

Model: NAD 30S/30/40 (3000-sheet Finisher)		Date: 30-Jun-98	No: 7
Subject: Paper rolled-up on the shift tray		Prepared by: M.Mimura	
From: QAC Field Information Dept.			
Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ()		

SYMPTOM

When a large number of sheets, such as fifty, 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

The leading edge of the stapled set of paper tends to hang down when fed out onto the shift tray. If there is an excessive facedown curl at the leading edge, it may catch on the backside of the prior stack and become rolled up.

This is more evident with thick stapled sets because the curl of the upper paper will press against the lower paper and this exaggerates the curl.

- Note:** 1. Non-staple mode copies will not exhibit this symptom as single sheets of paper are delivered to the shift tray one at a time.
2. Due to the nature of the copy job 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 Install the new version ROM (#**A6975656B**). The new version ROM is different from the current ROM in the following ways:

- 2.1 After the shift tray has moved from its stand-by position to the upper position, it will start moving down 50 ms after the paper stack has actuated the finisher exit sensor. Thus, the paper stack makes a "soft landing" on the shift tray, reducing the chances of the paper being rolled up.



- 2.2 The finisher exit roller speed has been increased from 600 to 700 mm/s which matches that of the stack exit. This will prevent the leading edge from receiving the pressure which may encourage the face-down curl.

Note: The statement in the Service Manual (page # A697-12) that "The speed of the exit roller is higher than the stack feed-out belt speed." is wrong.

Model: NAD 30S/30/40 (3000-sheet Finisher)**Date:** 30-Jun-98**No:** 7

- 2.3 The mode in which the shift tray receives the stapled copies at its stand-by position after the 1,500th copy has been suspended for stapled sets of more than 35 sheets because receiving at the stand-by position may lead to a steeper paper landing angle, causing the rolling-up.

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	1B58070001
-17	RICOH	A7778070001
-22	NRG	AR3807000
-26	INFOTEC	3R1780001
-55	LANIER	From 1 st Production

Model: NAD 30S/30/40 (3000 Finisher)		Date: 31-Mar-99	No.: 30
Subject: Software Replacement Information		Prepared by: E. Fukuyama	
From: GTSS Field Information Dept.			
Classification:	☐ Troubleshooting ☐ Part information ☐ Action required ☐ Mechanical ☐ Electrical ☐ Service manual revision ☐ Paper path ☐ Transmit/receive ☐ Retrofit information ☒ Other ()		

Below please find the modification history from the first production run for the Main Board up to Suffix D for the 3000-sheet Finisher (SR730).

A6975656D

1. Occurrences of SC990
2. Defective paper exit for LG, DLT, A3 and B4 paper sizes.
3. Two staples missing when B5 size paper is stapled.
4. Stacking problems occur when paper curls during manual staple mode.
(Modification of shift tray height during manual staple mode, exit roller rotation, speed and shift tray lowering timing)
5. When the paper curl is large during shift mode, the exit roller rolls up the paper.
(Modification of the shift tray height in the shift mode, exit roller rotation speed, and shift tray lowering timing)

Model Code	Cut-in Serial #s
A697-15	1B58120001
A697-17	A7778110001
A697-22	AR38110281
A697-26	3R1128001
A697-55	L0328110267

A6975656C

1. When a jam occurs in the finisher, if the jam is not removed, the stapler motor will not shut off.
2. When the power save mode command from the main frame is received, the machine initializes.

Model Code	Cut-in Serial #s
A697-15	1B58090001
A697-17	A7778090001
A697-22	AR38090001
A697-26	3R10980001
A697-55	L0328100052

Model: NAD 30S/30/40 (3000 Finisher)

Date: 31-Mar-99

No.: 30

A6975656B

1. To improve the stacking in the shift tray during stapling, the following modifications have been implemented.
 - a. The initial lowering timing of the shift tray is now faster and the stack start time has been modified to allow the shift tray to return to the top position first.
 - b. The line velocity for the exit roller has been changed from 600 mm/s to 700 mm/s. The paper exit pawl speed has also been changed to match this.
 - c. The timing for the lowering of the shift tray has been changed to 50 mm/s after the exit sensor has detected the leading edge of the paper.

Model Code	Cut-in Serial #s
A697-15	1B58070001
A697-17	A7778070001
A697-22	AR38070001
A697-26	3R10780001
A697-55	L0328100052

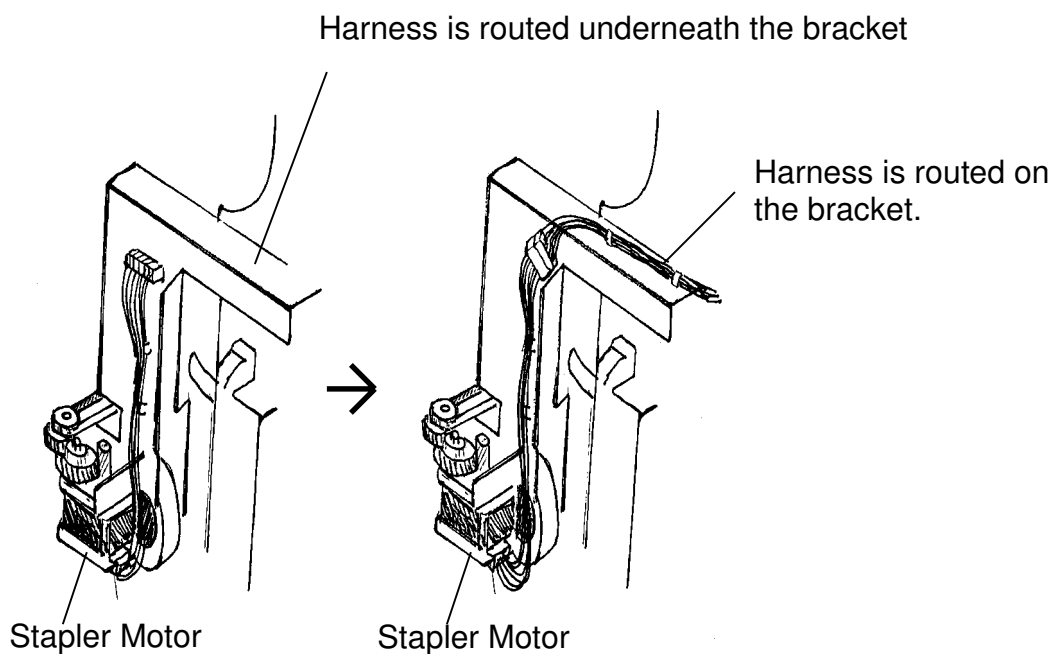
A6975656A

1. Modification to allow use of Chinese paper sizes.
2. Modification of the start of the shift tray in the staple mode.
3. When an exit jam occurs in the staple mode, if the door is shut before the paper is removed,
4. Corrected the problem of an SC not being displayed even though there was a problem with the paper exit pawl home position sensor during initialization.
5. If the diagonal staple mode was selected when there was a problem with the stapler rotation home position sensor, an SC occurred.

Model Code	Cut-in Serial #s
A697-15	1B58070001
A697-17	A7778070001
A697-22	AR38070001
A697-26	3R10780001
A697-55	L0328100052

Model: NAD 30S/30/40 3000 Finisher		Date: 15-Apr-99	No.: RA230031
Subject: SR730 Stapler Motor Harness Route Change		Prepared by: S. Hizen	
From: Technical Service Dept., GTS Division			
Classification:	☐ Troubleshooting ☐ Mechanical ☐ Paper path ☒ Other ()	☐ Part information ☐ Electrical ☐ Transmit/receive	☐ Action required ☐ Service manual revision ☐ Retrofit information

To prevent the stapler motor harness from being damaged, the harness route has been changed as shown in the illustration below:



Cut-in serial number for the harness route change:

- A697 - 15 : 1B59030221~
- 17 : A7779030001~
- 22 : AR39030001~
- 26 : 3R10390001~
- 55 : L0329032032~

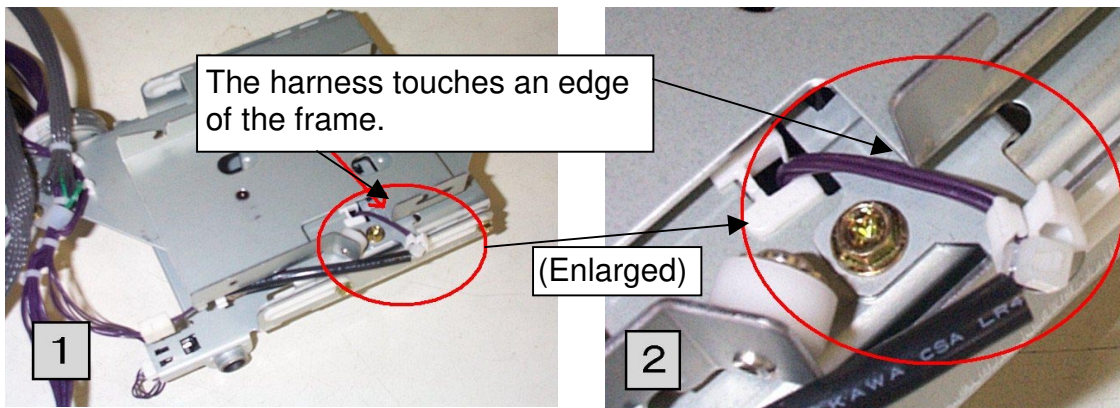
Model: 3000 Finisher for SP5/SP5L		Date: 15-Oct-99	No.: RA229017
Subject: SC621		Prepared by: A. Sasaki	
From: Technical Service Dept., GTS Division			
Classification:	☒ Troubleshooting ☐ Part information ☐ Action required ☐ Mechanical ☐ Electrical ☐ Service manual revision ☐ Paper path ☐ Transmit/receive ☐ Retrofit information ☐ Other ()		

Symptom

SC621 is generated during copy cycle.

Cause

The stapler rotation HP sensor harness shorts to the frame

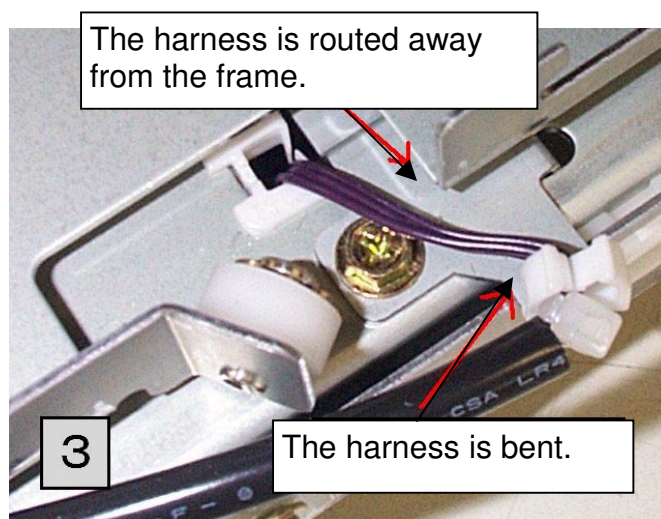


Temporary Solution in Production

The routing of the harness has been changed as shown in the photo. This can be done in the field.

The cut-in serial numbers are as follows:

A697-15: 1B59060001
 A697-17: A7779051901
 A697-22: AR39050649
 A697-26: 3R10690001
 A697-55: L0329064175



Model: 3000 Finisher for SP5/SP5L	Date: 15-Oct-99	No.: RA229017
-----------------------------------	-----------------	---------------

Final Solution in Production

A tape wrapping the harness has been added to the place where the harness touches the frame and the frame has been changed to make the edge smoother.

The cut-in serial numbers are as follows:

A697-15: 1B59070001

A697-17: A7779061601

A697-22: AR39060271

A697-26: 3R10690276

A697-55: L0329074795

Model: NAD 30S/30/40(3000 Finisher)		Date: 15-Dec-99	No.: RA230052
Subject: Software Replacement Information for SR730		Prepared by: E. Fukuyama	
From: Technical Services Dept., GTS Division			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other ()		

Below please find the modification to the main board for the SR730 (3000 Finisher).

The ROM part number is A6975656E.

1. With domestic NADs and other similar machines which have a fax option installed:
When receiving a fax while in Energy Saver Mode, the SR730 power comes on and the initial checks are performed.

2. In order to correct paper stacking problems that occur with curled paper, the software has been modified so that the tray will move up and down slightly while the stapler is waiting for the remaining page/s of a given staple set.

This slight shaking from the tray will tend to pull in any paper that slides out from the stack.

Model: NAD 30S/30/40(3000 Finisher)		Date: 14-Apr-00	No.: RA230056
Subject: Software Replacement Information for SR730		Prepared by: E. Fukuyama	
From: Technical Services Dept., GTS Division			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other ()		

Below please find the modification of the main Board for the SR730 (3000 Finisher).

The ROM part number is A6975656F.

1. When the Mail Box was connected, the main engine was not able to recognize the SR730.

Model: NAD 30S/30/40		Date: 08-Mar-01	No.: RA230067
Subject: Software Release Information		Prepared by: E. Fukuyama	
From: Technical Service Dept., GTS Division			
Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other ()		

Finisher 300 firmware history for the NAD 30S/30/40.

A6975656	Version	C. SUM
G	4.24	9D97
H	4.26	0127

Symptom Corrected	Suffix
The stack height sensor mis-detects the height, which in turn causes the exit motor to stop and a paper jam to occur.	H
Jam codes were not defined for paper jams at or before the entrance sensor.	G

Model: NAD 30S/30/40 Finisher 3000		Date: 05-Oct-01	No.: RA230069
Subject: Software Release Information		Prepared by: E. Fukuyama	
From: Technical Services Dep., GTS Division			
Classification:	☐ Troubleshooting ☐ Part information ☐ Action required ☐ Mechanical ☐ Electrical ☐ Service manual revision ☐ Paper path ☐ Transmit/receive ☐ Retrofit information ☒ Other ()		

Software version V4.28 for the 3000-sheet Finisher (SR730) has been released.

Symptom Corrected	Suffix
If a finisher job is initiated from 5 to 105 seconds after the Adonis-P3 recovers from Energy Saver Mode, SC990 or a paper jam occurs.	J

RCL (Japan) Production

Model Name	V/Hz	Destination	Code	Serial Number
SR 730	115V/50 Hz	USA, Canada	A697-15	1B5XXXXXXX
	230V/60 Hz	USA, Canada, Europe, Asia,	A697-17	A7771090001
	115V/50 Hz	Taiwan, China, etc		
	230V/60 Hz	Europe, Asia	A697-22	AR31080001
	230V/60 Hz	Europe, Australia	A697-26	3R1XXXXXXX
	230V/60 Hz	USA, Canada, Europe,	A697-55	L032XXXXXXX
	115V/50 Hz			