

Model: V-C1		Date: 8-Feb-06	No.: RB700001
Subject: Euphrates finisher feed roller replacement		Prepared by: H.Matsui	
From: 2nd Tech Support Sec. Service Support 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 type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input checked="" type="checkbox"/> Retrofit information

SYMPTOM

A paper jam occurs in the SR970/980, 1k–5k prints after machine installation.

CAUSE

The diameter of the exit roller shaft in the staple transport section is smaller than specification (parts vendor error). After 1k–5k prints are made, the roller comes loose and does not turn together with the shaft.

Note: See the SR970/980 Parts Catalog, pg. 12, #8
(P/N B7002491, “Exit Roller: Stapler Tray”).

SOLUTION

On the “Affected Finishers” listed below, replace the exit roller at finisher installation or the next service visit.

See ‘Procedure’ on the next page

Model: V-C1

Date: 8-Feb-06

No.: RB700001

Procedure for Replacing the B7002491 Exit Roller

1. Check the serial number of the SR970/980 finisher.

- If the serial number is one of the “Affected Finishers” in the table below, continue with this procedure.
- If the serial number is not on the list, stop this procedure.

Affected Finishers:

Code	Model	EDP CODE	November 2005 Production	December 2005 Production	January 2006 Production
B701-17	SR970	412205	K6251100305 to 350	K6251200001 to 220	K6260100001 to 090
B701-26	SR970	412206	6L81250001 to 60	6L80160001 to 25	-
B700-17	SR980	412207	K6151100171 to 255	K6151200001 to 315	-
B700-26	SR980	412208	-	6L91250001 to 80	-

2. Check the barcode label on the finisher’s box.

- If the label does not have a round marking [A], continue with this procedure.
- If the label has a round marking [A], stop this procedure.
Note: The exit rollers were already replaced on finishers that have this round marking.

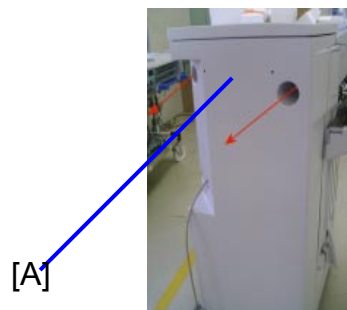


Model: V-C1

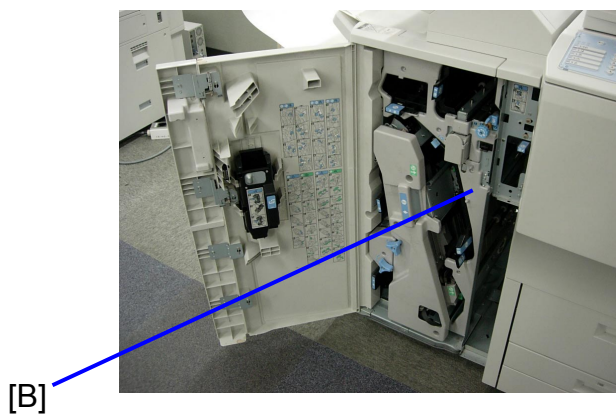
Date: 8-Feb-06

No.: RB700001

3. Remove the finisher rear cover [A] (2 screws, 2 hooks).



4. Open the finisher front cover, then remove the inner cover [B] (2 screws).



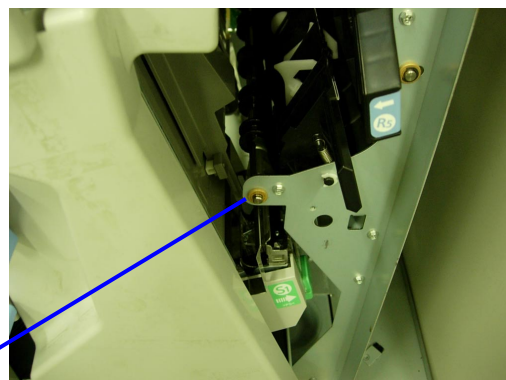
Model: V-C1

Date: 8-Feb-06

No.: RB700001

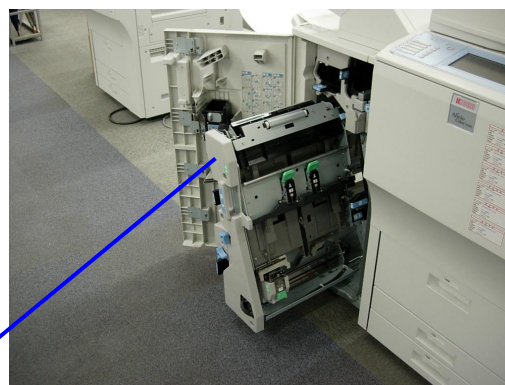
5. Remove the feed roller bushing [C] (1 E-ring).

[C]

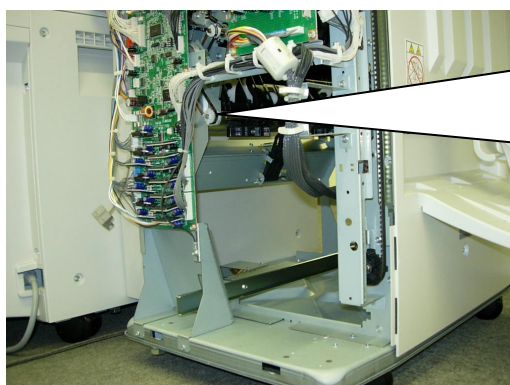


6. Pull out the staple unit [D].

[D]

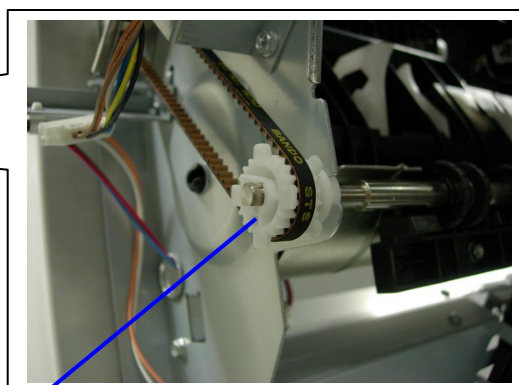


7. Remove the timing pulley [E] (1-nail hook).



(Rear side view)

[E]

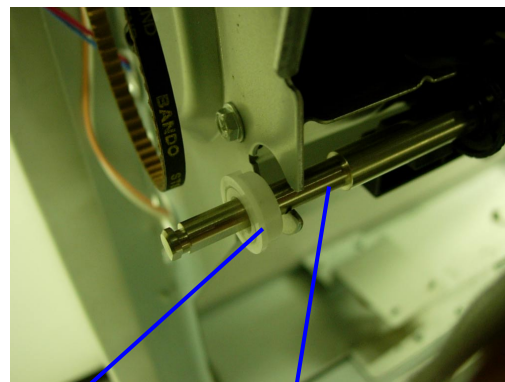


Model: V-C1

Date: 8-Feb-06

No.: RB700001

8. Remove the bushing [F], then remove the defective feed roller [G].

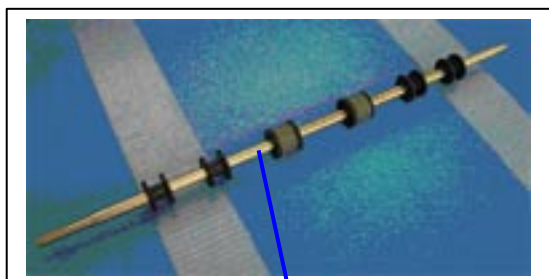


[F]

[G]

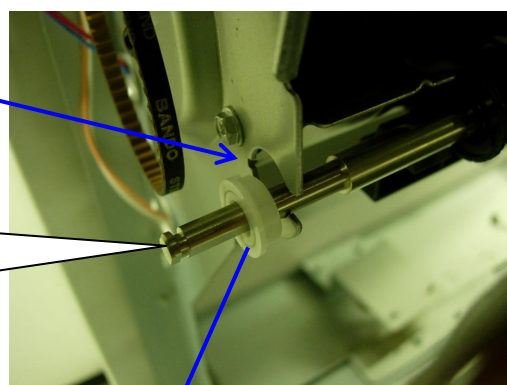
9. Install the new feed rollers [H].

Important: Put the hook of the bushing [I] into the cut-out in the bracket [J].



[H]

[J]



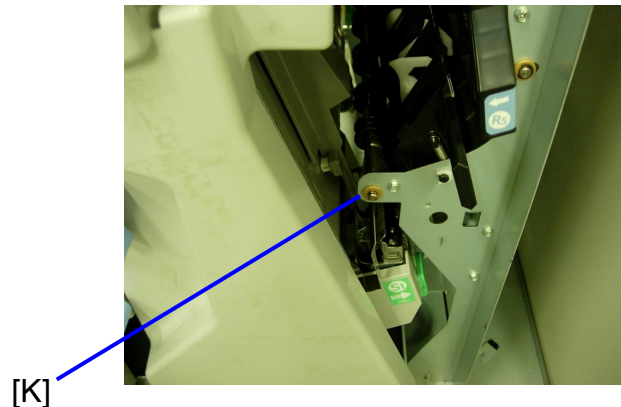
[I]

Model: V-C1

Date: 8-Feb-06

No.: RB700001

10. Reattach the bushing [K] to the front side bracket (1 E-ring).

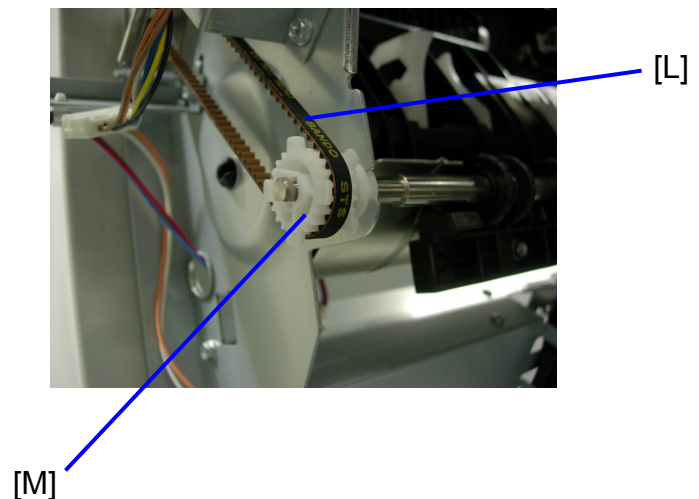


11. Put the timing belt [L] around the timing pulley [M].

12. Install the timing belt and timing pulley together.

Important:

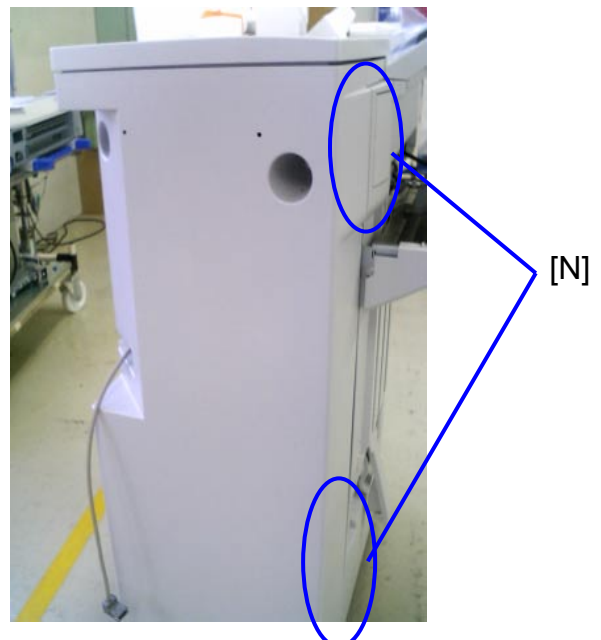
- Make sure to slide the pulley onto the shaft until the hook of the pulley clicks into place.
- After you install the pulley and belt, make sure that the timing belt is on the flat area of the pulley.



13. Reattach the inner cover.

14. Reattach the rear cover.

Important: Make sure to put all of the tabs on the rear cover into the correct openings in the finisher (especially in the areas marked "[N]").



Reissued:09-Aug-06

Model: V-C1/MT-C3 Finisher (SR970/980/4000)	Date: 28-Feb-06	No.: RB700002b
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RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: Euphrates		Prepared by: H. Matsui	
From: 2nd 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 type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

This RTB has been issued to announce the firmware release information for the finisher.

Version	Program No.	Effective Date
3.18	B7005524	August 2006 Production
3.16	B7005523	March 2006 Production
3.14	B7005522	February 2006 Production
3.10	B7005521	December 2005 Production
2.19	B7005554	August 2005 Production
2.17	B7005553	June 2005 Production
2.16	B7005552	April 2005 Production

Version	Modified Points or Symptom Corrected
3.18	<i>Other changes: Paper feed was improved in order to minimize paper jams that can happen when using custom-sized paper in the paper trays.</i>
3.16	Other changes: The ADF feed performance was improved for Copy jobs.
3.14	Other changes: The software was modified to improve performance in Staple Mode when the paper is curled.
3.10	The firmware was changed to support the next MFP model.
2.19	(1)The reliability against the paper jam during the booklet function with SR980 Finisher has been modified. (2)The reliability against the paper jam during the punching function with the finisher, on which the Cover Interposer Tray is installed, has been modified.
2.17	Reliability has been increased for the jam when selecting full color duplex copy mode.
2.16	1st mass production.

Model: Model V-C1 Finisher	Date: 11-May-06	No.: RB700003
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Subject: Difference between SR980 and SR4000_Finishers		Prepared by: H. Matsui	
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input checked="" type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other ()		

Important Information:

Differences Between the SR980 and SR4000

Overview

The Saddle Stitch Finisher SR4000, released for the MT-C3, can also be used with the V-C1. The SR980, the current finisher for the V-C1, was discontinued from production in February 2006. This RTB explains the differences between the SR980 and SR4000.


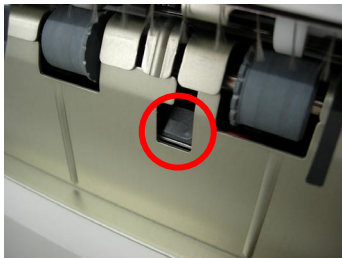






Note: The SR4000 supports Z-folding with the MT-C3, but it does not support Z-folding with the V-C1.

Model: Model V-C1 Finisher

Date: 11-May-06

No.: RB700003



Differences Between the SR980 and SR4000

Item	SR980	SR4000
Proof tray full sensor	<p>Photo interrupter type</p> 	<p>Optical reflection type</p> 
Support plate for proof tray (Accessories)	 <p>P/No. B4686515 (Before Dec. 2005 production)</p>   <p>P/No. B7006139 (Dec. 2005 production and later)</p>  <p>Important: Attach the B7006139 support plate on the proof tray as shown in this photo.</p>	 <p>P/No. B7006139</p>  <p>Important: Attach the B7006139 support plate on the proof tray as shown in this photo.</p>

Model: Model V-C1 Finisher

Date: 11-May-06

No.: RB700003

Item	SR980	SR4000
Support plate for shift tray (Accessories)	(None)	 <p>P/No. B7003425</p> <p>Note: This plate is not used with the V-C1, because the SR4000 does not support Z-folding with the V-C1. This plate is only used with the MT-C3.</p>
Accessory pocket (Accessories)	(None)	 <p>P/No. B2231248</p> <p>Important: Attach this pocket to the rear cover of the SR4000. Keep the support plates inside this pocket when they are not being used.</p>
Firmware	The following firmware can be used with the SR980, SR4000 and SR970: Ver3.10 (P/N B7005521) or newer	

SR4000 Unique Service Parts

P/No.	Description	Qty	SR4000 Parts Catalog Page (index #)
AW010127	PAPER FEED SENSOR	1	7 (#2)
B2231248	OPERATING INSTRUCTIONS HOLDER	1	3 (#26)
B6742911	SURFACE OF PAPER SENSOR BRACKET	1	7 (#4)
B6742915	PROOF TRAY EXIT GUIDE PLATE	1	7 (#1)
B7003425	SHIFT TRAY	1	3 (#25)
B7005372	HARNESS - SENSOR	1	8 (#3)
B8042625	ROLLER:MM28	1	15 (#3)

Reissued:16-Dec-08

Model: V-C1/MT-C3 Finisher (SR970/980/4000)	Date: 28-Feb-06	No.: RB700002c
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RTB Reissue

The items in bold italics have been added.

Subject: Firmware Release Note: Euphrates		Prepared by: H. Matsui	
From: 2nd 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 type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information

This RTB has been issued to announce the firmware release information for the finisher.

Version	Program No.	Effective Date
3.19:18	B7005575	January 2009 Production
3.18	B7005524	August 2006 Production
3.16	B7005523	March 2006 Production
3.14	B7005522	February 2006 Production
3.10	B7005521	December 2005 Production
2.19	B7005554	August 2005 Production
2.17	B7005553	June 2005 Production
2.16	B7005552	April 2005 Production

Version	Modified Points or Symptom Corrected
3.19:18	<i>To avoid paper jams caused by loss of synchronism of the shift motor.</i>
3.18	Other changes: Paper feed was improved in order to minimize paper jams that can happen when using custom-sized paper in the paper trays.
3.16	Other changes: The ADF feed performance was improved for Copy jobs.
3.14	Other changes: The software was modified to improve performance in Staple Mode when the paper is curled.
3.10	The firmware was changed to support the next MFP model.
2.19	(1) The reliability against the paper jam during the booklet function with SR980 Finisher has been modified. (2) The reliability against the paper jam during the punching function with The finisher, on which the Cover Interposer Tray is installed, has been modified.
2.17	Reliability has been increased for the jam when selecting full color duplex copy mode.
2.16	1st mass production.

Model: V-C1/MT-C3 Finisher (SR970/SR980/SR4000)

Date:10-Jul-09

No.: RB700004

Subject:: Parts catalog Correction (Staple Tray)

Prepared by: T.Toriumi

From: 2nd Tech. Support Sec. Service Support Dept.

Classification:

☐ Troubleshooting

☒ Part information

☐ Action required

☐ Mechanical

☐ Electrical

☐ Service manual revision

☐ Paper path

☐ Transmit/receive

☐ Retrofit information

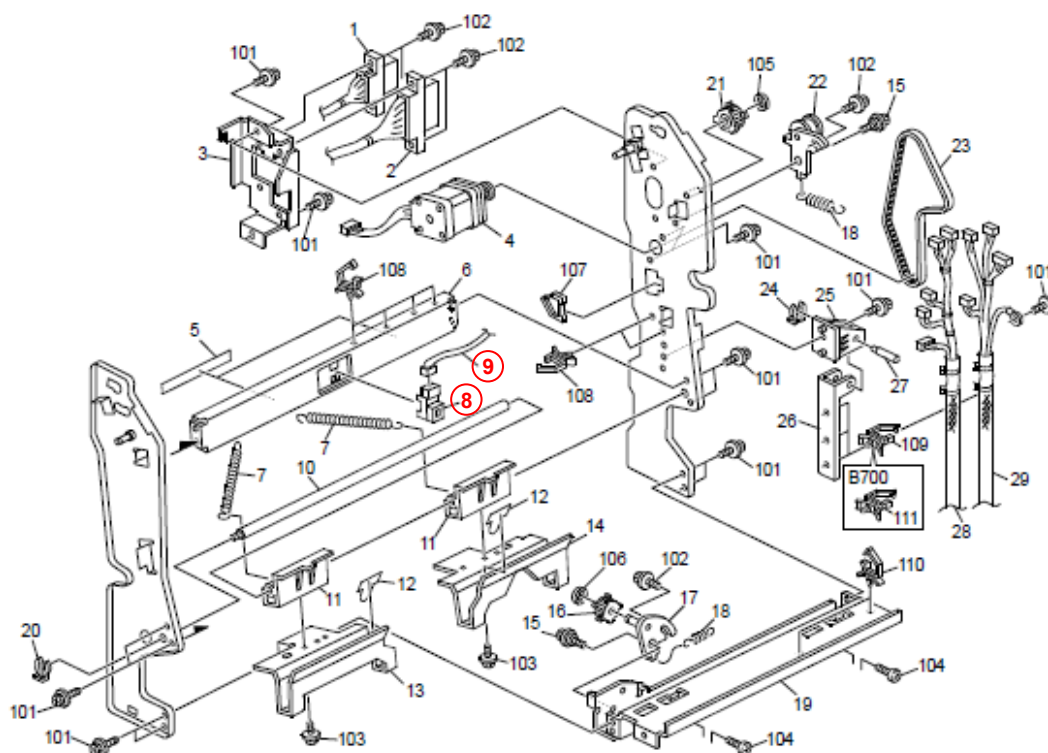
☐ Other ()

Change/Reason:

The illustration was corrected as shown below (index numbers 8 and 9 were reversed).

Pg.24.

12.Staple Tray 5 (B700/B701)



8	GW01 0007	Photo Refiection Sensor:Exit
9	B700 5419	Harness:Connecting:Sensor

1
1

Model: V-C1 Punch Unit Type 3260	Date:4-Sep-09	No.: RB700005
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Subject: Parts Registration (Punch Unit Type 3260)		Prepared by: T.Toriumi	
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other ()	<input checked="" 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

1. Punch Unit 1 (B702)

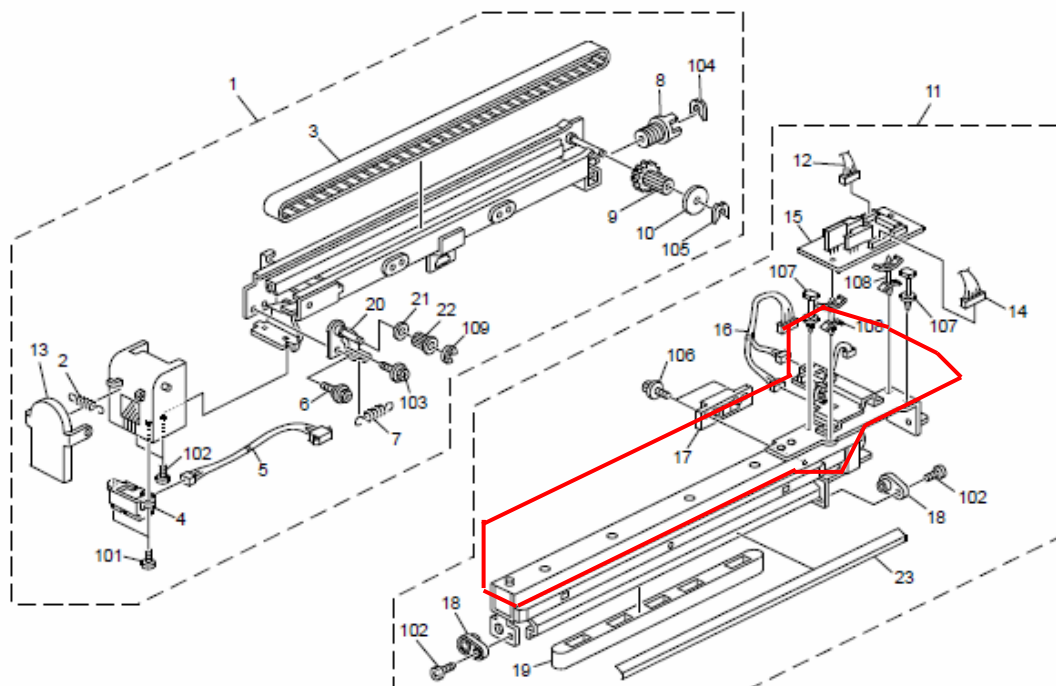
Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
-	B7027357	PUNCH UNIT:NA: CHANGE:ASS'Y	0-1	-	3	24	New Index
-	B7027367	PUNCH UNIT:EU: CHANGE:ASS'Y	0-1	-	3	25	New Index

Change: The punch unit assembly was added (circled in red in the illustration).

Reason: To enable the assembly to be replaced in the field.

Important: The component parts of the assembly, such as the motor, cannot be replaced individually in the field. This is because they can only be removed and installed using specialized equipment at the factory.

1.Punch Unit 1 (B702)



Model: SR970/980/4000

Date:28-Oct-09

No.: RB700006

Subject:: Parts Catalog Correction(Stapler)		Prepared by: T.Toriumi	
From: 2nd Tech. Support Sec. Service Support Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other ()	<input checked="" 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

B700/B701 Parts Catalog Correction

Please replace page 20 with the following.

Change/Reason:

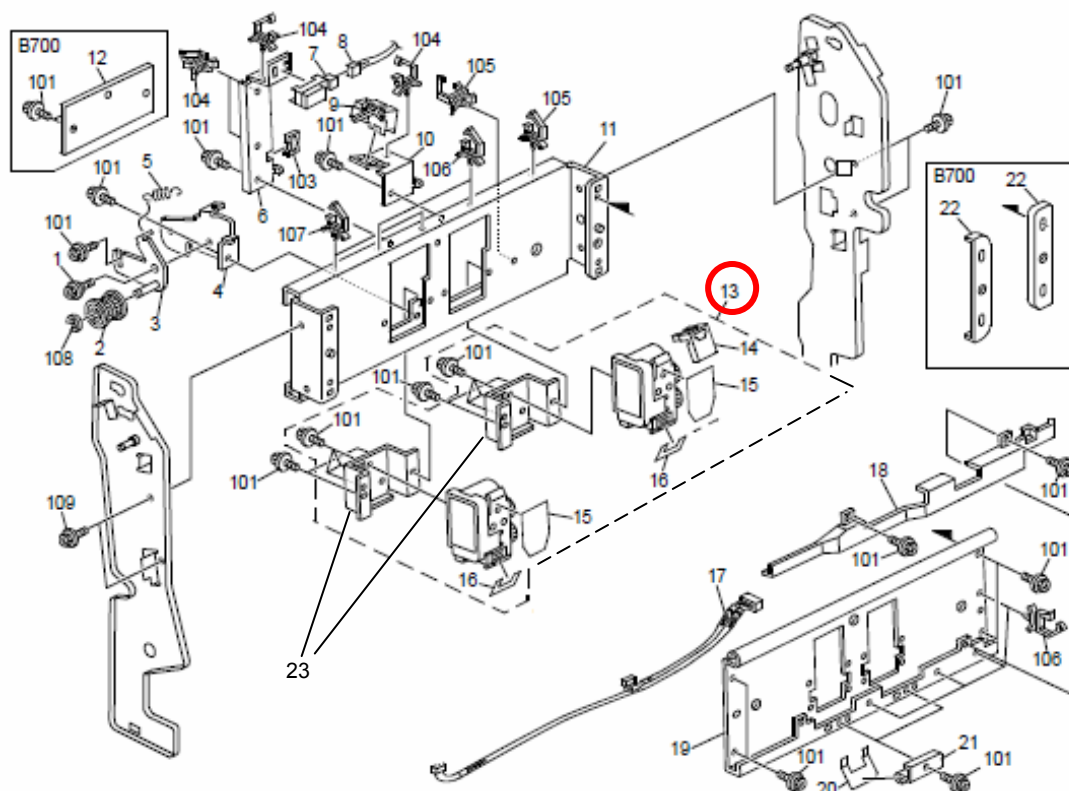
The illustration has been modified.

The part B7007852 (Pg.21, Index#13) doesn't contain a staple.

10. Staple Tray 3 (B700/B701)

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
-	B7007852	Stapler: Service Parts: Ass'y	-	-	21	13	-

10.Staple Tray 3 (B700/B701)



Model: Punch Unit Type 3260

Date: 16-Dec-09

No.: RB700007

Subject: Parts Catalog Correction

Prepared by: T.Toriumi

From: 1st Overseas Tech Support Sec., 1st PQM Dept.

Classification:

☐ Troubleshooting

☒ Part information

☐ Action required

☐ Mechanical

☐ Electrical

☐ Service manual revision

☐ Paper path

☐ Transmit/receive

☐ Retrofit information

☐ Other ()

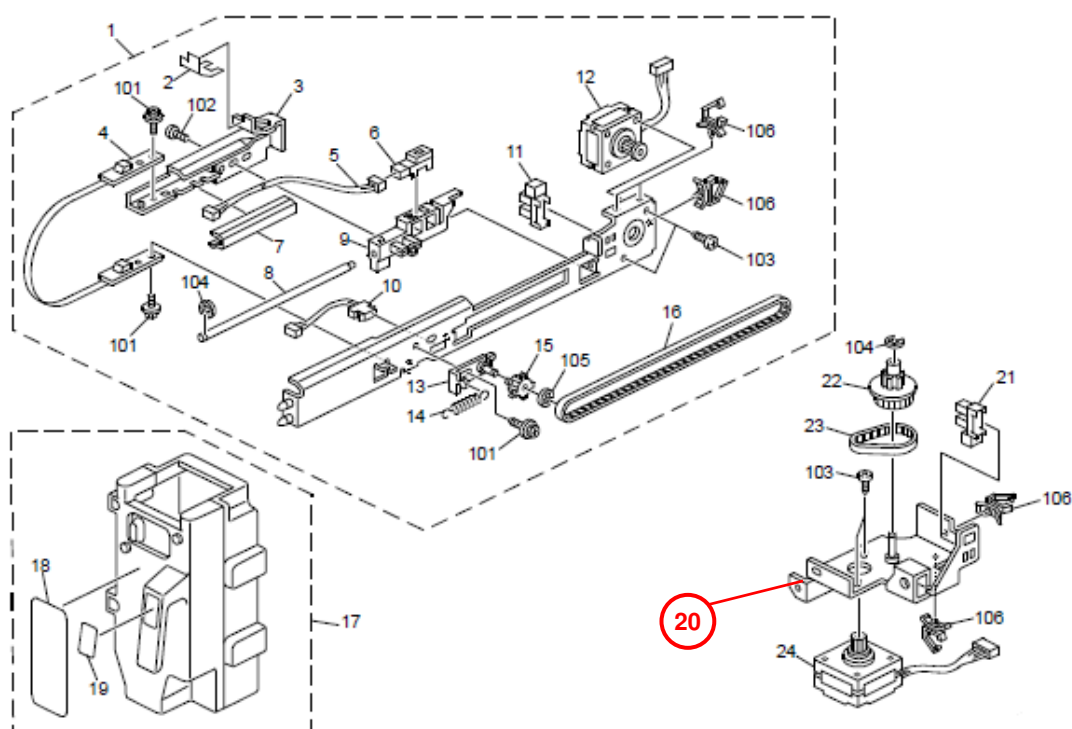
B702 Parts Catalog Correction

Please replace Pg.4 with the following.

Change/Reason:

Illustration has been modified.

2.Punch Unit 2 (B702)



Model: V-C1/MT-C3 Finisher (SR970/980/4000)

Date: 24-Feb-10

No.: RB700008

Subject: Stapler Tray

Prepared by: Takeshi Toriumi

From: 1st Overseas Tech Support Sec, 1 st PQM Dept

Classification:

☐ Troubleshooting

☒ Part information

☐ Action required

☐ Mechanical

☐ Electrical

☐ Service manual revision

☐ Paper path

☐ Transmit/receive

☐ Retrofit information

☐ Other ()

9. Staple Tray 2 (B700/B701)

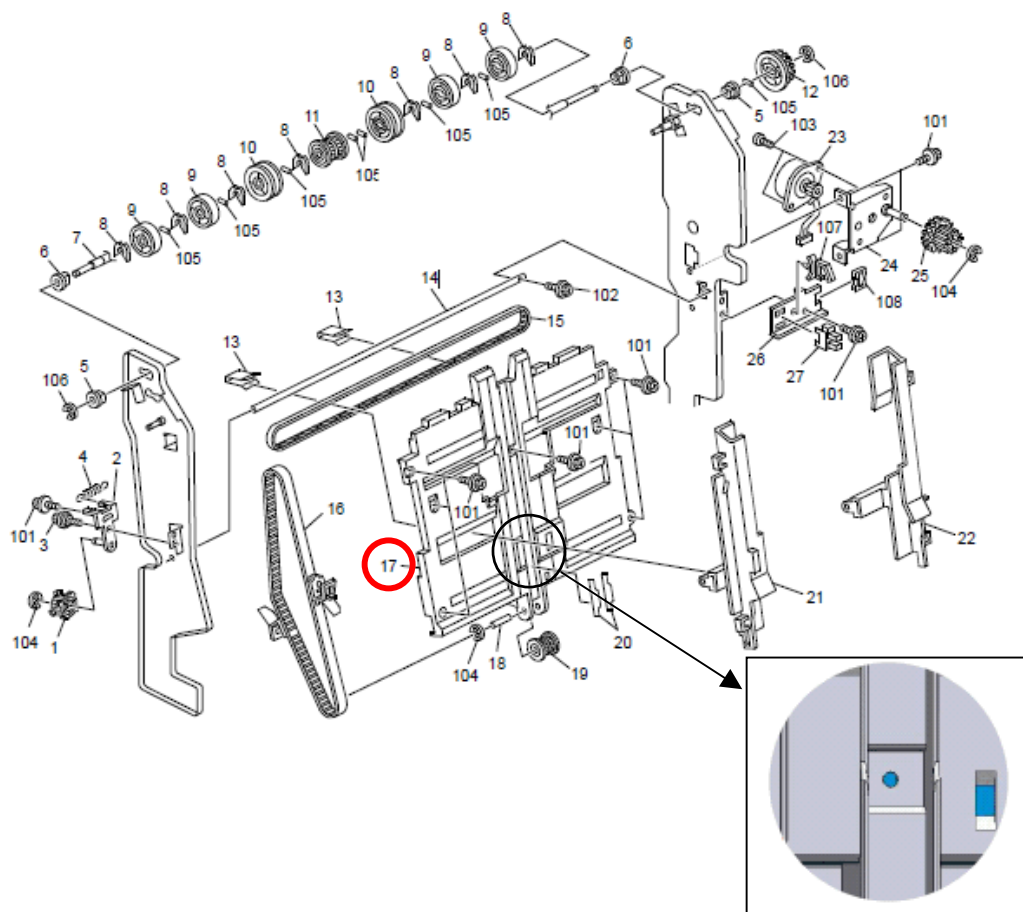
Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
B7004180	D3734180	Stapler Tray	1-1	X/X	19	17	X/O as a set
B7004167	D3734167	Stay: Lower: Positioning Sensor	1-1	X/X	25	7	
-	04543006Q	Tapping Screw - M3x6	0-1	-	-	-	

Change: A tapping screw was added for attaching the stapler tray to the lower stay positioning sensor, and screw holes were added as shown below.

Reason: To further improve structural reliability.

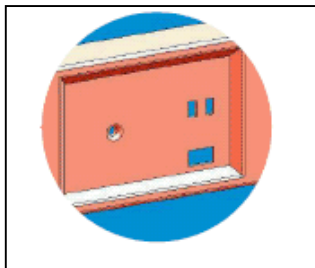
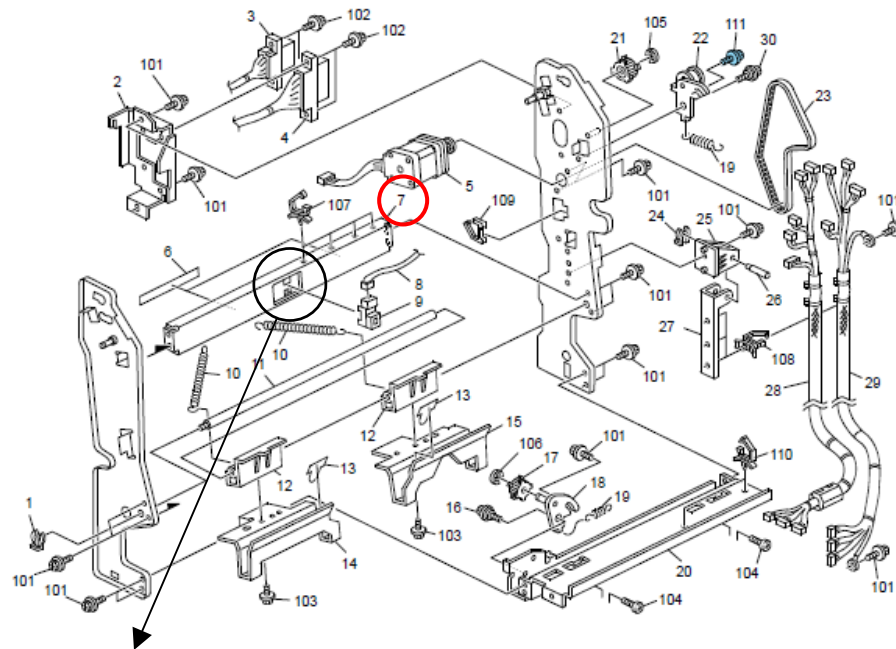
Stapler Tray (pg. 23, index #17)

11. Staple Tray 2 (D373)



Stay: Lower: Positioning Sensor (pg. 29, index #7)

14.Staple Tray 5 (D373)



Model: V-C1/MT-C3 Finisher (SR970/980/4000)	Date: 12-Jul-10	No.: RB700009
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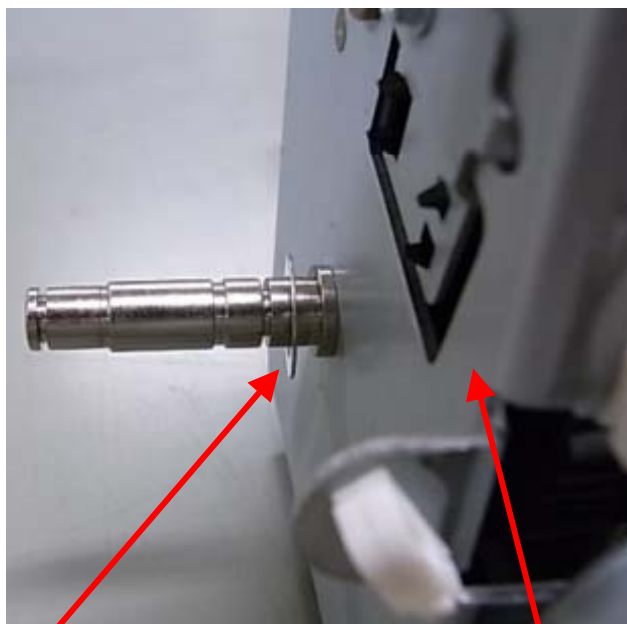
Subject: Parts Info(BRACKET:STAPLER:SLIDE:ASS'Y)		Prepared by: Takeshi Toriumi	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Other ()	<input checked="" 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

13. Staple Tray 6 (B700/B701)

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
B7004320	D3734320	BRACKET:STAPLER:SLIDE:ASS'Y	1-1	X/X	27	15	X/O As a set
-	08077092	SPACER - 10.5/16	0-1	-	27	113 New Index	

Change:New part (SPACER - 10.5/16) has been added.

Reason:.To improve reliability of stapling.



Index#113
08077092 (SPACER - 10.5/16)

Index#15
D3734320 (BRACKET:STAPLER:SLIDE:ASS'Y)

Reissued:09-Nov-10

Model: V-C1/MT-C3 Finisher(SR970/980/4000)	Date: 22-Sept-10	No.: RB700010a
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RTB Reissue

The following table has been changed.

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: Parts Standardization with other models

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
B7003705	B8043705	GUIDE PLATE:PAPER EXIT SUB-UNIT:PAPER CRIMP	1	X/O As a Set	49	7	Set A
B7005407	B8045457	HARNESS:CONNECTING:PAPER EXIT SUB-UNIT	1		49	4	
B7003500	B8043510	STAY:UNIFORM:ASS'Y	1	X/O As a Set	37	12	Set C
B7005304	B8045404	HARNESS:SURFACE OF PAPER SENSOR	1		37	18	

Model: SR4000		Date: 15-Jun-11	No.: RB700011
Subject: Parts catalog correction		Prepared by: H. Tamaki	
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

Change/Reason: The following parts were shown incorrectly.

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
B7005340	B7005431	HARNESS - STAPLE	1		47	13	
B7005431	B7005340	HARNESS - STAPLER TRAY UNIT	1		47	14	

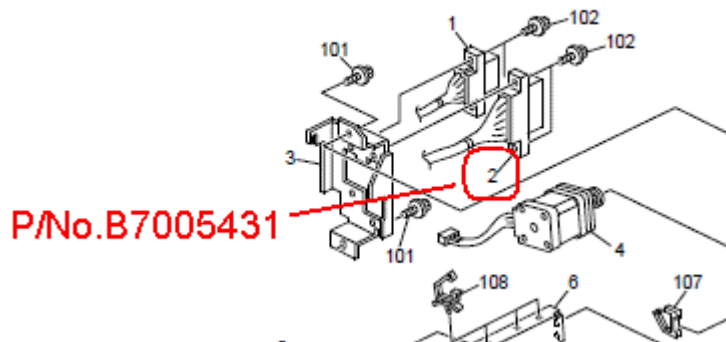
Model: SR4000		Date: 28-Jun-11	No.: RB700012
Subject: Part Catalog Correction		Prepared by: T.Hirakawa	
From: 1st Overseas Tech Support Sec., 1st PQM Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input checked="" type="checkbox"/> Part information <input type="checkbox"/> Action 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		

Incorrect part number	Correct part number	Description	Q'ty	Int	Page	Index	Note
B700-5430	B700 5431	Harness - Staple			25	2	
B700-5340	B700 5430	Harness - Stapler			47	13	
B700-5431	B700 5340	Harness - Staple Tray Unit			47	14	

Change/Reason: The part numbers in the table were corrected as shown above.

Parts Catalog, SR4000 (pg. 25, 47)

12.Staple Tray 5 (B70057)



Model: V-C1 Finisher (SR4000)		Date: 15-Dec-11	No.: RB700013
Subject: Parts Catalog Correction (Proof Tray)		Prepared by: Chihiro Shimaji	
From: 1st Tech Service Sect., MFP/P Tech Service 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 checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Parts Catalog Correction

SR4000

Change: The top-right illustration of P.2 was changed as follows.

Reason: Two indexes #24 were listed by mistake.

NOTE: The top-right index #24 was deleted because the bottom-left one was correct.

1.Exterior (B70057)

