

Model: Model P-G2W		Date: 6-Jan-06	No.: RJ006001
Subject: Special Tool for paper curl problem		Prepared by: Y. Ohtani	
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

SYMPTOM

When printing out a job consisting almost entirely of solid image areas onto A3 sheets, this can cause paper curl and the paper is not stacked properly.

This does not occur with the most commonly used brands of DLT paper in the N.A. Market, because the paper fibers are perpendicular to the paper feed direction.



Fig.1: Normal Condition



Fig.2: Abnormal condition (Paper curl)



Fig.3: Abnormal condition (Paper jam)

MECHANISM

When a large amount of ink is used on the paper, the paper has a tendency to curl along the direction of the paper fibers.

This has a greater tendency to occur under low-temperature, low-humidity conditions.

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ACTION

A special tool will be prepared which customers can use to improve the paper stacking. To get good paper stacking, it is important to minimize the height difference between the paper exit position and the exit tray.



We will prepare this countermeasure part. If a customer has the above situation, please arrange to send it.

P/N	Description
J006 9951	Pad - Exit

Model: Model P-G2W		Date: 6-Jan-06	No.: RJ006002
Subject: Special Tool for double feed problem (Envelope)		Prepared by: Y. Ohtani	
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

SYMPTOM

The last two envelopes loaded in the paper tray are sometimes fed together.

MECHANISM

Sometimes, the friction with the bottom plate is not enough to keep the envelopes separated when being fed.

ACTION

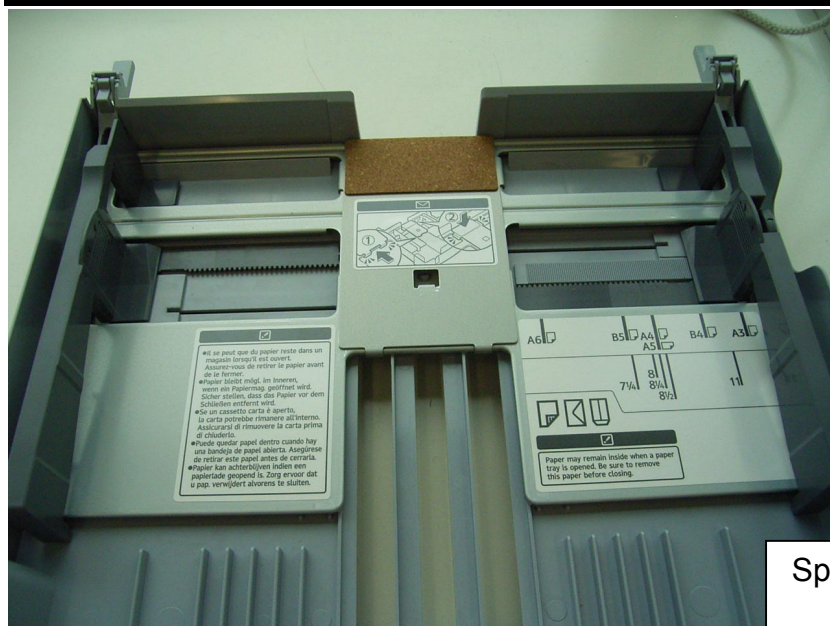
A special tool will be prepared which customers can use to improve envelope feeding under these conditions.



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Special tool attached to the machine

We will prepare this countermeasure part. If a customer has the above situation, please arrange to send it.

P/N	Description
J006 9952	Bracket - Envelope

Reissued: 24-Jan-08

Model: Model P-G2W	Date: 12-Apr-05	No.: RJ006003b
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RTB Reissue

The items in bold italics have been corrected or added.

Subject: Firmware Release History		Prepared by: Gimpei Hirao	
From: 1st 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 type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input checked="" type="checkbox"/> Other ()		

This RTB has been issued to announce firmware release information.

General Information

Version	Program No.	Effective Date
<i>7.17.1</i>	<i>J0065621A</i>	<i>July 2007 production</i>
7.15.1	J0065621	March 2007 production
7.13	J0065620B	November 2005 production
7.12	J0065620A	1 st mass production

History

Version	Symptom Corrected
<i>7.17.1</i>	<i>Other changes: If a paper jam occurs, the operator can manually feed that paper out by pressing a button on the operation panel.</i>
7.15.1	Symptom corrected: 1. Faint images sometimes occur when continuously printing low-coverage originals. Other changes: 2. The machine can automatically detect paper (fragments or whole sheets) onto the transport belt. Note: The detection occurs at power off/on or when the top cover is opened/closed. 3. An electrostatic charge is not used anymore to stop the paper during printing.
7.13	(Minor changes applied).
7.12	1 st mass production release

Model: All GelSprinter models		Date: 26-Aug-08	No.: RJ007024
Subject: GJ analysis tool		Prepared by: Y.Murata	
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 type="checkbox"/> Action required <input type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier2

Important Information about a New GJ Analysis Tool

- When a problem occurs in the field, please use the GJ analysis tool available from the Firmware Download Center. The tool is available for all GelSprinter products.

Model list:

G500/G700/G7500
 GX3000/GX3050N/GX5050N
 GX2500/GX7000
 GX3000S/GX3000SF/GX3050SFN

- Please use this tool to provide information for problem analysis, instead of the SMC report.