RIGOH

Technical Bulletin

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Model: NAD 30S/30/40 (1000-sheet Finisher)			Date	Oate: 30-Jun-98		No: 6
Subject: Paper rolled up on the shift tray				Prepared by: M.		<i>l</i> imura
From: QAC Field	Information Dept.					
Classification:	☐ Troubleshooting	Part inf		tion		required
	☐ Mechanical	Electric	al		☐ Service	ce manual revision
	☐ Paper path	☐ Transm	nit/rec	eive	Retro	fit information
	Other ()					

SYMPTOM

When a large number of sheets, such as thirty, are stapled in the multiple copy mode, a couple of the bottom sheets in the stapled stack may be rolled up on the shift tray.

CAUSE

If the paper facedown-curls excessively, the stapled set of paper will not slide back all the way to the extreme right position on the shift tray. If this happens, the lower leading edge of the next set may catch on the trailing edge of the set already on the tray, causing a couple of the bottom sheets to roll up.

This symptom could occur with a thick stapled set when the copies have piled up high on the tray. Heavy paper sets will generate stronger friction with the paper set underneath, and as the copies pile up, the angle of the top copies will level off and make sliding back more difficult.

- **Note**: 1. Non-staple mode copies will not exhibit this symptom because single sheets of paper are delivered to the shift tray at a time.
 - 2. Due to the nature of the copy job type in which this problem occurs, this symptom would more likely occur with heavy volume users such as copy shops, rather than with casual users.

SOLUTION

- 1 The copy paper has a characteristic that one side creates more curl than the other side. Therefore, instruct the customer to flip over the paper in the paper tray to reduce the amount of paper curl.
 - For those customers who have a wide selection of paper brands, recommending a paper brand which creates less curl might be more beneficial for the customer. (See page 23 of the NAD Copy Reference manual for related remarks.)
- 2 This symptom may occur more with A4/11" x 8.5" sideways feed. This is because the paper can slide up the tray further than other paper sizes. (Larger sizes of paper will not go that far because of the friction with the lower set of copies.)
 - If that is the case, install the new version ROM (#A6815103E). The new version ROM decreases the exit speed of A4/11" x 8.5" sideways paper to drop the paper close to the right frame for easy switch back. (This happens for stapling more than 11 sheets.)



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Model: NAD 30S/30/40 (1000-sheet Finisher)

Date: 30-Jun-98

No: 6

Cut-in Serial Numbers

The new version ROM will be implemented into the production from July '98. The cut-in serial numbers are as follows:

Code	Brand	Cut-in Serial #s
-15	GES. US / SAVIN	1B48070001
-17	RICOH	A7728070001
-22	NRG	AR2807000
-26	INFOTEC	3R0780001
-55	LANIER	From 1 st Production



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Model: NAD 30S	3/30/40(1000 Finisher)		Dat	te: 30-Nov	-99	No.: RA230050		
Subject: Software Replacement Information				Prepared by: E. Fukuyama				
From: Technical Services Dept., GTS Division								
Classification:	tion: Troubleshooting Da		orma	tion	Action	required		
	☐ Mechanical	☐ Electric	al		Service	ce manual revision		
	☐ Paper path	☐ Transmit/receive		eive	Retro	Retrofit information		
	⊠ Other ()							

Below please find the modification history for the main board up to suffix K for the 1000-sheet finisher.

A6815103F

1. Stapled paper did not stack straight.

A6815103G

1. The jam detection timing has been changed so that the finisher can also be used with the Russian. This will have no effect on the NAD.

A6815103H

- 1. The mainframe freezes up during jam recovery. The frequency of occurrence is extremely low.
- The user cancels the staple job when there is only one sheet in the staple tray, and the sheet is automatically removed from the tray. A paper jam occurs when the next sheet is fed for stapling.

A6815103J

- 1. A jam occurs when the door is opened during a staple job.
- 2. After the power is turned on, the machine reaches copy ready status even though the shift tray lower limit sensor is on (and the stack is full). A jam occurs if a copy job is started.

A6815103K

1. Paper jam due to an error in the vertical movement of the tray.



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Model: NAD 30S30/40		Dat	Date: 3-Jul-02		No.: RA681001	
Subject: Softwar	e Release Information			Prepared b	by: Y.U	rushihara
From: Technical Services sec. Service Planning Dept.						
Classification:	☐ Troubleshooting	☐ Part inf	ormat	ation		required
	☐ Mechanical	☐ Electric	al		Servic	e manual revision
	☐ Paper path	☐ Transmit/rece		receive		fit information
	⊠ Other ()					

1000-sheet finisher firmware history.

A6815103	Version	C. SUM
L	2.19	FF40DBBB
A6815120	2.20	2ED6

Symptom Corrected	Suffix
After the tray becomes full and the stack is removed (Stapling mode only), the machine begins feeding out the remaining copies before the tray can lift up to the proper position.	P/N changed
The initialization routines for the Shift Motor and Exit Guide Plate Motor have been deleted for adaptation with ZESM (Zero Energy Standby Mode).	L
Paper jam due to an error in the vertical movement of the tray.	K
Jam occurs when the door is opened during a staple job.	J
After the power is turned on, the machine reaches copy ready status even though the shift tray lower limit sensor is on (and the stack is full). A jam occurs if a copy job is started.	J
The mainframe freezes up during jam recovery (frequency of occurrence extremely low).	Н
The user cancels the staple job when there is only one sheet in the staple tray, and the sheet is automatically removed from the tray. A paper jam occurs when the next sheet is fed for stapling.	Н
The jam detection timing has been changed so that the finisher can also be used with the Russian. This will have no effect on the NAD (specification change for use on the Russian).	G
Stapled paper did not stack straight.	F