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|--|--|---|--|
| Model: Mojito | | Date: 04-Jul-00 | No.: RA293007 |
| Subject: SC740 and Jam indicator turns on. | | Prepared by: M. Tsuyuki | |
| From: Technical Services Dept., GTS Division | | | |
| Classification: | <input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other () | <input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive | <input checked="" type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information |

Some booklet finishers (A763) may exhibit the following problem. Please check the machine at installation or at the next customer site visit.

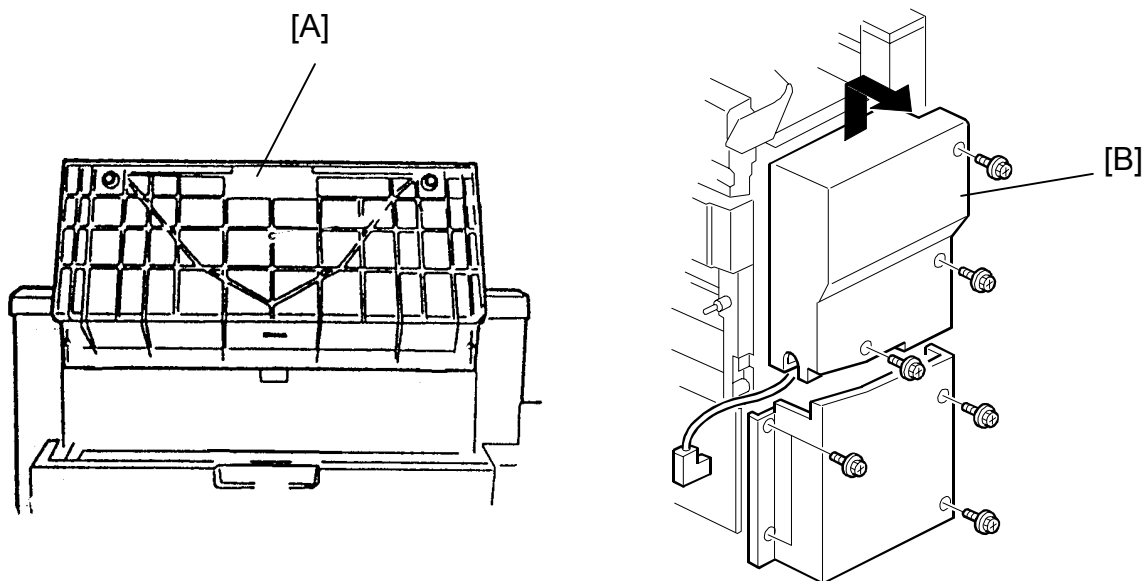
SYMPTOM

When making copies in staple mode, an IC on the finisher board shorts and SC740 is displayed. After the main switch is turn off and on, a jam is indicated.

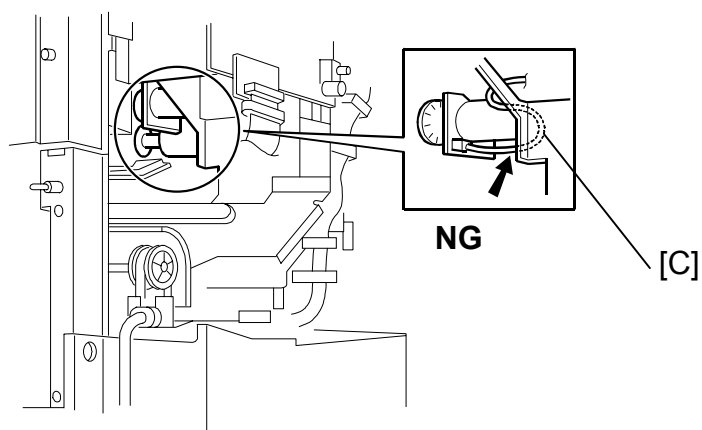
CAUSE

The cable of the guide plate motor is caught between the guide plate unit and frame. In the worst case, the cable covering peels off and the +24V line is shorted to ground. These two factors combine to cause the finisher board to be damaged.

ACTION

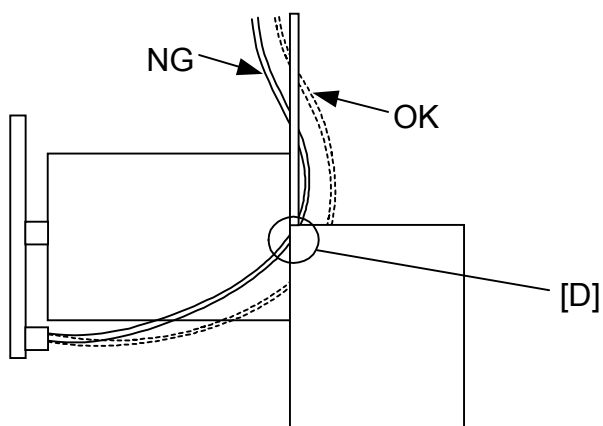


1. Hold up the proof tray and open the top cover [A].
2. Unhook the upper rear cover [B] and remove it (3 screws).

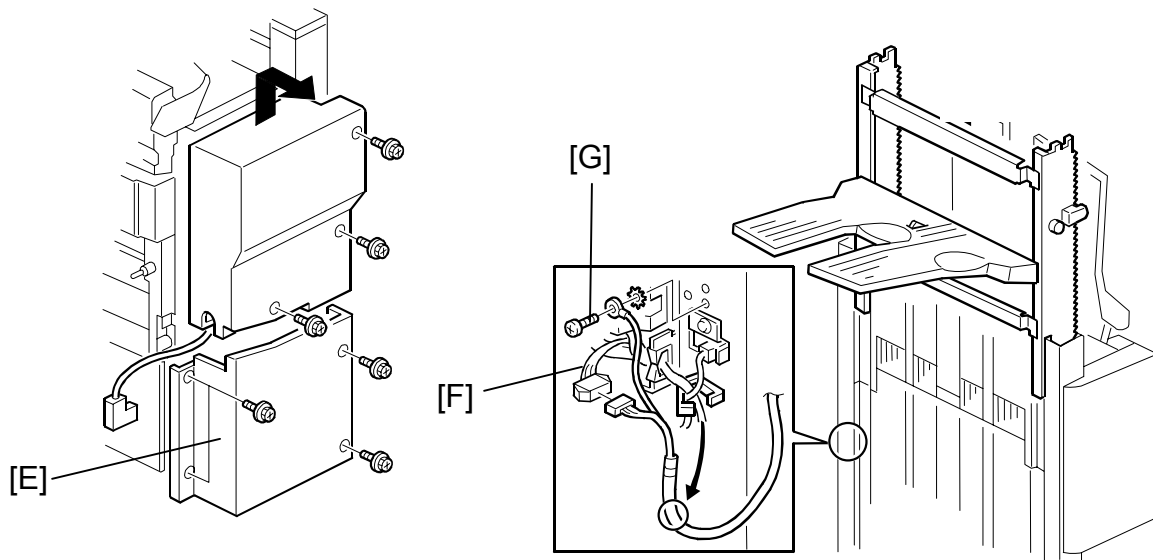


3. Check to see if the cable [C] is caught.

4. If it is not caught, the finisher is Ok. If it is caught, go on to the next step.

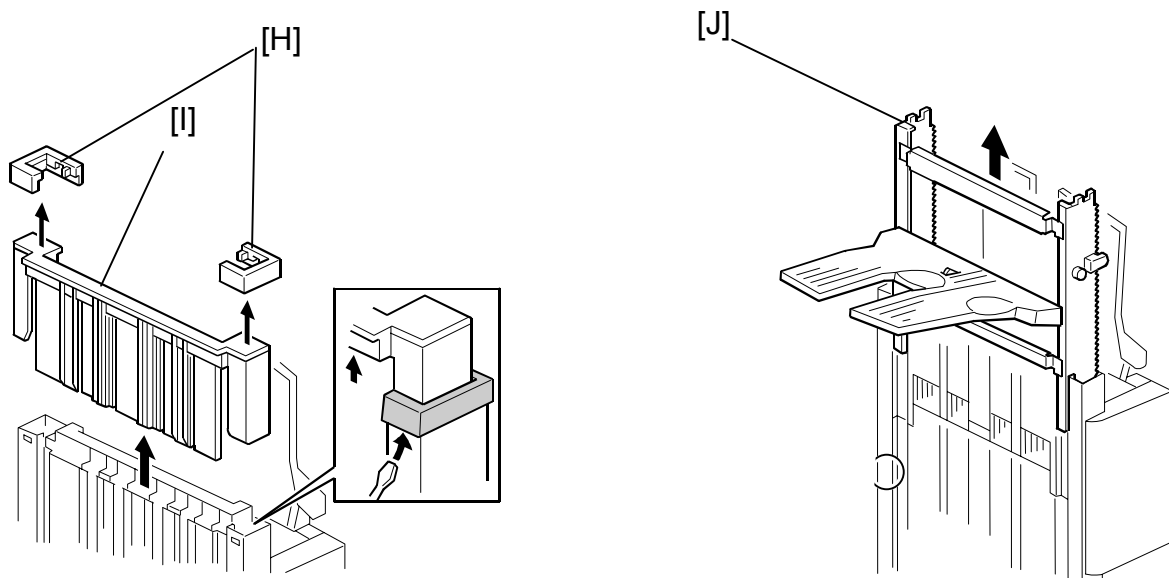


5. If the cable is caught at area [D], go on to the next step. If not, the finisher is OK.



6. Remove the lower rear cover [E] (4 screws).

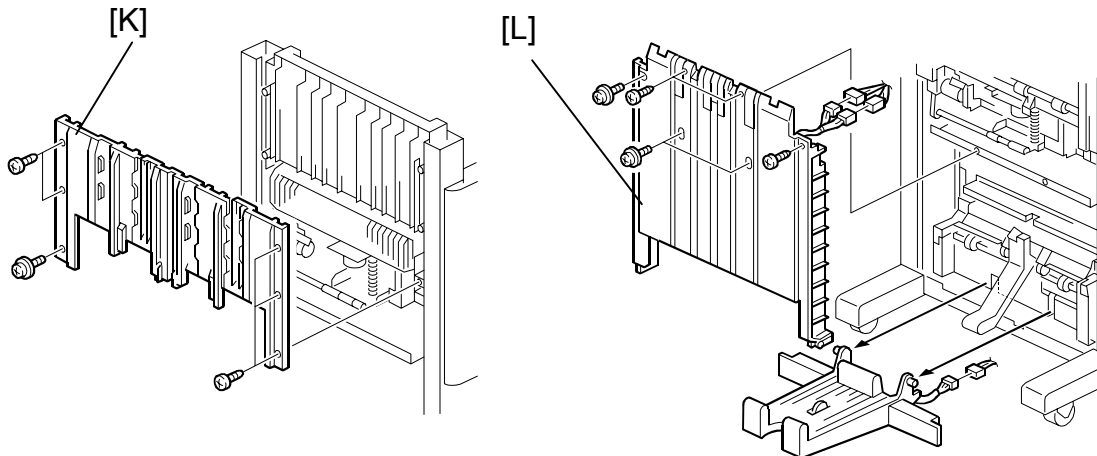
7. Disconnect the connector [F] and remove the grounding wire [G] (1 screw).



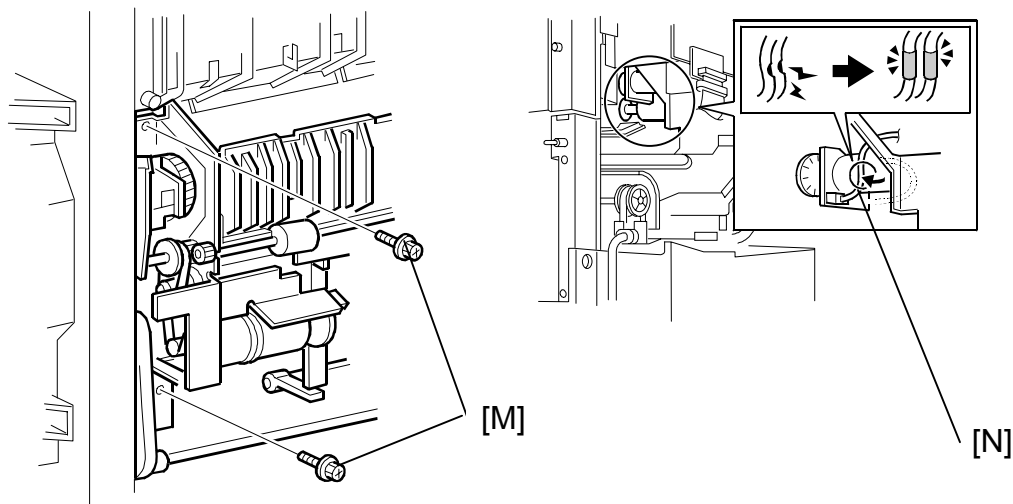
8. Unhook the two stoppers [H] and remove them.

9. Remove the slide guide [I] by pulling it up.

10. Remove the shift tray unit [J] by pulling it up.



10. Remove the upper shift guide [K] (6 screws (5 x M4, 1 x M3)).
11. Remove the lower shift guide [L] (2 connectors, 6 screws [3 x M4, 3 x M3]).

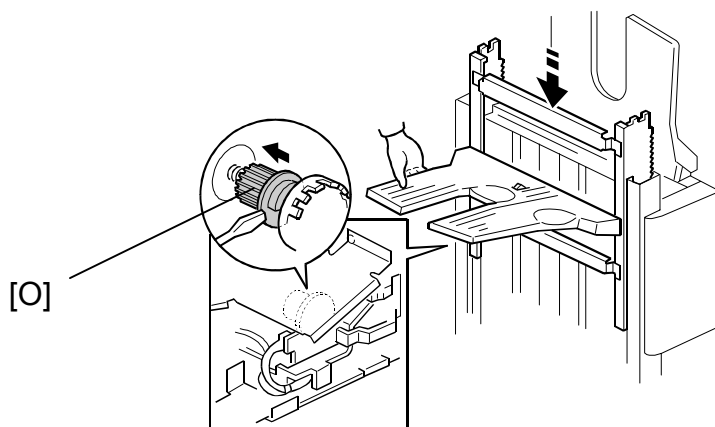


12. Loosen the rear side screws [M] of the exit unit.
13. Free the cable [N].
14. Check the surface of the cable.
15. If the cable wires are visible, wrap them with vinyl tape.

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16. Reassemble the machine.

Note: When reinstalling the shift tray unit, release the clutch gear [O] of the tray lift motor by carefully inserting a screwdriver.

COUNTERMEASURE

The length of the cable has been decreased and the route of the cable has been modified.

Serial numbers of finishers which may have this problem:

Model Code Serial Number:

A763-14 : From first production to L0740030077

A763-17 : From first production to H5000400375

A763-22 : From first production to H5000300440

A763-26 : From first production to 4D80300090

A763-27 : From first production to H5000300571

Page A763-1 Correction

1.1 SPECIFICATIONS

Incorrect

Paper Capacity (80 g/m², 20 lb):

| Tray | Modes | Paper size | Capacity |
|-------------|-------------------------|-----------------------|--------------------|
| Proof tray | | A4-S, LT-S or shorter | 150 sheets |
| | | A4-L, LT-L or longer | 75 sheets |
| Shift tray | No staple | A4-S, LT-S or shorter | <u>1000 sheets</u> |
| | | A4-L, LT-L or longer | <u>500 sheet</u> |
| | Staple | A4-S, LT-S or shorter | <u>750 sheets</u> |
| | | A4-L, LT-L or longer | <u>500 sheets</u> |
| Staple tray | One size Mixed sizes | 1-5 sheets | 25 sets |
| | | 6-10 sheets | 15 sets |
| | | 11-15 sheets | 10 sets |

(-L": Lengthwise ,-S: Sideways)

Correct

Paper Capacity (80 g/m², 20 lb):

| Tray | Modes | Paper size | Capacity |
|-------------|-------------------------|-----------------------|--|
| Proof tray | | A4-S, LT-S or shorter | 150 sheets |
| | | A4-L, LT-L or longer | 75 sheets |
| Shift tray | No staple | A4-S, LT-S or shorter | <u>147mm stack height or 1000 sheets (*)</u> |
| | | A4-L, LT-L or longer | <u>74mm stack height or 500 sheet (*)</u> |
| | Staple | A4-S, LT-S or shorter | <u>110mm stack height or 30 sets or 750 sheets (*)</u> |
| | | A4-L, LT-L or longer | <u>74mm stack height or 30 sets or 500 sheets (*)</u> |
| Staple tray | One size Mixed sizes | 1-5 sheets | 25 sets |
| | | 6-10 sheets | 15 sets |
| | | 11-15 sheets | 10 sets |

(-L": Lengthwise ,-S: Sideways)

* The machine will inform the operator that the tray is full when any of the listed conditions are met (whichever occurs first).