

|              |                 |               |
|--------------|-----------------|---------------|
| Model: QU-D1 | Date: 12-Aug-16 | No.: RC284001 |
|--------------|-----------------|---------------|

|  |   |   |   |
|--|---|---|---|
| Subject: Firmware Release Note: Main                         |   | Prepared by: A. Ishida  |   |
| From: 1st Tech Service Sect., MFP/Printer Tech Service Dept. |   |   |   |
| Classification:  | <input type="checkbox"/> Troubleshooting<br><input type="checkbox"/> Mechanical<br><input type="checkbox"/> Paper path<br><input type="checkbox"/> Product Safety | <input type="checkbox"/> Part information<br><input type="checkbox"/> Electrical<br><input type="checkbox"/> Transmit/receive<br><input checked="" type="checkbox"/> Other (Firmware) | <input type="checkbox"/> Action required<br><input type="checkbox"/> Service manual revision<br><input type="checkbox"/> Retrofit information<br><input checked="" type="checkbox"/> Tier 2 |

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

| Version | Program No. | Effective Date      | Availability of RFU |
|---------|-------------|---------------------|---------------------|
| 1.13    | C2845115A   | 1st Mass production | Not available       |

**Note: Definition of Availability of RFU via @Remote**

“Available”: The firmware can be updated via RFU or SD card.

“Not available”: The firmware can only be updated via USB flash memory.

| Version | Modified Points or Symptom Corrected |
|---------|--------------------------------------|
| 1.13    | 1st Mass production                  |

|  |   |   |   |
|--|---|---|---|
| Model: <b>QU-D1</b>  |   | Date: 10-Nov-17   | No.: RC284002   |
| Subject: Firmware Release Note: Main                         |   | Prepared by: K.Yamamoto   |   |
| From: 1st Tech Service Sect., MFP/Printer Tech Service Dept. |   |   |   |
| Classification:  | <input type="checkbox"/> Troubleshooting<br><input type="checkbox"/> Mechanical<br><input type="checkbox"/> Paper path<br><input type="checkbox"/> Product Safety | <input type="checkbox"/> Part information<br><input type="checkbox"/> Electrical<br><input type="checkbox"/> Transmit/receive<br><input checked="" type="checkbox"/> Other (Firmware) | <input type="checkbox"/> Action required<br><input type="checkbox"/> Service manual revision<br><input type="checkbox"/> Retrofit information<br><input checked="" type="checkbox"/> Tier 2 |

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

| Version | Program No. | Effective Date      | Availability of RFU |
|---------|-------------|---------------------|---------------------|
| 117     | C2845115E   | October 2017        | Not available       |
| 116     | C2845115D   | August 2017         | Not available       |
| 115     | C2845115C   | March 2017          | Not available       |
| 114     | C2845115B   | 1st Mass production | Not available       |

**Note: Definition of Availability of RFU via @Remote**

**“Available”:** The firmware can be updated via RFU or SD card.

**“Not available”:** The firmware can only be updated via USB flash memory.

| Version | Modified Points or Symptom Corrected  |
|---------|---|
| 117     | <p>Symptom Corrected:</p> <ul style="list-style-type: none"> <li>- The wrong screen was displayed when the "E030: Standard EEPROM" error occurred.</li> </ul> <p>This package contains the following versions:</p> <ul style="list-style-type: none"> <li>Version 1.16 : Main PCB Software</li> <li>Version 2.16 : Main PCB Software (Long Paper)</li> <li>Version 1.01 : Panel PCB Software</li> <li>Version 1.01 : Relay PCB Software</li> <li>Version 1.04 : Tape Dispenser PCB Software (with Printing Function)</li> <li>Version 2.01 : Tape Dispenser PCB Software (without Printing Function)</li> </ul> |

| Model: QU-D1 | Date: 10-Nov-17   | No.: RC284002 |
|--------------|---|---------------|
| Version      | Modified Points or Symptom Corrected  |               |
| 116          | <p>Symptom Corrected:</p> <ol style="list-style-type: none"> <li>The following error messages have been added:<br/>                     [E045: Drum position-1 sensor error]<br/>                     When the drum position-1 sensor does not detect the drum removal detection edge within 40 seconds of the drum rotation signal being output.</li> <li>[E046: Drum position-2 sensor error]<br/>                     When the drum position-2 sensor does not detect the master post-detachment position edge and the master attachment position edge.</li> <li>[E047: Press roller sensor]<br/>                     When the press roller sensor does not detect the lower edge of the press lever even though the drum has rotated 3 times since the printing operation.</li> </ol> <ol style="list-style-type: none"> <li>The lower part of the lamp on the operation panel was blinking in red even if the error occurred when replacing consumables.</li> <li>Only the background of the first page was scanned correctly when using the ADF.</li> </ol> <p>This package contains the following versions:</p> <ul style="list-style-type: none"> <li>Version 1.15: Main PCB Software</li> <li>Version 2.15: Main PCB Software (Long Paper)</li> <li>Version 1.01: Panel PCB Software</li> <li>Version 1.01: Relay PCB Software</li> <li>Version 1.04: Tape Dispenser PCB Software (with Printing Function)</li> <li>Version 2.01: Tape Dispenser PCB Software (without Printing Function)</li> </ul> |               |

| Model: QU-D1 |  | Date: 10-Nov-17 | No.: RC284002 |
|--------------|--|-----------------|---------------|
| Version      | Modified Points or Symptom Corrected   |                 |               |
| 115          | <p>Symptom Corrected:</p> <ol style="list-style-type: none"> <li>1. The detection time of the "Main motor lock" error has been corrected.</li> <li>2. The following error messages on the operation panel have been changed:                         <ul style="list-style-type: none"> <li>- If the drum unit is pulled out when it is not in position:<br/>The alternating error messages of "Insert drum until it stops" and "To remove drum, insert drum until it stops and press drum removal button" are displayed.</li> <li>- If the drum unit is pulled out when it is not in position, and the front cover is closed:<br/>The error message, "Open front cover and insert drum until it stops" is displayed.</li> </ul> </li> <li>3. The following error message has been changed:                         <ul style="list-style-type: none"> <li>- When master making is interrupted:<br/>The alternating error messages of "Remove any master wastes" and "Open master roll cover and set master roll properly" are displayed.</li> </ul> </li> <li>4. The power to the thermal head is cut off after master making.</li> <li>5. The print image is adjusted without displaying the error message when the connector of the vertical reg. center sensor and the vertical reg. encoder sensor are wrongly inserted.</li> <li>6. In HELP-73, the Format function has been deleted.</li> <li>7. In the USB printer option, the Format alert message has been changed.</li> </ol> <p>This package contains the following versions:</p> <ul style="list-style-type: none"> <li>Version 1.14: Main PCB Software</li> <li>Version 2.14: Main PCB Software (Long Paper)</li> <li>Version 1.01: Panel PCB Software</li> <li>Version 1.01: Relay PCB Software</li> <li>Version 1.04: Tape Dispenser PCB Software (with Printing Function)</li> <li>Version 2.01: Tape Dispenser PCB Software (without Printing Function)</li> </ul> |                 |               |
| 114          | 1st Mass production  |                 |               |

|   |  |   |  |
|---|--|---|--|
| Model: <b>QU-D1</b>                                 |  | Date: 25-Jul-19   | No.: RC284003  |
| Subject: Cloth screen of drum is torn               |  | Prepared by: K.Yamamoto   |  |
| From: Oversea Field Sect., OP Product Quality Dept. |  |   |  |
| Classification:                                     | <input checked="" type="checkbox"/> Troubleshooting<br><input type="checkbox"/> Mechanical<br><input type="checkbox"/> Paper path<br><input type="checkbox"/> Product Safety | <input checked="" type="checkbox"/> Part information<br><input type="checkbox"/> Electrical<br><input type="checkbox"/> Transmit/receive<br><input type="checkbox"/> Other (Firmware) | <input type="checkbox"/> Action required<br><input type="checkbox"/> Service manual revision<br><input type="checkbox"/> Retrofit information<br><input type="checkbox"/> Tier 2 |

## SYMPTOM

Ink leaks from the drum.



## CAUSE

The edge of the cloth screen contacts the drum guide during printing, causing it to tear.



|  |  |   |  |
|--|--|---|--|
| Model: <b>QU-D1</b>  |  | Date: 25-Jul-19   | No.: RC284004  |
| Subject: Image problem due to shift (Slip out position) cloth screen |  | Prepared by: K.Yamamoto   |  |
| From: Oversea Field Sect., OP Product Quality Dept.                  |  |   |  |
| Classification:  | <input checked="" type="checkbox"/> Troubleshooting<br><input type="checkbox"/> Mechanical<br><input type="checkbox"/> Paper path<br><input type="checkbox"/> Product Safety | <input checked="" type="checkbox"/> Part information<br><input type="checkbox"/> Electrical<br><input type="checkbox"/> Transmit/receive<br><input type="checkbox"/> Other (Firmware) | <input type="checkbox"/> Action required<br><input type="checkbox"/> Service manual revision<br><input type="checkbox"/> Retrofit information<br><input type="checkbox"/> Tier 2 |

## SYMPTOM

Image problems occur.

- The registration position shifts back  
or
- The image skews

## CAUSE

- The master slips out of place.
- The cloth screen slips from the cloth screen bar.
- The hook of the cloth screen bar does not catch the bar firmly.

Model: QU-D1

Date: 25-Jul-19

No.: RC284004

## SOLUTION

Replace the following with the new parts, which have improved reliability.

| Old part number | New part number | Description               | Q'ty | Int | Note         |
|-----------------|-----------------|---------------------------|------|-----|--------------|
| C2842262        | C2842306        | DP:W9-A1121:BAR:F/A3:ASSY | 1    | X/O | For A3 Model |
| C2842263        | C2842307        | DP:W9-A1131:BAR:R/A3:ASSY | 1    | X/O | For A3 Model |
| C2832262        | C2832306        | DP:W9-A1141:BAR:F/B4:ASSY | 1    | X/O | For B4 Model |
| C2832263        | C2832307        | DP:W9-A1151:BAR:R/B4:ASSY | 1    | X/O | For B4 Model |
| C2842276        | C2842277        | DP:R8-A1522:ANGLE         | 2    | X/O | Common       |

### Note:

- The bar features a new high-friction sheet.

**A3: C2842262(Front)/ C2842263(Rear), B4: C2832262(Front)/ C2832263(Rear)**

[Old] Bar



**A3: C2842306(Front)/ C2842307(Rear), B4: C2832306(Front)/ C2832307(Rear)**

[New] Bar



- The new hook features a corrected angle, as shown.

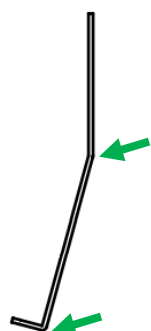
**C2842276**

[Old]

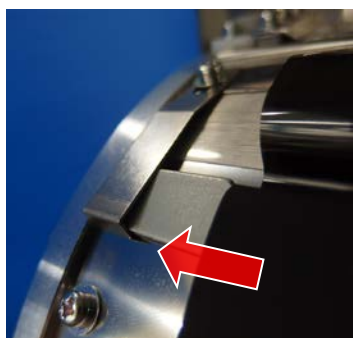
<Front view>



<Side view>



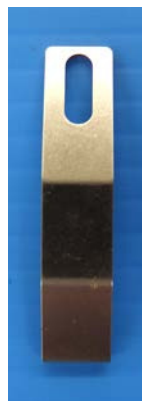
2 bending parts



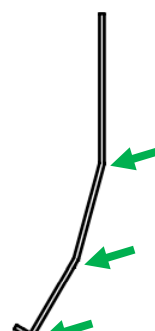
**C2842277**

[New]

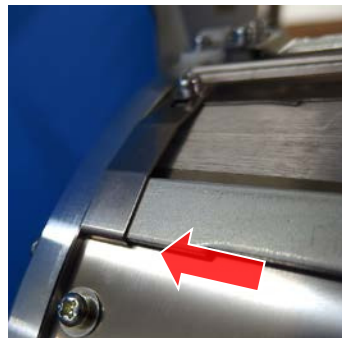
<Front view>



<Side view>



3 bending parts





Model: QU-D1

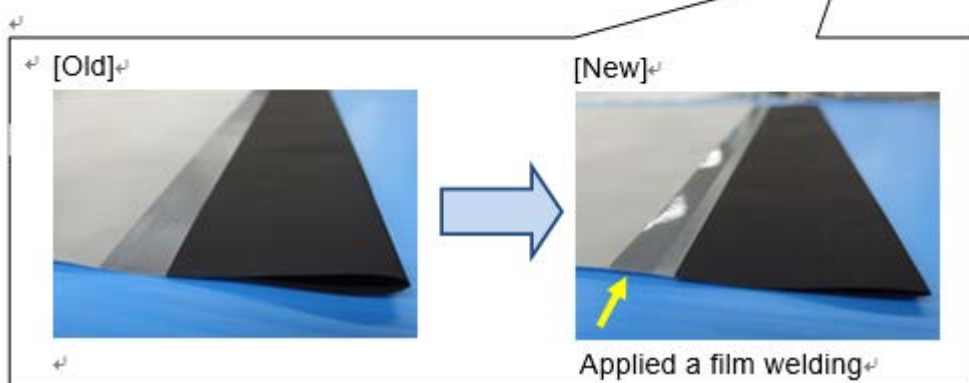
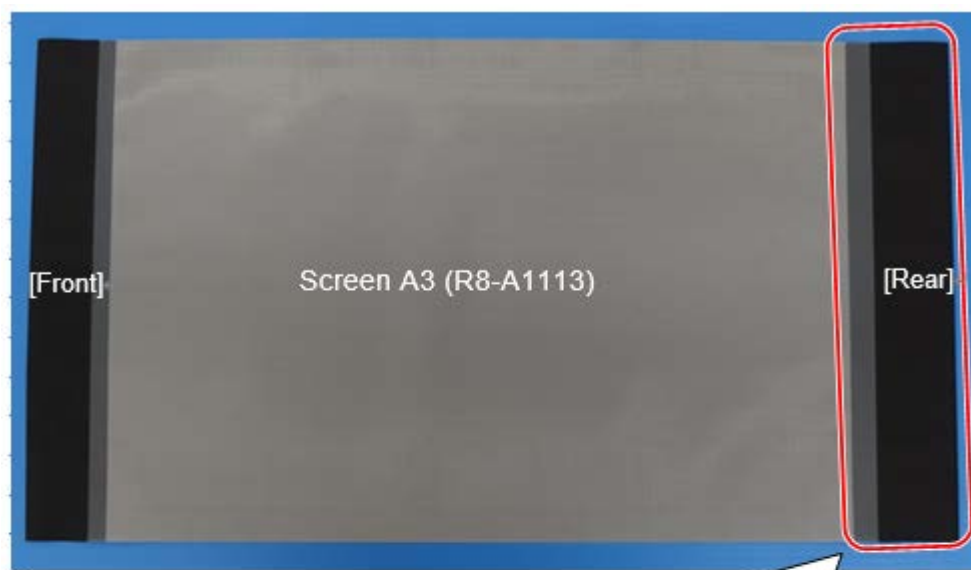
Date: 25-Jul-19

No.: RC284003

## SOLUTION

Replace the cloth screen with the new part.

| Old part number | New part number | Description           | Q'ty | Int | Note         |
|-----------------|-----------------|-----------------------|------|-----|--------------|
| C2842261        | C2842245        | DP:R8-A1113:SCREEN:A3 | 1    | X/O | For A3 Model |
| C2832261        | C2832245        | DP:R8-A1213:SCREEN:B4 | 1    | X/O | For B4 Model |



**A3: C2842261**

**C2842245**

**B4: C2832261**

**C2832245**