

Model: Model Sh-MF1 PFU option		Date: 24-Feb-12	No.: RM375001
Subject: Part catalog correction		Prepared by: T.Hirai	
From: 3rd 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 type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Change/Reason: The following part number and index number was changed.

Incorrect part number	Correct part number	Description	Q'ty	Page	Index	Note
G0523103	M0522830	Paper Feed Roller: Ass'y	1	7	17	-

Model: Model Sh-MF1 (PFU)		Date: 28-Mar-12	No.: RM375002
Subject: Check points at installation (Tray side fences or Paper end sensor were detached)			Prepared by: T.Hirai
From: 3rd 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 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

Symptom

1. Side fences are detached
2. Paper end sensor is detached.

Cause

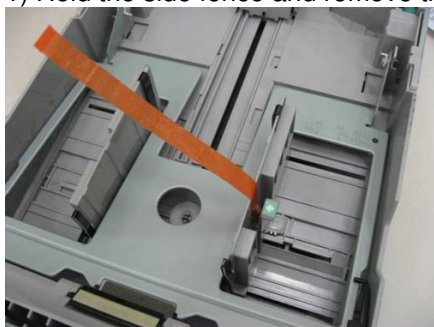
1. During transportation.
Remove the side fences together when removing orange tapes at installation.
2. Orange tape pushed and detached the paper end sensor.

Action

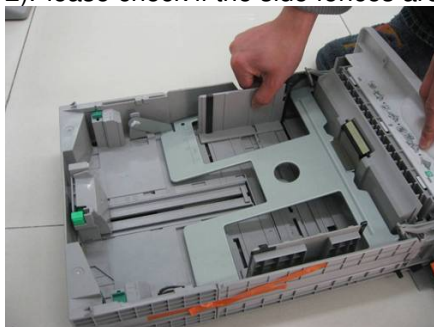
1. Please check whether the side fences are detached at installation. Even if fences were not detached, be careful when you remove the orange tape. Please refer to the following procedure.

Procedure

- 1) Hold the side fence and remove the orange tapes one by one.



- 2) Please check if the side fences are moving smoothly.



Model: Model Sh-MF1 (PFU)

Date: 28-Mar-12

No.: RM375002

2. Please check whether paper end sensor is detached or not. If the paper end sensor is detached, please reattach the paper end sensor as follows.

Check procedure

Check whether you can see the paper end sensor or not.

Correct position (can see)



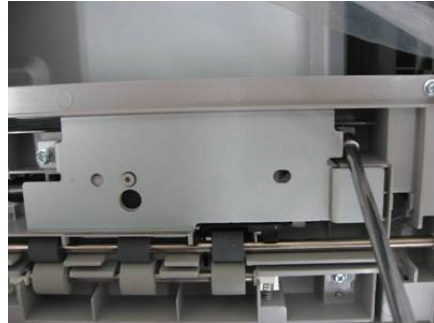
Incorrect position (cannot see)



Reattachment procedure

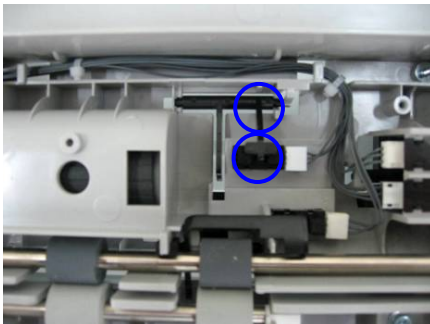
If the paper end sensor is in an incorrect position (cannot see), please reattach as follows.

1. Remove the upper cover of the PFU. 2. Remove 1 screw.

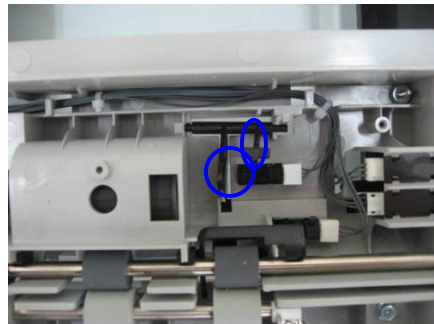


3. Set the paper end sensor in the correct position.

Correct



Incorrect



For mass production

We have changed the following in order to prevent these problems.

- Deleted the orange tape on the side fences.
- Set the side fences wider than A4 size.

Model: SH-MF1 PFU Option		Date: 21-Jan-13	No.: RM375003
Subject: Parts Catalog Correction (Friction Pad)		Prepared by: T. Nihei	
From: 3rd Tech Service Sect., MFP/P Tech Service 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

Please apply the following change to your Parts Catalogs.

Incorrect part number	Correct part number	Description	Q'ty	Int	Page	Index	Note
M0522610	G0963066	Friction Pad Adhesion			5	7	

Reissued: 21-Nov-13

Model: Sh-MF1 PFU Option	Date: 15-Mar-13	No.: RM375004a
--------------------------	-----------------	----------------

RTB Reissue

The items in ***bold/italics*** were added or revised.

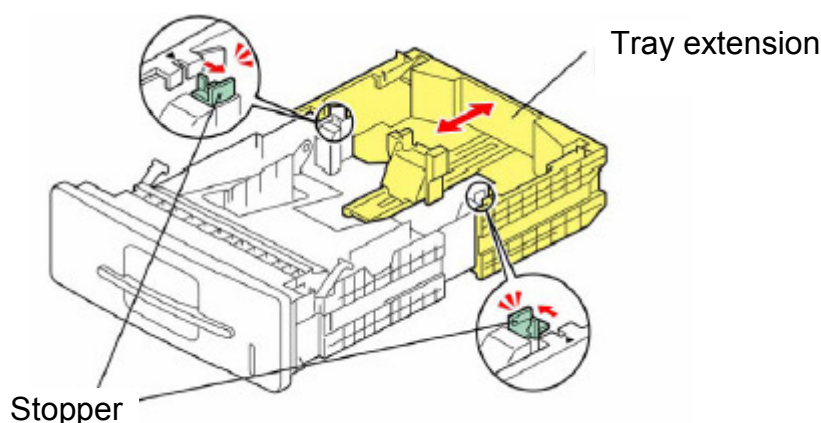
Subject: Breakage of Stoppers for Tray Extension		Prepared by: T. Nihei	
From: 3rd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> Paper path <input type="checkbox"/> Product 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

SYMPTOM

A paper feed jam or non-feed occurs when feeding the paper from a mainframe paper tray.

CAUSE

The stopper breaks and the tray extension extends out too far, causing the end fence to retract.



SOLUTION

Production line:

The shape of the stopper was changed, and four screw holes were added so that the extension tray can be fixed in place for LT/A4 and LG paper sizes.

Part number	Description	Q'ty	Int	Page	Index	Note
04523008N	TAPPING SCREW - M3X8	4	-	-	-	

In the field:

- If the user always uses the same paper size, fasten the extension tray in place with screws.
- ***For all other users, fix the extension in place for LG sized paper.***

Reissued: 21-Nov-13

Model: Sh-MF1 PFU Option	Date: 15-Mar-13	No.: RM375004a
--------------------------	-----------------	----------------

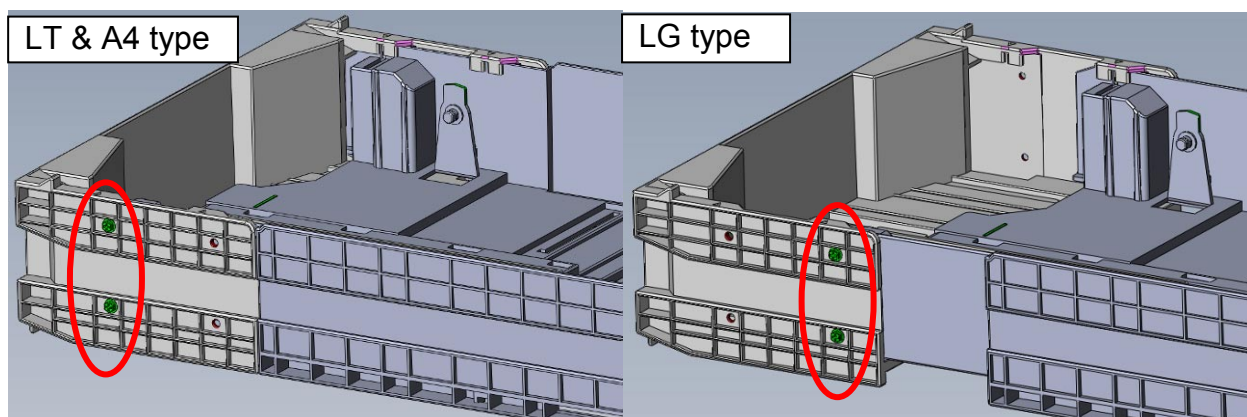
Important: *If there is no available screw hole in the user's tray, replace the tray with the following new part (which contains the required screw holes).*

Note: *This new part can also be used on the HC model.*

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
M3752550	M3752555	PAPER TRAY:ASS'Y	1-1	X/O	5	*	

Important notes:

- The new screw holes are for LT/A4 and LG paper sizes. If the user always uses the same paper size, fix the extension tray in place at the corresponding position. ***If the user does not always use the same paper size, fix the extension in place for LG sized paper.***
- Insert the screws from the outside face of the tray. For each paper size, there are two screw holes, as shown.
- Be careful not to over-tighten the screws.



Cut-in S/N

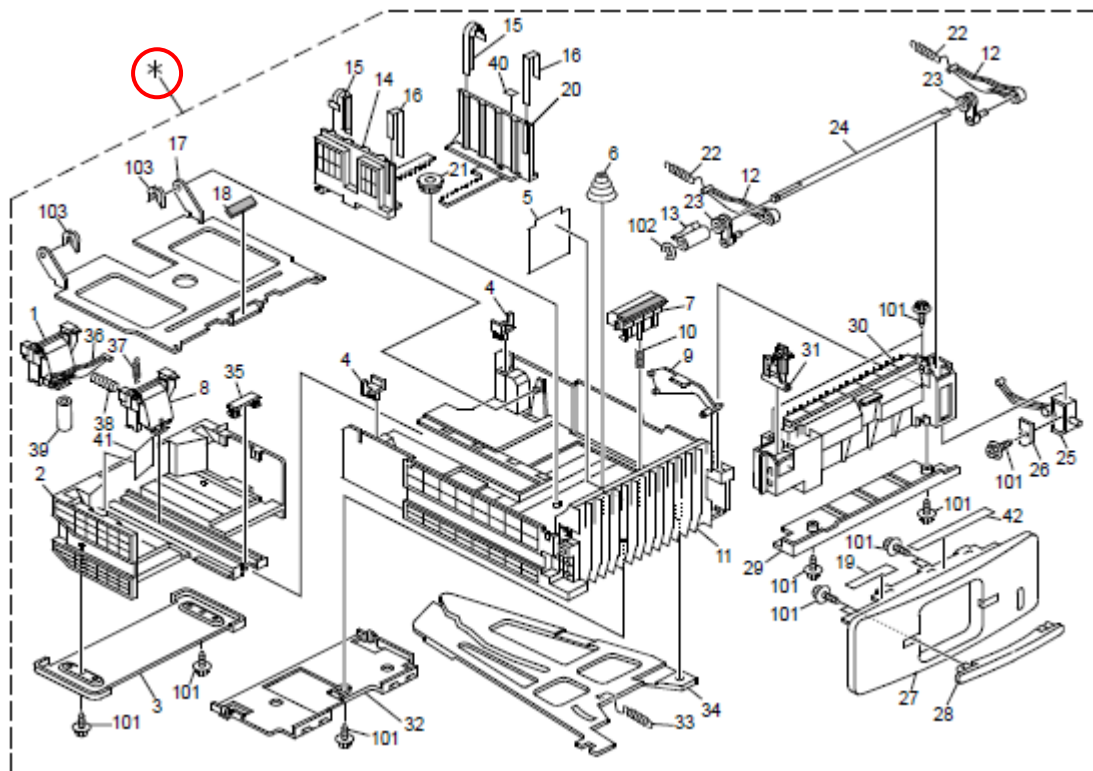
The modification described above was applied to the production line from the following production serial numbers:

M375-17	S8622100001~
M376-17	S8722100001~

Model: Sh-MF1 PFU Option		Date: 19-Apr-13	No.: RM375005
Subject: Parts Catalog Correction (P/N for Paper Tray Assy)		Prepared by: T. Nihei	
From: 3rd 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 type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Part Number	Description	Q'ty	Int	Page	Index	Note
M3752550	PAPER TRAY:ASS'Y	1	-	5	*	

Change/ Reason: This part number was missing from the parts catalog.



Reissued: 06-Mar-14

Model: Sh-MF1 PFU Option	Date: 29-Oct-13	No.: RM375006b
--------------------------	-----------------	----------------

RTB Reissue

The items in ***bold italics*** have been corrected.

Subject: End Fence Spacer		Prepared by: T. Nihei	
From: 3rd Tech Service Sect., MFP/Printer Tech Service 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

NOTE: The SOLUTION in this RTB is effective for reducing paper feed jams and non-feed jams.

SYMPTOM

A paper feed jam or non-feed occurs when feeding the paper from optional paper trays.

CAUSE

End fence is not set correctly.

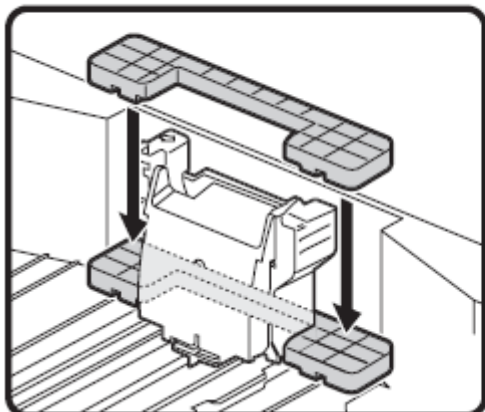
SOLUTION
Production line

- A.** A spacer was added behind the end fence.
- B.** An instructional leaflet for users was inserted in the paper tray.
- C.** The end fence is fixed in the LT position before shipment from the factory. (The side fences are fixed in the A4 position.)
- D. A spacer with reinforced double-sided tape was added (P/N: M0212570).***

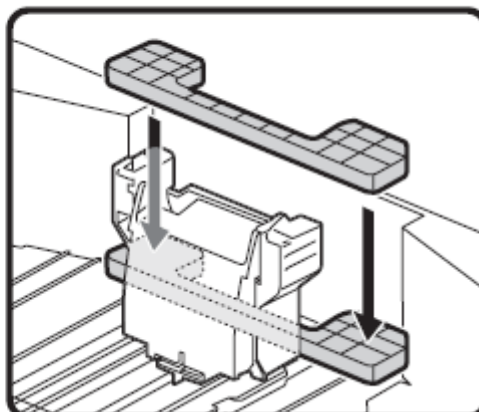
In the field

Attach the following parts (***P/N: M0212570***) behind the end fence, as shown, using double-sided tape.

A4/Legal



Letter



Cut-in Serial Numbers

The cut-in serial numbers for each modification are as follows.

A: Spacer added

B: Instructional leaflet for users added

C: End fence fixed in LT position

D: *Spacer with reinforced double-sided tape added*

	A	B + C	D
M375-17	S8631900507 ~	S8632001620 ~	TBA
M376-17	S8731900001 ~	S8732001101 ~	TBA

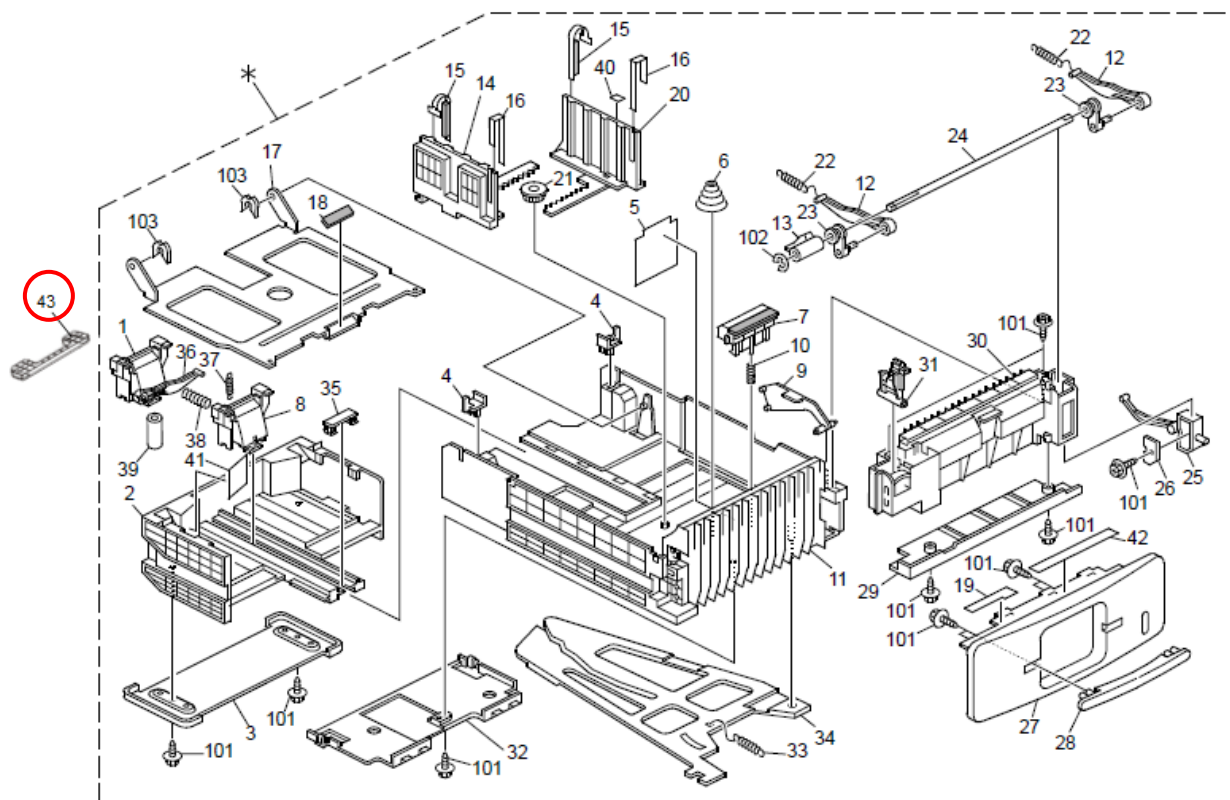
Model: Sh-MF1 PFU Option		Date: 17-Dec-13	No.: RM375007
Subject: Parts Catalog Correction (End Fence Spacer)		Prepared by: T. Nihei	
From: 3rd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<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
	M0212564	END FENCE:SPACER	0-1	-	5	43	

Change: A spacer was added.

Reason: To make sure that the operator sets the end fence in the correct position.

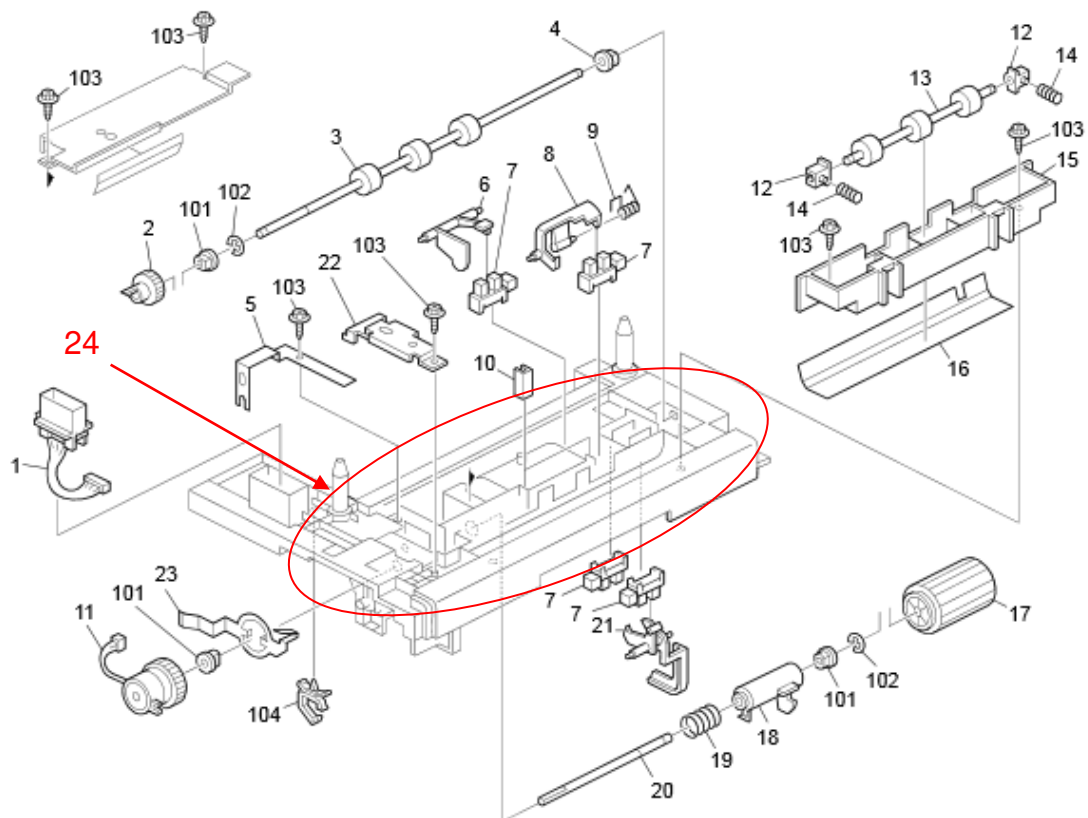
2.Paper Feed Unit 2 (M375/M376)



Model: Sh-MF1 PFU Option		Date: 19-Jun-14	No.: RM375008
Subject: Parts Catalog Correction (Housing)		Prepared by: T.Hirai	
From: 3rd 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 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
	M3752556	HOUSING:PAPER FEED UNIT:UPPER	0-1	-	6	24	

3.Paper Feed Unit 3 (M375/M376)

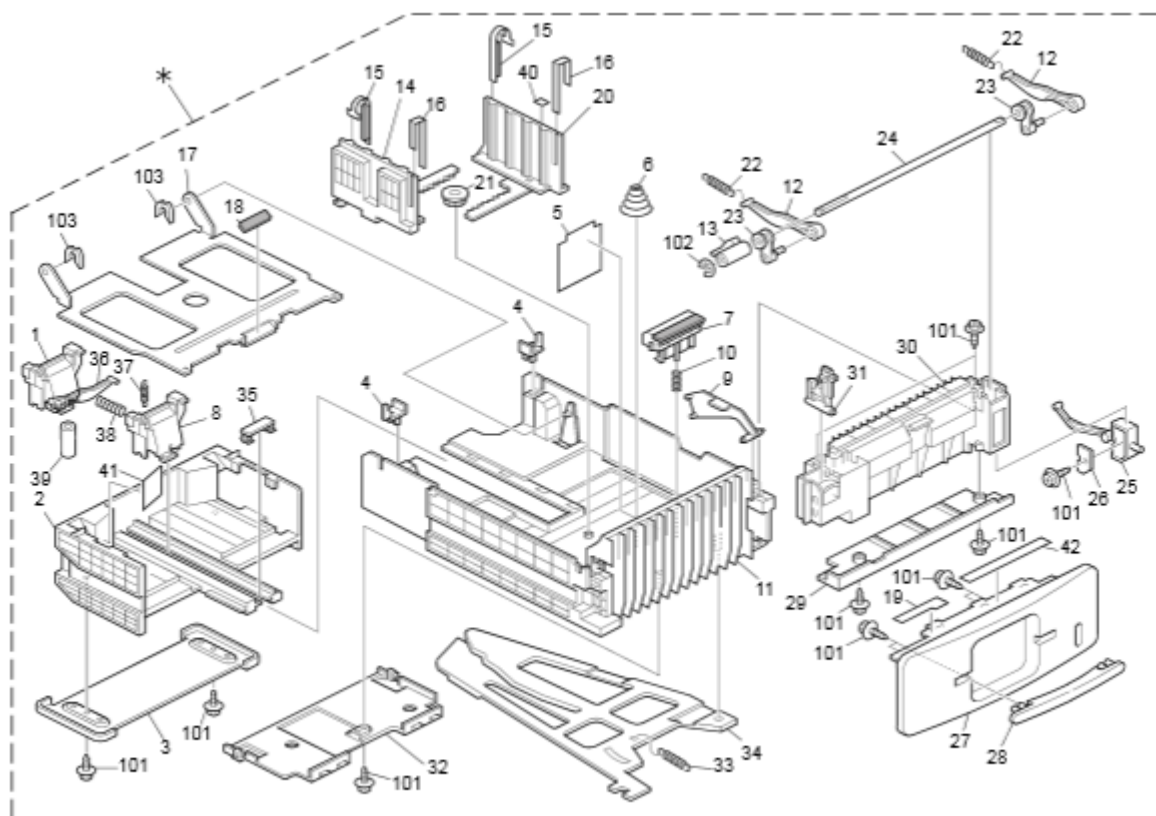


Model: Sh-MF Option bank		Date: 18-Dec-14	No.: RM375009
Subject: Parts Catalog Correction		Prepared by: T.Hirai	
From: 3rd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting	<input checked="" type="checkbox"/> Part information	<input type="checkbox"/> 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: The following part number and index number were changed.

Old part number	New part number	Description	Q'ty	Int	Page	Index
M0212659	M0522670	TRAY BOTTOM PLATE	1	-	5	17

2.Paper Feed Unit 2 (M386/M389)



Model: Sh-MF1 PFU option		Date: 14-May-15	No.: RM375010
Subject: Parts Catalog Correction for Decal for paper thickness lever		Prepared by: T. Tachibana	
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 type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Change: The decal for the paper thickness lever was deleted.

Reason: This lever has been set to 'Thick mode' to prevent non-feed jams from occurring.

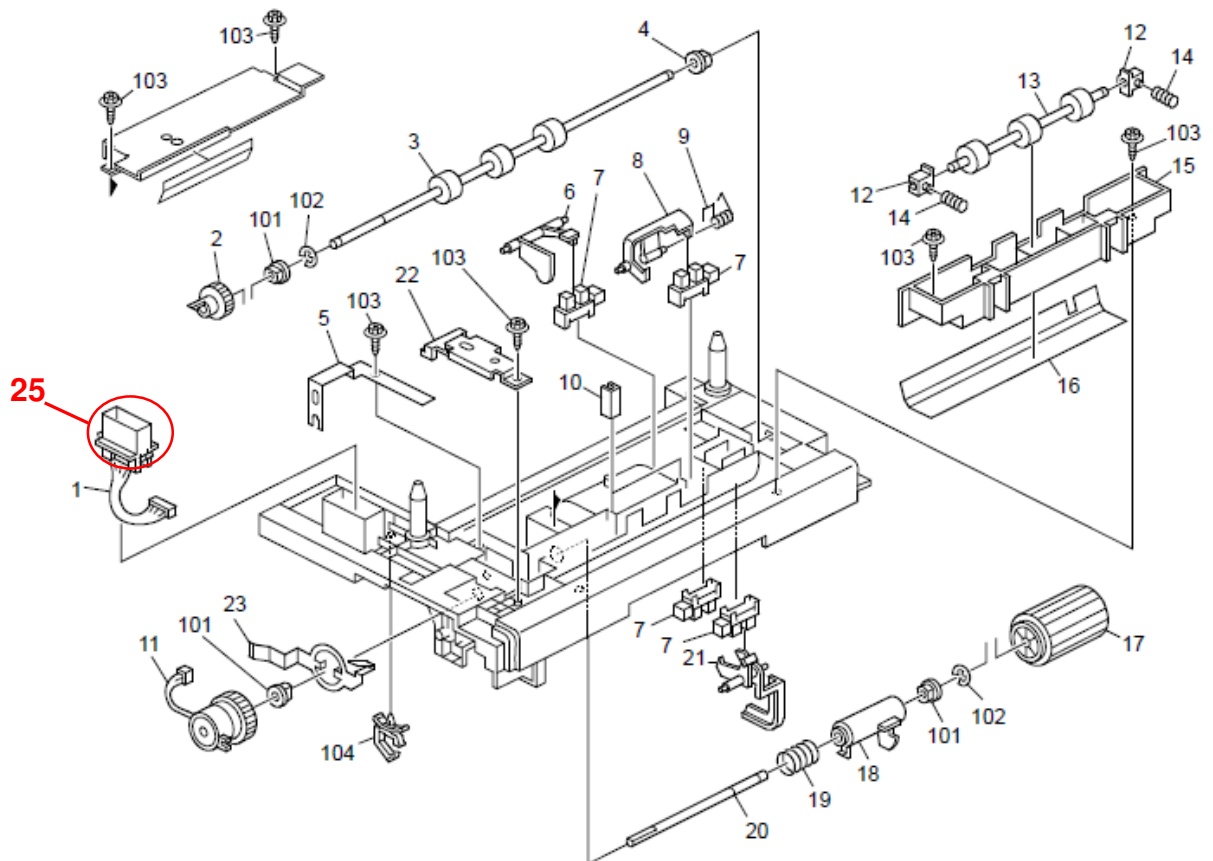
Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
M3752695	-	DECAL:PAPER TRAY:LEVER	1-0	X/O	5	19	

Model: Sh-MF1 PFU Option		Date: 17-Dec-15	No.: RM375011
Subject: Parts Catalog Correction (Connector of Engine board harness)		Prepared by: T. Tachibana	
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 type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Change/Reason: This part number was missing from the parts catalog.

Part number	Description	Q'ty	Int	Page	Index	Note
11029811	CONNECTOR:1-1612256-4	1	-	7	25	

3.Paper Feed Unit 3 (M375/M376)



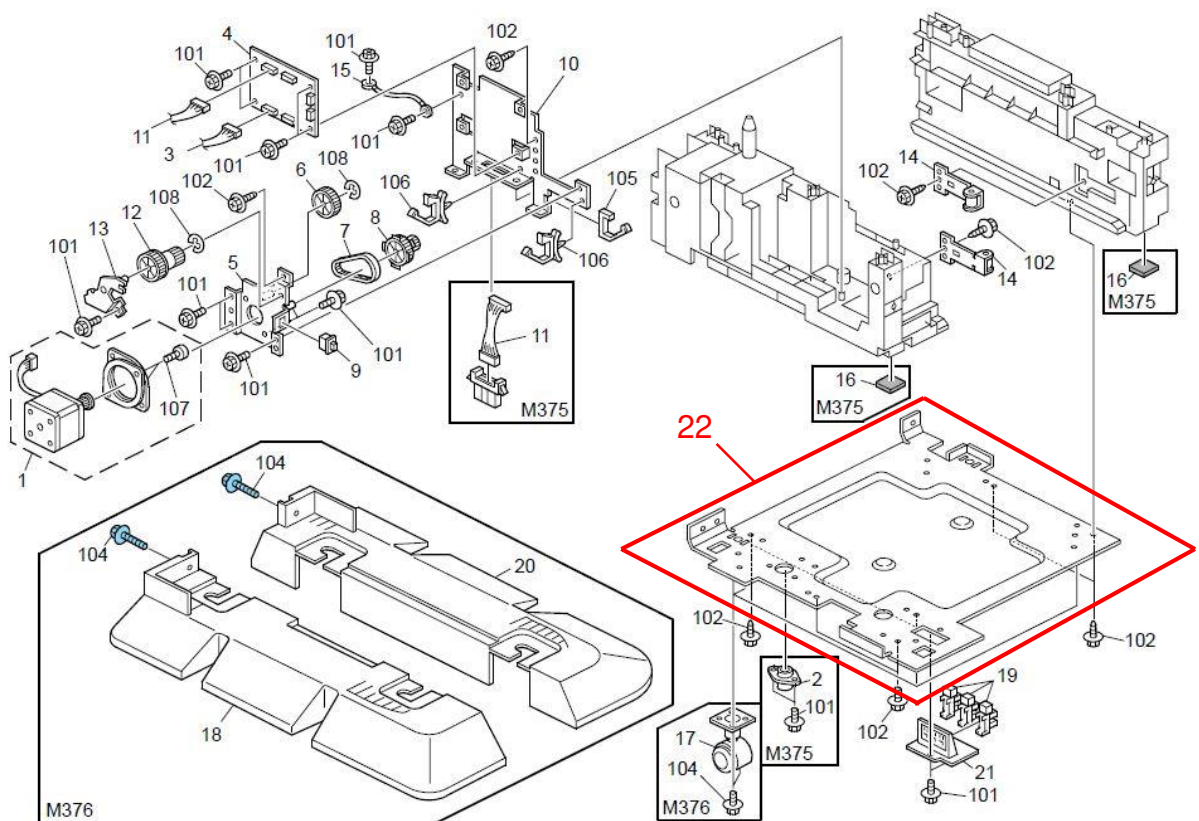
Model: Sh-MF1 PFU		Date: 5-Jan-17	No.: RM375012
Subject: Parts Catalog Correction: Lower Frame added		Prepared by: H. Morishima	
From: 2nd Tech Service Sect., MFP/P Tech Service Dept.			
Classification:	<input type="checkbox"/> Troubleshooting <input type="checkbox"/> Mechanical <input type="checkbox"/> 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 type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Change: The following part was newly added as a service part.

Reason: To meet requests received from the field.

Old part number	New part number	Description	Q'ty	Int	Page	Index	Note
-	M3751051	FRAME:LOWER:HELENA-MF	1	-	9	22	M375 only

4.Paper Feed Unit 4 (M375/M376)



Model: Sh-MF1 PFU Option		Date: 21-Aug-18	No.: RM375013
Subject: Parts Catalog Correction: Housing Bracket & Stay Guide		Prepared by: T. Tachibana	
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 type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

Change: These parts are newly added.

Reason: To meet requests received from the field.

Part number	Description	Q'ty	Int	Page	Index	Note
M3752559	BRACKET:HOUSING:FEED:HELENA	1		7	26	
M3752562	GUIDE:STAY:FEED:HELENA	1		7	27	

3.Paper Feed Unit 3 (M375/M376)

