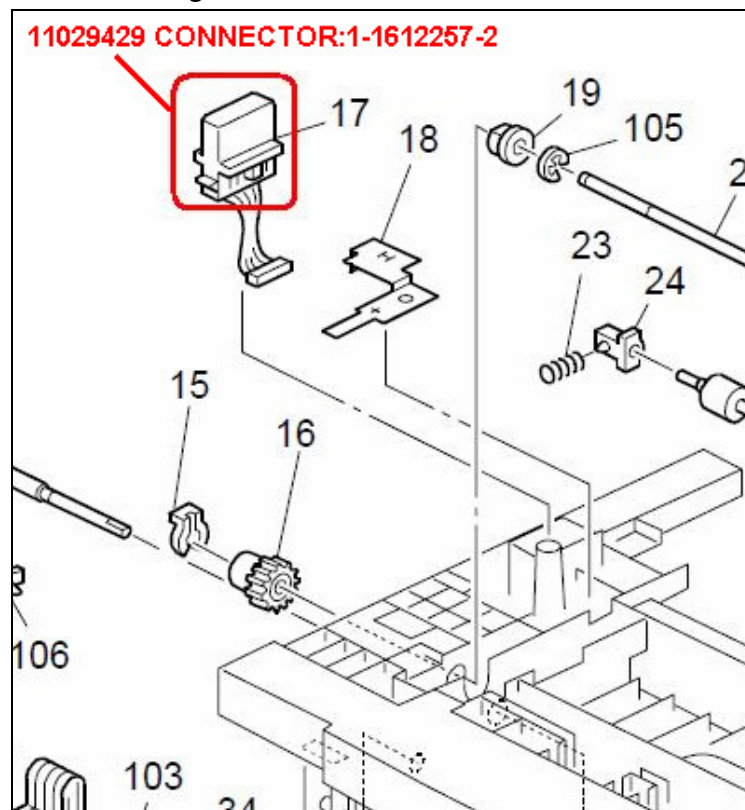


Model: S-P2 Paper Feed Unit (TK1030)	Date: 06-Dec-12	No.: RG894001
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Subject: Connector for Paper Feed Unit TK1030		Prepared by: Y.Nishida	
From: 3rd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <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 (Firmware)	<input type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

P/N	Description	Q'ty	Page
11029429	CONNECTOR:1-1612257-2	1	4

The part number for the connector of the Paper Feed Unit TK1030 was missing from the Parts Catalog.



Reissued:13-Feb-14

Model: S-P3 Paper Feed Unit (TK1030)	Date: 7-Nov-13	No.: RG894002a
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RTB Reissue

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

Subject: Solution for non-feed jams at Tray2 or Tray3		Prepared by: Y.Nishida	
From: 3rd Tech Service Sect., MFP/Printer Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input checked="" type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other (Firmware)	<input checked="" type="checkbox"/> Tier 2

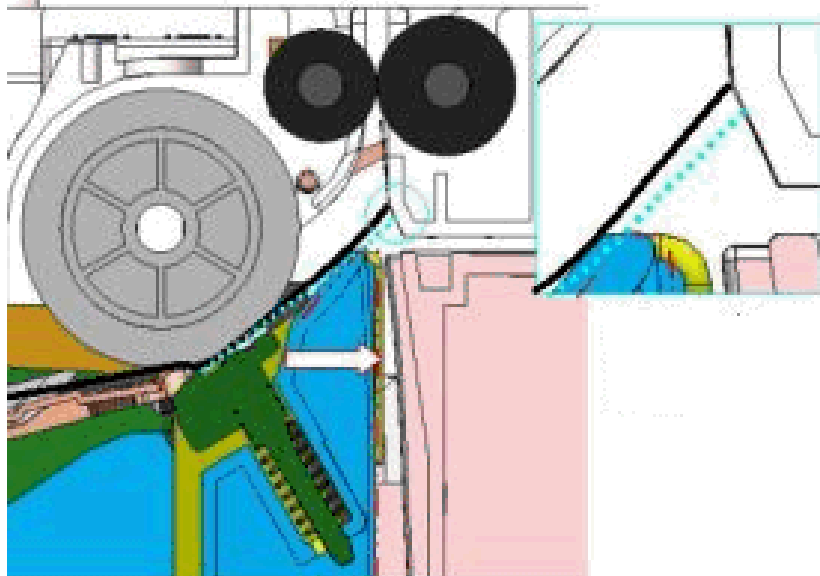
SYMPTOM

Non-feed jams frequently occur when paper is fed from Paper Tray 2 or Paper Tray 3.

Note: This occurs more easily when feeding thick paper.

CAUSE

The position of the paper tray may be lower than normal with respect to the paper path. As a result, the paper may hit the front cover rib.



TEMPORARY SOLUTION

Attach the following Mylar to the rail of the TK1030 housing unit.

See Procedure below.

Part number
M0809501

Note: Attaching this part will effectively raise the height of the paper feed position with respect to the paper path inside the machine.

Reissued:13-Feb-14

Model: S-P3 Paper Feed Unit (TK1030)

Date: 7-Nov-13

No.: RG894002a

PERMANENT SOLUTION

Production was improved to prevent the paper tray's height being too low. The improvement has been applied to the TK1030 paper tray production line from the following serial number.

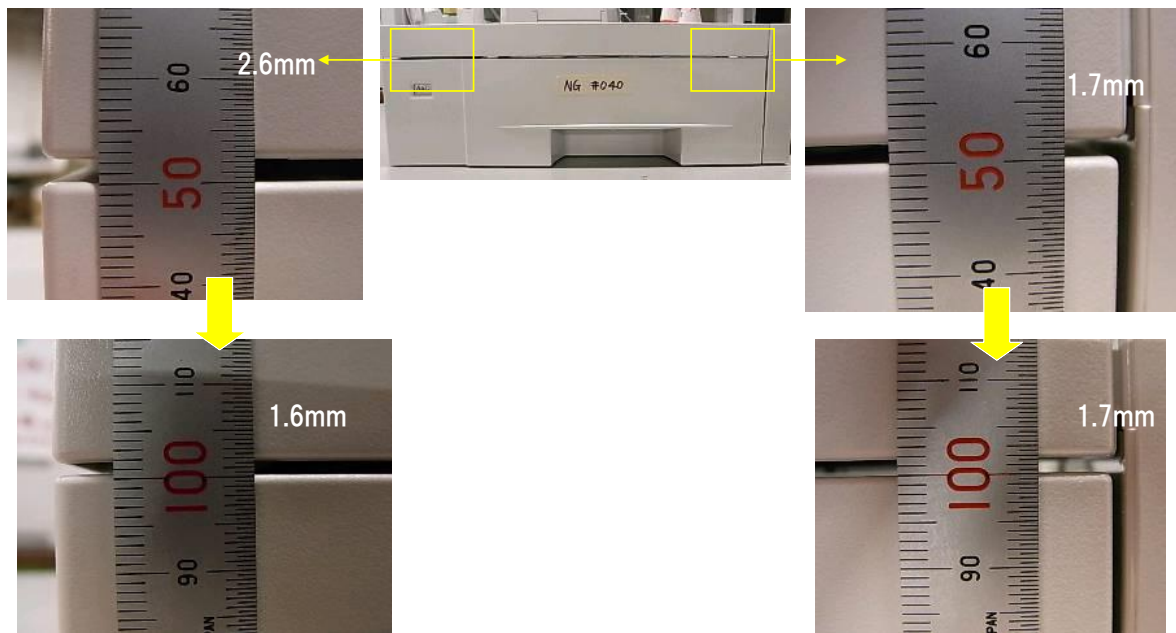
Cut in Serial Number

S103920001

Procedure

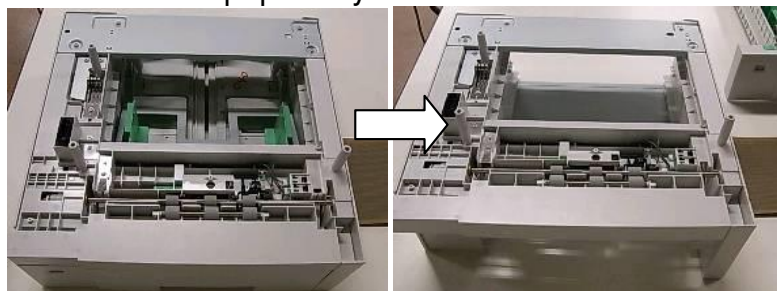
Before starting

Measure the gap between the housing unit and the paper tray using a scale. This is to confirm on which side of the rail you need to paste Mylars. The specification is **2mm +/- 1.5mm**. In the example below, Mylars need to be attached to the left side.



Main Procedure

1. Pull out the paper tray.



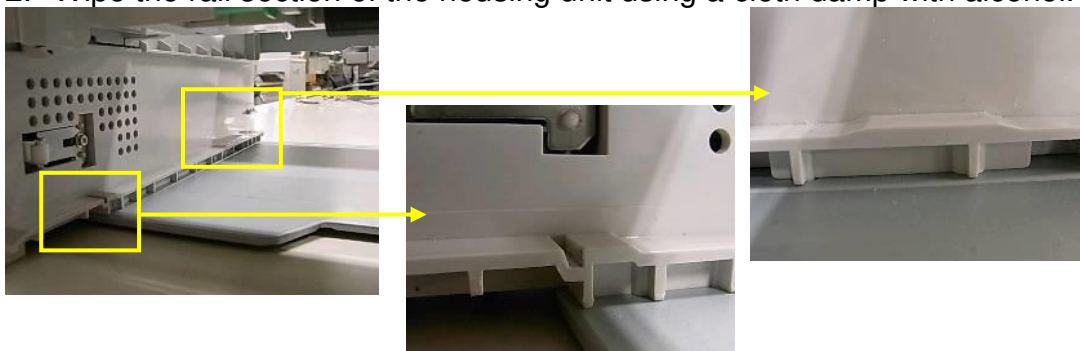
Reissued:13-Feb-14

Model: S-P3 Paper Feed Unit (TK1030)

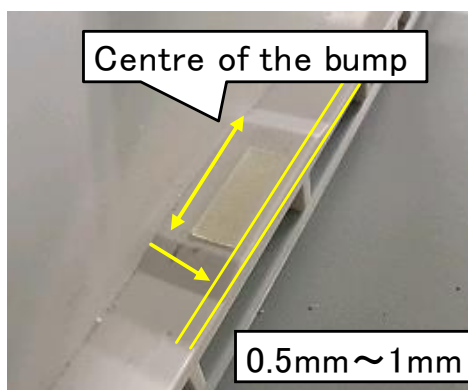
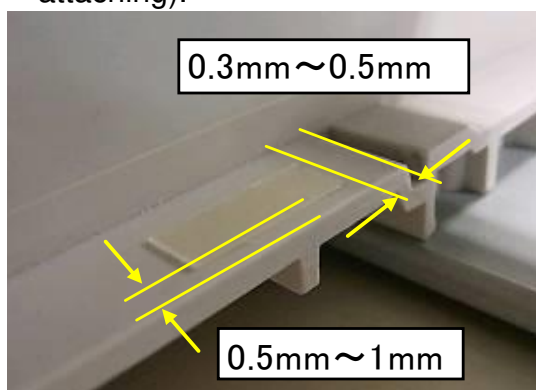
Date: 7-Nov-13

No.: RG894002a

2. Wipe the rail section of the housing unit using a cloth damp with alcohol.



3. Attach Mylars to the side that requires them as shown below (press firmly when attaching).



Reissued:13-Feb-14

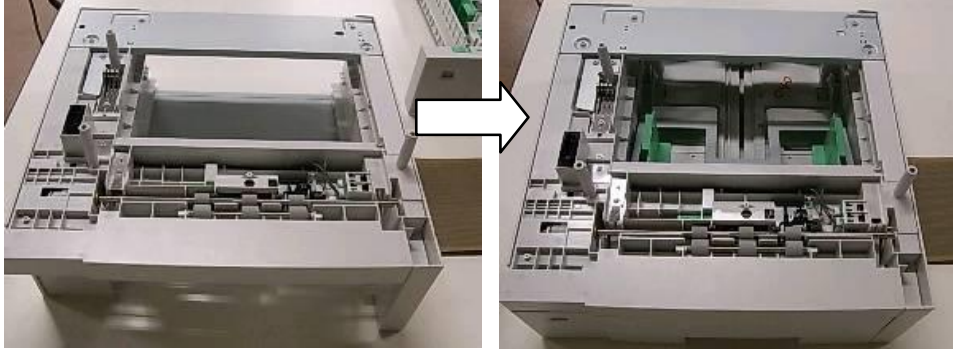
Model: S-P3 Paper Feed Unit (TK1030)

Date: 7-Nov-13

No.: RG894002a

4. Return the paper tray back to its original position.
5. Pull out the paper tray 5 or 6 times to confirm that the Mylars are attached firmly.

Note: You may feel a little bump after the Mylars have been added.



6. Check the gap between the housing unit and the paper tray using a scale. Make sure that the gaps on both sides are **2mm +/- 1.5mm**, and are even with each other.



7. If the gaps are not within specification and even with each other, add a second Mylar on top of the first one, and repeat Steps 4 thru 6 until the requirements are met.