

Model: Adonis-C3		Date: 20-May-03	No.: RB082012
Subject: SR790 Finisher Installation		Prepared by: K. Takagi	
From: 1st Tech. Support Sec. Service Support Dept.			
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 type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

The SR790 Finisher is compatible with the Model A-C3 from the following finisher production lots.

1. Cut in serial numbers – SR790

- B408-17 (EDP 410972: For N.A., Europe, Asia)
S/N: **J1021201907** ~ (from mid Dec '02 production)
- B408-26 (EDP 410973: For Infotec)
S/N: **4N50130001** ~ (from Jan '03 production)

2. Marking

Two black round stickers “● ●” appear on the top right of the box.

3. Differences

1. A rear joint bracket has been added for use with the Model A-C3.
P/N: A6971144
2. The joint bracket screws have been changed (length, qty).
Old P/N: A6804351 (3 pcs.)
New P/N: B4081431 (4 pcs.)
3. The Installation Procedure has been revised.

Reissued: 2-Jun-06

Model: Russian-C2	Date: 27-Jan-04	No.: RB022028b
-------------------	-----------------	----------------

RTB Reissue

The items in bold italics have been added.

Subject: Software Release History (SR790)		Prepared by: S. Tomoe	
From: 1st Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input checked="" 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

This RTB has been issued to announce the software history for the SR790 (1000-sheet Finisher).

PCB Part Number	ROM Part Number	Version	C. SUM	Production
<i>B4085152</i>	<i>B4085161</i>	<i>5.07</i>	<i>37C9</i>	<i>February 2006 production</i>
B4085150	B4085160	5.05	004D74DE	March 2005 production
B4085117	B4085136	3.06	005662AB	September 2002 production
B4085116	B4085135	3.04	00565DD3	August 2002 production
B4085115	B4085134	3.03	0056DD51	March 2002 production
B4085114	B4085133	3.02	0056F3C5	February 2002 production
B4085112	B4085132	3.01	00751938	December 2001 production
B4085110	B4085130	2.04	0077002B	1st mass production

Change Descriptions.

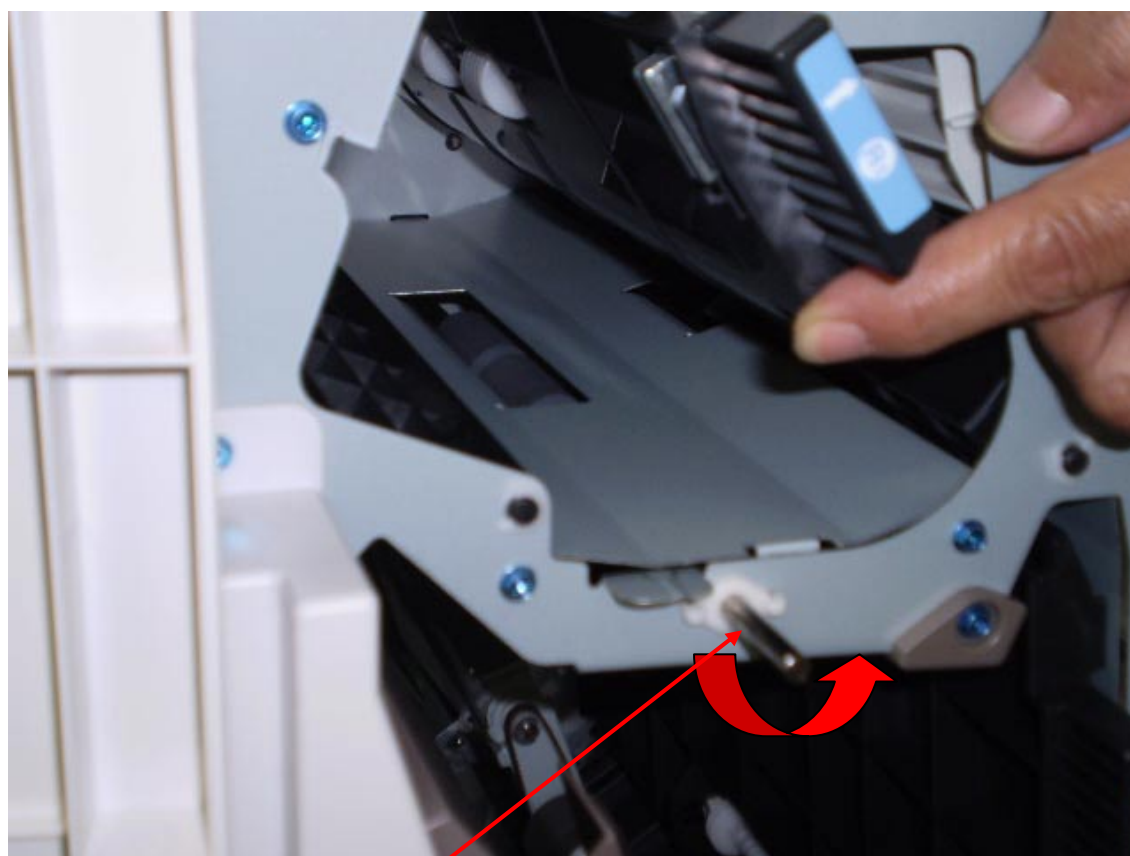
Symptom Corrected	Version
<i>For use on: Model A-C3</i> <i>If a jam occurs in the middle of a Copy set, the remaining sheets are shifted when printed out to the exit tray.</i>	<i>5.07</i>
1. Supports Model AT-C1 and AP-C1. 2. The DC motor driver has been changed to a more environmentally-friendly types. As a result of this, motor control has also changed.	5.05
For use on: Model U-C1 Entrance area jam detection timing optimized to prevent unnecessary jams with postcards.	3.06
For use on: Model A-C3 Positioning roller On timing optimized to ensure proper paper stacking in the stapler tray.	3.04
For use on: All models Cover Open condition is not cleared if the upper cover is opened while the machine is in Off Mode (warming up to Ready status).	3.03
For use on: Model R-C2c SC620 may occur during coping.	3.02
For use on: Model U-C1 1. Paper transport speed increased from 250mm/s to 350mm/s to further ensure proper paper exit to the shift tray. 2. Positioning roller On timing optimized to ensure proper paper stacking in the stapler tray.	3.01
First mass production	2.04

Model: Russian-C2 1000 Sheet Finisher (SR790)		Date: 6-Jan-09	No.: RB408001
Subject: Paper Jam after installing the finisher		Prepared by: K. Hamada	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input checked="" type="checkbox"/> Tier 2

Action Required

Please rotate the Shift Roller manually before installing the 1000 sheet finisher (SR790). (See the procedure below.) This action confirms that the motor rotates properly and will release a (possibly) stuck motor.

1. Open the front door of the finisher
2. Hold up the guide plate(R1)
3. Rotate the shift roller slowly.



Shift roller

Model: Russian-C2 1000 Sheet Finisher (SR790)**Date:** 6-Jan-09**No.:** RB408001**Affected S/N**

Product Code	Affected S/N
B40850	J1087704021 – J1088203455
B40821	J1087706643 – J1088103525

Reason

The stepper motor (B4085532) does not rotate because of vaporized glue dried on the motor shaft. (Motor locked).

Model: R-C2 / AT-C1 1000 Sheet Finisher		Date: 22-Jun-10	No.: RB408002
Subject: Harness		Prepared by: T. Nihei	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input checked="" type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input type="checkbox"/> Product Safety <input type="checkbox"/> Other () <input type="checkbox"/> Tier 2		

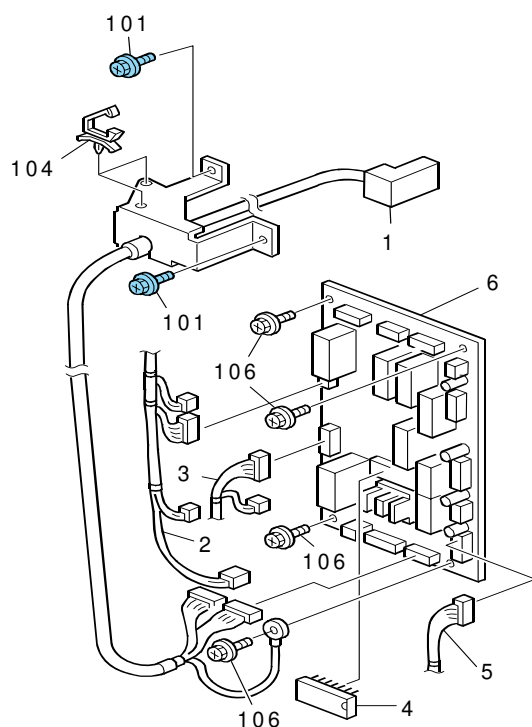
Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
B4085281	B4085560	HARNESS:INTERFACE:ASS'Y	1-1	X/O	23	1	Set as X/O
	11050623	CLAMP - LBWS-0206S-V0			23	104	
B4085217	B4085417	HARNESS:SENSOR:MAIN	1-1	X/O	23	2	
B4085247	B4085447	HARNESS:MOTOR:MAIN	1-1	X/O	23	7	

Change:

- 1) The shape of the bracket was changed (a clamp was added to the bracket).
- 2) The routing of the harness was changed.

Reason:

- 1) To prevent the harness from touching the belt.
- 2) To prevent the harness from touching the gear.



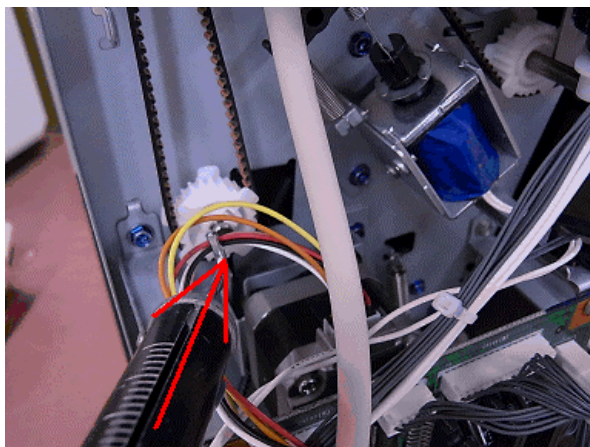
Old:



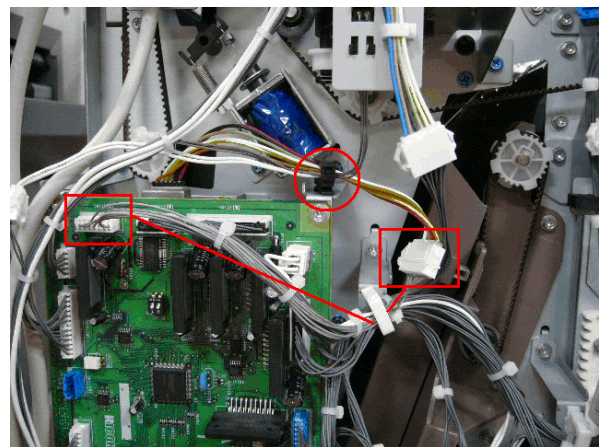
New:



Old:



New:



Reissued:11-Oct-13

Model: R-C2 / AT-C1 1000 Sheet Finisher	Date: 01-Jul-10	No.: RB408003a
---	-----------------	----------------

RTB Reissue

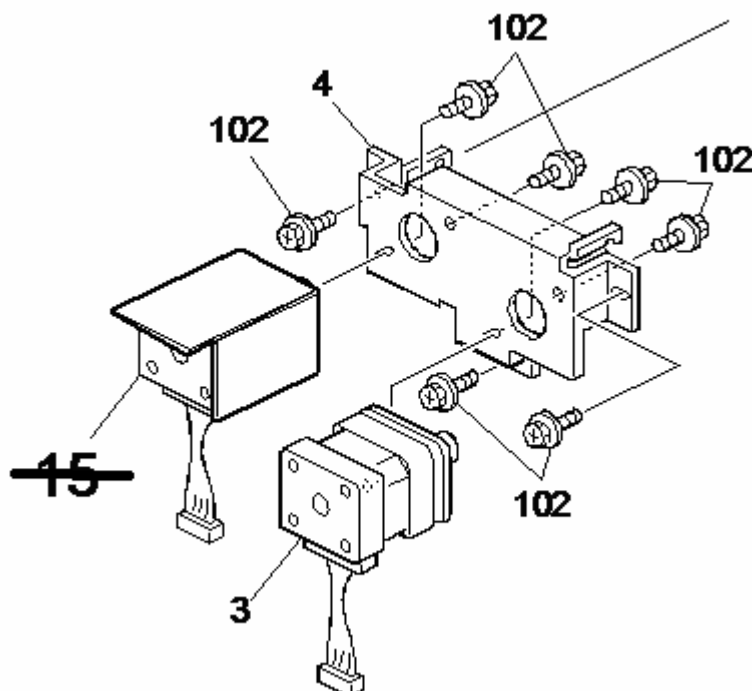
The items in ***bold italics*** were corrected or added.

Subject: Motor		Prepared by: T. Nihei	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input checked="" type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
B4085610		STEPPER MOTOR:MM42:S3M:T11:ASS'Y	3-2 2-3		21	3	
	B4082980	DC STEPPER MOTOR:TRANSPORT:UPPER:ASS'Y	0-1		21	15	

Change: The heat sink shown was deleted.

Reason: It was found that the standards for the machine's internal temperature can be satisfied without this heat sink.



Reissued: 14-May-09

Model: Russian-C2	Date: 27-Jan-04	No.: RB022028c
-------------------	-----------------	----------------

RTB Reissue

The items in bold italics have been added.

Subject: Software Release History (SR790)		Prepared by: M. Kumagai	
From: 2nd Tech Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input checked="" type="checkbox"/> Action required	<input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision	
	<input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information		
	<input type="checkbox"/> Other ()		

This RTB has been issued to announce the software history for the SF790 (1000-sheet Finisher).

PCB Part Number	ROM Part Number	Version	C. SUM	Production
<i>B4085153</i>	<i>B4085162</i>	<i>5.08</i>	<i>DCBE</i>	<i>April 2009 production</i>
B4085152	B4085161	5.07	37C9	February 2006 production
B4085150	B4085160	5.05	004D74DE	March 2005 production
B4085117	B4085136	3.06	005662AB	September 2002 production
B4085116	B4085135	3.04	00565DD3	August 2002 production
B4085115	B4085134	3.03	0056DD51	March 2002 production
B4085114	B4085133	3.02	0056F3C5	February 2002 production
B4085112	B4085132	3.01	00751938	December 2001 production
B4085110	B4085130	2.04	0077002B	1st mass production

Change Descriptions.

Symptom Corrected	Version
<i>Symptom corrected:</i> <i>After Paper Jam 62 occurs for the first time, Paper Jam 17 occurs continually at the registration roller and BridgeTransport when an SR790 is installed with AP-C2d (D029)</i>	<i>5.08</i>
For use on: Model A-C3 If a jam occurs in the middle of a Copy set, the remaining sheets are shifted when printed out to the exit tray.	5.07
1. Supports Model AT-C1 and AP-C1. 2. The DC motor driver has been changed to a more environmentally-friendly types. As a result of this, motor control has also changed.	5.05
For use on: Model U-C1 Entrance area jam detection timing optimized to prevent unnecessary jams with postcards.	3.06
For use on: Model A-C3 Positioning roller On timing optimized to ensure proper paper stacking in the stapler tray.	3.04
For use on: All models Cover Open condition is not cleared if the upper cover is opened while the machine is in Off Mode (warming up to Ready status).	3.03
For use on: Model R-C2c SC620 may occur during coping.	3.02

Reissued: 14-May-09

Model: Russian-C2	Date: 27-Jan-04	No.: RB022028c
-------------------	-----------------	----------------

For use on: Model U-C1

1. Paper transport speed increased from 250mm/s to 350mm/s to further ensure proper paper exit to the shift tray.	3.01
2. Positioning roller On timing optimized to ensure proper paper stacking in the stapler tray.	
First mass production	2.04

Reissued: 19-Aug-10

Model: Russian-C2	Date: 27-Jan-04	No.: RB022028d
-------------------	-----------------	----------------

RTB Reissue

The items in bold italics have been added.

Subject: Software Release History (SR790)		Prepared by: M. Kumagai	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input checked="" type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

This RTB has been issued to announce the software history for the SF790 (1000-sheet Finisher).

PCB Part Number	ROM Part Number	Version	C. SUM	Production
<i>B4085154</i>	<i>B4085163</i>	<i>5.10</i>	<i>004CCD8D</i>	<i>June 2010 production</i>
B4085153	B4085162	5.08	DCBE	April 2009 production
B4085152	B4085161	5.07	37C9	February 2006 production
B4085150	B4085160	5.05	004D74DE	March 2005 production
B4085117	B4085136	3.06	005662AB	September 2002 production
B4085116	B4085135	3.04	00565DD3	August 2002 production
B4085115	B4085134	3.03	0056DD51	March 2002 production
B4085114	B4085133	3.02	0056F3C5	February 2002 production
B4085112	B4085132	3.01	00751938	December 2001 production
B4085110	B4085130	2.04	0077002B	1st mass production

Change Descriptions.

Symptom Corrected	Version
<i>Supports connection with the Model AT-C2.5 and AP-C2.5</i>	<i>5.10</i>
Symptom corrected: After Paper Jam 62 occur at first time, Paper Jam 17 occur continually at registration roller and BridgeTransport when AP-C2d (D029) is installed with SR790	5.08
For use on: Model A-C3 If a jam occurs in the middle of a Copy set, the remaining sheets are shifted when printed out to the exit tray.	5.07
1. Supports Model AT-C1 and AP-C1. 2. The DC motor driver has been changed to a more environmentally-friendly types. As a result of this, motor control has also changed.	5.05
For use on: Model U-C1 Entrance area jam detection timing optimized to prevent unnecessary jams with postcards.	3.06
For use on: Model A-C3 Positioning roller On timing optimized to ensure proper paper stacking in the stapler tray.	3.04
For use on: All models Cover Open condition is not cleared if the upper cover is opened while the machine is in Off Mode (warming up to Ready status).	3.03
For use on: Model R-C2c SC620 may occur during coping.	3.02

Reissued: 19-Aug-10

Model: Russian-C2	Date: 27-Jan-04	No.: RB022028d
-------------------	-----------------	----------------

For use on: Model U-C1

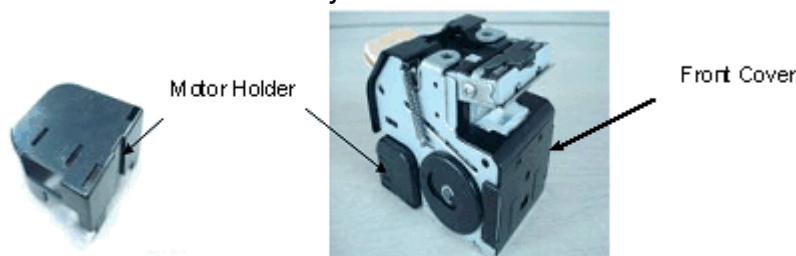
1. Paper transport speed increased from 250mm/s to 350mm/s to further ensure proper paper exit to the shift tray.	3.01
2. Positioning roller On timing optimized to ensure proper paper stacking in the stapler tray.	
First mass production	2.04

Model: General		Date: 11-Jan-11	No.: RGene042
Subject: RoHS Compliance Issue (Stapler)		Prepared by: T. Nihei	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product Safety	<input type="checkbox"/> Part information <input type="checkbox"/> Electrical <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Other ()	<input checked="" type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

NOTE: This bulletin is for NA, EU, and China regions only.

SYMPTOM

Some parts of the stapler unit (black resin parts shown below) contained PBDE material in excess of the limits set by the RoHS Directive.



CAUSE

The vendor of these parts used irregular materials during the manufacturing process.
 Production period: June to September 2010 (refer to the S/N table below)

SOLUTION

Production line

The vendor of these parts will ensure that only approved materials are used on their production lines.

Applied from:

EU / NA / AP

	S/N
SR790(B40850)	J1008104158～
SR3000(B79317)	L4408100558～
SR3050(D37217)	M7808103426～
SR3020(B80457)	L9508100626～
SR3030(B80557)	L9608101420～
SR4010(D37417)	M8508103010～
SR4020(D37317)	M8408100550～
SR4030(D37457)	M8508102853～

Model: General	Date: 11-Jan-11	No.: RGene042
----------------	-----------------	---------------

SR4040(D37357)	M8408100365～
SR3010(B79257)	TBA
C2550(D42917)	TBA

China

	S/N
SR790(B40821)	J1008207477～
SR3000(B79317N)	L4408280001～
SR3050(D37217N)	M7808280001～
SR3020(B80457N)	L9508180015～
SR3030(B80557N)	L9608380001～
SR970(B70121)	K6208300001～
SR4030(D37461)	M8408100563～
SR4040(D37361)	M8508104280～

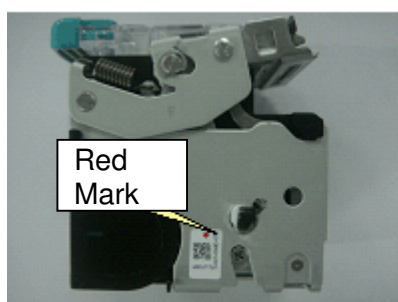
In the field (Action to be taken)

Replace the stapler unit.

-Affected finishers-

The serial numbers of the affected finishers are listed at the end of this RTB.

Important: Stapler units on some of these affected finishers have already been replaced with the normal ones. If there is a **red dot** on the stapler unit's label (see the photo below), you **do not need to replace** these units.



Model: General

Date: 11-Jan-11

No.: RGene042

-Replacement parts-

New stapler units have been made available for replacement.

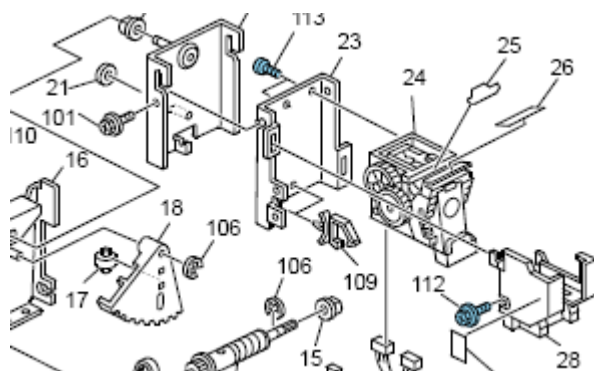
Replace the affected stapler units with the following part numbers for the intended models

Finisher	Stapler unit P/N
SR790	B408 9910
SR3000	B793 9901
SR3050	D372 9901
SR3020*(see note2)	B805 9901
SR3030	
SR4020*(see note2)	
SR4030	
SR4040*(see note2)	
SR3010	B792 9901
Internal Finisher Type C2550	D429 9910

Note:

1. These parts contain staplers and Mylars but not cartridges.
2. Stapler units for corner stapling on the affected finishers with the parts that were registered specifically for this issue (also listed below). So, this issue does not apply to booklet stapler units (B7007852), so you do not need to replace these.

The affected stapler unit is shown in the illustration below (Index #24):


Replacement procedure

Please refer to each product's Service Manual.

Model: General

Date: 11-Jan-11

No.: RGene042

Service parts

Part numbers will not change, RoHS compliance parts were shipped from Sep.24, 2010 production, from lot number 240910.

Note: “24”: day, “09”: month, “10”: year.

Affected finishers and supported MFPs

	Product Code	RICOH	Nashuatec Rex-Rotary	Gestetner	SAVIN	LANIER
SR790	D084	Aficio MP 2851	MP 2851	MP 2851	9228	MP 2851 LD528
	D085	Aficio MP 3351	MP3351	MP3351	9233	MP3351 LD533
	D027	Aficio MP C4000	MP C4000	MP C4000	C4040	MP C4000 LD540c
	D029	Aficio MP C5000	MP C5000	MP C5000	C5050	MO C5000 LD550c
SR3050	D023	Aficio MP C2800	MP C2800	MP C2800	C2828	MP C2800 LD528c
	D025	Aficio MP C3300	MP C3300	MP C3300	C3333	MP C3300 LD533c
	D084	Aficio MP 2851	MP 2851	MP 2851	9228	MP 2851 LD528
	D085	Aficio MP 3351	MP3351	MP3351	9233	MP3351 LD533
SR3000	D023	Aficio MP C2800	MP C2800	MP C2800	C2828	MP C2800 LD528c
	D025	Aficio MP C3300	MP C3300	MP C3300	C3333	MP C3300 LD533c
	D027	Aficio MP C4000	MP C4000	MP C4000	C4040	MP C4000 LD540c
	D029	Aficio MP C5000	MP C5000	MP C5000	C5050	MO C5000 LD550c
SR3020 SR3030	D027	Aficio MP C4000	MP C4000	MP C4000	C4040	MP C4000 LD540c
	D029	Aficio MP C5000	MP C5000	MP C5000	C5050	MO C5000 LD550c
	G188	Aficio SP C820DN	SP C820DN	SP C820 DN C8140nD	CLP340D	SP C820DN LP540c
	G189	Aficio SP C821DN	SP C821DN	DP C821DN C8150nD	CLP350D	SP C821DN LP550c
	D091	Aficio MP 4001	MP 4001	MP 4001	9240	MP 4001 LD140
	D092	Aficio MP 5001	MP 5001	MP 5001	9250	MP 5001 LD150

Model: General				Date: 11-Jan-11		No.: RGene042
	G179	Aficio SP 8200DN	SP 8200DN	SP 8200DN	MLP150DN	LP150dn SP 8200DN
SR4010 SR4020	D014	Aficio MP C6000	MP C6000	MP C6000	C6055	MP C6000 LD260c
	D015	Aficio MP C7500	MP C7500	MP C7500	C7570	MP C7500 LD275c
	D078	Pro C550EX		Pro C550EX	Pro C550EX	Pro C550EX
	D079	Pro C700EX		Pro C700EX	Pro C700EX	Pro C700EX
SR4030 SR4040	D062	Aficio MP 6001	MP 6001	MP 6001	9060	MP 6001 LD360
	D063	Aficio MP 7001	MP 7001	MP 7001	9070	MP 7001 LD370
	D065	Aficio MP 8001	MP 8001	MP 8001	9080	MP 8001 LD380
	Do66	Aficio MP 9001	MP 9001	MP 9001	9090	MP 9001 LD390
	D081	Aficio MP C6501SP	MP C6501SP	MP C6501SP	C9065	MP C7501SP LD365C
	D082	Aficio MP C7501SP	MP C7501SP	MP C7501SP	C9075	MP C7501SP LD375C
SR3010	D010	Aficio MP 2500	MP 2500	MP 2500	7025	MP2500 LD125
	D043	Aficio MP 2580 Aficio MP 2500LN		DSm625 MP2580		
C2550	D037	Aficio MP C2030	MP C2030	MP C2030	C9020L	MP C2030 LD520cl
	D038	Aficio MP C2050	MP C2050	MP C2050	C9020	MP C2050 LD520c

S/N of affected finishers

The following are the finishers affected by this issue.

EU

	From		To
SR790(B40850)	J1007805822	~	J1008104157
SR3000(B79317)	L4407800852	~	L4408100553
SR3050(D37217)	M7807802655	~	M7808103425
SR3020(B80457)	L9507801005	~	L9508100625
SR3030(B80557)	L9607801524	~	L9608101419
SR4020(D37317)	M8408000001	~	M8408000010
SR4030(D37457)	M8507802256	~	M8508102852
SR4040(D37357)	M8407900028	~	M8408100364
SR3010(B79257)	L4309000001	~	L4309200385
C2550(D42917)	V2908900643	~	V2909300382

Model: General

Date: 11-Jan-11

No.: RGene042

NA

	From		To
SR790(B40850)	J1007805700	~	J1008102757
SR3000(B79317)	L4407800851	~	L4408100557
SR3050(D37217)	M7807802578	~	M7808102405
SR3020(B80457)	L9507801000	~	L9508100452
SR3030(B80557)	L9607801298	~	L9608101121
SR4010(D37417)	M8507904285	~	M8508003009
SR4020(D37317)	M8407800559	~	M8408100549
SR4030(D37457)	M8507802257	~	M8508102765
SR4040(D37357)	M8407800482	~	M8408100304
SR3010(B79257)	L4309000001	~	L4309200385
C2550(D42917)	V2908900643	~	V2909300382

China (MIF only)

	From		To
SR790(B40821)	J1007807229	~	J1008106806
SR3000(B79317N)	L4407880001	~	L4408080011
SR3050(D37217N)	M7807880001	~	M7808180003
SR3020(B80457N)	L9507880001	~	L9508180014
SR3030(B80557N)	L9608180001	~	L9608180004
SR970(B70121)	K6207800001		
SR4030(D37461)	M8507802874	~	M8508104279
SR4040(D37361)	M8407800565	~	M8408100562

Model: R-C2/AT-C1 1000 Sheet Finisher (SR790)		Date: 21-Feb-11	No.: RB408004
Subject: Parts catalog correction		Prepared by: M.Kumagai	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input checked="" type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input type="checkbox"/> Product Safety <input type="checkbox"/> Other () <input type="checkbox"/> Tier 2		

Change/Reason: A new Decal was added to improve product safety

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
	B8047813	DECAL:CAUTION:PROOF TRAY:PAPER EXIT SUB-UNIT	1				

