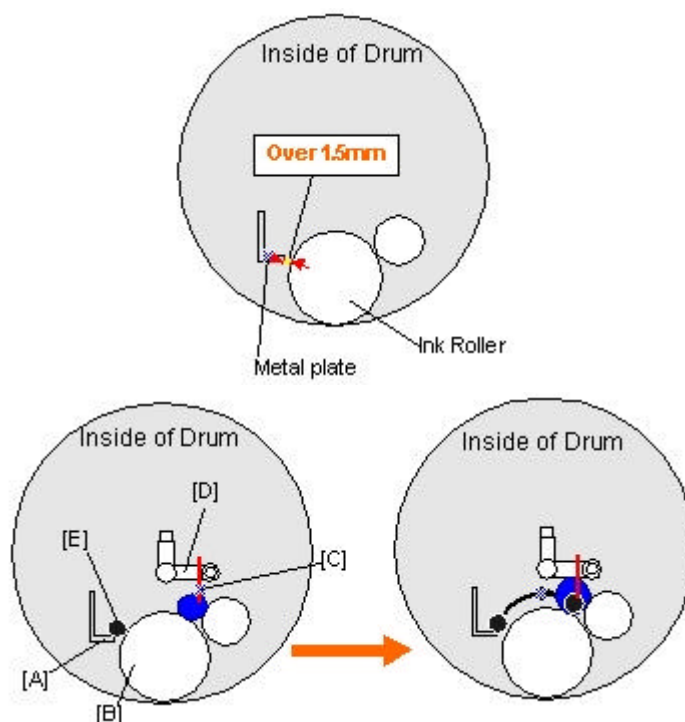


Model: PRIORT PEARL/PEARL-MC/RUBY/SAPPHIRE/GARNET/SA2/SA2P		Date: 25-Jun-07	No: R-C235-001
Subject: Patchy image		Prepared by: M. Kumagai, Priort Service Planning Section	
Classification:	<input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required <input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision <input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input type="checkbox"/> Other ()		
Model Name: SAPPHIRE: Ricoh JP8000, Gestetner 5490, RexRotary 1395, nashuatec CP490, Savin 3450DNP, Standard SD630 GARNET: Ricoh JP5500, Gestetner 5450+/5455, RexRotary1560+, nashuatec CP450+, Savin 3360DNP, Standard SD450, Lanier LDD150 SA2: Ricoh JP8500, Gestetner 5490+/5499, RexRotary1395+, nashuatec CP490+, Savin 3460DNP, Standard SD650, Lanier LDD180 SA2P (China only): Ricoh JP8510P, Gestetner 5500P			

SYMPTOM: Faint images.

CAUSE:

The gap between the metal plate [A] and ink roller [B] is too narrow (Less than 1.5mm). As a result, the ink on the ink roller builds up on the metal plate. This ink [E] then moves to the ink detection pins [C] or ink distributor [D]. If the ink builds up on the ink detection pins, the machine will mis-detect the amount of the ink inside the drum. If ink builds up on the ink distributor, ink will not flow smoothly inside the drum.



NOTE: It is hard for this symptom to occur on the Emerald and Topaz, because it is hard for ink to build up on the ink detection pins or ink distributor (the internal structure is different).

Model: PRIPORT PEARL/PEARL-MC/RUBY/SAPPHIRE/GARNET/SA2/SA2P

Date: 25-Jun-07

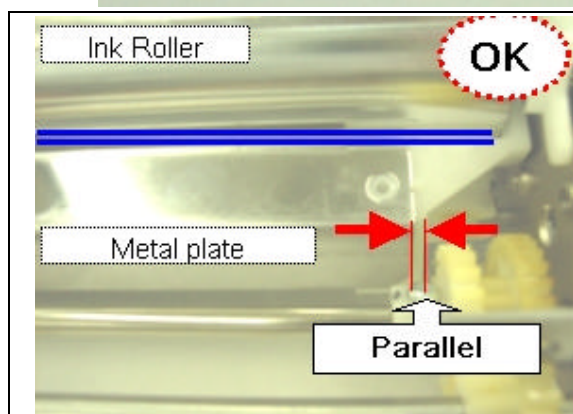
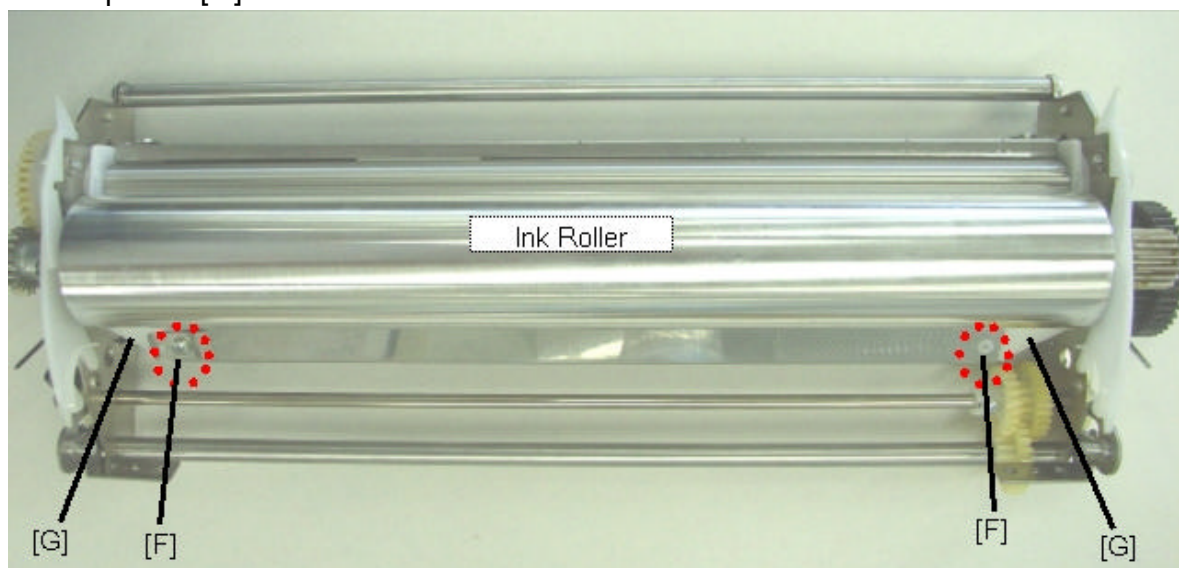
No: R-C235-001

SOLUTION: Adjust the gap between metal plate and ink roller to more than 1.5 mm.

Procedure:

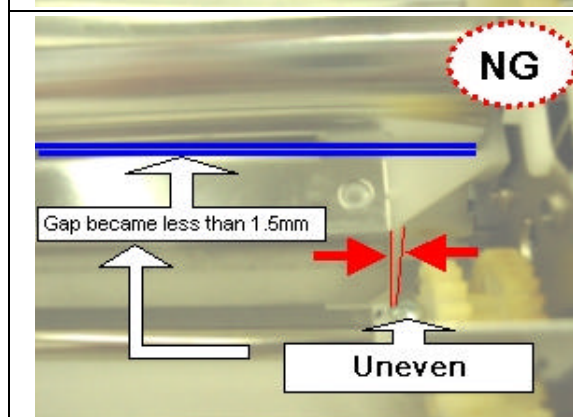
1. Loosen the two screws [F] attached to the metal plate.
2. Adjust the gap to **more than 1.5 mm**.

Important: Make sure both sides of the metal plate are parallel to the separation plates [G].



CORRECT position:

1. Both ends of the white mold parts and cleaning blade are **parallel**.
2. The gap between the edge of the cleaning blade and ink roller is **over 1.5mm**.



Incorrect position:

1. Both ends of the white mold parts and cleaning blade are not parallel.
2. The gap between the edge of the cleaning blade and ink roller is 1.5mm or less.
Note: This can happen if the white mold parts get jammed at the side of the ink roller and bend.

Model: PRIPORT PEARL/PEARL-MC/RUBY/SAPPHIRE/GARNET/SA2/SA2P		Date: 3-Jul-07	No: R-C235-002
Subject: betterment for ink leakage		Prepared by: M. Kumagai, Priport Service Planning Section	
Classification:	<input checked="" 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"/> Other ()		
Model Name: GARNET: Ricoh JP5500, Gestetner 5450+/5455, RexRotary1560+, nashuatec CP450+, Savin 3360DNP, Standard SD450, Lanier LDD150			

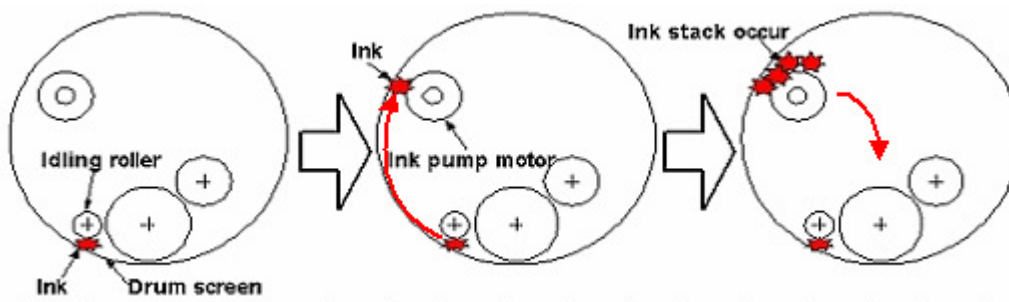
This RTB is for Garnet (C239) only. Refer to MB #MC235038 for parts information.

SYMPTOM:

Ink leaks or sticks to the inside of the drum, generating SC5-22 (no drum shift sensor pulse) or SC5-32 (ink pump sensor remains off).

CAUSE:

Lumps of ink build up on the ink pump motor, and eventually the ink begins dropping into the drum.



Model: PRIORT PEARL/PEARL-MC/RUBY/SAPPHIRE/GARNET/SA2/SA2P

Date: 3-Jul-07

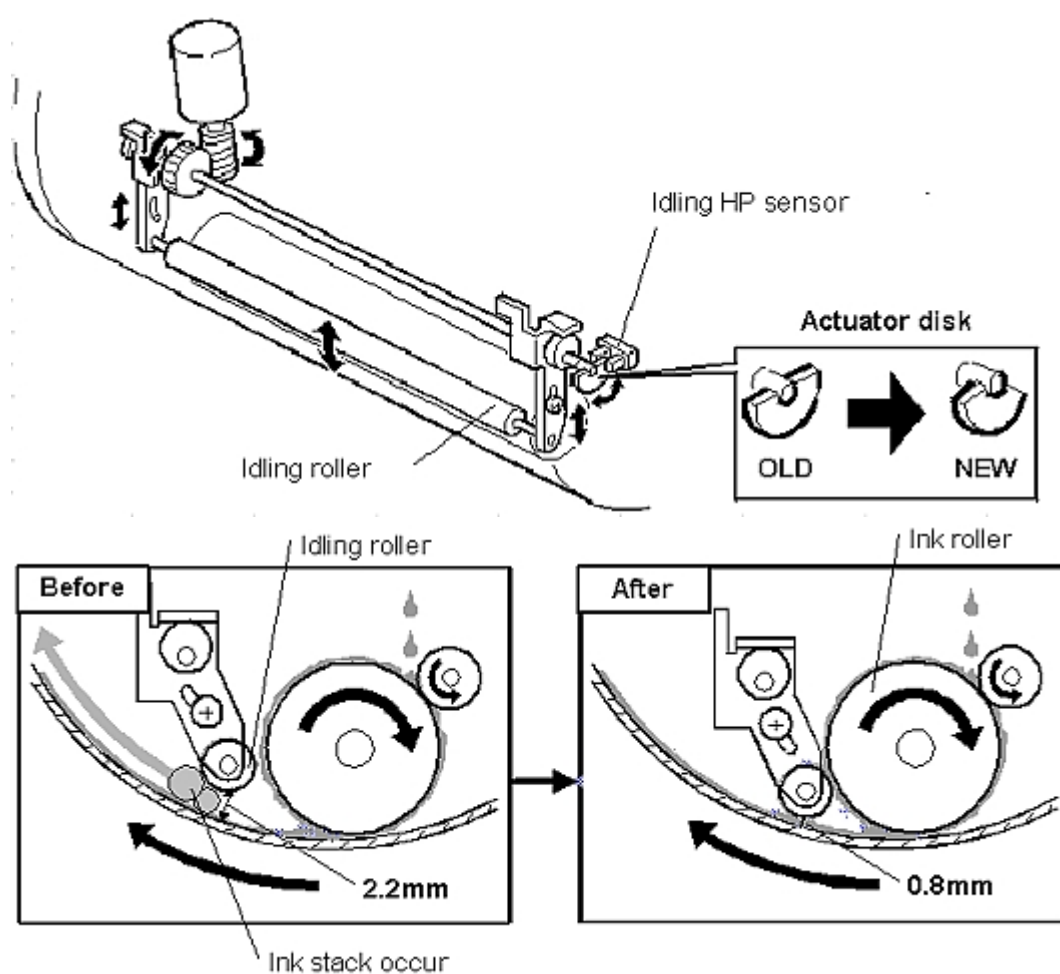
No: R-C235-002

SOLUTION:

The shape of the actuator for the idling HP sensor was changed.

Note: As a result, the gap between the idling roller and metal screen is now narrower than before (2.2 mm to 0.8 mm). The idling roller will be rotated with the metal screen, which will prevent the ink from building up.

See the replacement procedure below.



Model: PRIORT PEARL/PEARL-MC/RUBY/SAPPHIRE/GARNET/SA2/SA2P

Date: 3-Jul-07

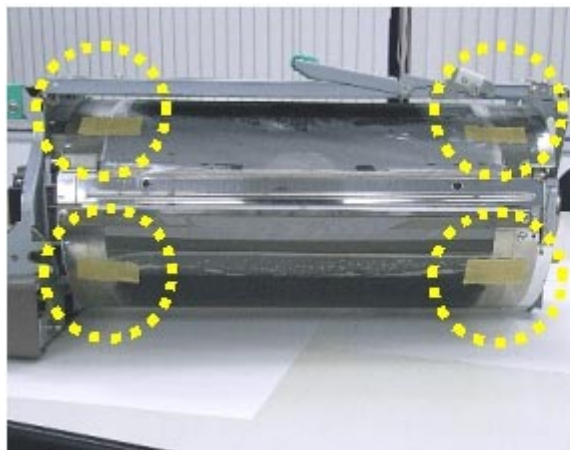
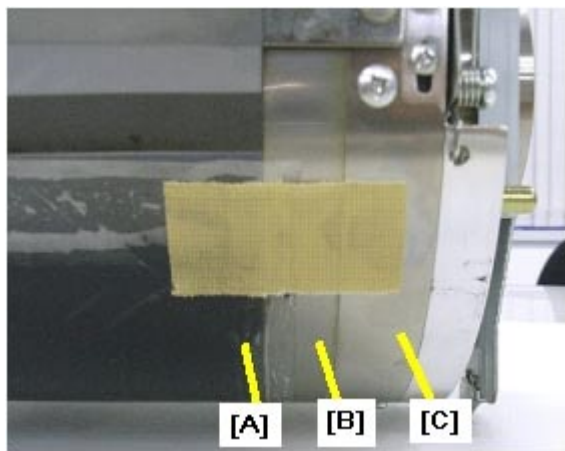
No: R-C235-002

REPLACEMENT PROCEDURE FOR THE ACTUATOR DISK

Important: Before you begin this procedure, wipe off the ink around the ink roller. To do this, set SP2-2-1 (Ink detection) to OFF, and feed paper until the ink reaches Ink End.

1. Remove the drum clumper, cloth screen and metal screen (see Service Manual p236).

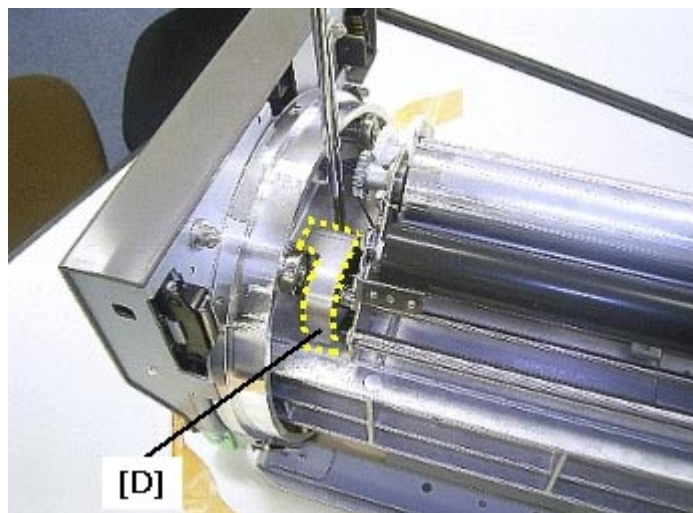
Important: Before you remove these parts, attach some tape to the three areas shown in the photo below (the master [A], cloth screen [B] and metal screen [C]). This is to prevent the cloth screen from wrinkling when it is removed or attached.



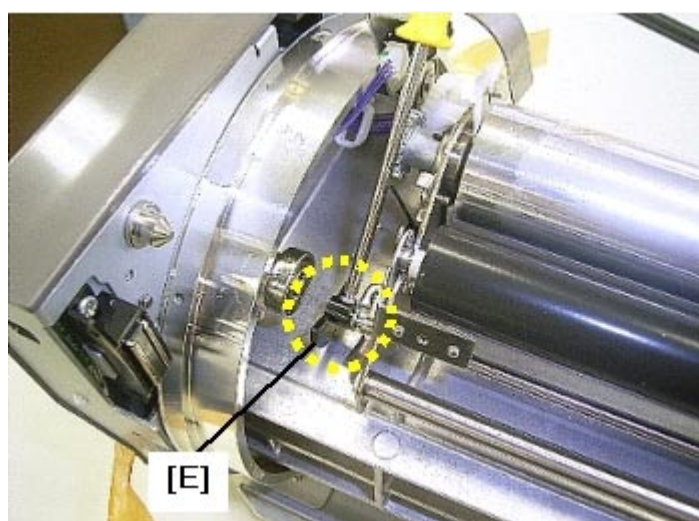
Model: PRIORT PEARL/PEARL-MC/RUBY/SAPPHIRE/GARNET/SA2/SA2P	Date: 3-Jul-07	No: R-C235-002
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2. Remove the sensor bracket [D] (1 screw, 1 connector).

Important: Make sure that the ink does not drip out when you set the drum upside-down.



3. Replace the actuator disk [E] with the new part (1 screw).



Model: PRIPORT PEARL/PEARL-MC/RUBY/SAPPHIRE/GARNET/SA2/SA2P		Date: 04-Sep-07	No: R-C235-003
Subject: Ink detection pin can not detect "no ink condition"		Prepared by: M. Kumagai, Priport Service Planning Section	
Classification:	<input checked="" 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"/> Other ()		
Model Name: SAPPHIRE: Ricoh JP8000, Gestetner 5490, RexRotary 1395, nashuatec CP490, Savin 3450DNP, Standard SD630 GARNET: Ricoh JP5500, Gestetner 5450+/5455, RexRotary1560+, nashuatec CP450+, Savin 3360DNP, Standard SD450, Lanier LDD150 SA2: Ricoh JP8500, Gestetner 5490+/5499, RexRotary1395+, nashuatec CP490+, Savin 3460DNP, Standard SD650, Lanier LDD180 SA2P (China only): Ricoh JP8510P, Gestetner 5500P			

This RTB is for the Sapphire/Garnet/SA2/SA2P only.

SYMPTOM

The "No ink" condition is detected by mistake.

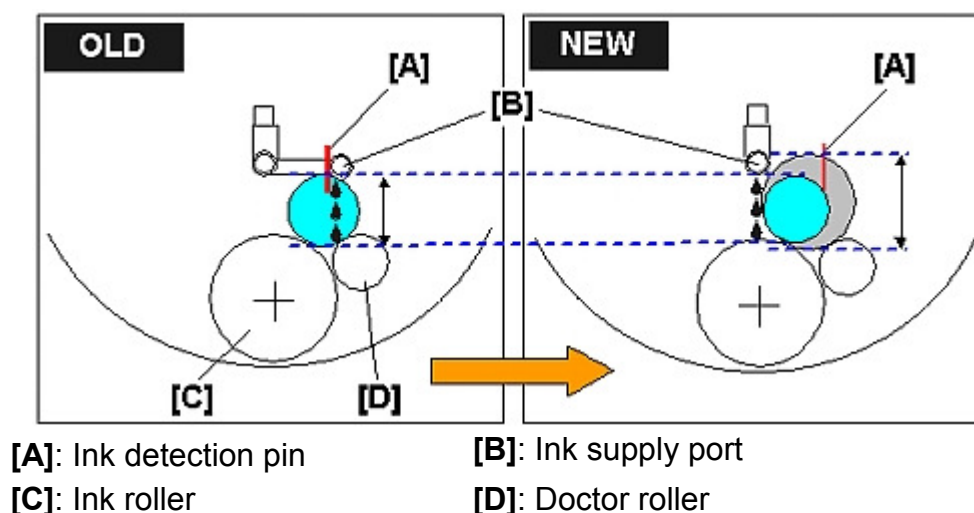
CAUSE

Ink sticks to the ink roller [C], and then builds up on the ink detection pin [A] and ink distributor.

SOLUTION

The ink distributor and attachment bracket for the **Emerald/Topaz** are now used. The distance between the ink detection pin and ink supply port [B] is wider. Also, it is harder for ink to stick to the ink detection pin and ink distributor.

Note: See MB #MC235039

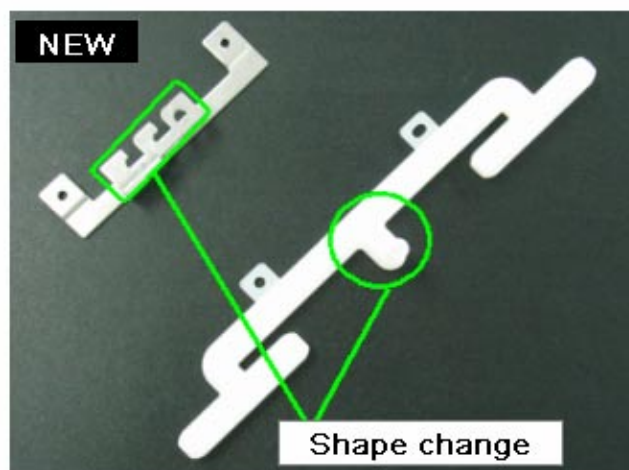
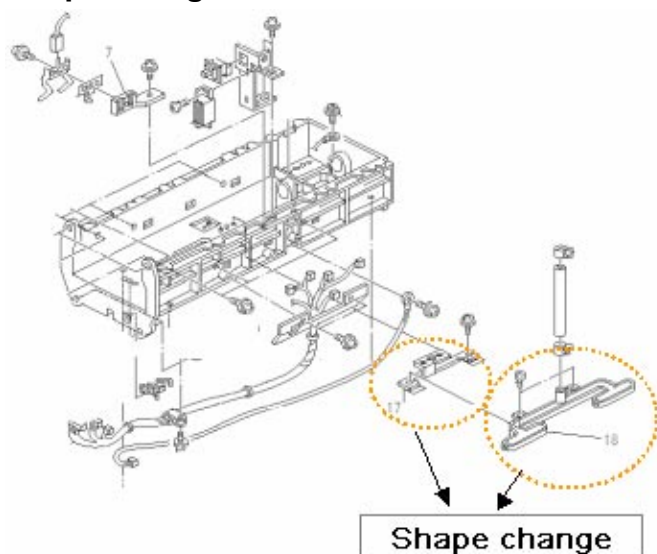


Model: PRIPORT PEARL/PEARL-MC/RUBY/SAPPHIRE/GARNET/SA2/SA2P

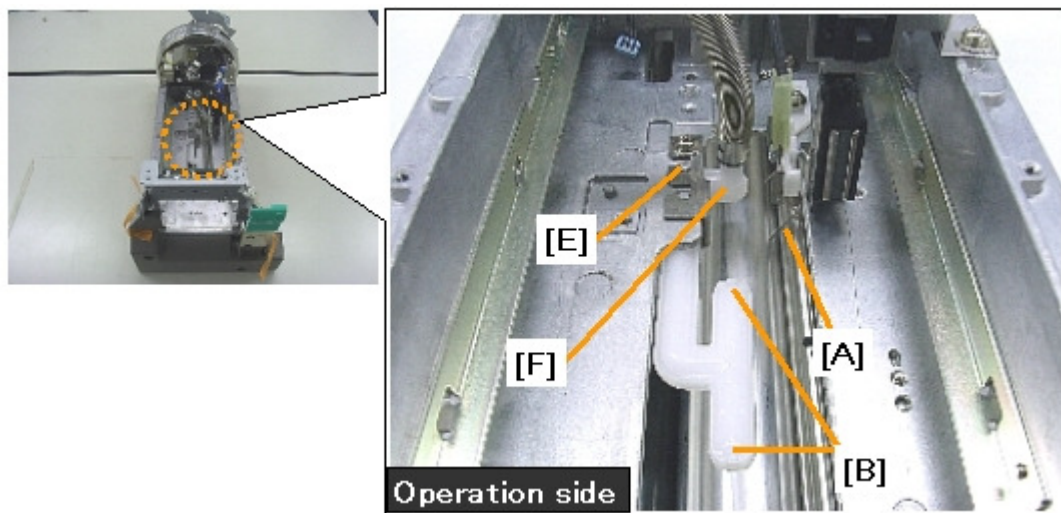
Date: 04-Sep-07

No: R-C235-003

Shape change:



New bracket and distributor:



[A]: Ink detection pin

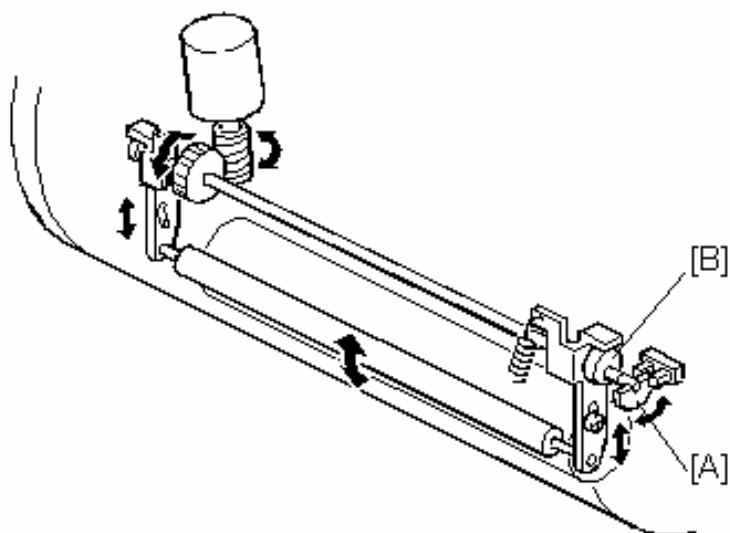
[B]: Ink supply port

[E]: New bracket

[F]: Ink suction port of new ink distributor

Model: PRIPORT PEARL/PEARL-MC/RUBY/SAPPHIRE/GARNET/SA2/SA2P		Date: 7-Nov-07	No: R-C235-004
Subject: SC05-60 "Idling HP sensor remains on or off"		Prepared by: M. Kumagai, Priport Service Planning Section	
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 type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information <input type="checkbox"/> Other ()		
Model Name: SAPPHIRE: Ricoh JP8000, Gestetner 5490, RexRotary 1395, nashuatec CP490, Savin 3450DNP, Standard SD630 GARNET: Ricoh JP5500, Gestetner 5450+/5455, RexRotary1560+, nashuatec CP450+, Savin 3360DNP, Standard SD450, Lanier LDD150 SA2: Ricoh JP8500, Gestetner 5490+/5499, RexRotary1395+, nashuatec CP490+, Savin 3460DNP, Standard SD650, Lanier LDD180 SA2P (China only): Ricoh JP8510P, Gestetner 5500P			

This RTB is for the SAPPHIRE/GARNET/SA2/SA2P only. See MB #MC235041 for parts information.



SYMPTOM

SC05-60 (Idling HP sensor remains on or off) detected falsely

CAUSE

The screw that attaches the actuator disk [A] and cam [B] is loose.

Model: PRIORT PEARL/PEARL-MC/RUBY/SAPPHIRE/GARNET/SA2/SA2P

Date: 7-Nov-07

No: R-C235-004

SOLUTION

Production line

- The shapes of the actuator disk and cam were changed to ensure that the screw stays more securely in place (see the photos).
- The threaded part of the screw was treated with a coating that locks the screw in place.

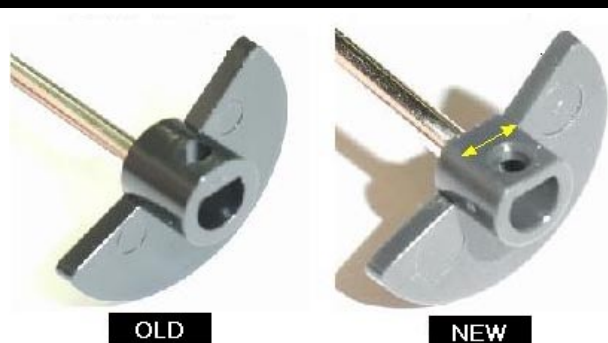
In the field

Replace the cam (C239 only) and actuator disk, using the new screw.

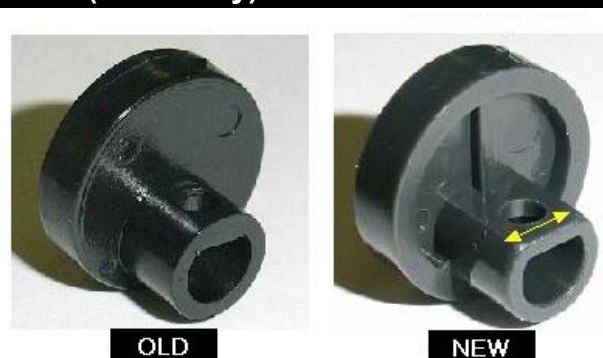
Note: The cams on SAPPHIRE/SA2/SA2P are also changed to flat from halfway.

So refer to MB# MC235007 and change to new parts if the machine contains old parts.

Actuator disk



Cam (C239 only)



Screws

