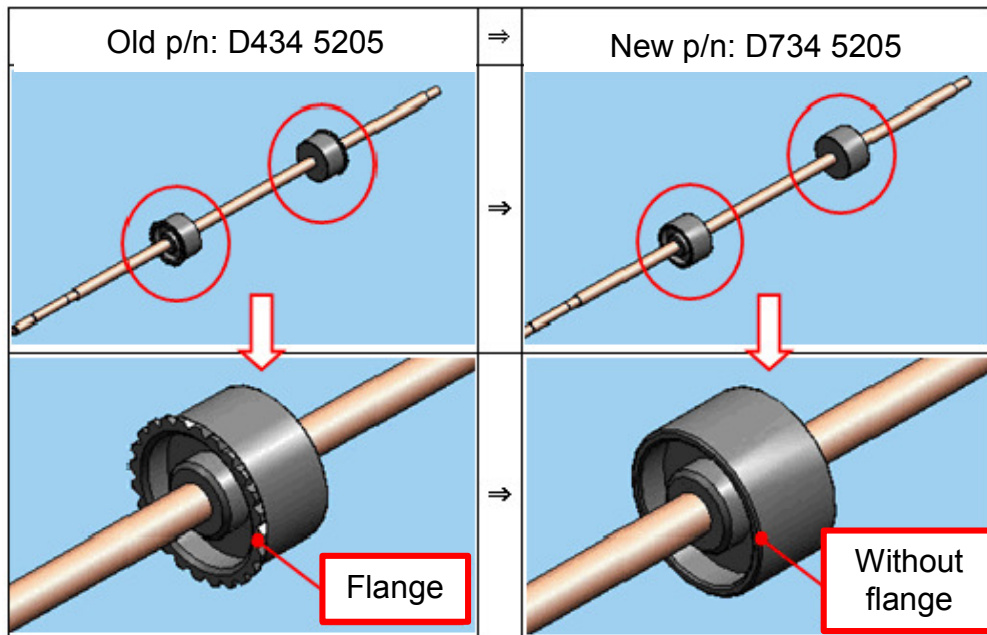
CAUSE

The flanges of the exit roller press the paper.

SOLUTION

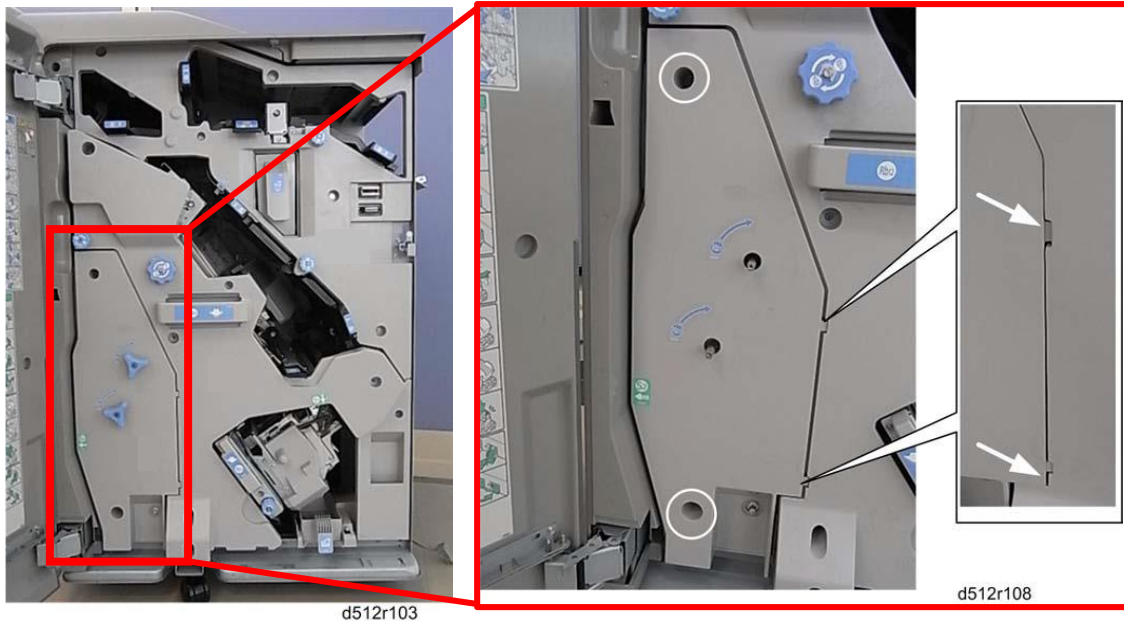
The exit roller was modified. The new exit roller does not have the flange.

Old p/n	New p/n	Description	Q'ty	Int	Note
D4345205	D7345205	EXIT ROLLER:PAPER CRIMP SUB-UNIT	1	X/O	Change

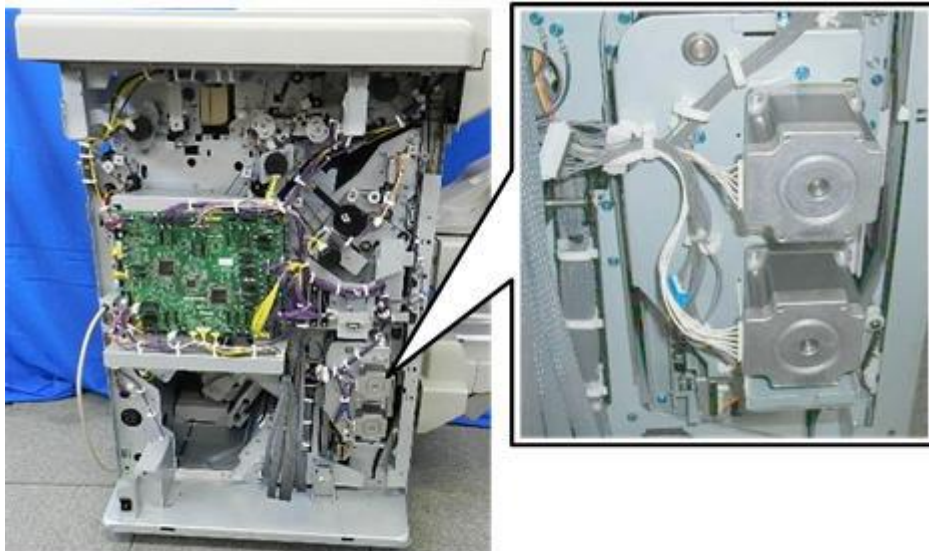


How to replace the roller

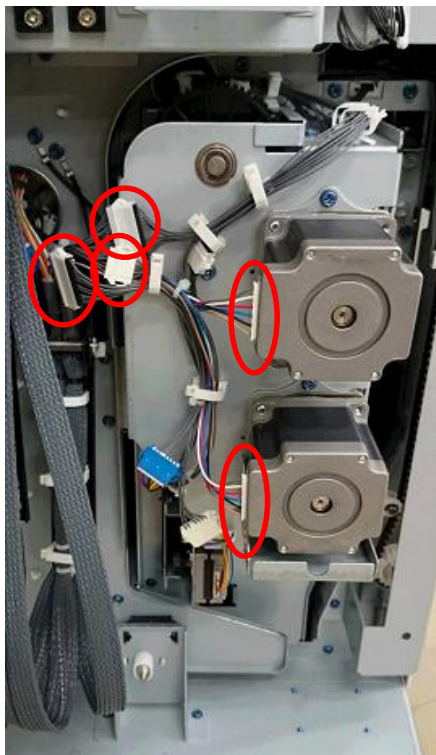
1. Remove the front door. (Screw x2)
2. Remove the rear upper cover (screw x5) and the rear lower cover (screw x4).
3. Remove handles Rb11 and Rb12. (Screw x1 each, Pin x1 each)
4. Remove the lower left cover. (Screw x2, Tab x2)



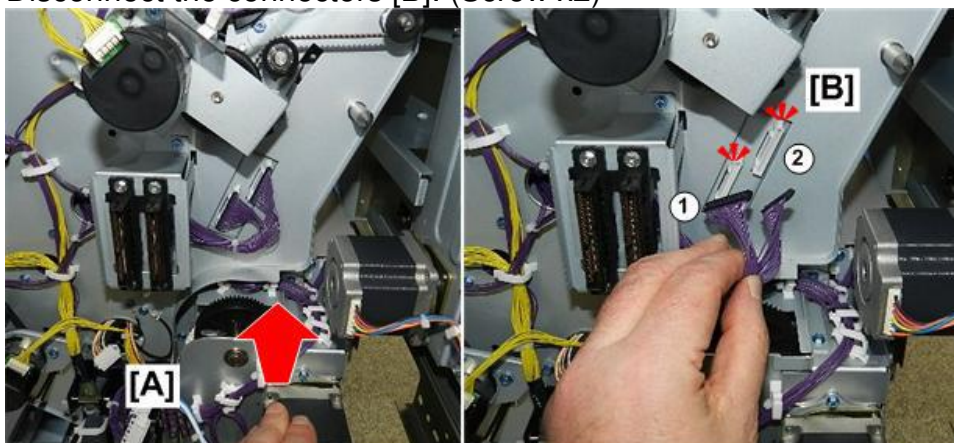
5. Make sure that the stack/staple unit is closed.
6. Locate the two motors attached to the rear of the stack/staple unit.



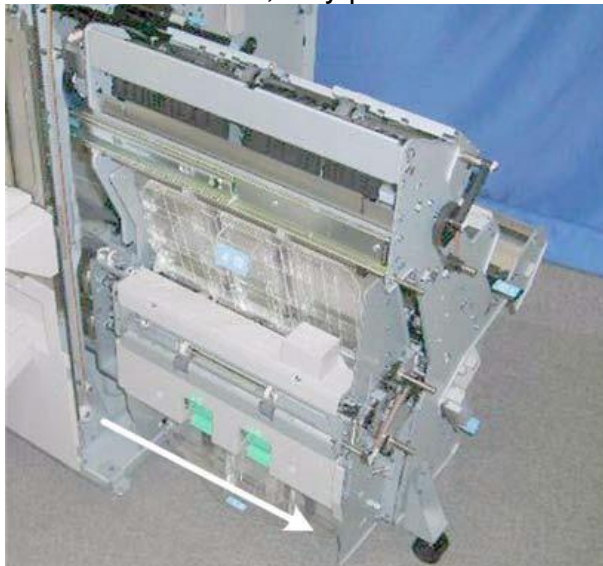
7. Disconnect the 5 connectors circled. (Unlock 2 clamps for easy disconnection.)



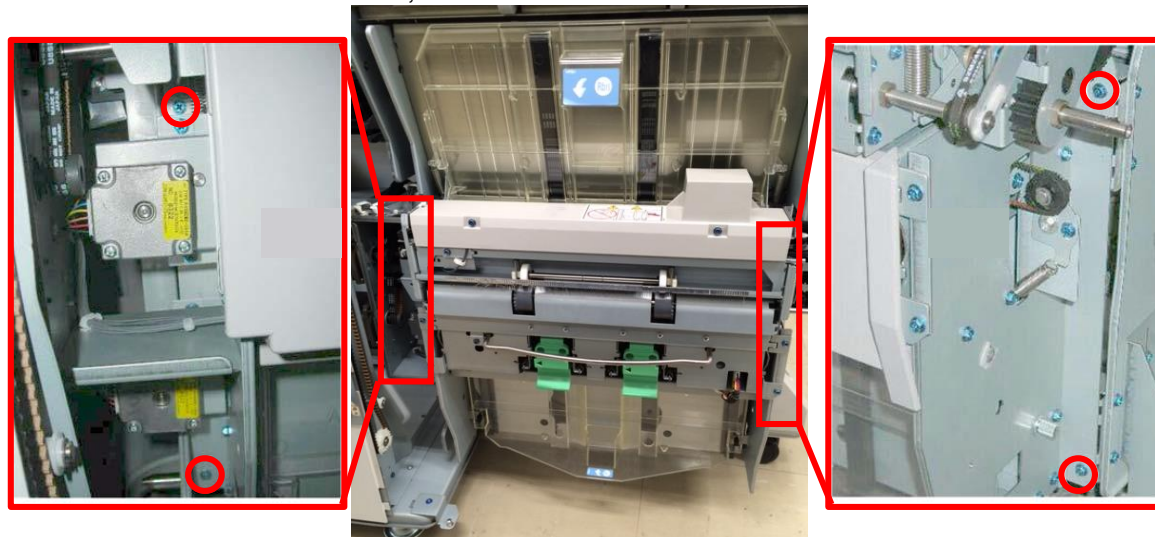
8. From the rear side, push the stack/staple unit [A] out about halfway, until you can see the two purple harnesses with black connectors.
9. Disconnect the connectors [B]. (Screw x2)



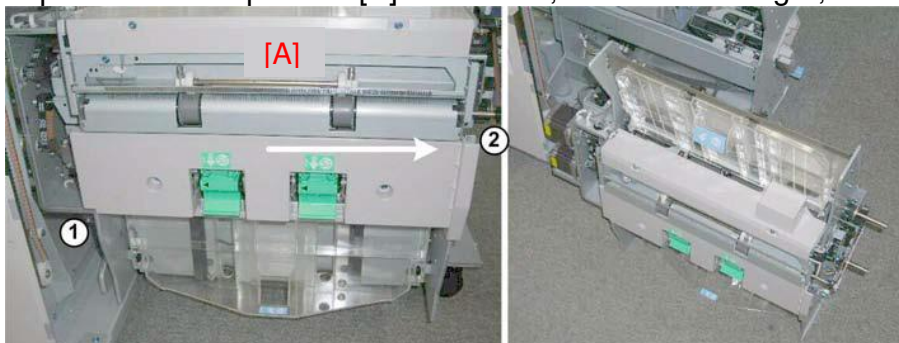
10. From the front side, fully pull out the stack/staple unit until it stops.



11. Remove the 4 screws circled; 2 each at front and rear.



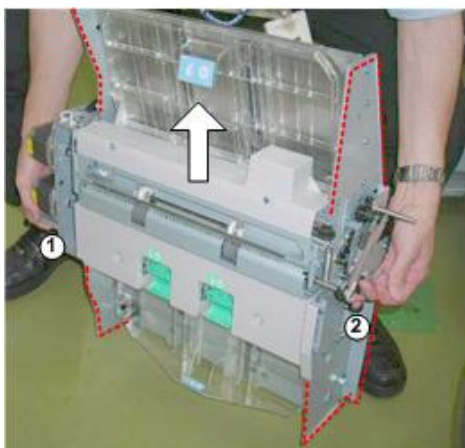
12. Grip the stack/staple unit [A] at 1 and 2, slide it to the right, and set it down on the floor.



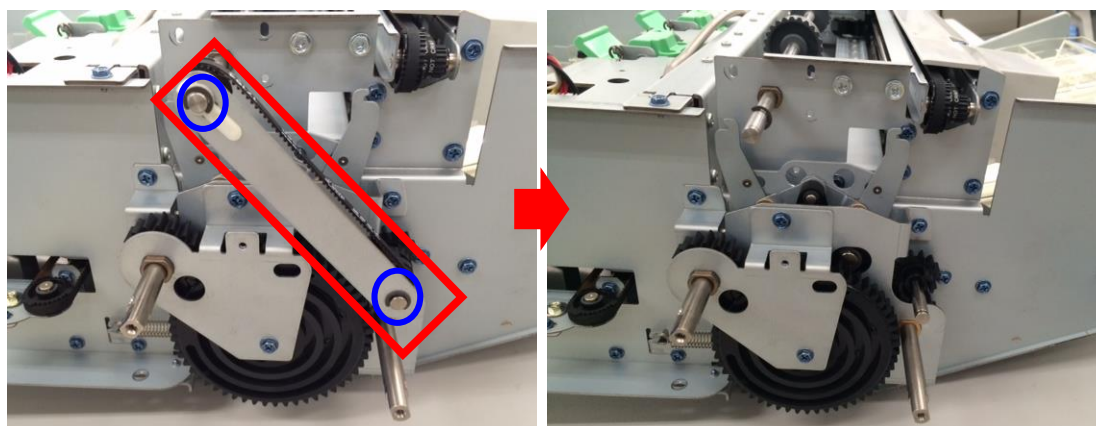
CAUTION

The metal edges of the booklet unit are sharp and can easily cut your hands or fingers.

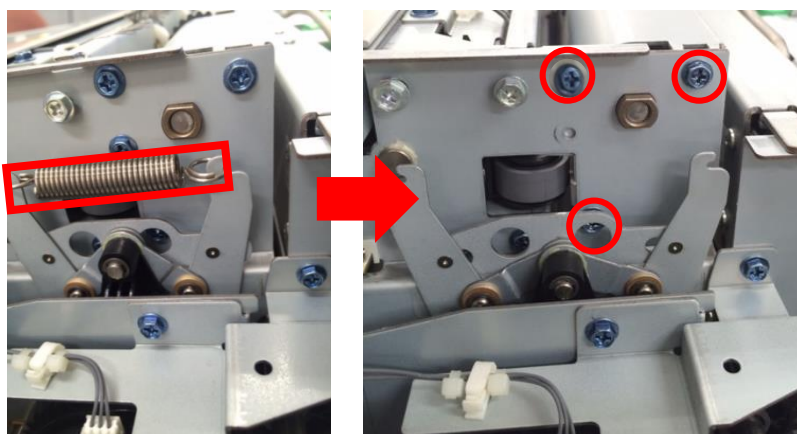
- Always lift the booklet unit with your hands positioned at 1 and 2.
- Never attempt to lift the booklet unit by the edges (indicated with the red dotted lines).



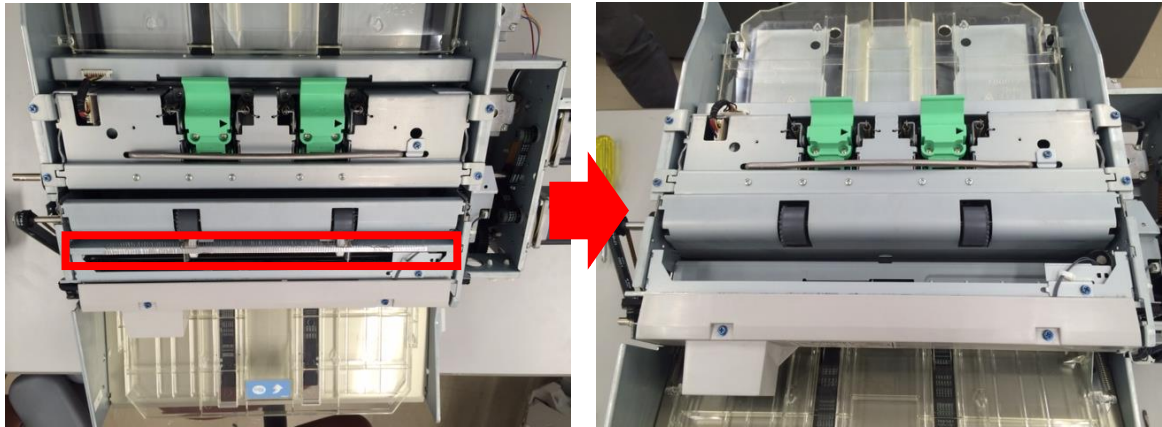
13. Remove the bracket and the timing belt. (E-type retaining ring x2)



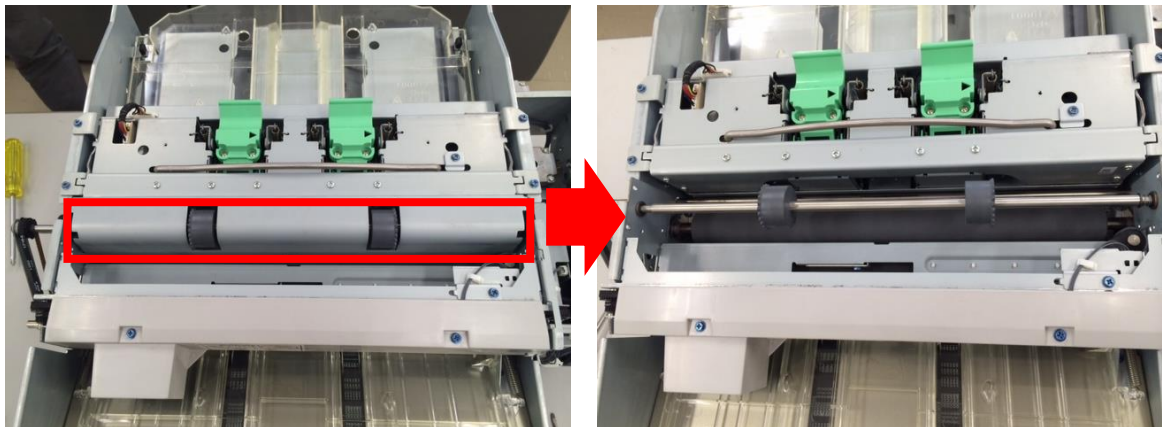
14. To remove the discharge brush and the guide plate, remove the tension spring and screws as shown below. (Rear: spring x1, screw x3, Front: spring x1, screw x3)



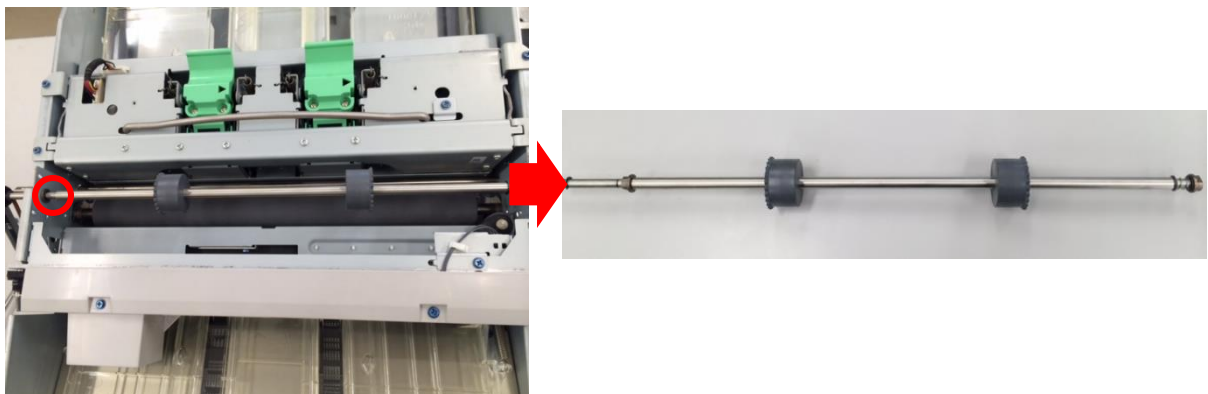
15. Remove the discharge brush.



16. Remove the guide plate.



17. Replace with the new roller. (E-type retaining ring x1)



18. Follow the above steps in reverse order to put back the unit and complete the procedure.

Reissued: 22-Oct-15

Model: BookletFinisher_SR5060	Date: 6-Aug-15	No.: RD734003b
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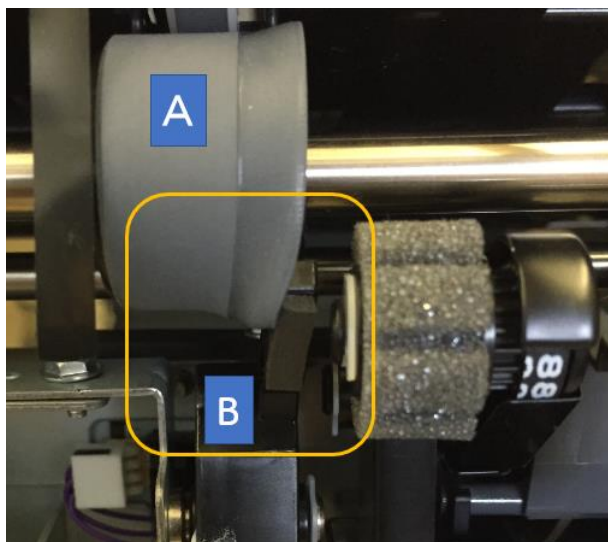
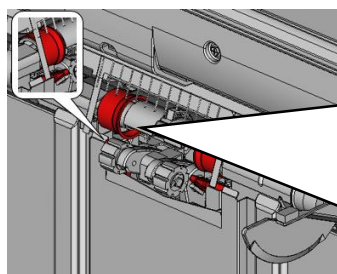
RTB Reissue

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

Subject: Request for rework to prevent Jam109		Prepared by: Shinnosuke Sasaki	
From: 1st PP Tech Service Sec., PP Tech Service Dept.,			
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☐ Other ()	☒ Action required ☐ Service manual revision ☐ Retrofit information ☐ Tier 2

SYMPTOM

Jam109 occurs when printing on coated paper 364.1mm or longer.



[A] Exit roller
[B] Press-down lever

CAUSE

The press-down lever interferes with the exit roller, because sufficient clearance is not secured between these components due to fluctuations in the dimensions of the lever.

Note that the symptom occurs only when printing on coated paper 364.1mm or longer, as this lever operates only when printing on this type of paper.

Affected Units

See the last pages for the S/N list.

SOLUTION

See the following pages.

Reissued: 22-Oct-15

Model: BookletFinisher_SR5060

Date: 6-Aug-15

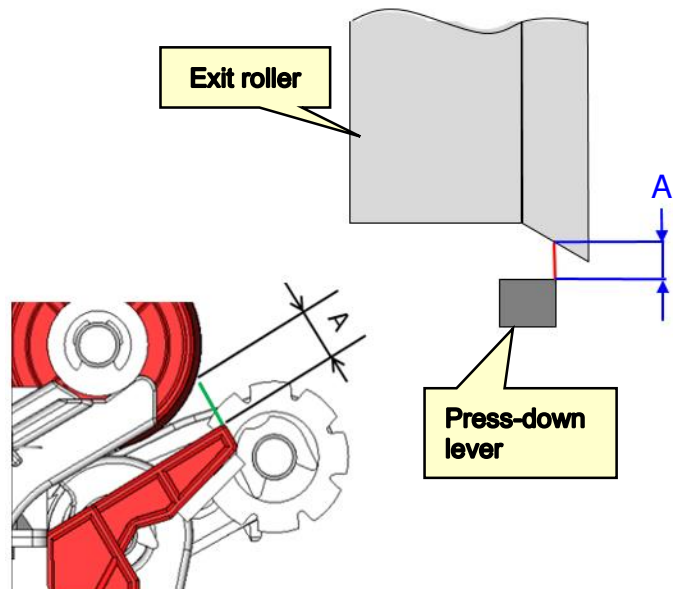
No.: RD734003b

Part 1: Determining whether the unit is affected or not

1. Connect the Finisher to the mainframe.
2. Print out a sheet to the Finisher shift tray. Any paper size/weight will work, because the purpose here is to ensure that the press-down levers reach home position.
3. Measure the distance [A] between the levers and the exit rollers.

NOTE

There are two rollers and levers; one at the operator side and another at the non-operator side. Make measurements at both sides.



If the distance is 3.5mm or longer:

→ No action required.

If the distance is shorter than 3.5mm:

→ Do 'Part 2' of the procedure.

Reissued: 22-Oct-15

Model: BookletFinisher_SR5060	Date: 6-Aug-15	No.: RD734003b
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Part 2: Determining whether the brackets need to be replaced or not

1. Check if the machine has experienced J109 in SP7504-109.

If J109 is logged (SP7504-109 is 1 or larger):

- ➔ Replace the brackets that hold the press-down levers with new ones because the brackets may be damaged/deformed from interference with the rollers. See 'Part 3' for the replacement procedure.

Note:

- *The brackets can be ordered free of charge under P/N D1799916 (BRACKET:SET). **Note: This part is not applicable to the EU market.***
- *The brackets can also be ordered as normal service parts under the following P/N:
D7346333 (BRACKET:PLATE:FRONT)
D7346334 (BRACKET:PLATE:REAR)*

If J109 is not logged:

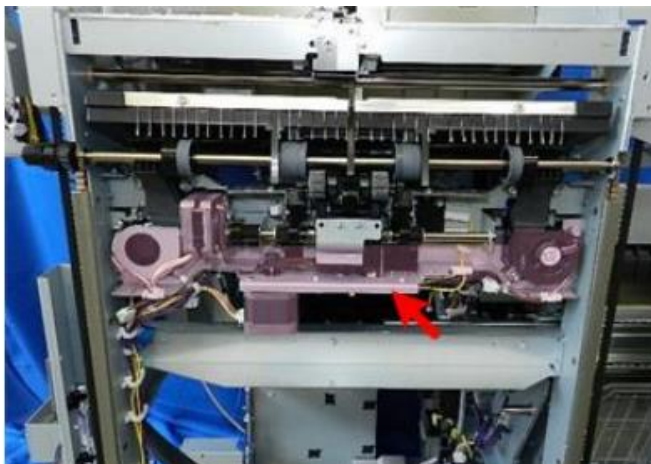
- ➔ Adjust the position of the brackets so that their front edges align with the edge of the main bracket. See 'Part 4' for the adjustment procedure. (The brackets do not have to be replaced.)

Part 3: Replacing the brackets

NOTE

There are two brackets; one at the operator side and another at the non-operator side. Do the same procedure for both brackets.

1. Remove the drag roller unit according to the service manual, in the section: *Replacement and Adjustment > Common Procedures > Drag Roller Unit*



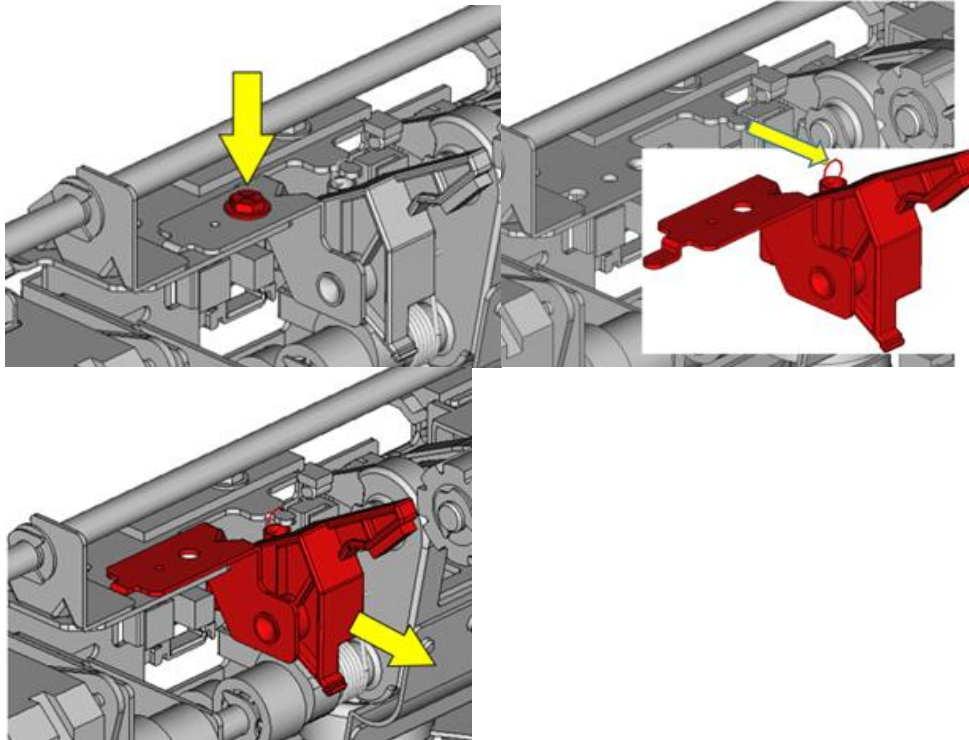
Reissued: 22-Oct-15

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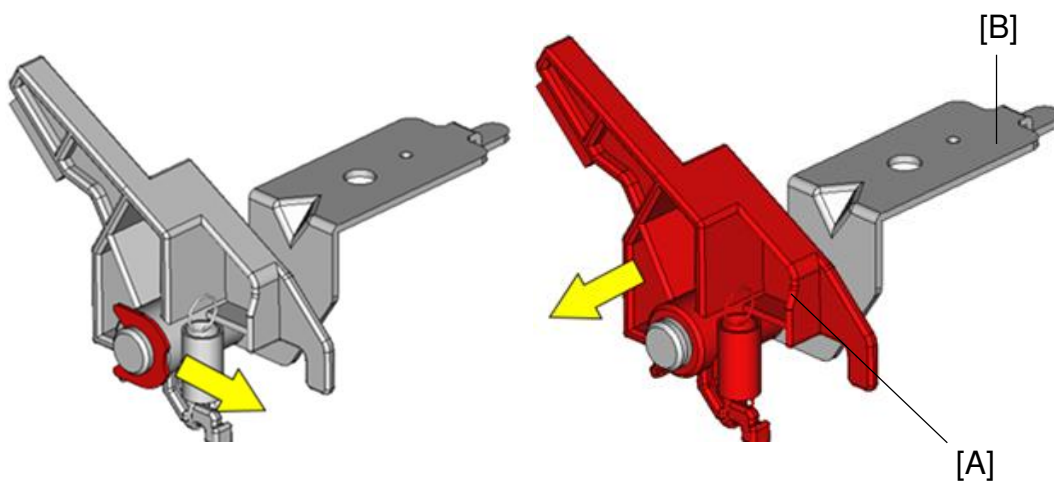
Date: 6-Aug-15

No.: RD734003b

2. Remove the press-down lever together with the bracket. (Screw x1, Spring x1)



3. Remove the lever [A] from the bracket [B]. (Snap ring x1)



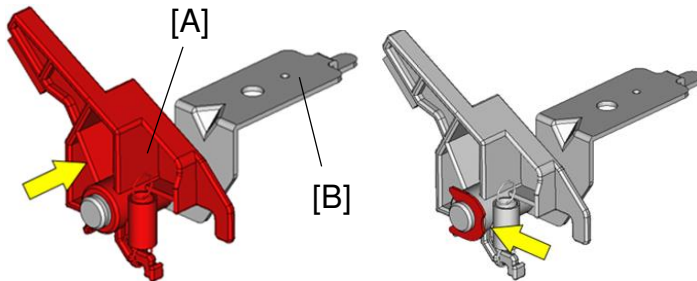
Reissued: 22-Oct-15

Model: BookletFinisher_SR5060

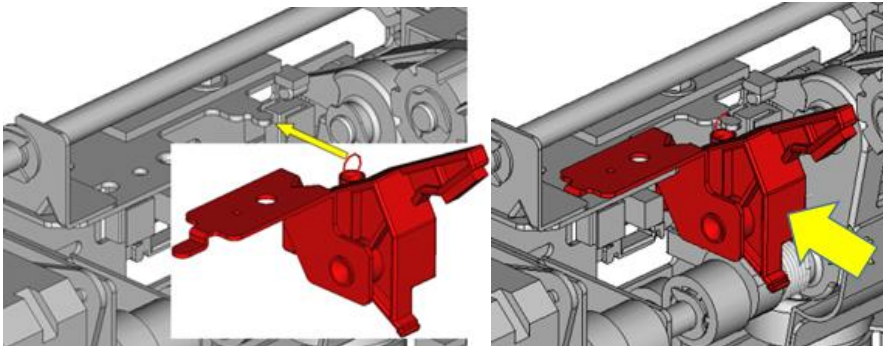
Date: 6-Aug-15

No.: RD734003b

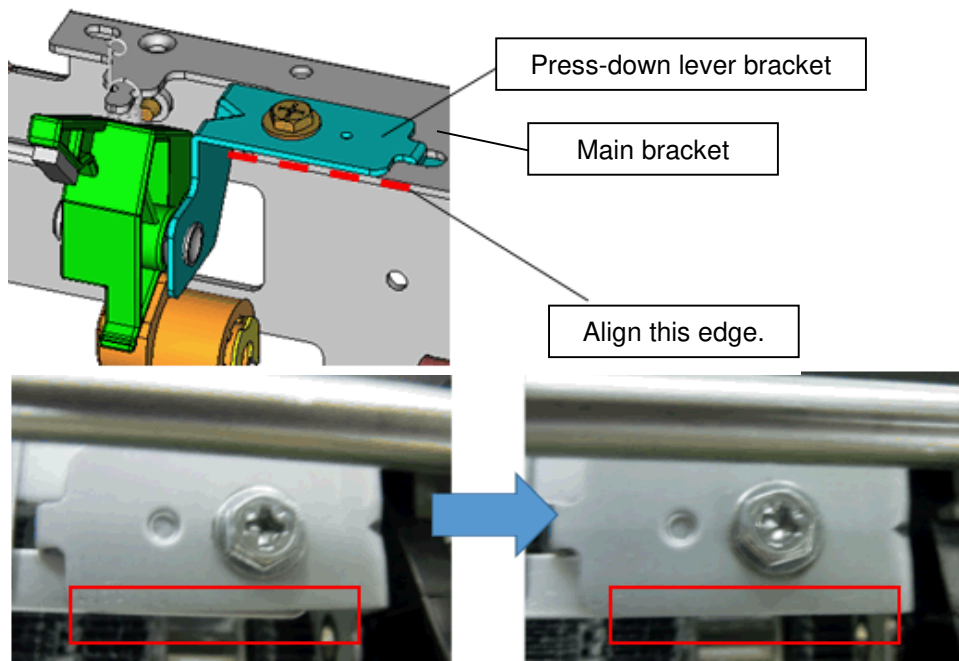
4. Install the lever [A] removed in the previous step on the **new** bracket [B].



5. Put the levers and brackets back in the machine.



6. Adjust the position of the bracket so that its front edge aligns with the edge of the main bracket as shown below. Do the same for the other bracket.



7. Put back the drag roller unit.

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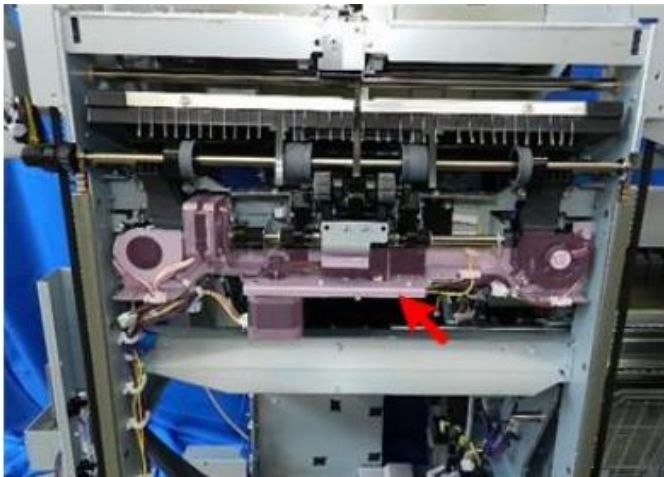
8. Repeat 'Part 1' of the procedure to make sure that the distance between the press lever and exit roller is at least 3.5mm.
9. Finished.

Part 4: Adjusting the bracket position

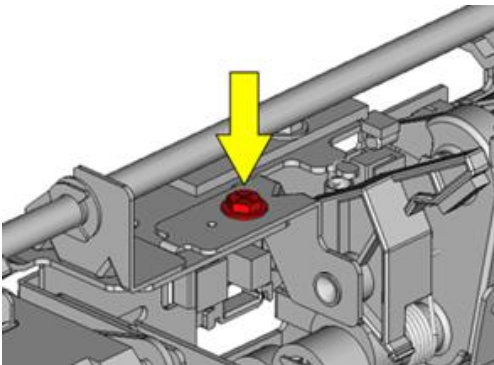
NOTE

There are two brackets; one at the operator side and another at the non-operator side. Do the same procedure for both brackets.

1. Remove the drag roller unit according to the service manual, in the section:
Replacement and Adjustment > Common Procedures > Drag Roller Unit



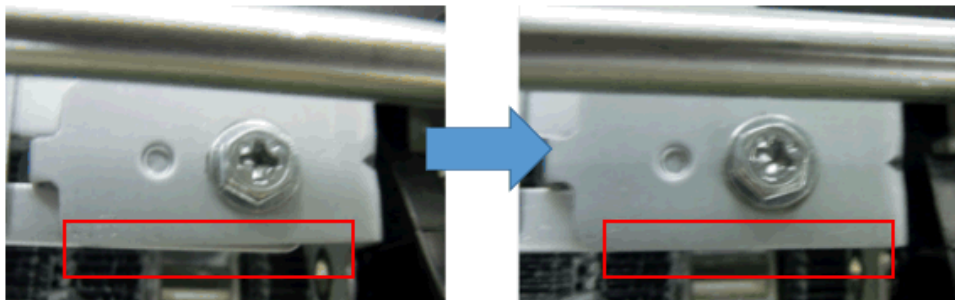
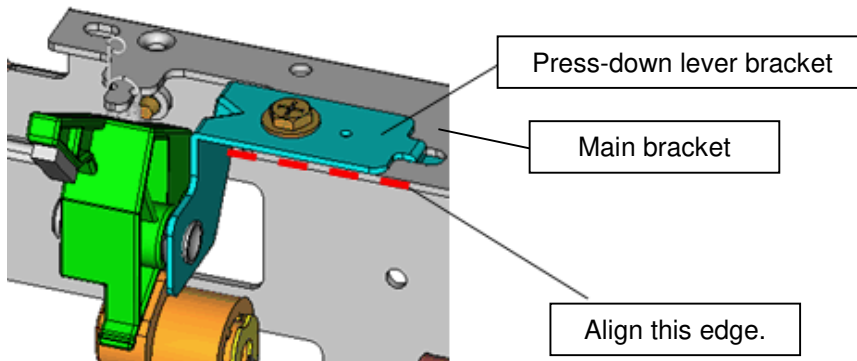
2. Loosen the bracket attached to the press-down lever. (Screw x1, Spring x1)



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- Adjust the position of the bracket so that its front edge aligns with the edge of the main bracket as shown below. Do the same for the other bracket.



- Put back the drag roller unit.
- Repeat 'Part 1' of the procedure to make sure that the distance between the press-down lever and exit roller is at least 3.5mm.
- Finished.

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Model: BookletFinisher_SR5060	Date: 6-Aug-15	No.: RD734003b
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S/N of possibly affected units

RE

E845E220001	E845E220021	E855E120170	E855E320001	E855E320033
E845E220002	E845E220028	E855E120172	E855E320002	E855E320034
E845E220003	E845E220029	E855E120173	E855E320005	E855E320035
E845E220004	E845E220030	E855E120174	E855E320008	E855E320036
E845E220005	E845E220039	E855E120175	E855E320012	E855E320037
E845E220006	E845E220040	E855E120176	E855E320013	E855E320038
E845E220007	E845E220043	E855E120177	E855E320014	E855E320039
E845E220008	E845E220044	E855E120178	E855E320015	E855E320040
E845E220009	E845E220045	E855E120179	E855E320017	
E845E220010	E845E220047	E855E120180	E855E320019	
E845E220011	E855E120153	E855E120181	E855E320020	
E845E220012	E855E120159	E855E120182	E855E320022	
E845E220013	E855E120161	E855E120183	E855E320023	
E845E220014	E855E120163	E855E120184	E855E320024	
E845E220015	E855E120164	E855E120185	E855E320025	
E845E220016	E855E120165	E855E120186	E855E320026	
E845E220017	E855E120166	E855E120187	E855E320028	
E845E220018	E855E120167	E855E120188	E855E320029	
E845E220019	E855E120168	E855E120189	E855E320031	
E845E220020	E855E120169	E855E120190	E855E320032	

RAC

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E845E210044	E845E210086	E845E210106	E845E210132	E845E210152
E845E210049	E845E210087	E845E210109	E845E210133	E845E210153
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E845E210070	E845E210090	E845E210112	E845E210136	E845E210156
E845E210071	E845E210091	E845E210113	E845E210137	E845E210157
E845E210072	E845E210092	E845E210114	E845E210138	E845E210158
E845E210073	E845E210093	E845E210115	E845E210139	E845E210159
E845E210074	E845E210094	E845E210116	E845E210140	E845E210160
E845E210075	E845E210095	E845E210117	E845E210141	E845E210161
E845E210076	E845E210096	E845E210118	E845E210142	E845E210162
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E845E210081	E845E210101	E845E210123	E845E210147	E845E210167

Reissued: 22-Oct-15

Model: BookletFinisher_SR5060			Date: 6-Aug-15	No.: RD734003b
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RAC (Continued from the previous page)

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E845E210171	E855E210027	E855E210085	E855E210110	E855E210132
E845E210172	E855E210028	E855E210086	E855E210111	E855E210133
E845E210173	E855E210035	E855E210087	E855E210112	E855E210134
E845E210174	E855E210036	E855E210088	E855E210113	E855E210135
E845E210175	E855E210038	E855E210089	E855E210114	E855E210136
E845E210176	E855E210039	E855E210095	E855E210115	E855E210137
E845E210177	E855E210040	E855E210096	E855E210116	E855E210138
E845E210178	E855E210041	E855E210097	E855E210117	E855E210139
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Reissued: 22-Oct-15

Model: BookletFinisher_SR5060				Date: 6-Aug-15		No.: RD734003b	
E855E210295							
E855E210296							

RA

E845E210013	E845E220031	E845E220046	E855E120157
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E845E210020	E845E220033	E845E220049	E855E120160
E845E210180	E845E220034	E845E220050	E855E120162
E845E220022	E845E220035	E855E210224	E855E120171
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E845E220025	E845E220038	E855E120154	
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Reissued: 23-Oct-15

Model: Booklet Finisher SR5060 (D734)	Date: 10-Jun-15	No.: RD734004a
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RTB Reissue

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

Subject: Parts change – Tension spring and TE press-down lever of the drag roller unit		Prepared by: J. Ohno	
From: 1st Tech Service Sect., PP Tech Service Dept.			
Classification:	☐ Troubleshooting	☒ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ()	☐ Tier2

Change

The tension spring and the TE (trailing edge) press-down levers in the drag roller unit were modified for higher durability against stress.

Reason

Stress on the hook increases with the old tension spring and possibly results in breakage of the spring.

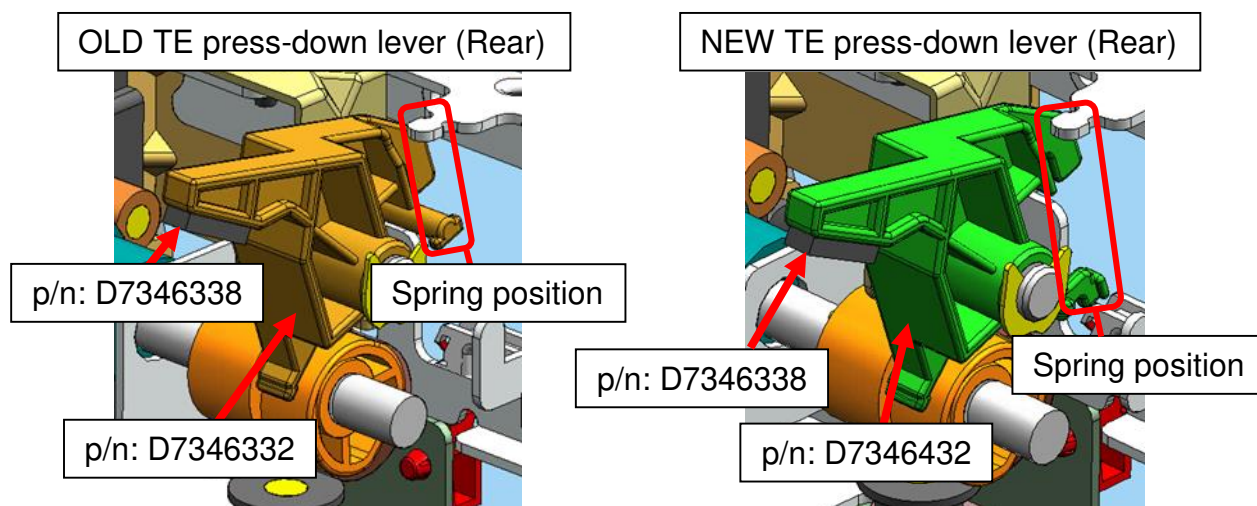
Old p/n	New p/n	Description	Q'ty	Int	Note
D7346251	D7346449	TENSION SPRING:PLATE	2	X/O	Change
D7346331	D7346431	PLATE:FRONT	1	X/O	Change
D7346332	D7346432	PLATE:REAR	1	X/O	Change

Note: 1. PLATE refers to the TE press-down lever.

2. ***The cushion attached to the TE press-down lever is not reusable. When replacing the TE press-down lever, be sure to also replace the cushion (p/n: D7346338).***

IMPORTANT

When replacing the spring, be sure to replace the TE press-down levers (both front and rear) as a set. The new spring is not interchangeable with the old TE press-down levers



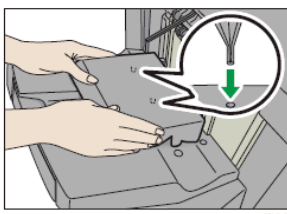
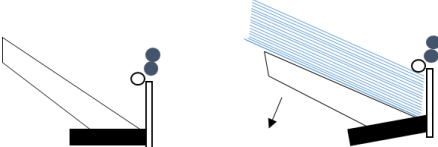
Model: Booklet Finisher SR5060 (D734)		Date: 31-Jul-15	No.: RD734005
Subject: Troubleshooting SC720-75		Prepared by: Shinnosuke Sasaki	
From: 1st PP Tech Service Sec., PP Tech Service Dept.,			
Classification:	☒ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☐ Other ()	☒ Action required ☐ Service manual revision ☐ Retrofit information ☐ Tier 2

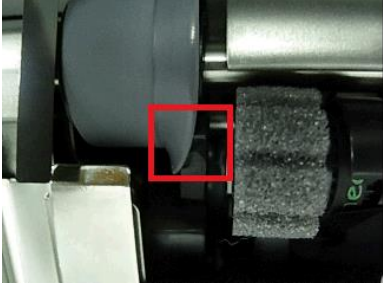
SYMPTOM

SC720-75 (Drag Roller Movement Motor Error) occurs after J109 or J122 occurs twice in succession.

CAUSE, SOLUTION

See the following table:

	CAUSE	SOLUTION
1	Envelopes stacked in the shift tray interfere with the press down levers.  The flap is thinner than the envelope body, causing the envelopes to be stacked on the shift tray at an angle. As a result, the flaps interfere with the movement of the exit rollers and prevent smooth paper exit.	Attach the Z-fold support tray to the shift tray. This will lower the stacking angle.  Side effects: ● Reduced stacking capacity ● No jogging adjustment (Joggers cannot reach the side edges of the envelopes)
2	The Finisher firmware is Ver1.460 or older.	Update the Finisher firmware to Ver2.500 or newer. This firmware optimizes the movement of the levers.
3	The Tray Full condition is triggered/detected mistakenly. Note: This occurs with A3 or larger coated paper (weight 3-5).  The weight of the stacked sheets tilt the tray's angle of orientation.	Set SP6239-001 (Tray Full Set (432<Length)) to a value of "1". Side effects: ● Reduced stacking capacity (from 1,405 to 755 sheets) with paper 0.1mm in thickness.

Model: Booklet Finisher SR5060 (D734)	Date: 31-Jul-15	No.: RD734005
4 Parts manufacturing error  The exit roller and press down lever interfere with each other's movement.	Replace the lever brackets. (See RTB #RD734003 for details).	
5 Printed sheets interfere with the movement of the press down lever. As a result, these sheets cannot be removed correctly.	Advise the customer to remove sheets that are interfering with the press down levers when Jam 122 occurs.	

Model: Booklet Finisher SR5060 (D734)		Date: 05-Aug-15	No.: RD734006
Subject: New service part – Guide in the stapler unit		Prepared by: J. Ohno	
From: 1st Tech Service Sect., PP Tech Service Dept.			
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☒ Part information ☐ Electrical ☐ Transmit/receive ☐ Other ()	☐ Action required ☐ Service manual revision ☐ Retrofit information ☐ Tier2

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

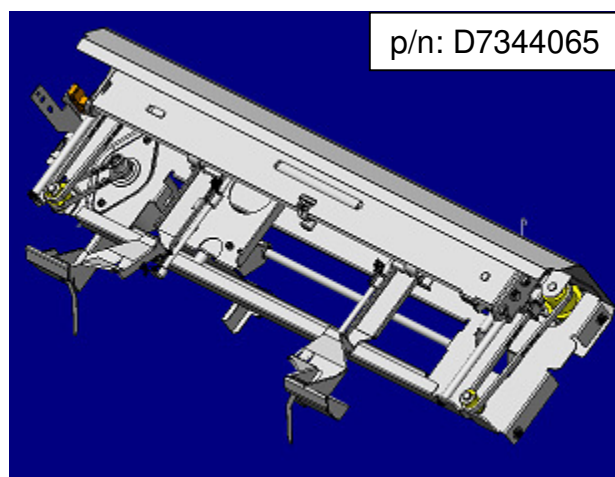
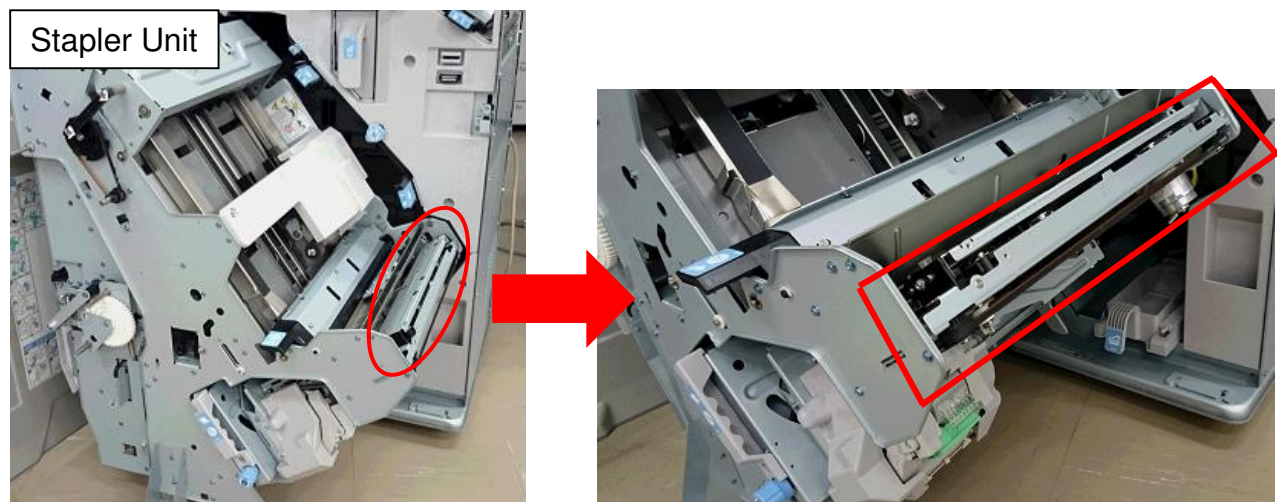
Old p/n	New p/n	Description	Q'ty	Int	Note
-	D7342039	GUIDE:PAPER:EH-17262	1	-	Add

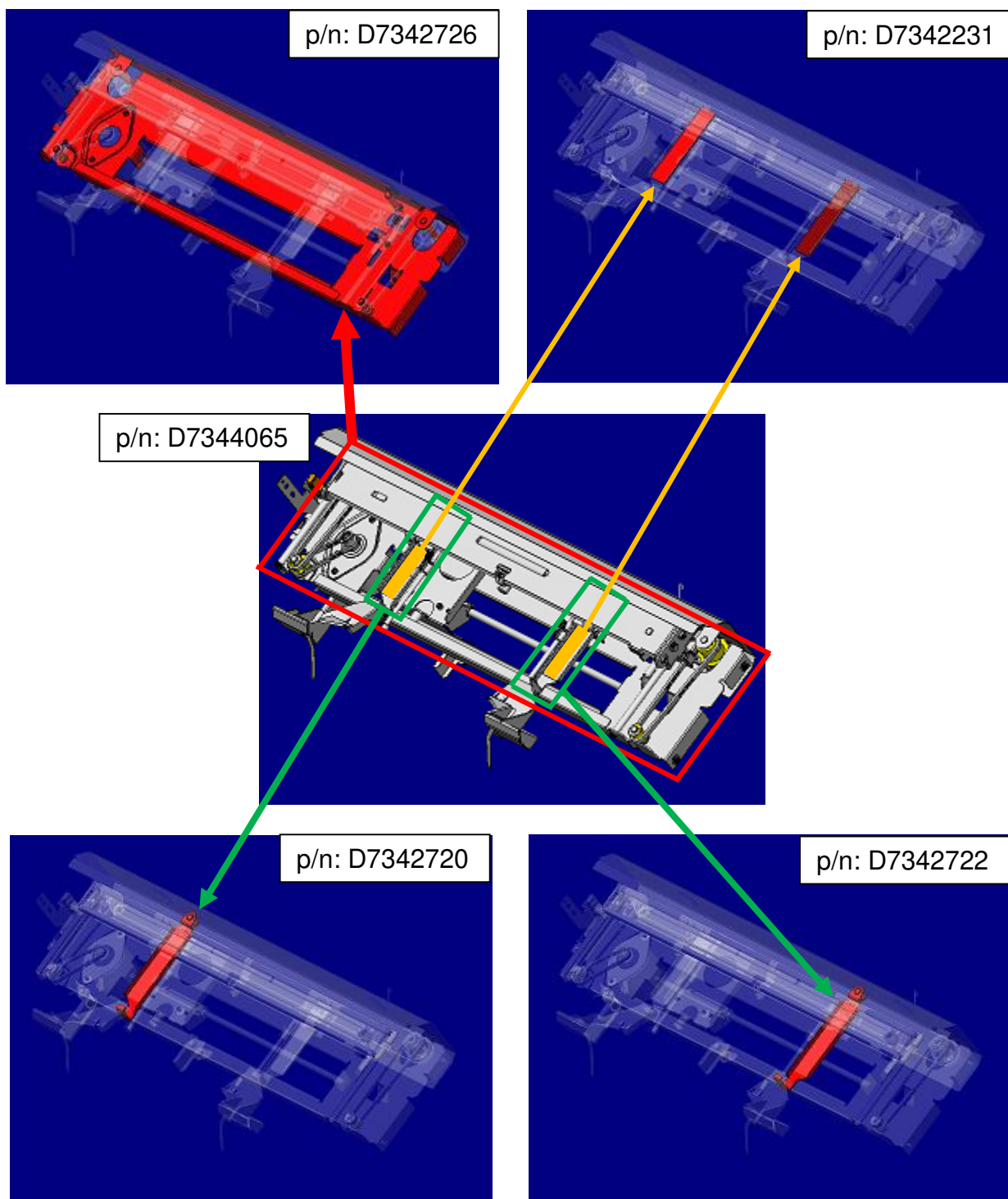


Model: Booklet Finisher SR5060 (D734)		Date: 18-Sep-15	No.: RD734007
Subject: New service part – Corner stapler stack unit		Prepared by: J. Ohno	
From: 1st Tech Service Sect., PP Tech Service Dept.			
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☒ Part information ☐ Electrical ☐ Transmit/receive ☐ Other ()	☐ Action required ☐ Service manual revision ☐ Retrofit information ☐ Tier2

The corner stapler stack unit and its components were registered as new service parts to meet requests received from the field.

Old p/n	New p/n	Description	Q'ty	Int	Note
-	D7344065	VIBRATING PLATE:ASS'Y	1	-	Add
-	D7342726	BASE:VIBRATING PLATE:ASS'Y	1	-	Add
-	D7342231	TAPE:VIBRATING PLATE	4	-	Add
-	D7342720	STAY:SLIDE:VIBRATING PLATE:REAR:ASS'Y	1	-	Add
-	D7342722	STAY:SLIDE:VIBRATING PLATE:FRONT:ASS'Y	1	-	Add

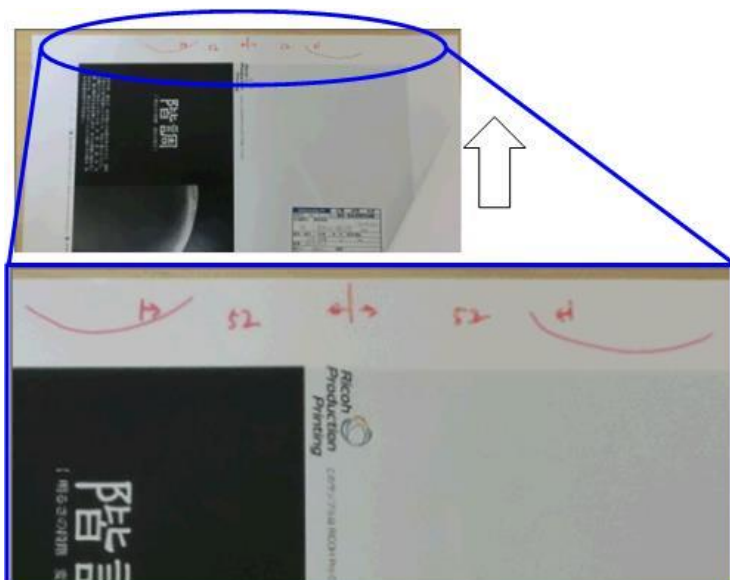




Model: Booklet Finisher SR5060		Date: 27-Nov-15	No.: RD734008
Subject: Booklet Finisher SR5060: Creases on the Leading Edges of Saddle-Stitched Sheets		Prepared by: Hiroaki H Matsui	
From: 3rd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	☒ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☐ Other ()	☐ Action required ☐ Service manual revision ☐ Retrofit information ☒ Tier 2 ☐ Tier 0.5

SYMPTOM

Two creases appear on the leading edge.
 (The arrow indicates the paper feed direction.)



CAUSE

Excessive pressure is applied to the paper when aligning the pages against the guide plate in the booklet unit.

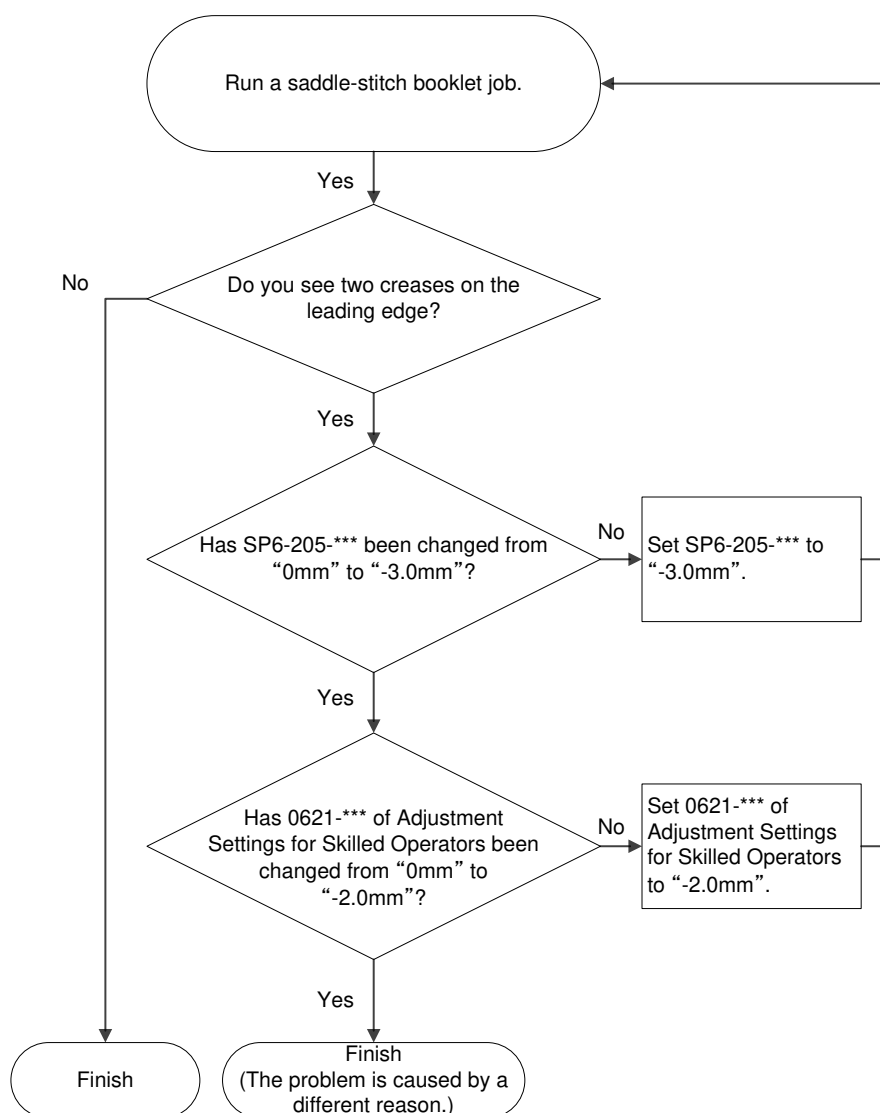
The problem is likely to occur under the following conditions:

- Thickness 2, A3 or larger, Coated
- Saddle-stitched booklets consisting of 10 or fewer pages (the fewer the pages, the more prominent the creases)

SOLUTION

Set the SP and Adjustment Settings for Skilled Operators as follows. Make sure to change both.

- SP6-205-***: "-3.0mm" (default: "0mm").
- Adjustment Settings for Skilled Operators 0621-***: "-2.0mm" (default: "0mm").



NOTE: The value of "****" varies depending on the paper size.

POSSIBLE SIDE EFFECT

Fold precision may degrade.

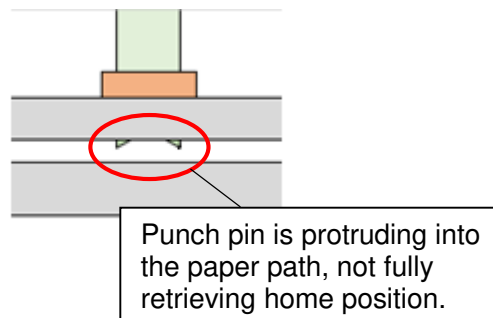
Model: Booklet Finisher SR5060		Date: 28-Apr-16	No.: RD734009
Subject: Troubleshooting punch unit jams and poor punching		Prepared by: J. Ohno	
From: 1st Tech Service Sect., PP Tech Service Dept.			
Classification:	☒ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☐ Other ()	☐ Action required ☐ Service manual revision ☐ Retrofit information ☒ Tier 2

SYMPTOM

Pins of the puncher unit are protruding into the paper path and catch the paper, resulting in poor punching and/or jam (punch drive error).

CAUSE

Paper dust mixed with bearing oil builds up over time and hinders smooth movement of the pins. In this condition, the punch motor stops earlier than expected and prevents the pins from completely returning to home position.



SOLUTION

Firmware was modified to delay the time that the punch motor stops, to allow enough time for the pins to completely return to home position.

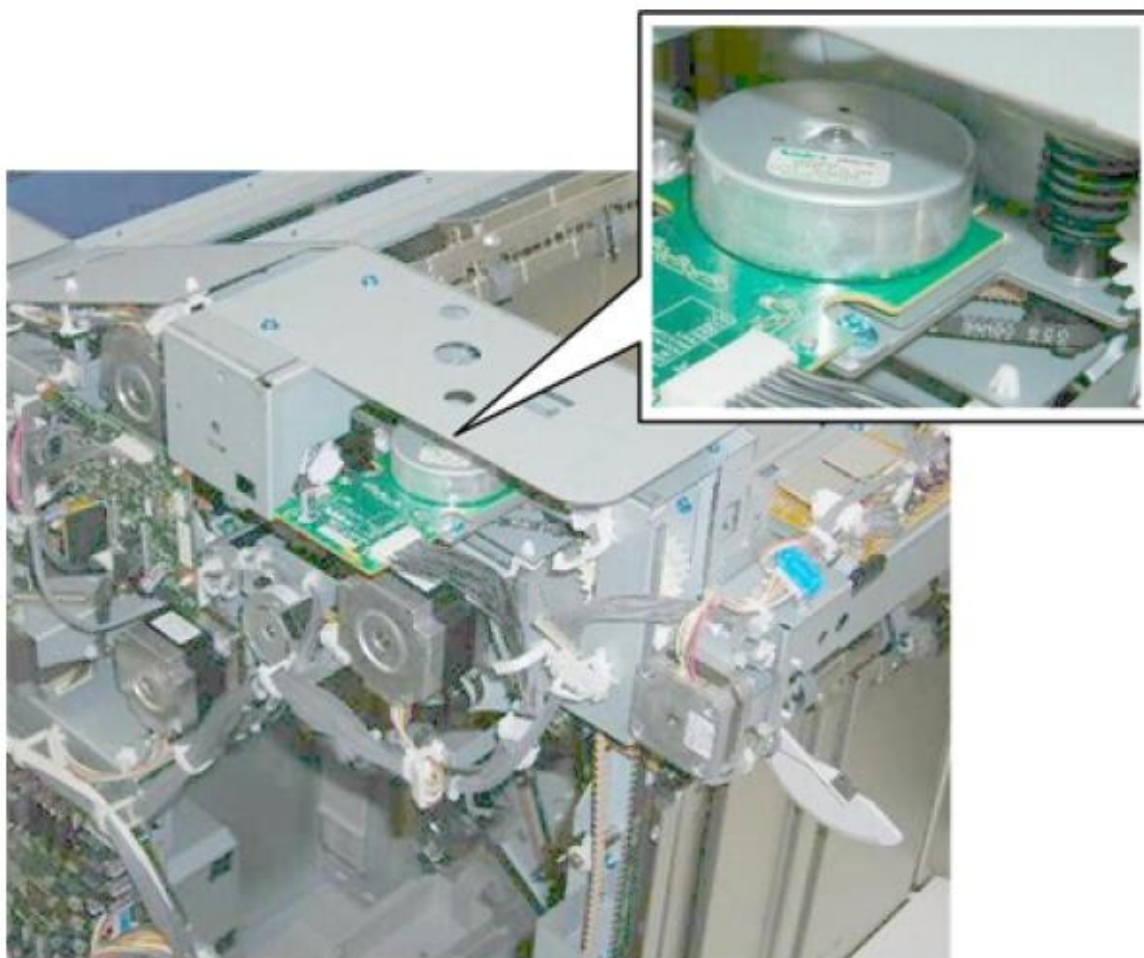
Firmware: BookletFinisher_SR5060 **Version 02.650:10**

Update the booklet finisher firmware to the above version or later at your next service visit.

Model: Booklet Finisher SR5060 (D734)		Date: 5-Aug-16	No.: RD734010
Subject: Parts change – Shift tray lift motor		Prepared by: J. Ohno	
From: 1st Tech Service Sect., PP Tech Service Dept.			
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☒ Part information ☐ Electrical ☐ Transmit/receive ☐ Other ()	☐ Action required ☐ Service manual revision ☐ Retrofit information ☐ Tier2

The part number of the shift tray lift motor was changed due to a change in the vendor.

Old p/n	New p/n	Description	Q'ty	Int	Note
AX060380	AX060489	DC BRUSHLESS MOTOR:DC24V:28W:DIA54.4	1	X/O	Change



IMPORTANT

The new motor (p/n: AX060489) may not work properly, if run with an old version of the finisher software.

Make sure to update the finisher software to **ver.01.460:10** or newer when using the new motor.

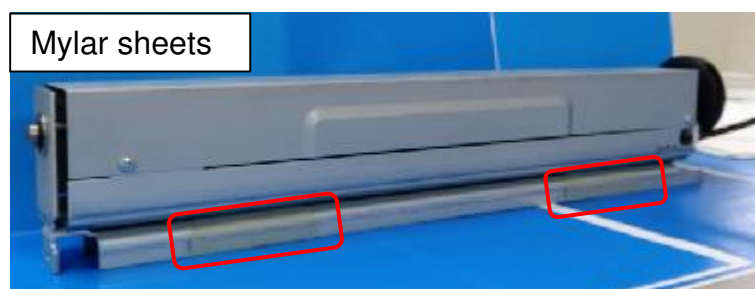
Model: Booklet Finisher SR5060 (D734)		Date: 17-Jan-16	No.: RD734011
Subject: Punch unit Mylar sheet checkup		Prepared by: J. Ohno	
From: 1st Tech Service Sect., PP Tech Service Dept.			
Classification:	☒ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☐ Other ()	☒ Action required ☐ Service manual revision ☐ Retrofit information ☒ Tier 2 ☐ Tier 0.5

SYMPTOM

Printing frequently on paper containing abundant calcium carbonate abrasives and eventually damages the Mylar sheets attached to the guide plate of the punch unit, and causes Jam 125 and SC720-25.

SOLUTION

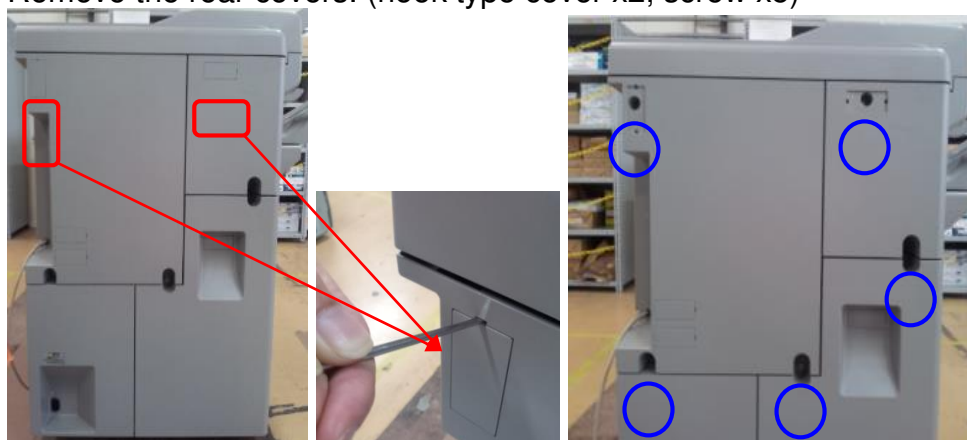
Check the condition of the Mylar sheets at every 2,000k pages (total counter of the printer/copier mainframe) and replace, if worn/damaged.



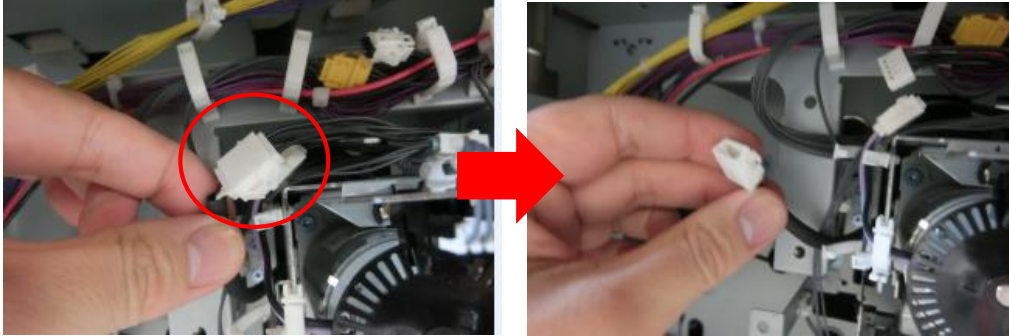
p/n: D4491231
GUIDE: PUNCH UNIT

How to check and replace the Mylar sheets

1. Turn OFF the main power of the printer/copier.
2. Remove the rear covers. (hook type cover x2, screw x5)



3. At the rear side of the finisher, disconnect this connector.



4. Open the front door of the finisher and pull out the punch unit. (screw x1)



5. Check the condition of the Mylar sheets.
Good



Bad

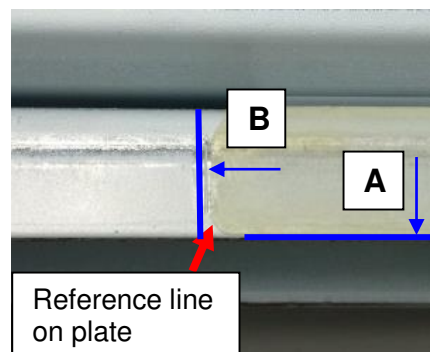
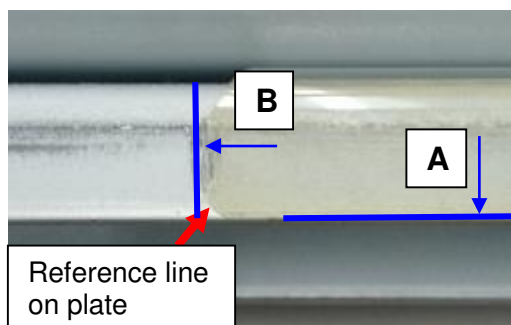
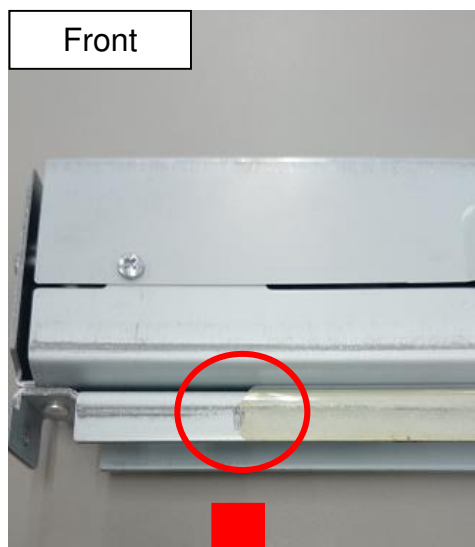


6. If the Mylar sheets are worn or damaged, remove the sheets and clean the surface of the guide plate to where the sheets attach with alcohol and attach the new sheets by taking note of the following points.

Tolerance

Vertical direction [A]: 1mm or less against the edge of the plate
Mylar must not protrude from the edge.

Horizontal direction [B]: 1mm or less from the reference line on the plate



7. Put back the unit by following steps 2 through 4 in reverse order.

Model: Booklet Finisher SR5060 (D734)		Date: 3-Feb-17	No.: RD734012
Subject: Troubleshooting SC720 or Jam100 etc., due to interlock switch			Prepared by: S. Sasaki
From: PP CS Sect., PP Field Quality Management Dept.			
Classification:	☒ Troubleshooting ☒ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☐ Other ()	☒ Action required ☐ Service manual revision ☐ Retrofit information ☐ Tier 2 ☐ Tier 0.5

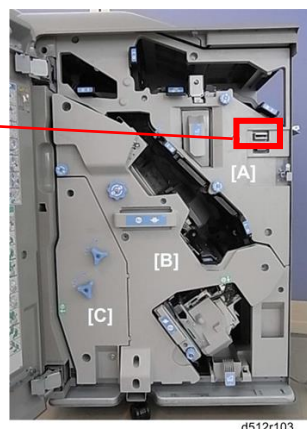
SYMPTOM

The following occur frequently.

At machine power on:	During printing:
● SC720-80 ● J111, J113, J118, J121, J122, J123, J124, J125, J126, J128, J129, J130	● "Cover open" message is displayed when the doors are closed. ● J100 ● SC720-10, -11, -12, -13, -35, -39, -40, -41, -42, -80, -82, -83

CAUSE

The contact surfaces of the interlock switch on the finisher door were covered by small insulating impurities during the plating process. As a result, a contact failure may occur in the switch.



Bad contact:



Normal contact:



Model: Booklet Finisher SR5060 (D734)	Date: 3-Feb-17	No.: RD734012
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SOLUTION

Production line:

All affected parts have been replaced with normal ones.

In the field:

1. If the Finisher SR5050/Booklet Finisher SR5060 was installed anytime from August 2016 or later, check the finisher's serial number at the next visit.
2. If the serial number appears on the **Affected Serial Numbers** list shown at the bottom of this RTB, replace the interlock switch with the FOC parts.

Procedure

Part to be installed: Interlock Switch, Free of Charge

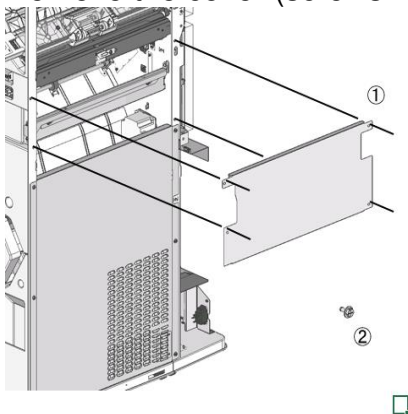
P/N: **D7349900** (Free of Charge)

Description: **SW:FA3L-CA12**

Qty: 1



1. Remove the cover (screws x4).



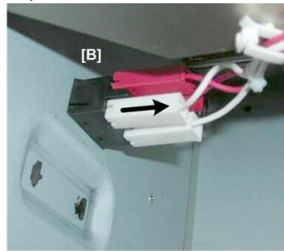
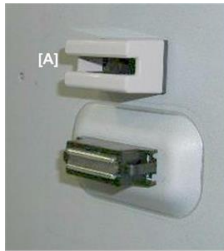
Model: Booklet Finisher SR5060 (D734)

Date: 3-Feb-17

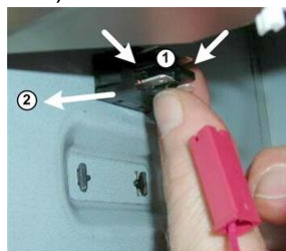
No.: RD734012

2. Remove the interlock switch.

See Service Manual for details (Booklet Finisher SR5060, Finisher SR5050, Machine Code: D734/D735, Field Service Manual).

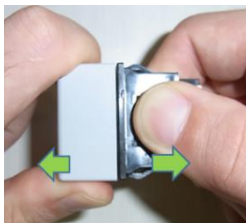


d434r416



d434r417

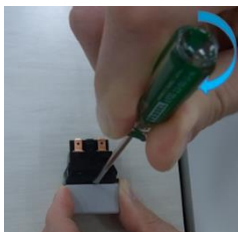
3. Remove the attached cover from the interlock switch as described below.



Create a gap between the cover and the switch.



Insert the tip of a small standard-head (minus) screw driver into this gap.



Twist the screw driver to divide the cover and the switch.

4. Replace the switch.
5. Reattach all parts in the reverse order you removed them.

Model: Booklet Finisher SR5060 (D734)

Date: 3-Feb-17

No.: RD734012

Affected Serial Numbers: NA

E846E710030	E846E710033	E846E710034	E846E710035	E846E710036	E846E710037
E846E710038	E846E710039	E846E710040	E846E710041	E846E710042	E846E710043
E846E710044	E846E710046	E846E710047	E846E710048	E846E710049	E846E710050
E846E710051	E846E710054	E846E710055	E846E710056	E846E710057	E846E710058
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Model: Booklet Finisher SR5060 (D734)
Date: 3-Feb-17
No.: RD734012

E856E710093	E856E710094	E856E710095	E856E710098	E856E710099	E856E710100
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E856EA10091	E856EA10092	E856EA10093	E856EA10094	E856EA10095	E856EA10096

Model: Booklet Finisher SR5060 (D734)

Date: 3-Feb-17

No.: RD734012

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Model: Booklet Finisher SR5060 (D734)	Date: 3-Feb-17	No.: RD734012
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E856E810029	E856E810030	E856E810031	E856E810032	E856E810035	E856E810039
E856E810040	E856E810041	E856E810043	E856E810044	E856E810045	E856E810046
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E856E810053	E856E810054	E856E810056	E856E810057	E856E810058	E856E810059
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E856E910296	E856E910297	E856E910298	E856E910299	E856E910300	E856E910301
E856E910302	E856E910303	E856E910304	E856E910308	E856E910309	E856E910312
E856E910315	E856E810007	E856E810011	E856E810012	E856EA10046	E856EA10047
E856EA10013	E856EA10018	E856EA10021	E856EA10030	E856EA10031	E856EA10033
E856EA10034	E856EA10035	E856EA10039	E856EA10040	E856EA10042	E856EA10045
E856EA10059	E856EA10060	E856EA10061	E856EA10062	E856EA10063	E856EA10064
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Model: Booklet Finisher SR5060 (D734)

Date: 3-Feb-17

No.: RD734012

Affected Serial Numbers: EU

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E846E820015	E846E820016	E846E820017	E846E820018	E846E820021	E846E820022
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E846E920067	E846E920068	E846E920069	E846E920070	E846E920071	E846E920072
E846E920073	E846E920076	E846E920077	E846E920078	E846EA20018	E846EA20019
E846EA20022	E846EA20024	E846EA20025	E846EA20026	E846EA20028	E846EA20029
E846EA20031	E846EA20032	E846EA20033	E846EA20035	E846EA20038	E846EA20039
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E856E720005	E856E720006	E856E720018	E856E720020	E856E720022	E856E720023

Model: Booklet Finisher SR5060 (D734)
Date: 3-Feb-17
No.: RD734012

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E856E720095	E856E720096	E856E720097	E856E720098	E856E720099	E856E720100

Model: Booklet Finisher SR5060 (D734)**Date: 3-Feb-17****No.: RD734012**

E856E720101	E856E720102	E856E720103	E856E720104	E856E720105	E856E720106
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E856E720223	E856E720224	E856E720225	E856E720226	E856E720227	

Model: Booklet Finisher SR5060 (D734)

Date: 3-Feb-17

No.: RD734012

Affected Serial Numbers: AP

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E846E720049	E846E720050	E846E720062	E846E720066	E846E720067	E846E720069
E846E720070	E846E820001	E846E820026	E846E820027	E846E820029	E846EA20043
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E856E820038	E856E820039	E856E720163	E856E720167		

Reissued: 13-Apr-18

Model: Booklet Finisher SR5060 (D734)	Date: 6-Oct-17	No.: RD734013a
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RTB Reissue

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

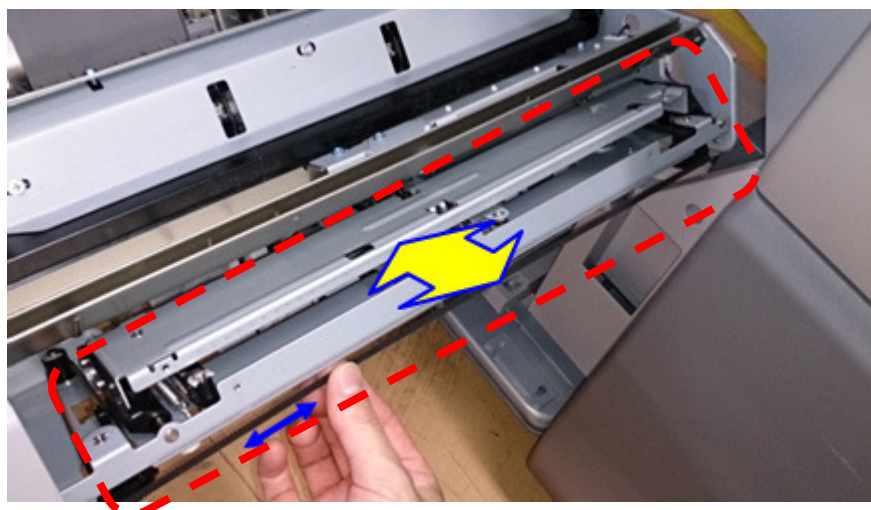
Subject: Troubleshooting SC720-35		Prepared by: Youngsoo Lim	
From: Sales Strategy Sect, 1ST CP Business Dept.			
Classification:	☒ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☐ Other ()	☐ Action required ☐ Service manual revision ☐ Retrofit information ☒ Tier 2

SYMPTOM

SC720-35 (Finisher: Stack plate motor 1 error)

CAUSE

The corner stapler unit does not move properly and/or smoothly.



SOLUTION

Do the check procedures below to identify and resolve the problem causing the improper movement of the corner stapler unit in the following order.

- PROCEDURE 1: Confirming securely fastened screw
- PROCEDURE 2: Checking the movement of the corner stapler stack unit by pulling the timing belt
- PROCEDURE 3: Measuring the gap between the plates to confirm straight installation of the corner stapler stack unit
- PROCEDURE 4: Confirming proper connection of the corner stapler stack plate motor and sensor

Reissued: 13-Apr-18

Model: Booklet Finisher SR5060 (D734)	Date: 6-Oct-17	No.: RD734013a
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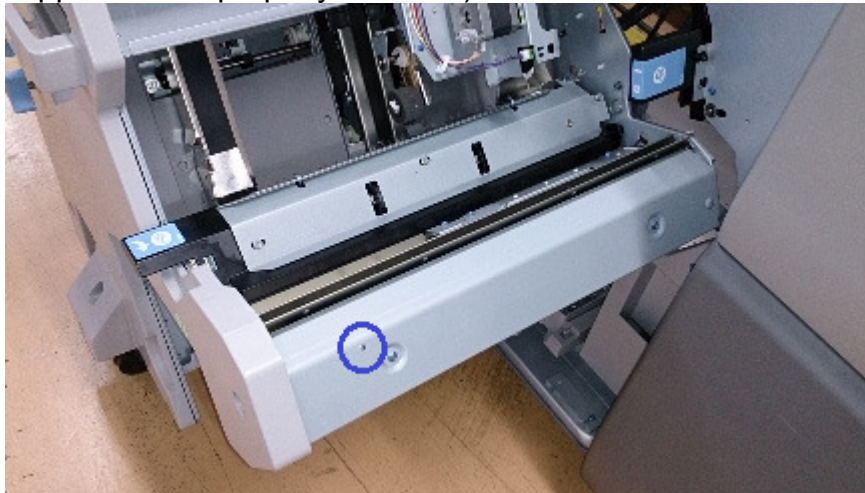
PROCEDURE 5: Confirming proper movement of the corner stapler unit and corner stapler stack unit

Reissued: 13-Apr-18

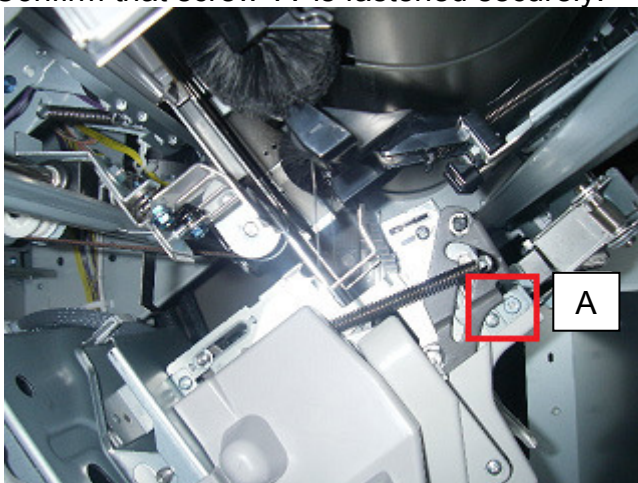
Model: Booklet Finisher SR5060 (D734)	Date: 6-Oct-17	No.: RD734013a
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PROCEDURE 1: Confirming securely fastened screw

1. Pull out the stack/staple unit and confirm that the screw has been removed from the screw hole circled in blue. (This screw should be removed at installation. Running the machine with this screw fastened will cause SC720-35, because the trailing edge stopper will not properly function.)



2. Confirm that screw 'A' is fastened securely.



IMPORTANT: If the screw is **loose** or lost, then tighten it (or replace with an M3 x 6 screw).

Note: Screw originally attached are fastened with an anti-loosening agent, so that, change the screw to M3 x 6 and tighten it, when it is loosened once, since fastening force decreased.

Reissued: 13-Apr-18

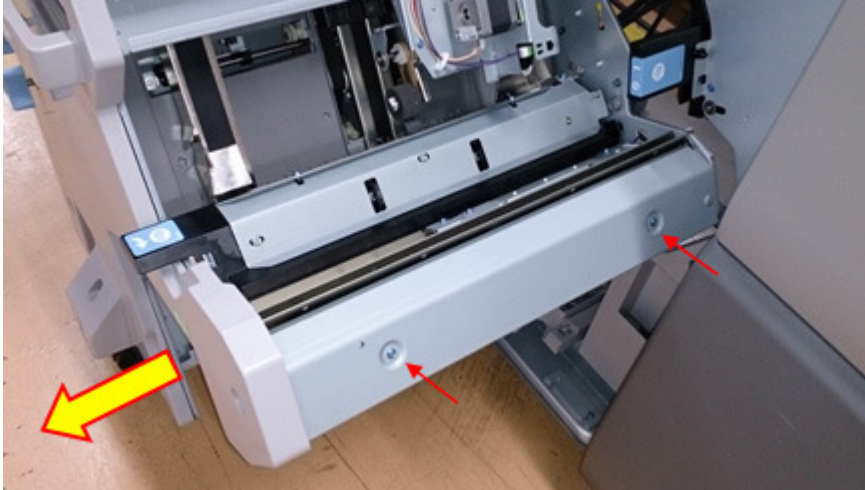
Model: Booklet Finisher SR5060 (D734)

Date: 6-Oct-17

No.: RD734013a

PROCEDURE 2: Checking the movement of the corner stapler stack unit by pulling the timing belt

1. Remove the corner stapler stack unit cover. (Screws x2)



2. To check if the corner stapler stack unit moves smoothly, pull the timing belt.

If there is no excess load and the unit moves smoothly, complete the procedure.

If the unit does not move smoothly, the problem could be caused by excess load on the corner stapler stack unit motor. Do the next step.



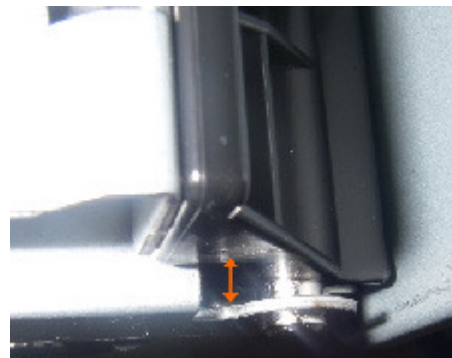
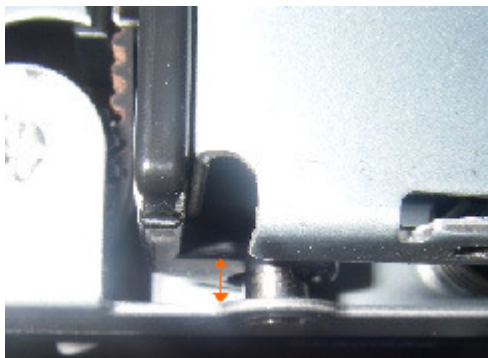
Reissued: 13-Apr-18

Model: Booklet Finisher SR5060 (D734)	Date: 6-Oct-17	No.: RD734013a
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PROCEDURE 3: Measuring the gap between the plates to confirm straight installation of the corner stapler stack unit

1. Measure the gap between the top piece of the corner stapler stack unit and its supporting plate at both the front and rear sides with a scale.

* The gap should be approximately 2.6mm +/- 0.8mm at both the front and rear sides.



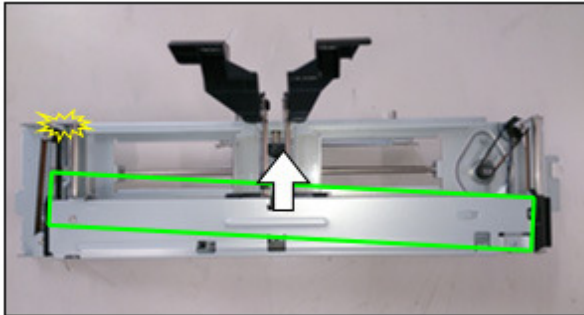
Note: If the difference in the gap between the front and rear is larger than 2.0mm, an excess load could be put on the corner stapler stack unit, causing the SC.

Do 'Adjustment **A**' if the gap **at the front is larger** than at the rear.
Do 'Adjustment **B**' if the gap **at the rear is larger** than at the front.

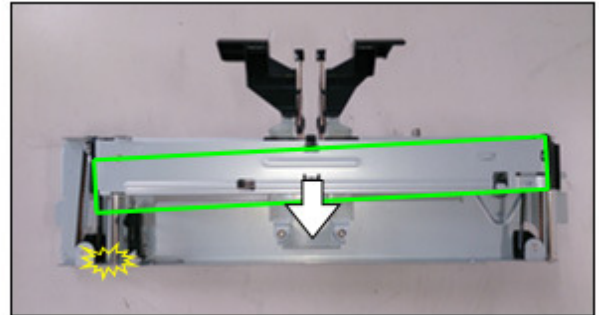
Reissued: 13-Apr-18

Model: Booklet Finisher SR5060 (D734)	Date: 6-Oct-17	No.: RD734013a
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A: Gap is larger at front



B: Gap is larger at rear



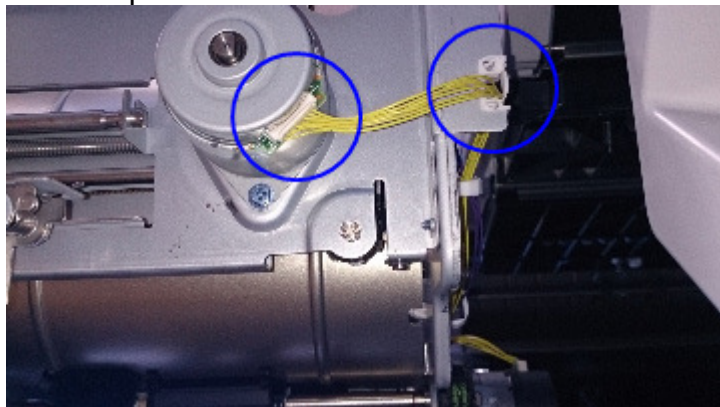
- Larger gap at front: Moving part collides with the frame during operation, causing a motor overload.
- Larger gap at rear: Moving part collides with the frame when returning to home position, causing a motor overload.

Adjustment A: *If the gap **at the front** is larger than at the rear.*

A-1. Remove the stapler unit cover.



A-2. Disconnect the cable from the corner stapler stack unit motor and unlock the cable clamp.



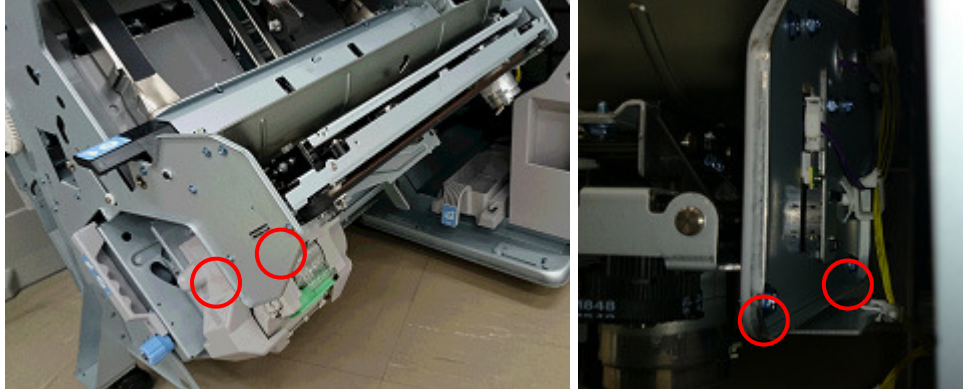
Reissued: 13-Apr-18

Model: Booklet Finisher SR5060 (D734)

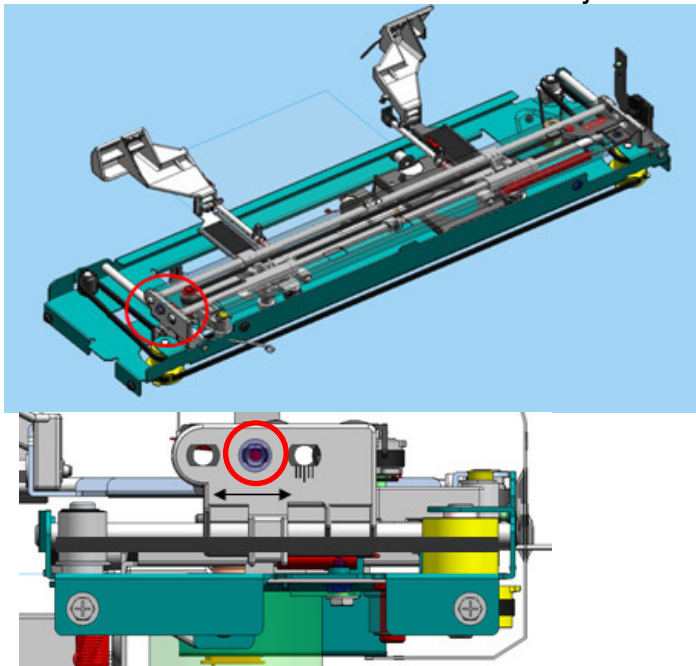
Date: 6-Oct-17

No.: RD734013a

A-3. Remove the corner stapler stack unit. (Screws x4; 2 each at front and rear of the side plate)



A-4. Loosen the screw circled in red and adjust the gap by referring to the scale.



Reissued: 13-Apr-18

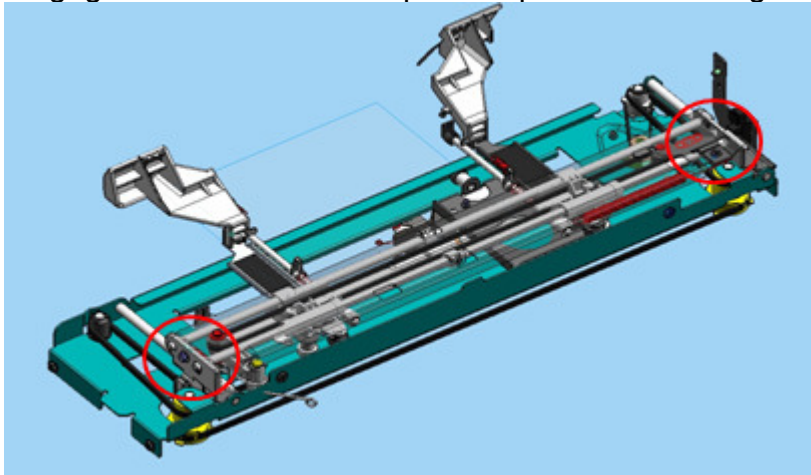
Model: Booklet Finisher SR5060 (D734)

Date: 6-Oct-17

No.: RD734013a

Adjustment B: If the gap *at the rear* is larger than at the front.

- B-1. Remove the corner stapler stack unit. (See 'Adjustment A' above for the procedure.)
- B-2. The timing belt could be fixed on the wrong groove at either of the two locations circled in red, causing an uneven tension. If so, slide the timing belt so that its engagement with the black piece slips to a different groove on the belt.



Reissued: 13-Apr-18

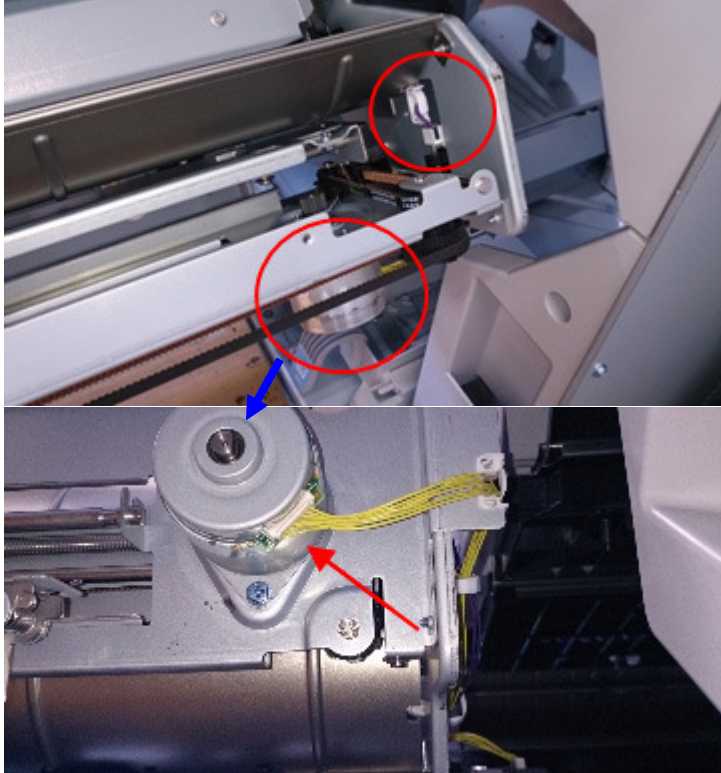
Model: Booklet Finisher SR5060 (D734)

Date: 6-Oct-17

No.: RD734013a

PROCEDURE 4: Confirming proper connection of the corner stapler stack plate motor and sensor

1. Confirm a secure connection of the cables connected to the corner stapler stack unit motor and the home position sensor.



Note: Incomplete connection or damaged cables will cause Jam126 and SC720-35.

Reissued: 13-Apr-18

Model: Booklet Finisher SR5060 (D734)	Date: 6-Oct-17	No.: RD734013a
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PROCEDURE 5: Confirming proper movement of the corner stapler unit and corner stapler stack unit

1. Confirm the Finisher SR 5050/5060 software version
Please check whether the firmware applied to the finisher SR5050 / 5060 is Version 02.640: 10 (D 7345620 V) or later. If it is not, install it.

Note: Version 0.2.640: 10 has been changed for the sliding defect countermeasure operation of the corner stapler stack unit back and forth motion.

2. Confirm the proper movement of the Slider of the corner stapler stack unit.

Interval: Every PM cycle or when SC720-35 occurs.

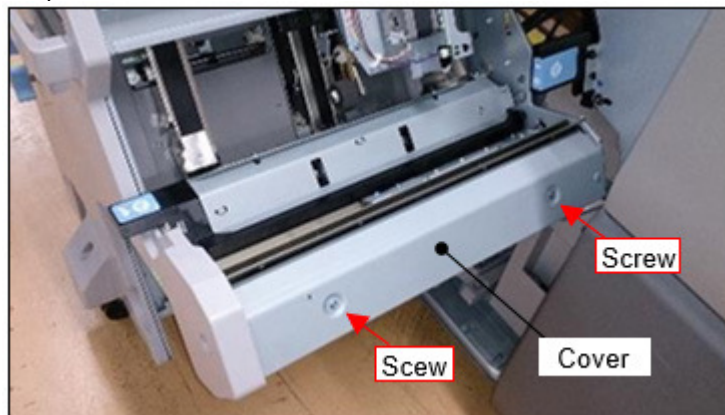
Note: Confirmation at every courtesy visit is recommended.

Criteria: Return time of the slider is less than 1,000 msec.

Note: Cleaning is required when return time is 1,000 msec. or more.

[Procedure to measure the return time]

- 1) Pull out the stacker & stapler unit, and remove the corner stapler stack unit cover (Screw x 2).



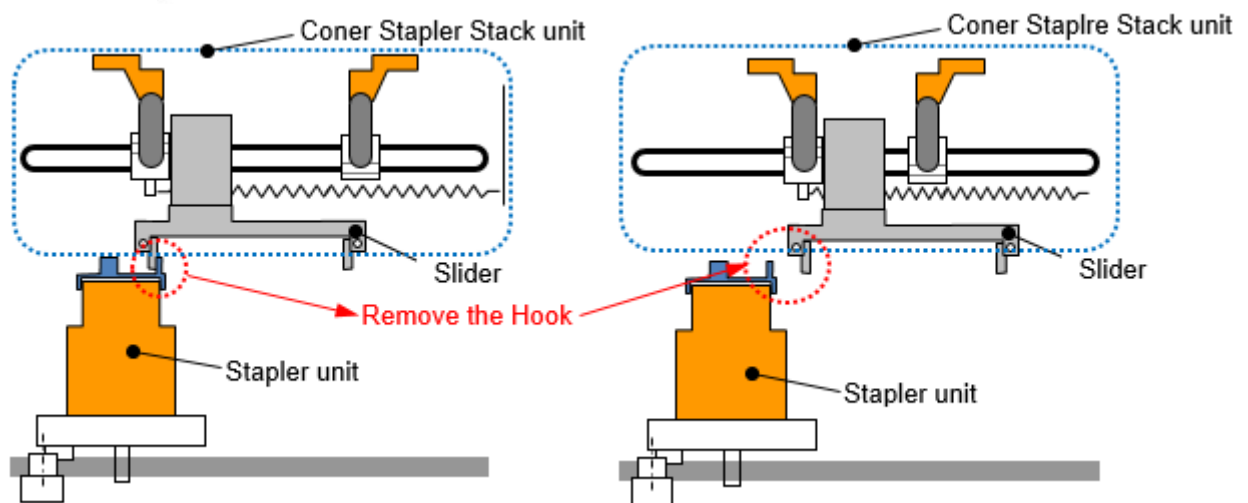
- 2) Remove the hook portion of the stapler unit and the corner stapler stack unit.

Reissued: 13-Apr-18

Model: Booklet Finisher SR5060 (D734)

Date: 6-Oct-17

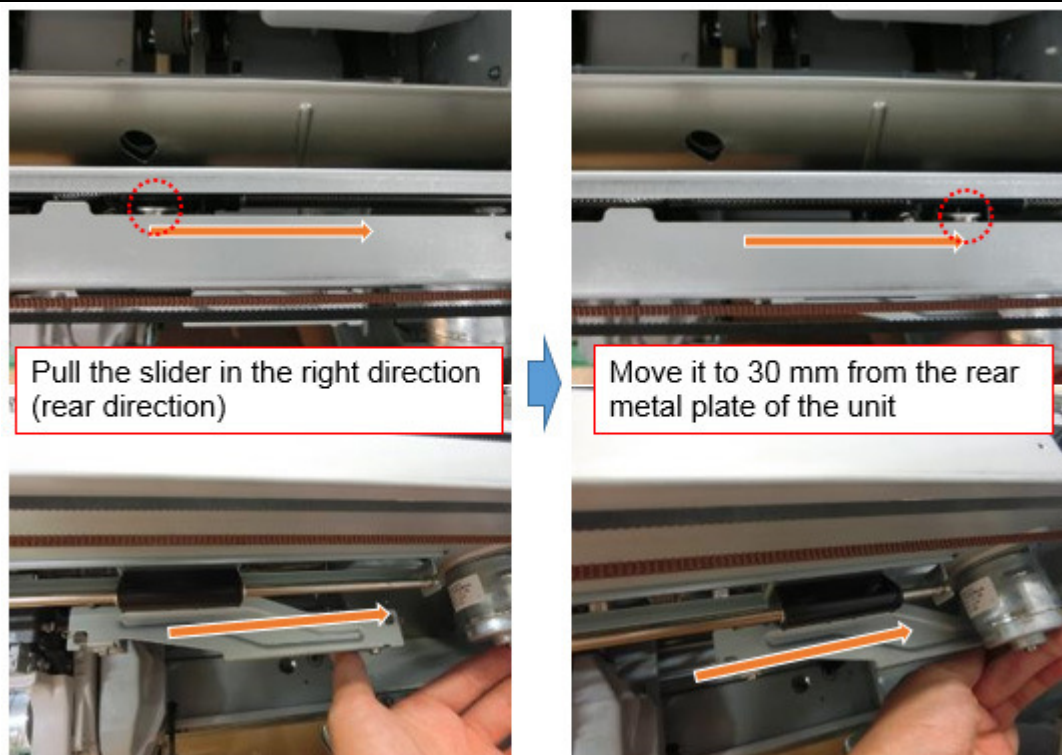
No.: RD734013a



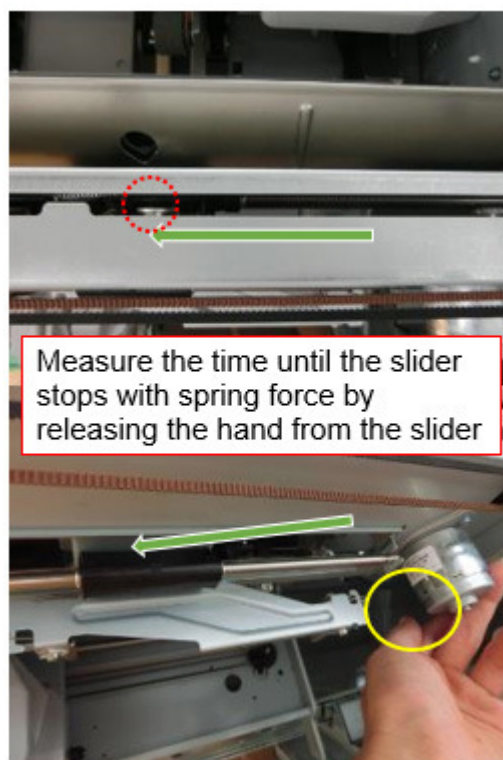
- 3) Measure the time until the slider at the bottom of the unit stops returning to the center with the spring force.
 - a. Pull the slider in the right direction (rear direction) and move it to 30 mm from the rear metal plate of the unit.

Reissued: 13-Apr-18

Model: Booklet Finisher SR5060 (D734)	Date: 6-Oct-17	No.: RD734013a
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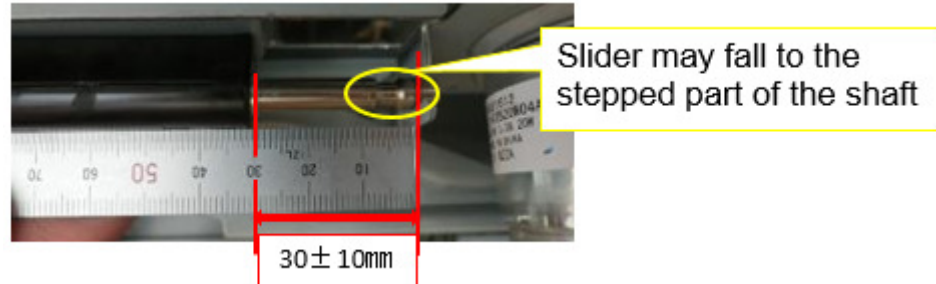
- b. Release your hand from the slider, and measure the time until the slider stops by the spring force.



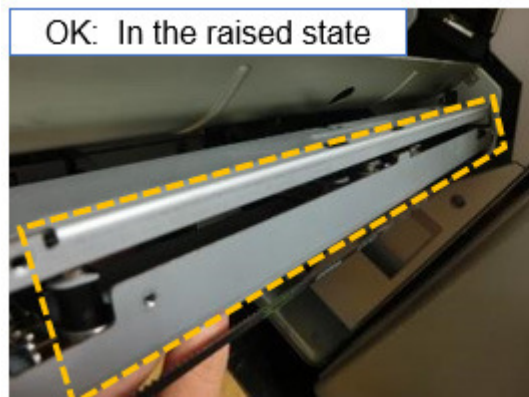
Reissued: 13-Apr-18

Model: Booklet Finisher SR5060 (D734)	Date: 6-Oct-17	No.: RD734013a
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IMPORTANT: Do not move the slider to the right end (rear end) of the shaft
If you move it to the end of the shaft, there is a possibility that the slider will fall to the stepped part of the shaft.



IMPORTANT: Make sure the slider of the corner stapler stack unit is in the raised position.
In the down position, conditions are different and the return time is different.
If you move it in the down position, there is a risk that the Slider and the Stapler will collide and break or be deformed.



- 4) Install the inner cover in the reverse order of steps 1) to 3), if the return time of slider is confirmed within 1000 m sec.
3. Clean the corner stapler stack unit
Interval
Every PM cycle or when the return time of slider is 1,000 m sec or more.

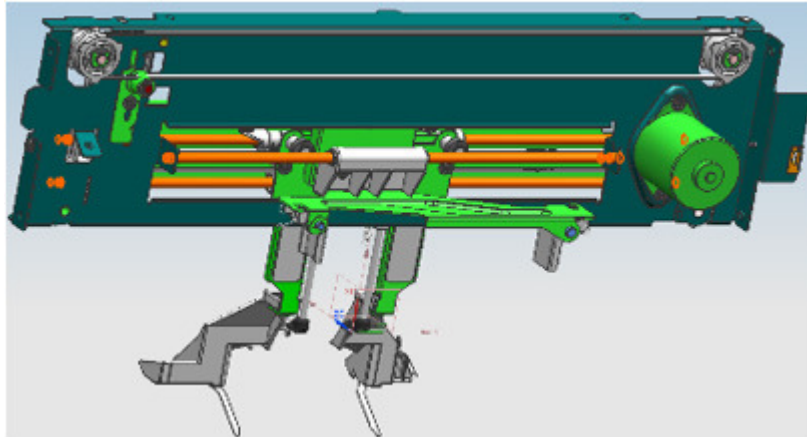
Overview

a. Cleaning location

Apply Power-Lube, TM Multi-Purpose Lubricant, to the three axes highlighted in orange of the rear end presser unit.

Reissued: 13-Apr-18

Model: Booklet Finisher SR5060 (D734)	Date: 6-Oct-17	No.: RD734013a
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b. Lubricant oil

Be sure to use Power-Lube™ Multi-Purpose Lubricant for this cleaning.

Products other than Power-Lube™ Multi-Purpose may cause chemical cracks.



IMPORTANT: If spraying directly from the spray can to the cleaning spot, it will be scattered to the places where it is not wanted to be oiled, so be sure to let it soak into the cloth and apply. Do this in a place away from the machine or near the floor so that the oil does not splash onto the machine.



Reissued: 13-Apr-18

Model: Booklet Finisher SR5060 (D734)

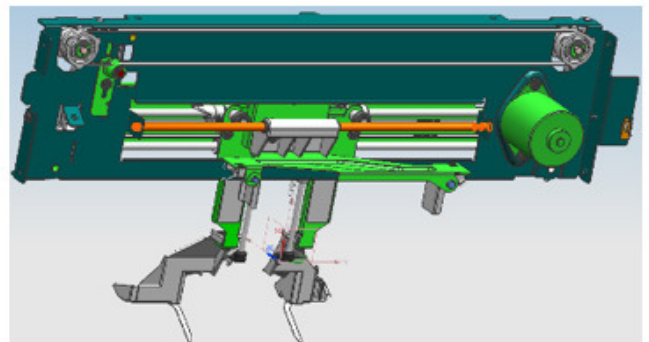
Date: 6-Oct-17

No.: RD734013a

[Cleaning procedure]

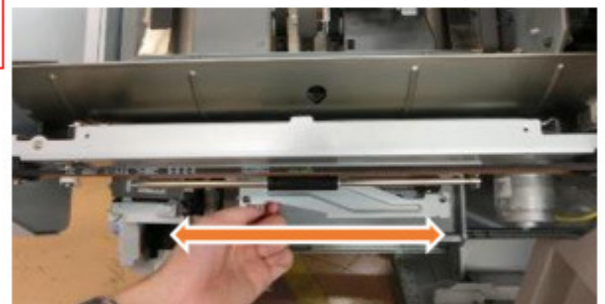
- 1) Pull out the stacker & stapler unit, and remove the corner stapler stack unit cover (Screws x 2). See the photo on page 9 for the same procedure.
- 2) Remove the hook portion of the stapler unit and the corner stapler stack unit. See the photo on page 9 for the same procedure.

Apply Power-Lube TM Multi-Purpose Lubricant to the corresponding axis from the direction of the arrow in the photo below.



IMPORTANT: Rotate the shaft and apply the lubricant oil to the entire surface. Shift the slider and apply the lubricant oil near center area as well.

Wipe off well when there is dirt on the shaft, and Confirm that the lubricant oil remains on the shaft



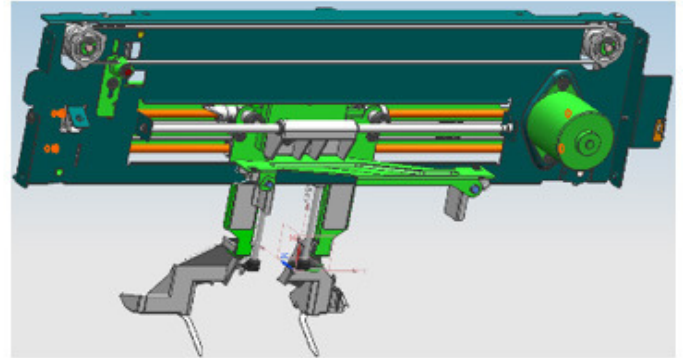
- 3) Push the movable part of the corner stapler stacker unit, so that it can access the axis of the movable part.

Reissued: 13-Apr-18

Model: Booklet Finisher SR5060 (D734)

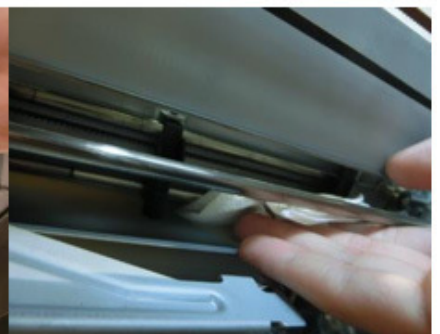
Date: 6-Oct-17

No.: RD734013a



- 4) Apply Power-Lube TM Multi-Purpose Lubricant to the two corresponding axes from the Rear Notch/Top Gap of the corner stapler stacker unit.

Wipe off well when there is dirt on the shaft, and Confirm that the lubricant oil remains on the shaft



Note: Rotate the shaft and apply the lubricant oil to the entire surface. Shift the slider and apply the lubricant oil near center area as well.

- 5) Confirm the return time of the slider in the corner staple stack unit along with the procedure described on page 9.
- 6) Install the inner cover in the reverse order of steps 1) to 3) if the return time of slider is confirmed to be less than 1000 msec.

IMPORTANT:

Do not use the lubricant oil on machines which have improved sliding capability.

Cut-in serial numbers:

SR5050: E858E210013

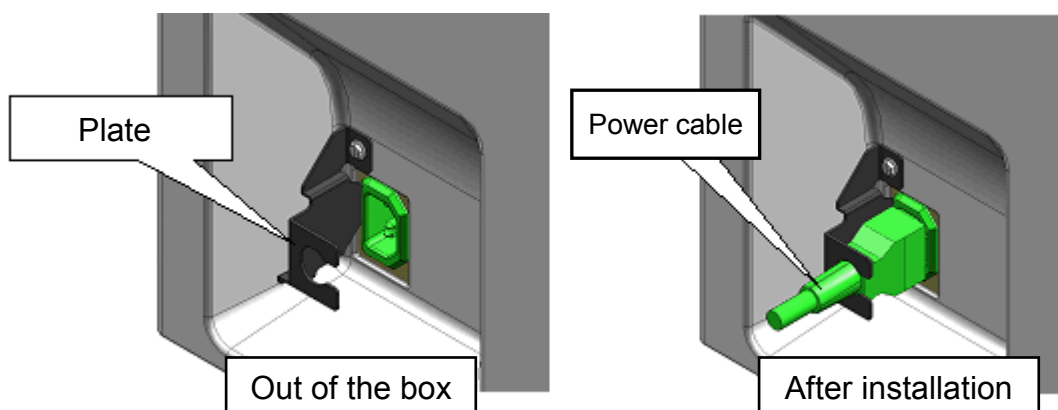
SR5060: E848E220001

Model: SR5050/5060		Date: 12-Mar-18	No.: RD734014
Subject: Plate: Power Supply Cord: Inlet		Prepared by: Y. Lim	
From: Sales Strategy Sect., 1st CP Business Dept.			
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☒ Part information ☐ Electrical ☐ Transmit/receive ☐ Other ()	☐ Action required ☐ Service manual revision ☐ Retrofit information ☐ Tier 2 ☐ Tier 0.5

The following plates were registered as new service parts to prevent unwanted disconnection of the power plug.

Old P/N	New P/N	Description	Q'ty	Int	Note
-	D7345741	Plate: Power Supply Cord: Inlet: NA	1	-	Add
-	D7345742	Plate: Power Supply Cord: Inlet: EU	1	-	Add

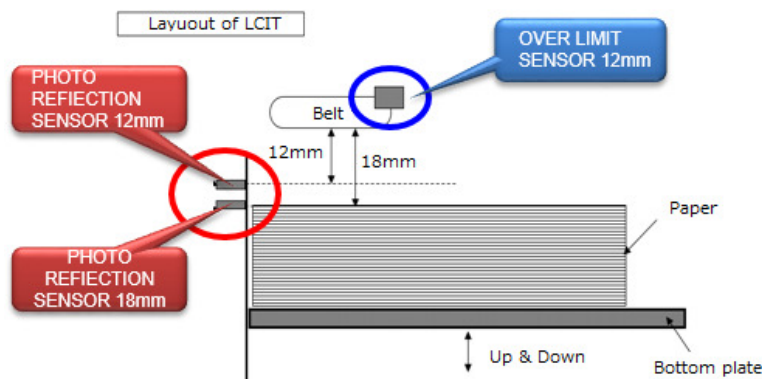
Note: The machine is shipped with the plate attached. Remove the plate before connecting the power cable at installation.



Model: Booklet Finisher (D734)		Date: 10-Apr-18	No.: RD734015
Subject: Troubleshooting: SC50X-05		Prepared by: H Kawamura	
From: Field Quality Management Group 4, FQM Dept, QAC			
Classification:	☒ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☐ Part information ☐ Electrical ☐ Transmit/receive ☐ Other ()	☐ Action required ☐ Service manual revision ☐ Retrofit information ☒ Tier 2 ☐ Tier 0.5

SYMPTOM

SC50X-05 Paper Feed Tray Error (Bottom plate ascending too much) may occur.
This SC shows when the over limit sensor turns ON.

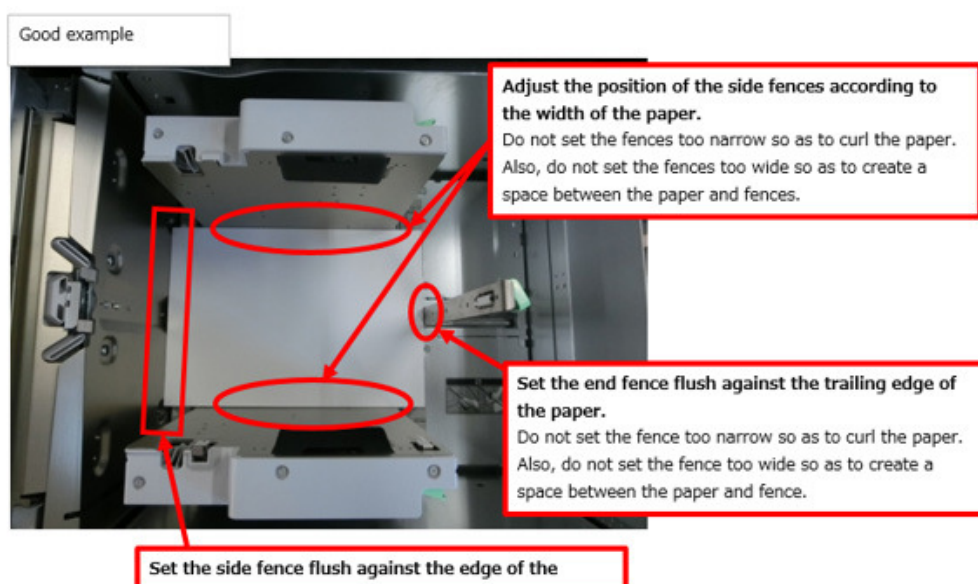


CAUSE

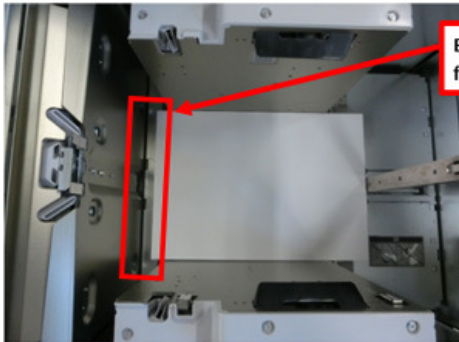
- Paper set is incorrect
- The side or end fence is deformed

SOLUTION

Adjust the side or end fence at the appropriate position according to the paper size.
If there is deformation of side or end fence, modify that. Shown below are good and bad examples of paper set on the tray. Refer to the "Good" example to make the tray adjustments.



Bad example 1



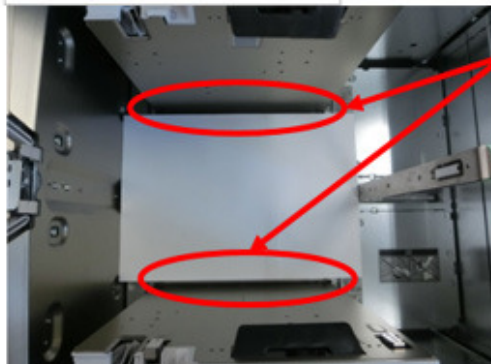
Excess space is observed between the face plate and leading edge of the paper.

Bad example 2



Excess space is observed between the end fence and trailing edge of the paper.

Bad example 3



Excess space is observed between the side fences and edge of the paper.

NOTE:
Tolerable space is approximately 1mm.

Bad example 4



Side fence is too narrow, curling up the paper.

Model: Booklet Finisher SR5060 (D734)		Date: 9-May-18	No.: RD734016
Subject: VIBRATING PLATE:ASS'Y		Prepared by: H.K.	
From: 1st CP Business Department CP Business Center			
Classification:	☒ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☒ Part information ☐ Electrical ☐ Transmit/receive ☐ Other ()	☐ Action required ☐ Service manual revision ☐ Retrofit information ☐ Tier 2

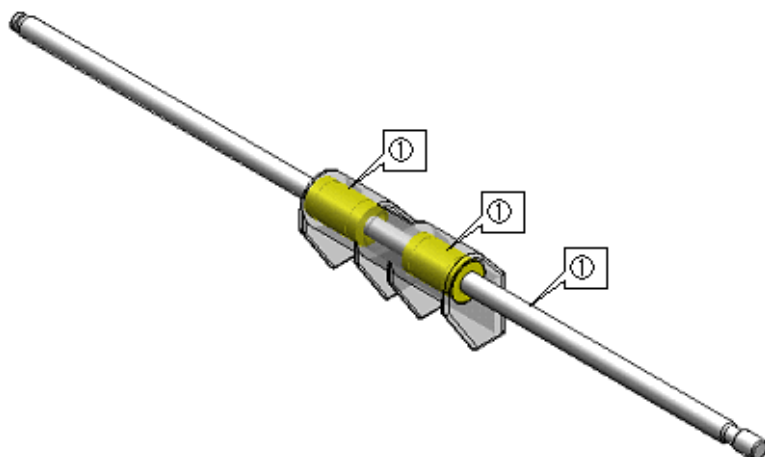
Old part number	New part number	Description	Q'ty	Int	Note
D7344066	D7344067	VIBRATING PLATE: ASS'Y	1 - 1	O/O	

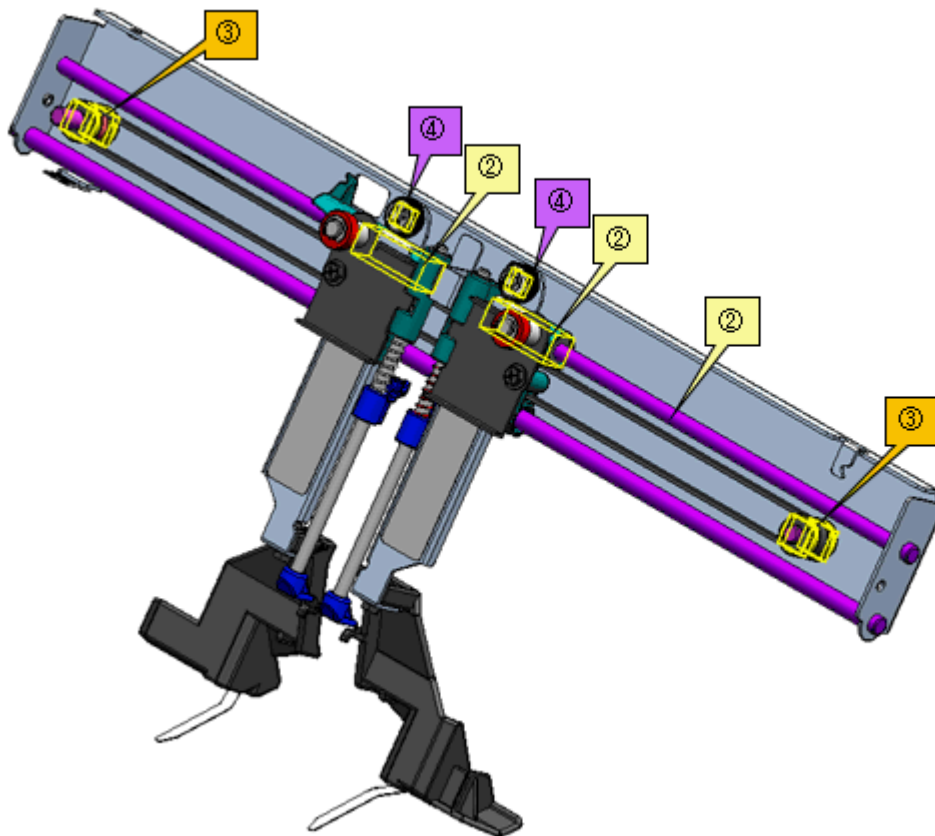
Change: The following changes were made to the vibrating plate assembly of the corner stapling unit:

- ① The bearings on the slider shaft were replaced with bushings.
- ② The bearings in the slide plate were replaced with bushings.
- ③ The pulleys for the belt drive were replaced with ball bearings.
- ④ The vibrating plate rollers were replaced with ball bearings.

Reason: For smooth movement of the vibrating plate, to prevent SC720-35 (Finisher: Stack plate motor 1 error)

See last page for the cut-in s/n.

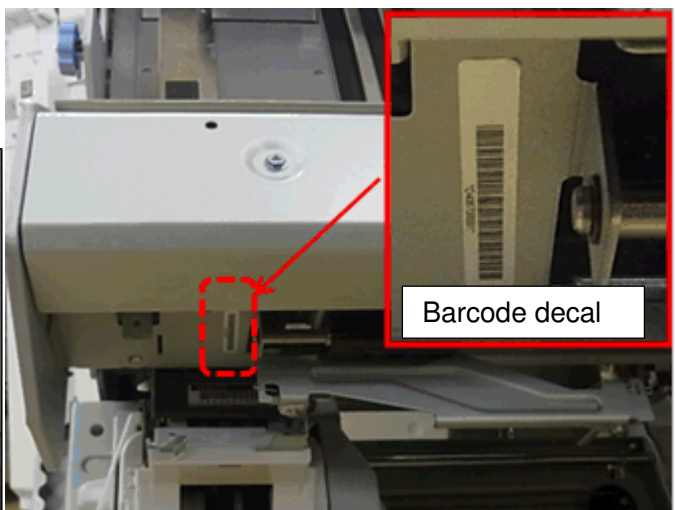
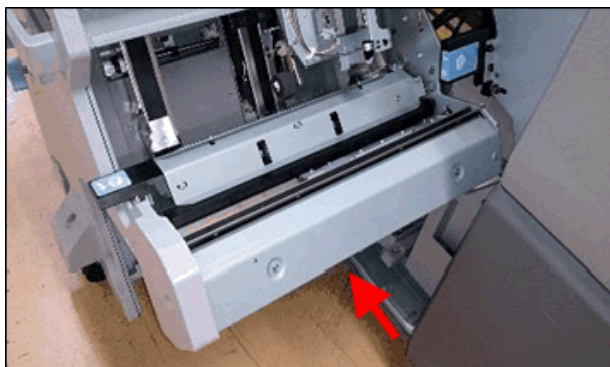




How to distinguish the new unit from the old unit

1. Barcode decal (New unit)

Look at the stack/staple unit from the direction indicated with the red arrow. New units are attached with a barcode decal as shown below.



Model: Booklet Finisher SR5060 (D734)

Date: 9-May-18

No.: RD734016

2. Bearing (old) or bushing (new) on the slider shaft

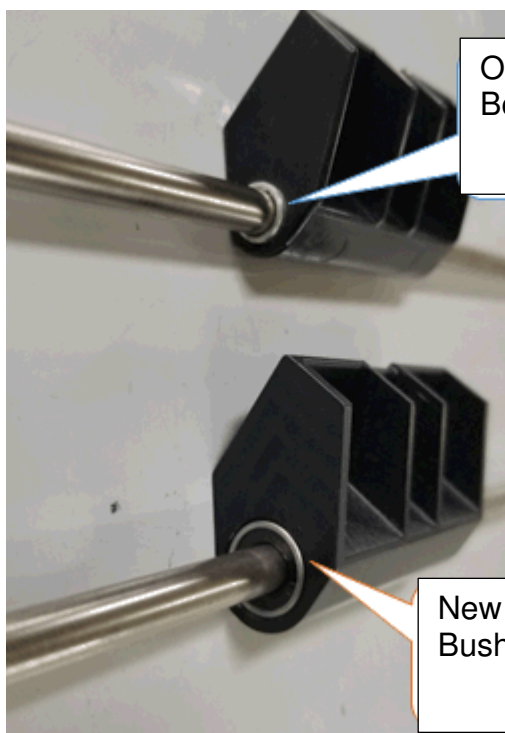
Check if the slider is installed with bearings or bushings.



Check the slider shaft.

Old: The outer race of the bearing touches the shaft.

New: A black bushing touches the shaft.



Old
Bearing

New
Bushing

Important: Cleaning maintenance of the shaft is unnecessary for the new unit. For the cleaning maintenance of the old unit, please refer to RTB RD734013a.

Cut-in s/n:

D73417 . . . E848E310001

D73427 . . . E848E220001

D73517 . . . E858E210013

D73527 . . . E858E220001

Model: Booklet Finisher SR5060 (D734)	Date: 9-May-18	No.: RD734016
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Components of the VIBRATING PLATE:ASS'Y

TBA

Model: SR5050/5060		Date: 21-May-19	No.: RD734018
Subject: Left rear lower cover & Connector bracket		Prepared by: S. Katoh	
From: Service Planning Section, GE Support Dept.			
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☒ Part information ☐ Electrical ☐ Transmit/receive ☐ Other ()	☐ Action required ☐ Service manual revision ☐ Retrofit information ☐ Tier 2

Old part number	New part number	Description	Q'ty	Int	Note
D5126422	D3G86432	COVER:REAR LOWER:LEFT	1 - 1	X/X	O/O as a set (D734:SR5060)
D4345560 (not listed in the Parts Catalog)	D7345560	BRACKET:CONNECTOR	1 - 1	X/X	
D3CA6422	D3CA6432	COVER:REAR LOWER:LEFT	1 - 1	O/O	(D735:SR5050)

Change: The shape of the Left rear lower cover and Connector bracket changed.

Reason: Due to part standardization with new models

NOTE:

For SR5060

There is no interchangeability (X/X) between the old and new parts. When an old part needs to be replaced, make sure to replace it with the new parts listed in the table together as a set.

For SR5050

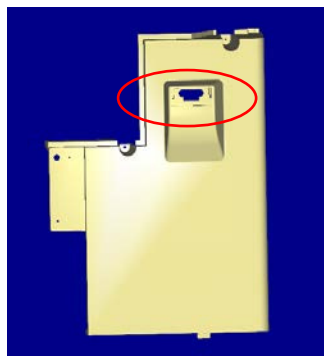
The Bracket is not used for SR5050. Only the Left rear lower cover changed.

Model: SR5050/5060

Date: 21-May-19

No.: RD734018

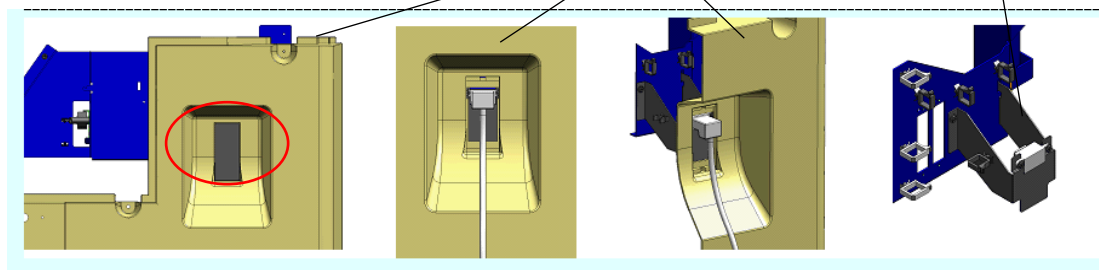
Old cover



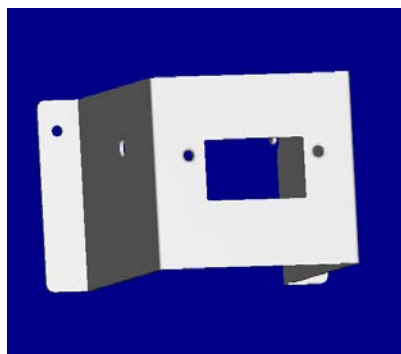
New Cover

New Connector Bracket

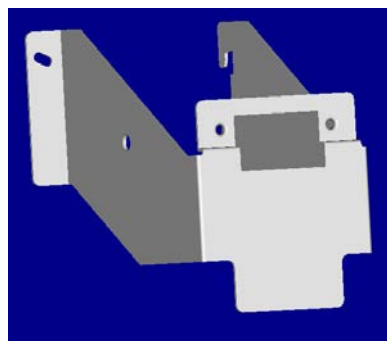
New Cover and Connector Bracket



Old Connector Bracket



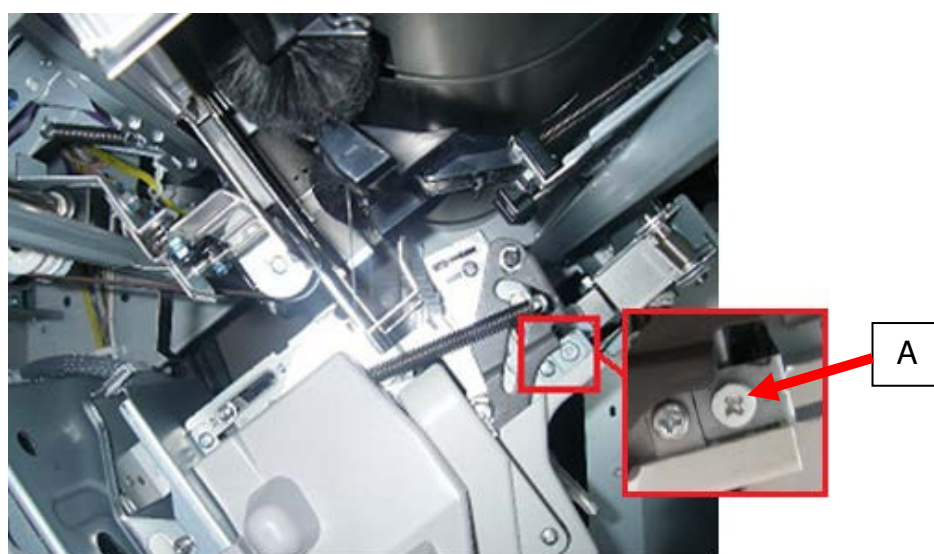
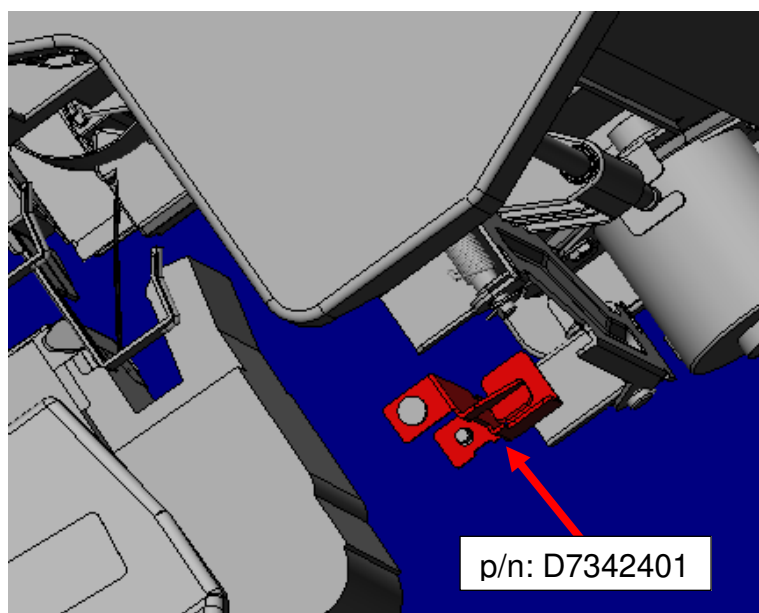
New Connector Bracket



Model: Booklet Finisher (D734)		Date: 11-Jun-18	No.: RD734017
Subject: Note on replacing the Stapler Stopper		Prepared by: Rie Shoda	
From: 1st CP Business Department CP Business Center			
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☒ Part information ☐ Electrical ☐ Transmit/receive ☐ Other ()	☐ Action required ☐ Service manual revision ☐ Retrofit information ☒ Tier 2 ☐ Tier 0.5

NOTE on replacing the stapler stopper

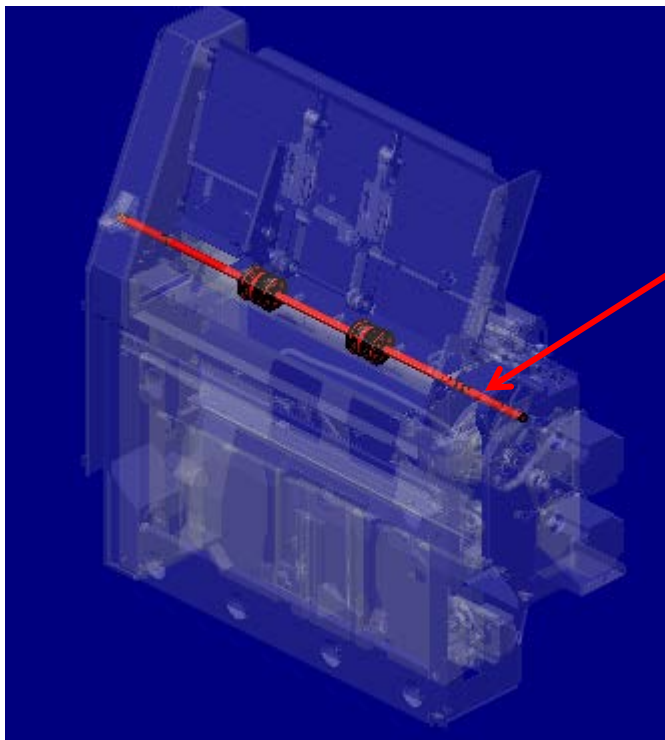
When replacing STOPPER:STAPLER (p/n: D7342401) make sure to securely fasten the screw 'A' indicated in the photo below, or SC720-35 (trailing edge press motor error) may occur.



Model: Booklet Finisher SR5060 (D734)		Date: 23-May-19	No.: RD734019
Subject: How to replace the Booklet Unit Transport Roller		Prepared by: R. Shohda	
From: Service Planning Sect., Global Engineering Support Dept.			
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☒ Part information ☐ Electrical ☐ Transmit/receive ☐ Other ()	☐ Action required ☐ Service manual revision ☐ Retrofit information ☐ Tier 2

The Transport Roller below was registered as a service part to meet requests received from the field.

Old p/n	New p/n	Description	Q'ty	Int	Note
-	D5125203	TRANSPORT ROLLER:PAPER CRIMP SUB-UNIT	1	-	Add



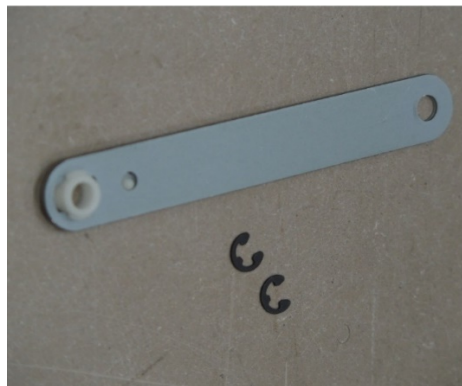
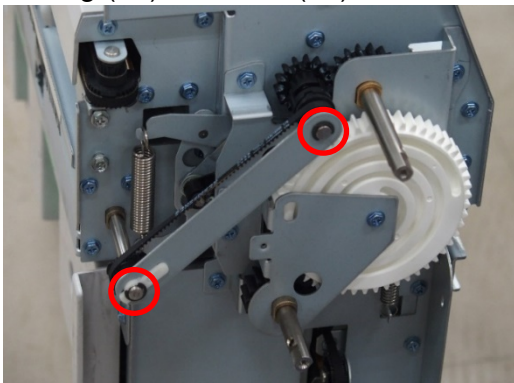
TRANSPORT ROLLER

How to replace the Transport Roller

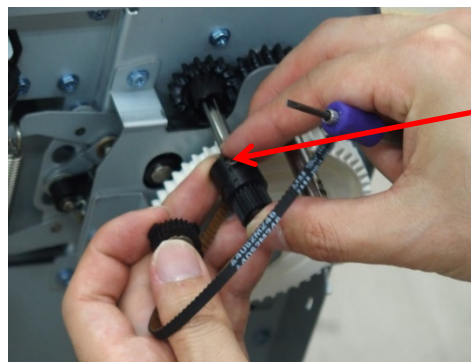
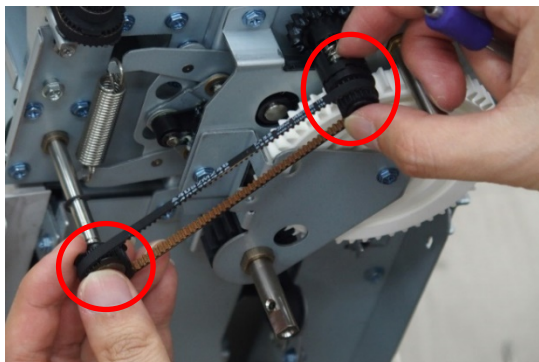
1. Remove the Booklet Unit by referring to the FSM.
2. At the Front, remove the following parts.



- 2-1. E-ring (x2), Bracket (x1)



2-2. Belt (x1), Belt stopper (x1), Pulley (x2), Spring (x1)



Spring

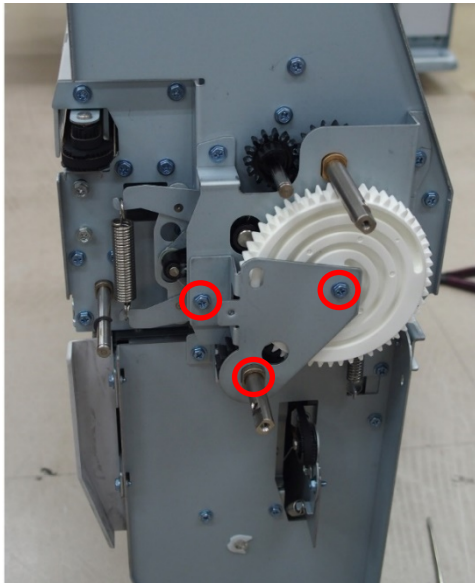


Model: Booklet Finisher SR5060 (D734)

Date: 23-May-19

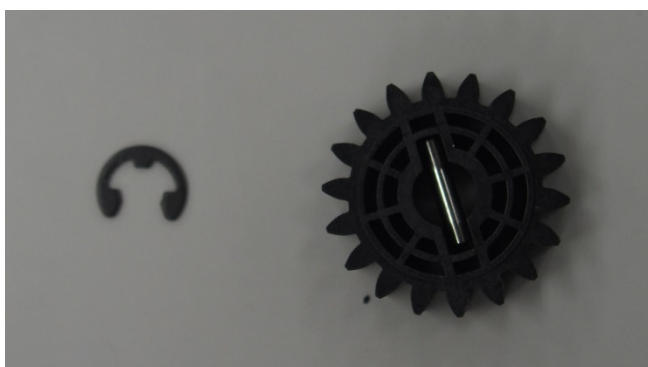
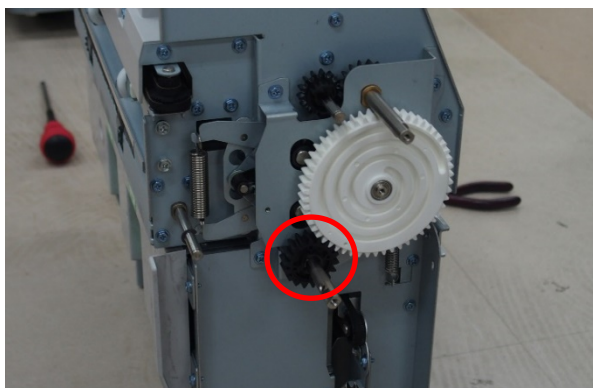
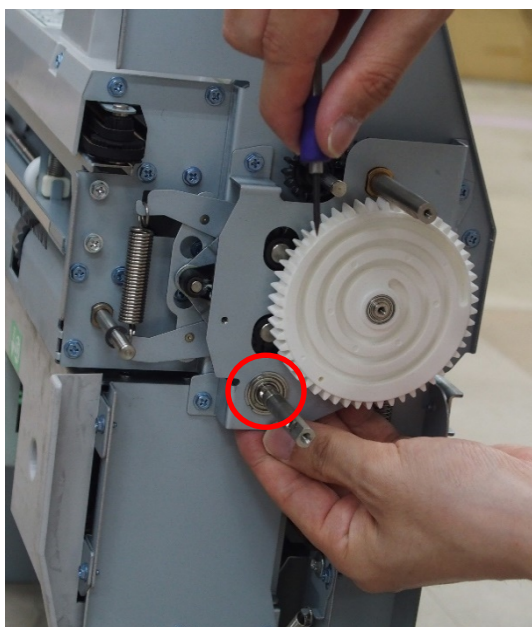
No.: RD734019

2-3. Bracket, Screw (x2), Bushing (x1)



Removed of the screws and bracket



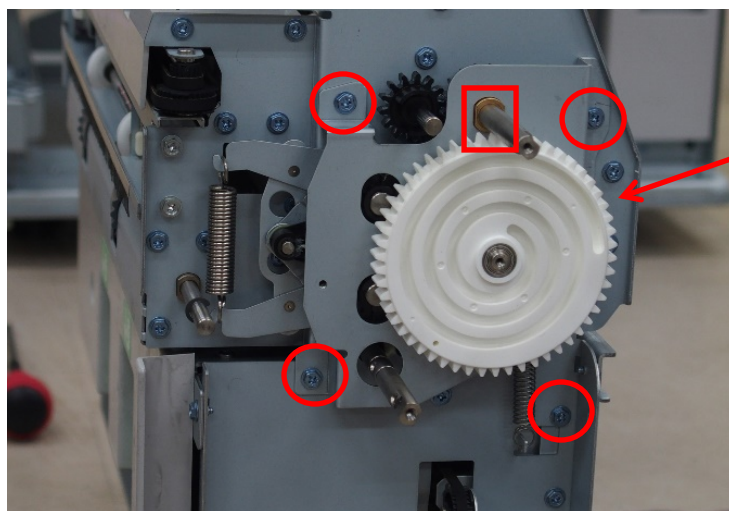
2-4. E-ring (x1), Gear (x1), Pin (x1)**2-5. E-ring (x1), Bearing (x1)**

Model: Booklet Finisher SR5060 (D734)

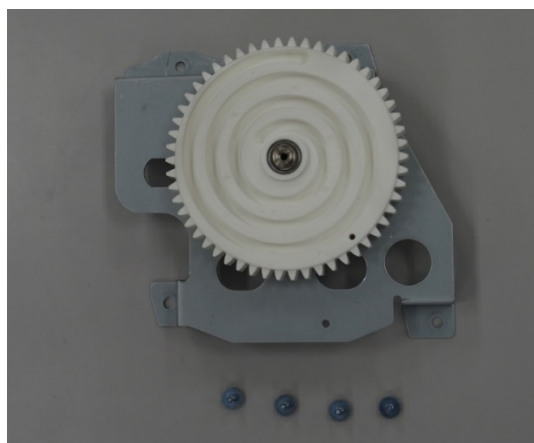
Date: 23-May-19

No.: RD734019

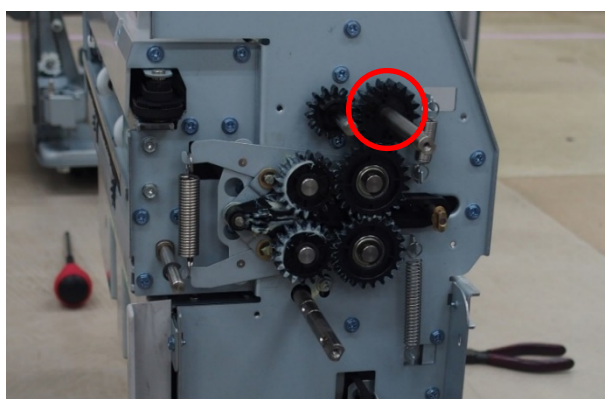
2-6. Screw (x4), Side plate together with gear (x1), Bushing (x1)

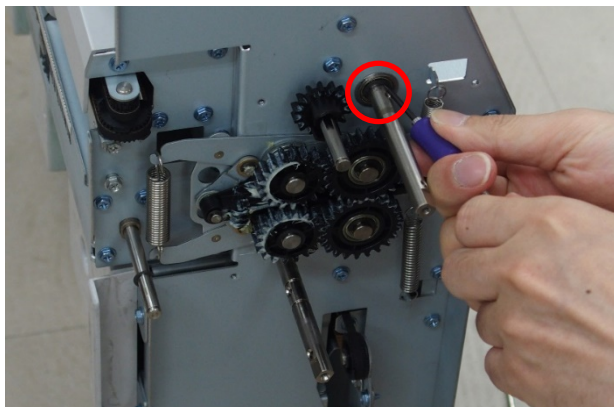


Side plate

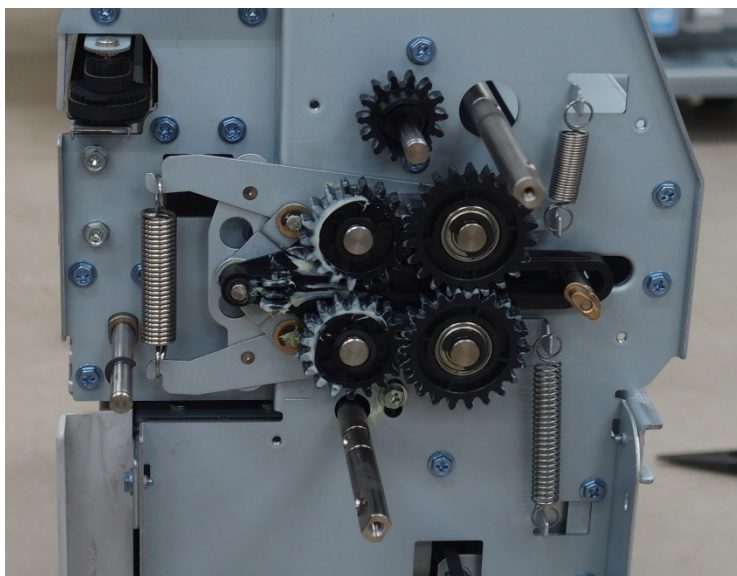


2-7. Gear (x1), Pin (x1)



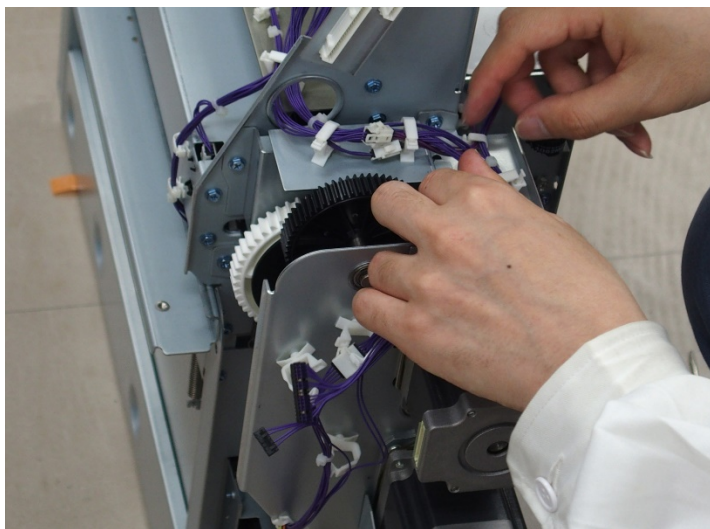
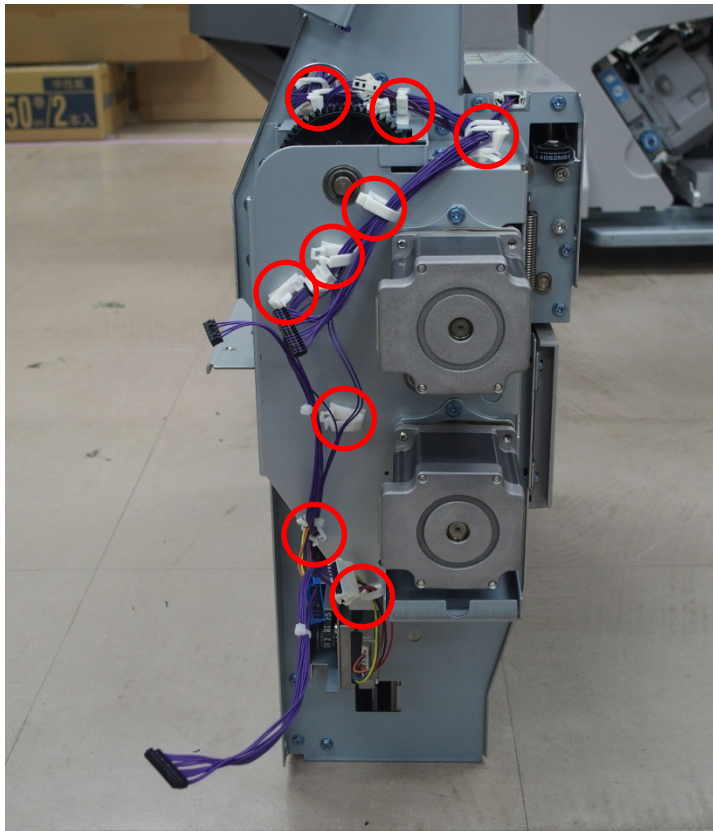
2-8. E-ring (x1), Bearing (x1)

After removing all the parts that need to be removed, the front side of the booklet unit should look like this.

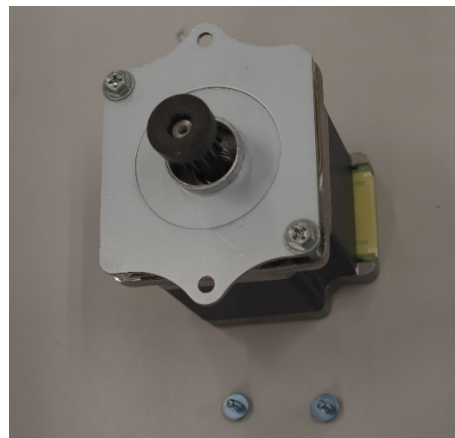
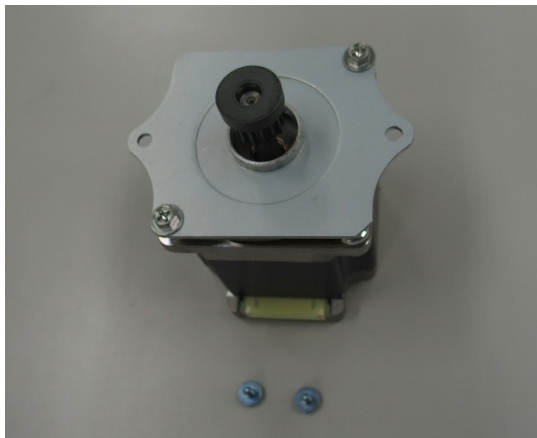
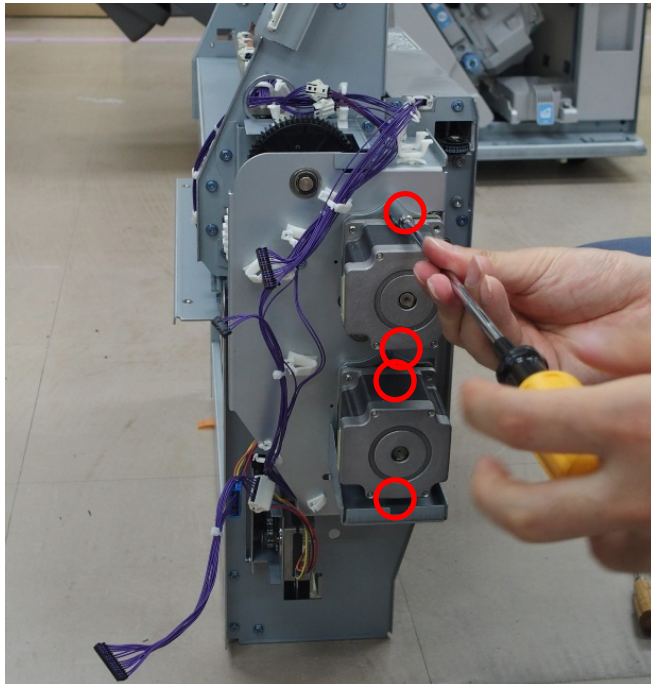


3. At the Rear, remove the following parts.

3-1. Remove the cables from the cable clamps. (Clamp x9)



3-2. Screw (x4), Stepper motor (x2; Top / Bottom)

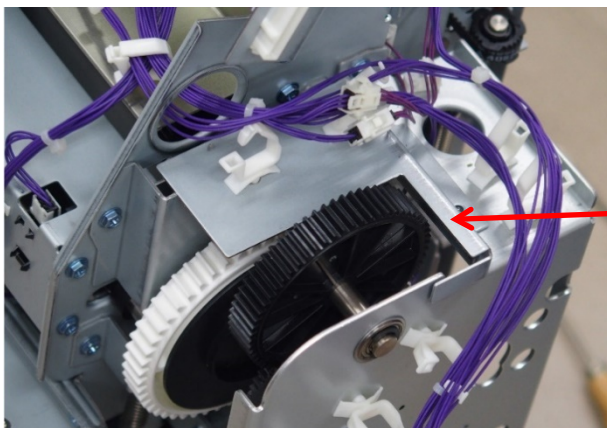
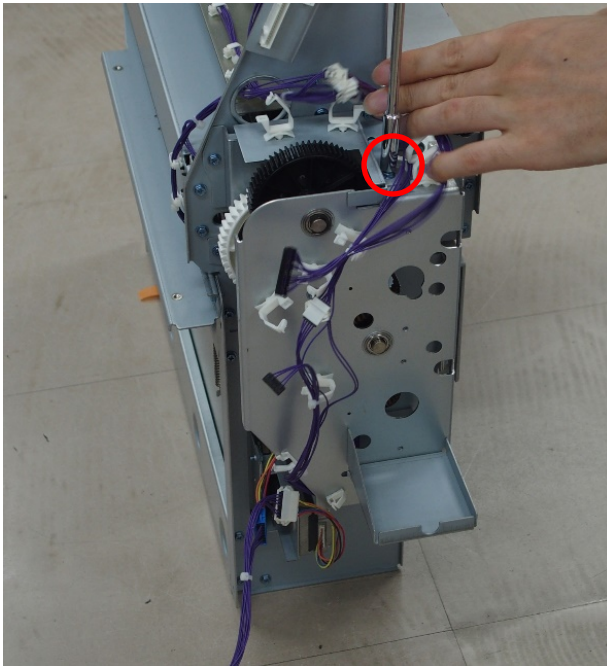


Model: Booklet Finisher SR5060 (D734)

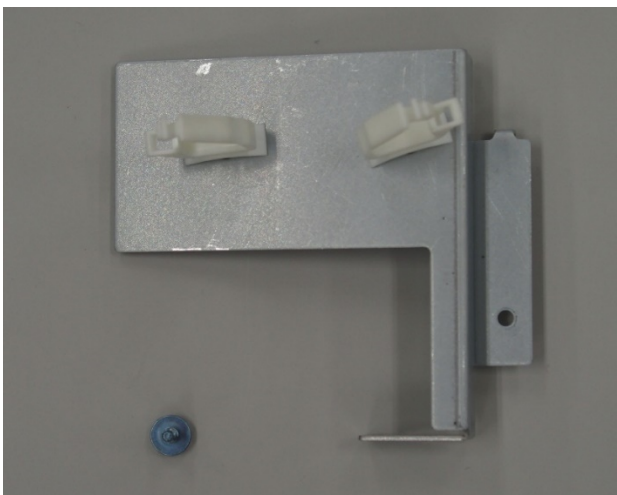
Date: 23-May-19

No.: RD734019

3-3. Screw (x1), Bracket (x1)



Bracket

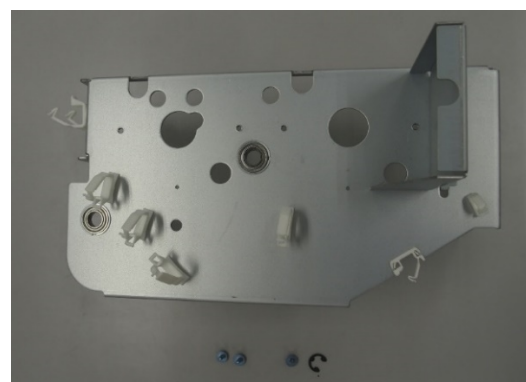
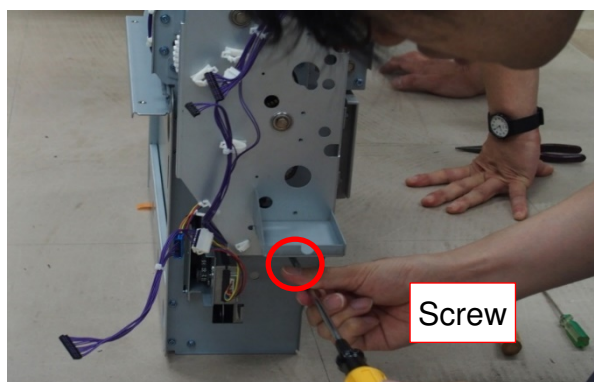
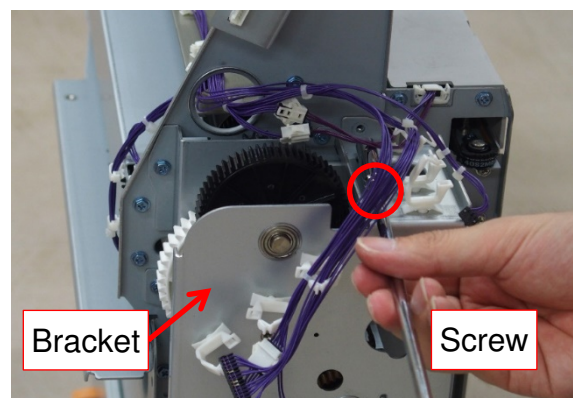
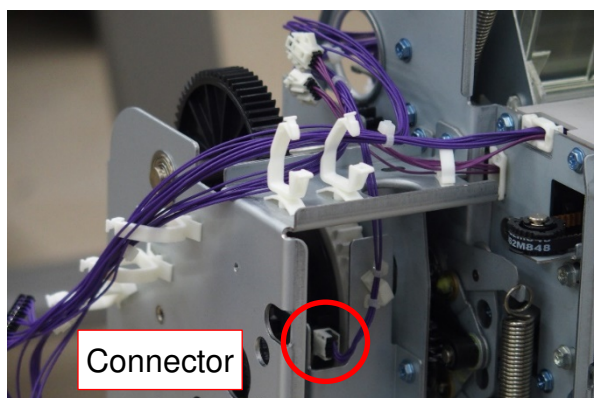
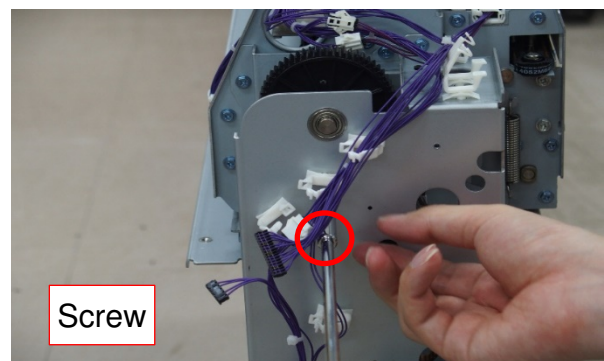
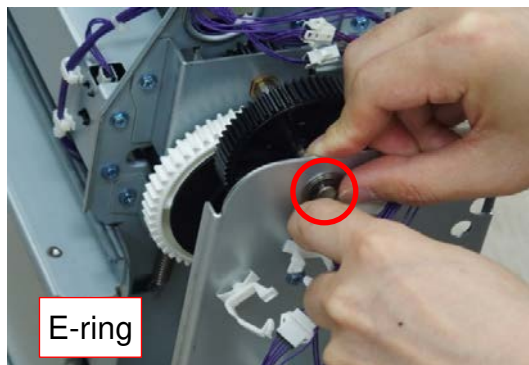


Model: Booklet Finisher SR5060 (D734)

Date: 23-May-19

No.: RD734019

3-4. E-ring (x1), Screw (x3), Connector (x1), Bracket (x1)



NOTE: Work carefully not to catch the connector when removing the bracket.

Model: Booklet Finisher SR5060 (D734)

Date: 23-May-19

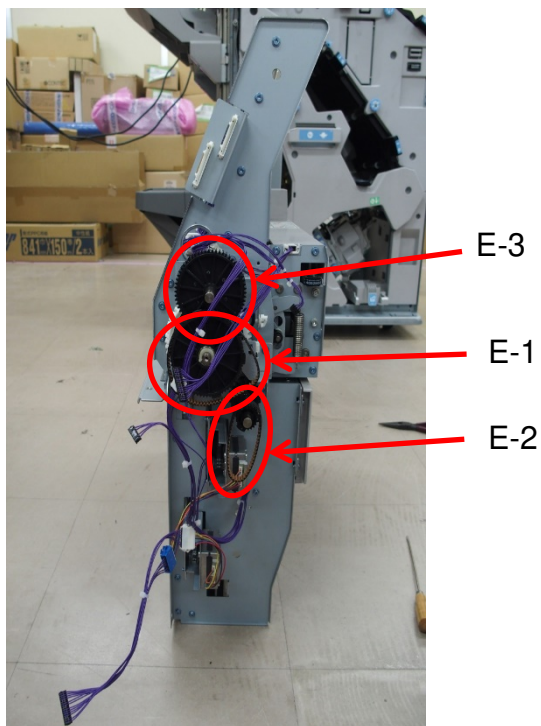
No.: RD734019

3-5. Remove in the order below:

E-1. Pulley (x1), Timing belt (x1), Retaining ring (x1)

E-2. Pulley (x1), Timing belt (x1), Pin (x1)

E-3. Gear (x1), Pin (x1)



Removed in E-1

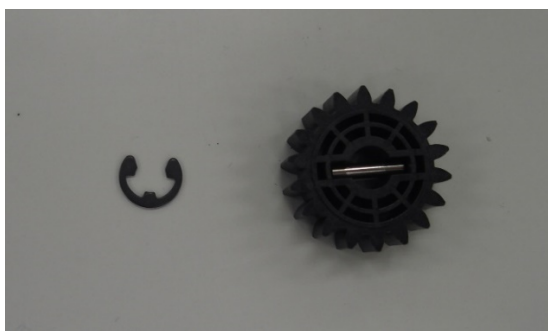
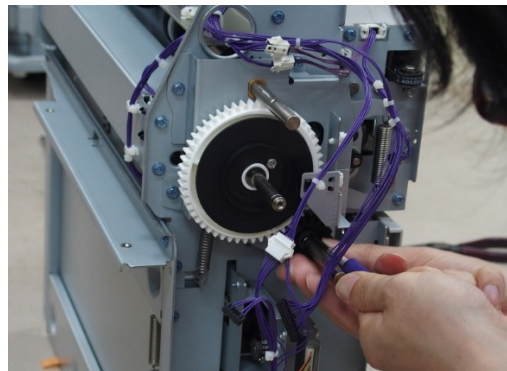
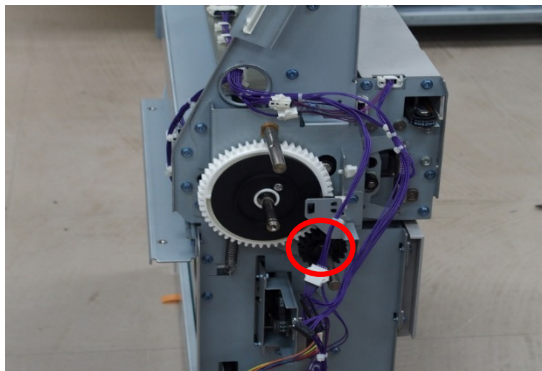
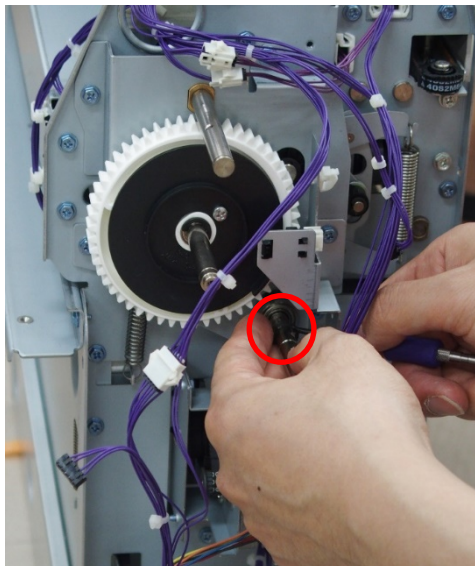


Removed in E-2



Removed in E-3



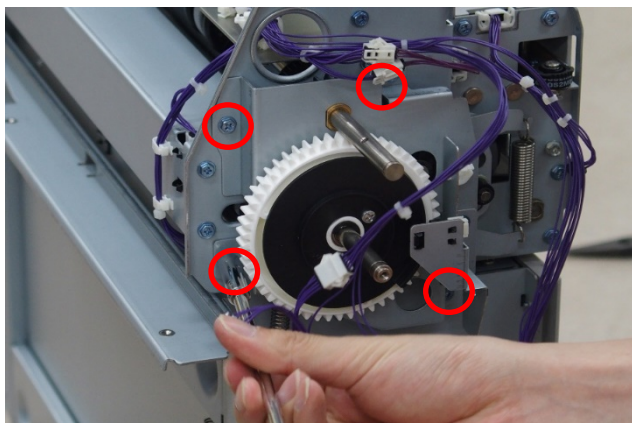
3-6. E-ring (x1), Gear (x1), Pin (x1)**3-7. Pull out the shaft.**

Model: Booklet Finisher SR5060 (D734)

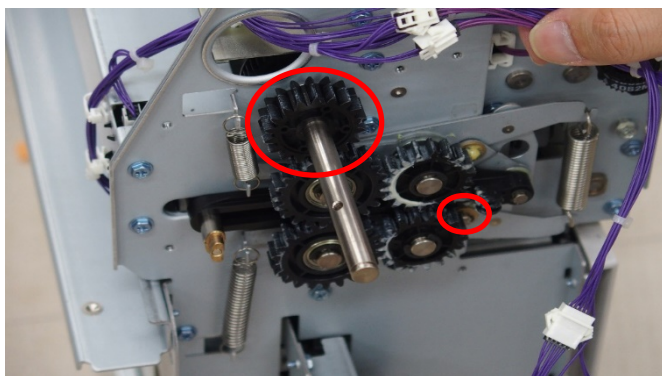
Date: 23-May-19

No.: RD734019

3-8. Screw (x4), Side plate with gear (x1)



3-9. Gear (x1), Pin (x1), Bushing (x1)



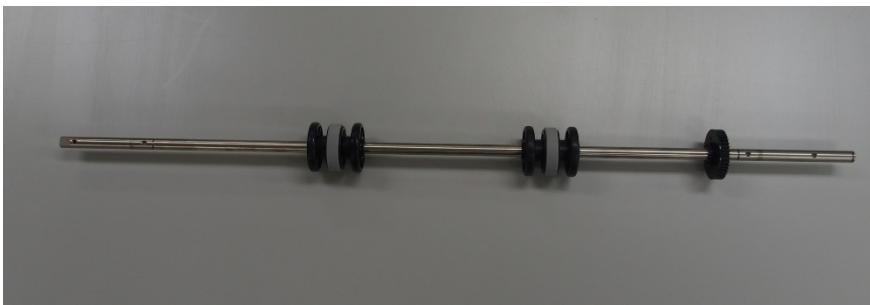
3-10. E-ring (x1), Bearing (x1)



Model: Booklet Finisher SR5060 (D734)

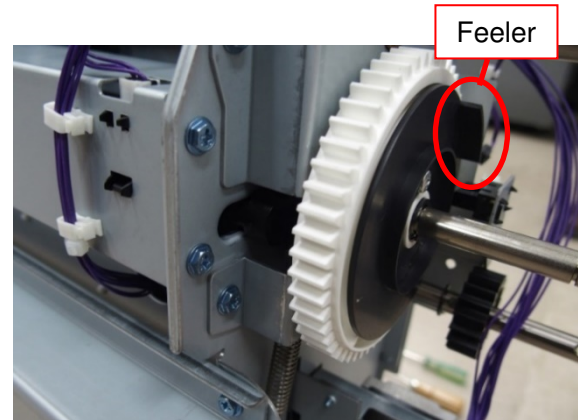
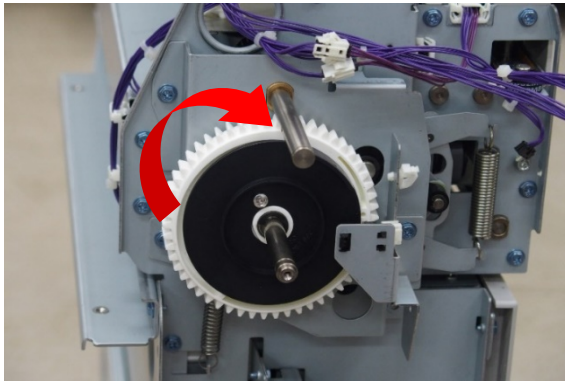
Date: 23-May-19

No.: RD734019

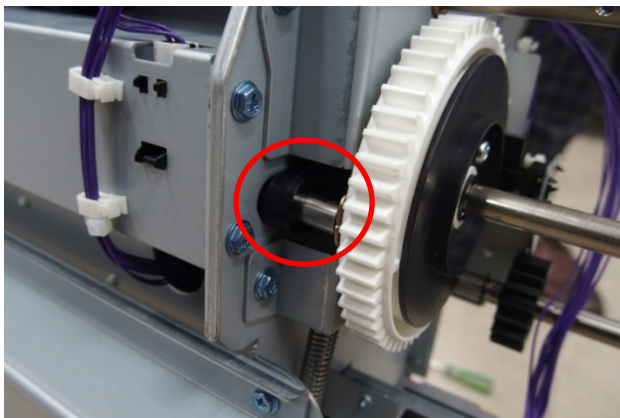
3-11. Transport roller

Notes on putting back the unit

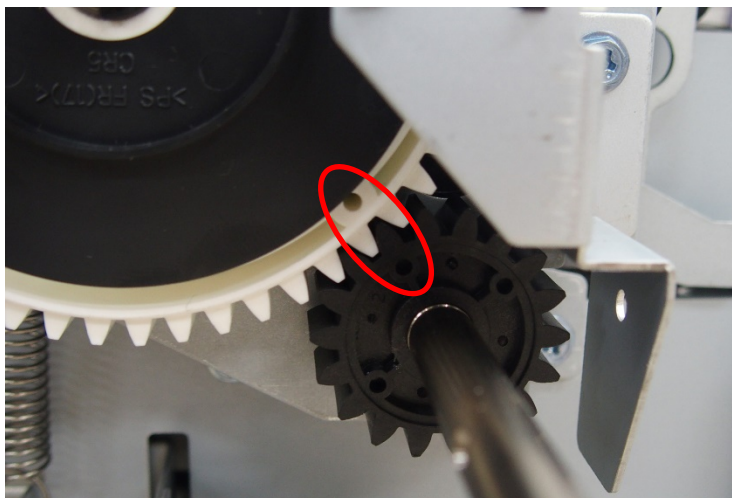
- At the Rear, turn the white gear clockwise.



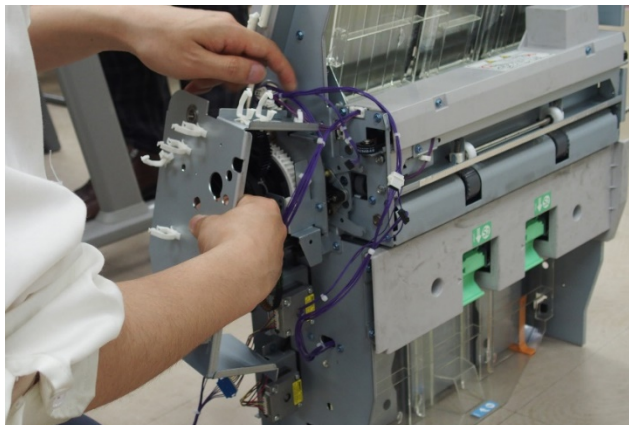
- Turn the gear until the shaft appears. The feeler should hide under the bracket.



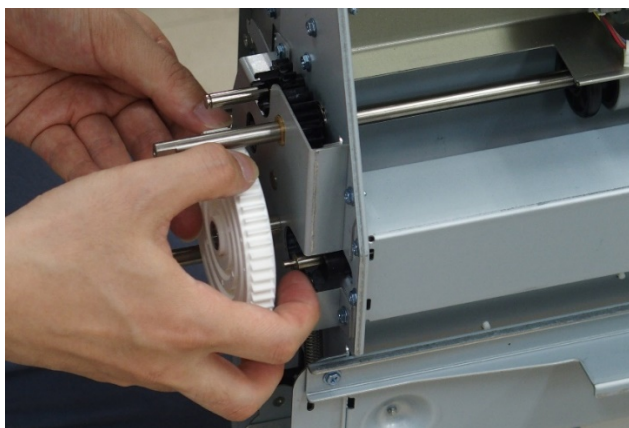
- Verify that that circle marks on the big and small gears match.



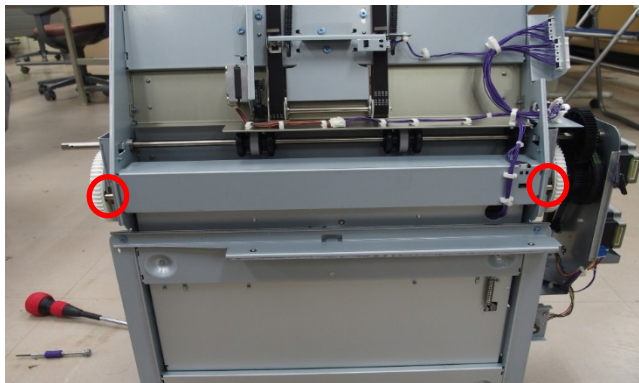
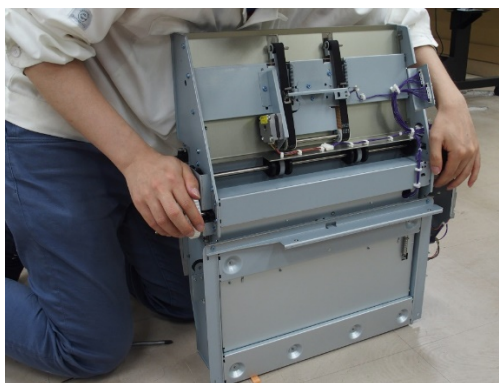
- When attaching the bracket, set aside the cables to your right-hand side.



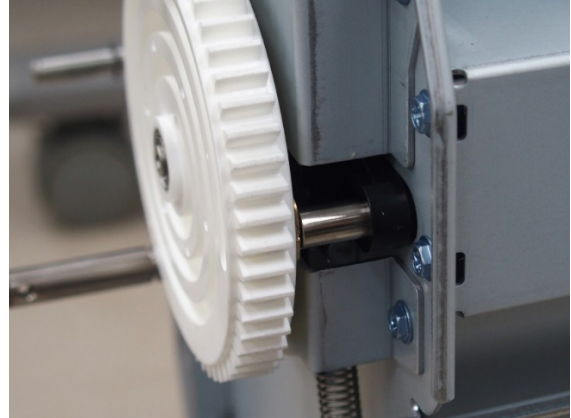
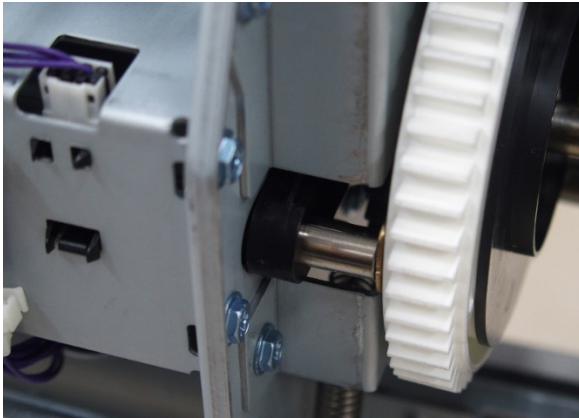
- At the Front, attach the gear.



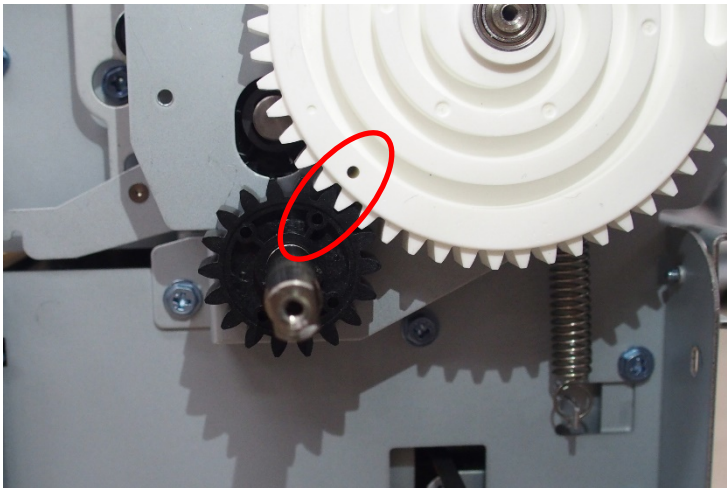
- Rotate the gears at both ends until the shaft appears.



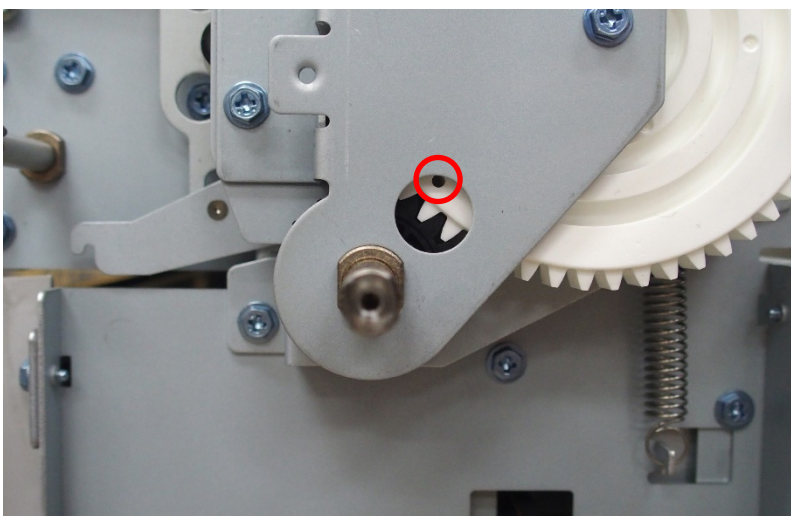
Close-up shots of the shaft



- At the Front, verify that the circle marks on the big and small gears match.



- If you see the circle mark from the cut-out, the shaft is in the correct position.

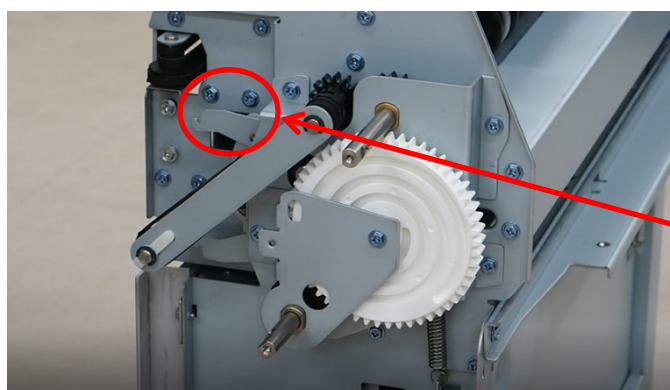
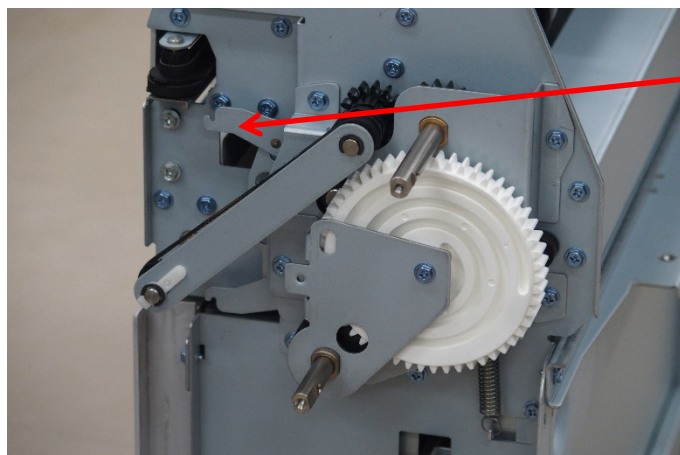


Model: Booklet Finisher SR5060 (D734)

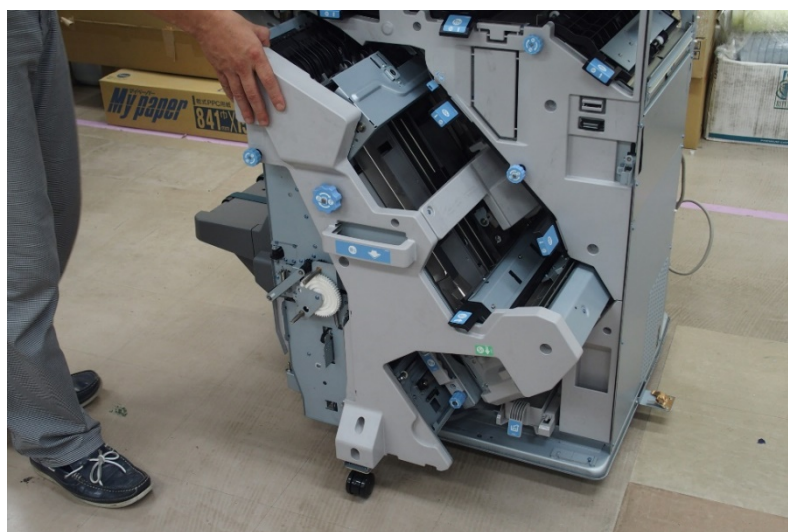
Date: 23-May-19

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- Turn the white gear clockwise until the lever descends and the two screws circled in red appear.



- Push the Booklet Unit back into the Finisher.



Model: Booklet Finisher SR5060		Date: 25-Jun-19	No.: RD734020
Subject: SC720-70 with A3/DLT or larger sizes		Prepared by: S. Kato	
From: Service Planning Sect., Global Engineering Support Dept.			
Classification:	☒ Troubleshooting ☐ Mechanical ☐ Paper path ☐ Product Safety	☒ Part information ☐ Electrical ☐ Transmit/receive ☐ Other ()	☐ Action required ☐ Service manual revision ☐ Retrofit information ☐ Tier 2

SYMPTOM

SC720-70 (shift tray lift motor error) occurs when printed long runs on coated media larger than A3/DLT.

CAUSE

Excess load is put on the shift tray motor for the following reasons.

- 1) The media is dense and heavy.
- 2) A portion of the stack is removed from the shift tray toward the front (operator side) without pressing the Emergency Shift Tray Stop switch and causes the following:
 - The operator is unable to remove the stack smoothly and places it on the shift tray again.
 - The removed portion of the stack gets caught in between the top of the remaining stack and the cover.



SOLUTION

- 1) Change the maximum stack capacity in the SP or Adjustment Settings for Skilled Operators.
 - For sizes with a length **216~432mm** along the feed direction, go to **SP6-238-001** / Skilled Operators **0626-02** and set the value to '1' (1000 sheets). The default is 0: 1500 sheets.
 - For sizes with a length **longer than 432mm** along the feed direction, go to **SP6-239-001** / Skilled Operators **0626-03** and set the value to '1' (500 sheets). The default is 0: 1000 sheets.
- 2) Advise your customer to follow the instructions below.
 - Always press the Emergency Shift Tray Stop switch when removing the stack from the shift tray during a job.



- Remove the stack along the feed direction, to prevent the stack from getting caught with the cover.



Model: Booklet Finisher SR5060 / SR5050	Date: 7-Oct-19	No.: RD734021
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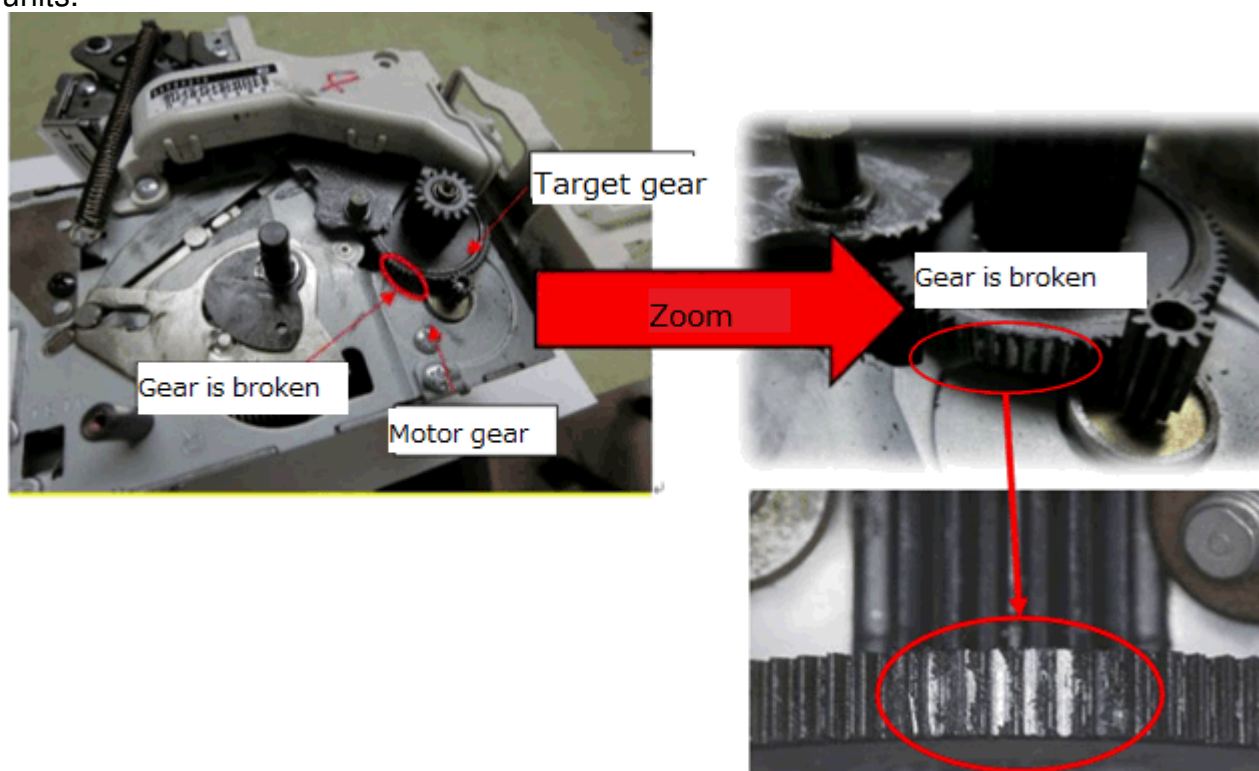
Subject: Troubleshooting : SC720-44		Prepared by: J. Kobayashi	
From: PPCS Sect., CIP Product Quality Mnagement Dept.			
Classification:	☒ Troubleshooting	☒ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Product Safety	☐ Other ()	☐ Tier 2

SYMPTOM

SC720-44 may occur after around 100,000 times staples.

CAUSE

The gear on staple unit gets damage since defective gear is contained in some of staple units.



Model: Booklet Finisher SR5060 / SR5050

Date: 7-Oct-19

No.: RD734021

SOLUTION

If the symptom occurs, do the following:

Check the serial number of the Staple unit, and if the number is target, then replace the unit to the following part number.

Service part

No	Part Name	P/N	QTY
1	Staple unit	D7349902	1

Target units of Staple serial number:

Unit in Booklet Finisher & Finisher:

RD8M0041 to RD8M0792

RD9A0001 to RD9A0952

RD9B0001 to RD9B0187

RD9C0001 to RD9C0188

RD9D0005 to RD9D0020

Service part:

RH8M0069 to RH8M0320

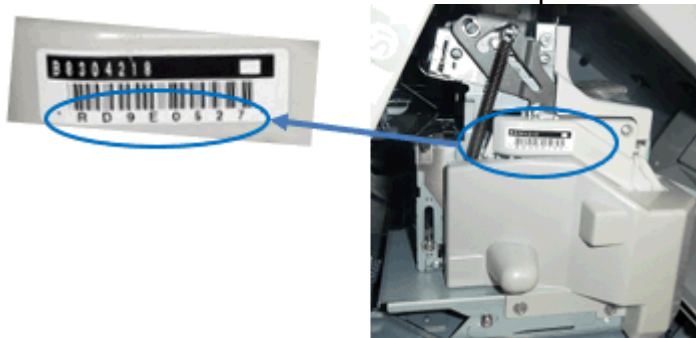
RH9A0001 to RH9A0280

RH9B0001 to RH9B0204

RH9C0009 to RH9C0160

RH9D0001 to RH9D0097

How to check the serial number of staple unit



Note: The Staple unit serial number in Finisher is the factory default number.

If there is a Staple unit replacement history, service parts are installed, so please verify the service part serial number as well!

Model: Booklet Finisher SR5060 / SR5050

Date: 7-Oct-19

No.: RD734021

Target serial number of Finisher

Serial number described below shows the corresponded units to require the part replacement.

Region	Type	Serial number	
NA Shipped to Tustin Los Angeles Long Beach	D73417	E848EC10035 – E848EC10041 E848EC10050 – E848EC10060 E848EC10069 – E848EC10085 E849E210001 – E849E210002 E849E210008 – E849E210013 E849E210026 E849E310003 – E849E310004 E849E410001 – E849E410051 E849E410055 – E849E410061 E849E410068 – E849E410069 E849E410080 – E849E410112 E849E510024 – E849E510034	E848EC10043 – E848EC10048 E848EC10063 – E848EC10064 E849E110001 – E849E110102 E849E210005 – E849E210006 E849E210017 – E849E210024 E849E210028 – E849E210034 E849E310007 – E849E310102 E849E410053 E849E410065 – E849E410066 E849E410071 – E849E410078 E849E510001 – E849E510022
	D73517	E858EC10121 – E858EC10260 E859E210001 – E859E210006 E859E210013 – E859E210022 E859E210027 E859E210029 E859E310004 E859E410001 – E859E410039 E859E510005 E859E510017 – E859E510040 E859E510044 – E859E510054 E859E510060 – E859E510061 E859E510070 – E859E510073	E859E110001 – E859E110210 E859E210008 E859E210010 E859E210024 – E859E210025 E859E310001 – E859E310002 E859E310006 – E859E310040 E859E510001 – E859E510002 E859E510007 – E859E510015 E859E510042 E859E510056 – E859E510058 E859E510064 E859E510067
NA Shipped to Manzanillo, Panama	D73417	E848EC10042 E848EC10049 E848EC10065 – E848EC10068 E849E210007 E849E410052 E849E410054 E849E410067	E848EC10061 – E848EC10062 E849E210003 – E849E210004 E849E210014 – E849E210016 E849E410062 – E849E410064
	D73517	E859E210031 – E859E210050 E859E510055 E859E510059	E859E410040 E859E510016 E859E510078 – E859E510080
NA Shipped to Montevideo, Uruguay	D73417	E849E210025 E849E210027 E849E310005 – E849E310006	E849E310001 – E849E310002
	D73517	E859E210007 E859E210009 E859E210023 E859E210026 E859E310003 E859E310005 E859E510041 E859E510043 E859E510065 – E859E510066	E859E210011 – E859E210012 E859E210028 E859E210030 E859E510004 E859E510006 E859E510062 – E859E510063 E859E510069

Model: Booklet Finisher SR5060 / SR5050
Date: 7-Oct-19
No.: RD734021

		E859E510074 – E859E510076	
RE Shipped to Amsterdam , Rotterdam	D73427	E848EC20052 – E848EC20097 E848EC20104 – E848EC20105 E848EC20114 – E848EC20119 E849E220001 – E849E220043 E849E220049 – E849E220068 E849E320005 E849E320022 – E849E320029 E849E320036 – E849E320041 E849E420005 – E849E420007 E849E420035 – E849E420040 E849E420047 – E849E420050 E849E520009 – E849E520010 E849E520023 – E849E520025 E849E520030 – E849E520033	E848EC20099 – E848EC20100 E848EC20107 – E848EC20109 E849E120001 – E849E120017 E849E220045 – E849E220046 E849E320001 E849E320003 E849E320008 – E849E320020 E849E320032 E849E320034 E849E420002 – E849E420003 E849E420009 – E849E420028 E849E420042 – E849E420045 E849E520001 – E849E520007 E849E520012 – E849E520021 E849E520027 – E849E520028
	D73527	E858EC20072 – E858EC20105 E858EC20111 – E858EC20112 E858EC20116 – E858EC20120 E858EC20131 – E858EC20171 E858EC20176 – E858EC20179 E858EC20189 - E858EC20195 E859E120001 – E859E120020 E859E120027 – E859E120030 E859E120037 E859E120039 E859E120044 – E859E120081 E859E120094 – E859E120119 E859E120166 – E859E120179 E859E120186 – E859E120187 E859E220001 – E859E220010 E859E220031 – E859E220038 E859E220045 – E859E220053 E859E220059 – E859E220060 E859E220068 – E859E220069 E859E320008 – E859E2320010 E859E320020 E859E320024 E859E320059 – E859E320060 E859E320065 E859E320089 – E859E320110 E859E320119 E859E320141 – E859E320150 E859E420004 – E859E420008 E859E420015 - E859E420016	E858EC20107 – E858EC20109 E858EC20114 E858EC20122 – E858EC20129 E858EC20173 E858EC20182 E858EC20184 E858EC20197 – E858EC20220 E859E120022 – E859E120025 E859E120034 E859E120035 E859E120041 – E859E120042 E859E120089 – E859E120091 E859E120121 – E859E120164 E859E120181 E859E120183 E859E120189 – E859E120220 E859E220015 E859E220040 – E859E22043 E859E220055 E859E220063 – E859E220066 E859E320001 – E859E320006 E859E320012 E859E320014 E859E320026 – E589E320050 E859E320062 – E859E320063 E859E320067 – E859E320086 E859E320114 E859E320117 E859E320121 – E859E320139 E859E420001 – E859E420002 E859E420011 E859E420023 E859E420029

Model: Booklet Finisher SR5060 / SR5050		Date: 7-Oct-19	No.: RD734021
		E859E420031 E859E420033 E859E420035 - E859E420065 E859E420068 - E859E420076 E859E420078 - E859E420080 E859E420086 - E859E420105 E859E420108 - E859E420111 E859E520002 - E859E520006 E859E520008 - E859E520011 E859E520016 - E859E520024 E859E520026 - E859E520032 E859E520034 - E859E520040	
RA Shipped to Hong Kong	D73427	E849E420008 E849E420033 E849E420041 E849E420046 E849E520008 E849E520011 E849E520022 E849E520026 E849E520029 E849E520034	
	D73527	E859E120165 E859E120188 E859E220011 E859E220013 E859E220020 E859E220023 E859E220027 E859E220044 E859E320113 E859E320115 E859E320116 E859E320118 E859E320120 E859E320140 E859E420012 E859E420017 E859E420020 E859E420025 E859E420077 E859E520007 E859E520012 - E859E520015	
RA Ship to Australia	D73427	E848EC20062 E849E320002 E849E320030 E849E420001 E849E420004 E849E420032	
	D73527	E859E220054 E859E220056 E859E220061 - E859E220062 E859E220070 E859E320011 E859E320055 - E859E320057 E859E420019 E859E420021	
RA Shipped to NZ	D73427	E849E420030 E849E420034	
RA Shipped to Lat Krabang	D73427	E848EC20098 E849E320006 E849E320007	
	D73527	E858EC20175 E858EC20183 E859E120120 E859E120180 E859E120182 E859E120184 E859E120185 E859E220012 E859E220014 E859E220016 E859E220018 E859E220019 E859E220021 E859E220022 E859E220024 - E859E220026 E859E220028 - E859E220030 E859E220057 E859E420083 E859E520025 E859E520033	
RA shipped to Kuala Lumpur/Kelang	D73427	E849E320035	
	D73527	E859E220017 E859E220039 E859E420066 - E859E420067	
CN Shipped to Shanghai	D73427	E848EC20101 - E848EC20103 E848EC20106 E848EC20110 - E848EC20113 E849E220044 E849E220047 E849E220048 E849E320004 E849E320021 E849E320031 E849E320033 E849E420029 E849E420031	
	D73527	E858EC20106 E858EC20110 E858EC20113 E858EC20115 E858EC20121 E858EC20130 E858EC20172 E858EC20174 E858EC20180 - E858EC20181 E858EC20185 - E858EC20188 E858EC20196 E859E120021 E859E120026 E859E120031 - E859E120033 E859E120036 E859E120038 E859E120040 E859E120043 E859E120082 - E859E120088 E859E120092 - E859E120093 E859E220058 E859E320007 E859E320013 E859E320015 - E859E320019	

Model: Booklet Finisher SR5060 / SR5050		Date: 7-Oct-19	No.: RD734021
		E859E320021 – E859E320023	E859E320025
		E859E320051 – E859E320054	E859E320058 E859E320061
		E859E320064 E859E320066	E859E320087 – E859E320088
		E859E420003 E859E420009	E859E420010 E859E420013
		E859E420014 E859E420018	E859E420022 E859E420024
		E859E420026 – E859E420028	E859E420030 E859E420032
		E859E420034 E859E420081	E859E420082 E859E420084
		E859E420085 E859E420106	E859E420107 E859E420112
		E859E420113 – E859E420120	E859E520001
RKR	D73427	E849E420051	
Shipped to Incheon	D73527	E859E220067	E859E320111 – E859E320112

Cut-In Serial number

Modification to apply the modified part was done from the serial number shown as below.

Booklet Finisher SR5060

D73417: E849E510035 ~

D73427: E849E520035 ~

Finisher SR5050

D73517: E859E510081 ~

D73527: E859E520041 ~