

Model: 1Bin Tray BN3110		Date: 4-Aug-15	No.: RD692001
Subject: JAM64		Prepared by: E.Hinata	
From: 1st Tech Service Sect., MFP/P 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 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

SYMPTOM

JAM64 [Paper did not clear inversion sensor] on 1 bin tray BN3110 (D692)

The symptom is observed on the following models:

D146/D147/D148/D149/D150, D176/D177, D237

SOLUTION

Execute SP5-804-049 [Output check: Inverter Motor: CM: Low Speed] to remove jammed paper. This SP reverses the paper exit roller and lets the user remove the jammed paper without having to remove the entire 1 bin tray.

Model: 1Bin Tray BN3110		Date: 25-Nov-15	No.: RD692002
Subject: Cannot remove jammed paper showing JAM code 64		Prepared by: T. Hirakawa	
From: 1st Field Quality Manement sect. FQM 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 type="checkbox"/> Tier 2

SYMPTOM

JAM 64 occurs, and the jammed paper cannot be removed from the 1-bin tray.

Conditions:

- Thin paper types with low stiffness
- Paper that is damp is curled slightly more than the specification

Target models:

D146/D147/D148/D149/D150, D176/D177, D237,
D197/D198/D199/D200/D201/D202, D249/D250/D251

CAUSE

The leading edge of damp and curled paper tends to contact the guide Mylar that was added in front of the exit roller. The paper jams and becomes folded up (an accordion jam). As a result, the operator cannot see the jammed paper and initiates a service call.

SOLUTION

Do the **PROCEDURE** on the next page.

Model: 1Bin Tray BN3110

Date: 25-Nov-15

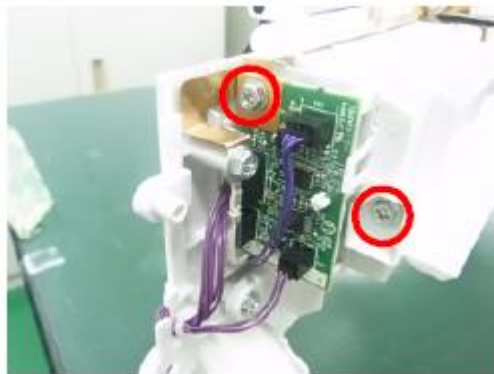
No.: RD692002

PROCEDURE

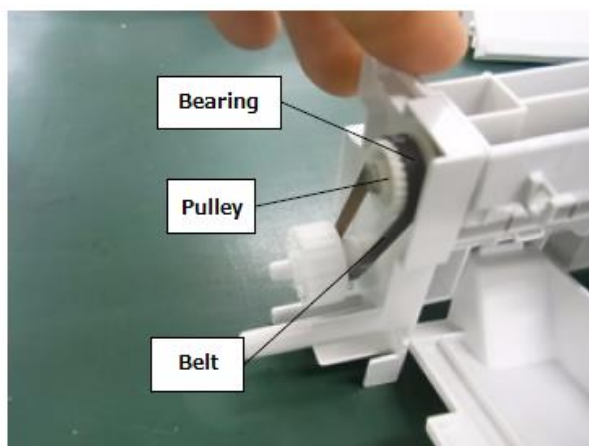
1. Remove the entire paper exit section of the 1-bin Tray from the machine.



2. Remove the two screws.



3. Remove the rear belt.

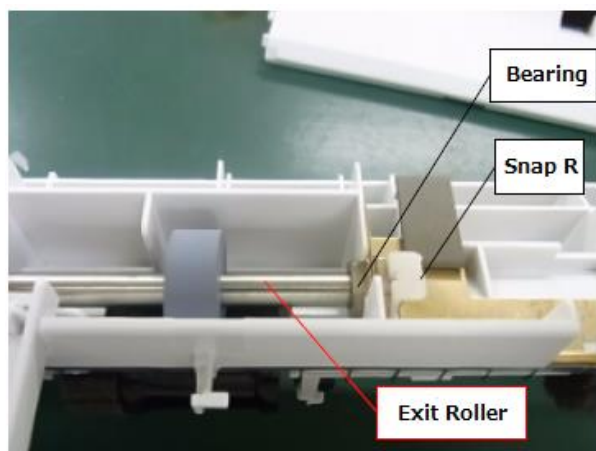


Model: 1Bin Tray BN3110

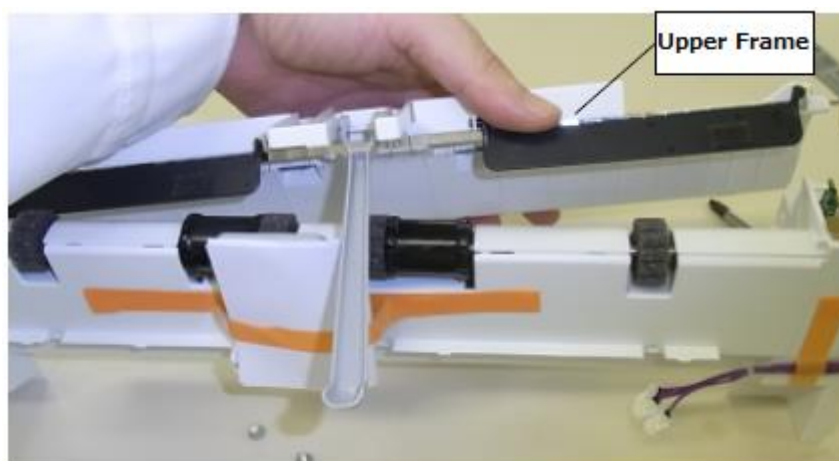
Date: 25-Nov-15

No.: RD692002

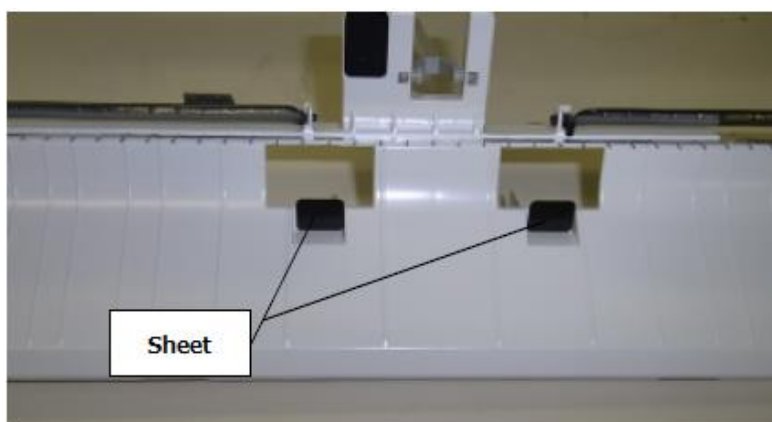
4. Remove the bearing and snap ring at the front (operator-side), and then remove the bearing pulley at the rear (non-operator side).



5. Remove the roller, and then remove the upper frame.



6. Remove the two sheets from the upper frame.

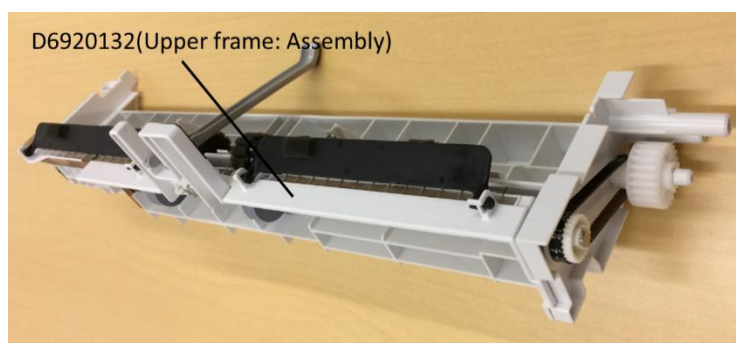
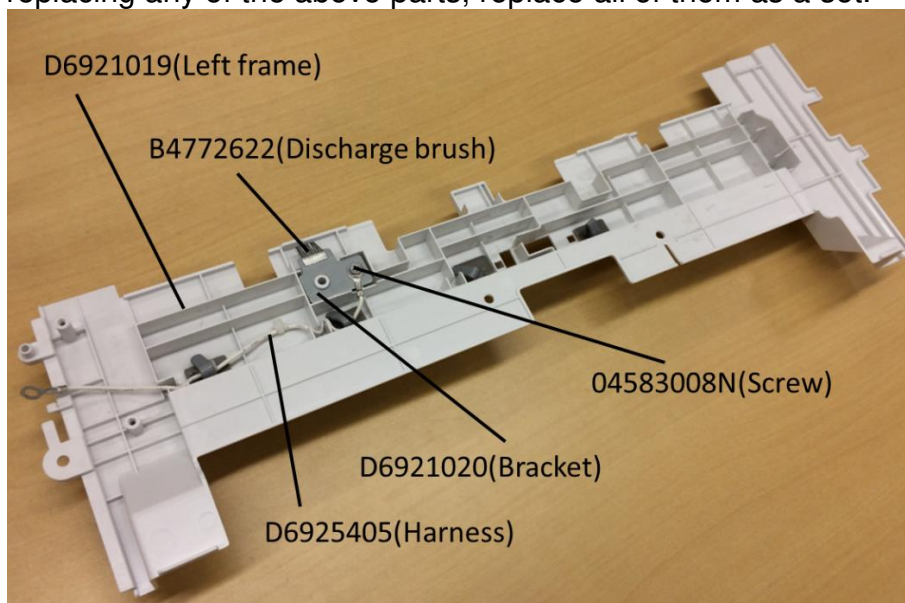


7. Reattach all parts that you removed in the steps above.

Model: One-bin Tray BN3110		Date: 1-Aug-17	No.: RD692003
Subject: Part change information (Frame)		Prepared by: H.Kameda	
From: Technical Support Sect., Product Marketing 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 <input type="checkbox"/> Tier 0.5		

Old part number	New part number	Description	Q'ty	Int	set	Int
D6921016	D6921019	FRAME:LEFT	1	X/X	A	X/O as a set
—	D6921020	BRACKET:GROUND WIRE	1	—	A	
—	D6925405	HARNESS:TERMINAL	1	—	A	
—	04583008N	HEXAGON HEAD TAPPING SCREW:3X8	1	—	A	
—	B4726622	DISCHARGE BRUSH:L11	1	—	A	
D6920130	D6920132	FRAME:UPPER LOWER:ASS'Y	1	X/X	A	

NOTE: When replacing any of the above parts, replace all of them as a set.



Model: One-bin Tray BN3110	Date: 1-Aug-17	No.: RD692003
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Change/Reason:

To lower the level of static noise generated.

Cut-in S/N:

Model	Cut-in S/N
D692-17	E614Q410001