

Model: Finisher SR3210/Booklet Finisher SR3220		Date: 8-Jul-16	No.: RD3B8002
Subject: JAM223 occurs continuously		Prepared by: Y.Taniguchi	
From: 1st 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 type="checkbox"/> Tier 2

## SYMPTOM

JAM223 (Shift motor jam) occurs continuously.

## CAUSE

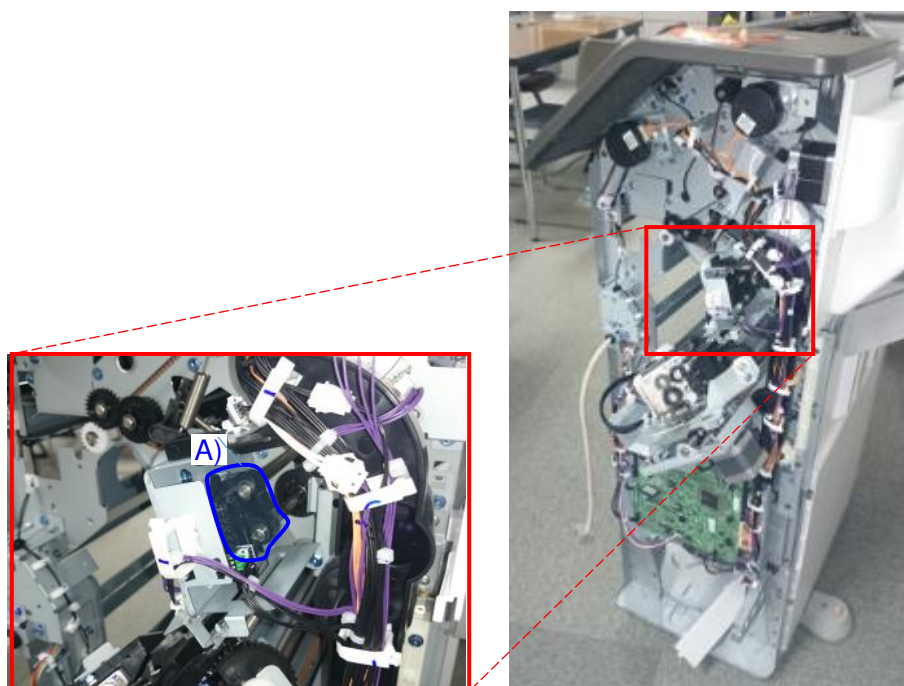
An excessive load is generated due to a foreign substance on the shaft of the shift exit roller.

## SOLUTION

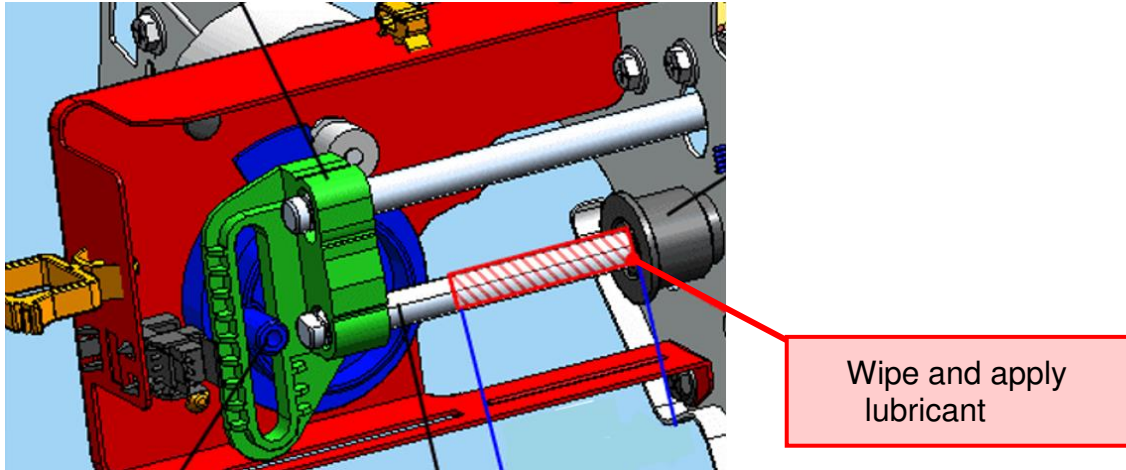
Clean the shaft of the shift exit roller (see **PROCEDURE** below).

## PROCEDURE

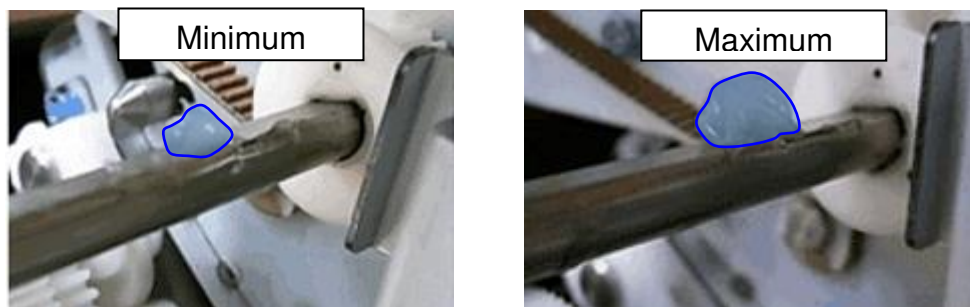
1. Remove the rear cover.
2. Pull the part [A] toward you.



3. Wipe the shaft (highlighted in red mesh) with a dry cloth, and then apply lubricant to the center of this area.



**IMPORTANT:** The target size should be approximately that of a sphere 5mm in diameter.



Lubrication grease

Part Number	Description	Q'ty	Note
TBD	MOLYKOTE EM-50L	1	-



**Note:** This RTB will be revised with the description of a regular part number as soon as the grease gets to be available as a service part.

4. Slide the part [A] back and forth about 10 times to spread lubrication.
5. Reattach the rear cover.

Model: Finisher SR3210		Date: 8-Mar-17	No.: RD3B8004
Subject: Manual correction – Proper procedure for moving the Finisher SR3210-		Prepared by: A.Shigeta	
From: 1st Tech Service Sec. MFP 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 type="checkbox"/> Action required <input checked="" type="checkbox"/> Service manual revision <input type="checkbox"/> Retrofit information <input type="checkbox"/> Tier 2

## Service Manual Correction

The procedure on how to properly move the Finisher was added to the Service Manual.

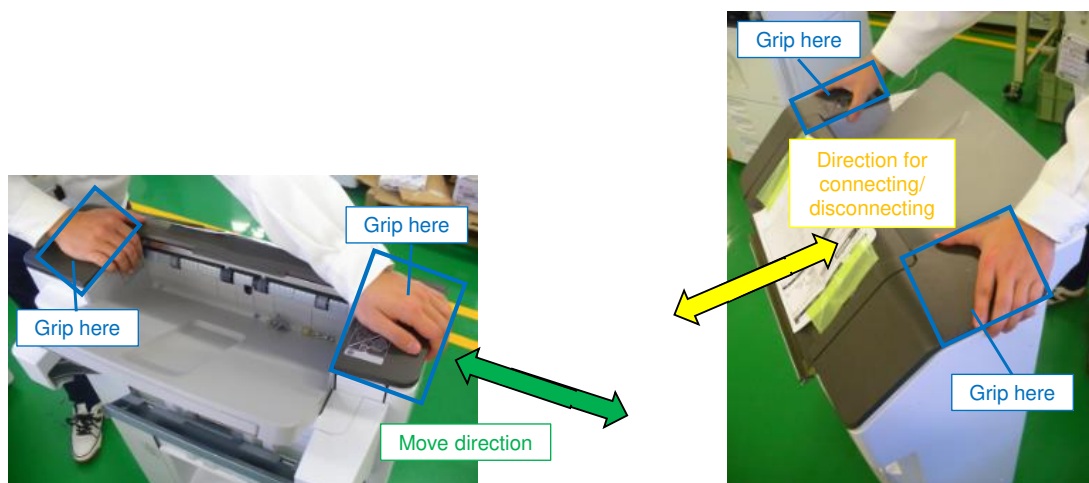
## Applied Models

MP C4503/C5503/C6003

MP 2555/3055/3555/4055/5055/6055

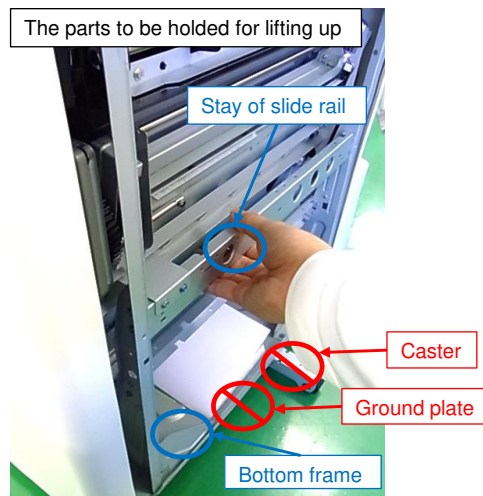
## Moving the Finisher

- As a general rule for moving the finisher, move it from the front to the rear of the machine as indicated with the arrows in green, by gripping the positions outlined in blue in the photo below.
- Make sure to grip both front and back of the finisher at the top to prevent the unit from tipping over.
- When connecting or disconnecting the finisher to or from the main frame, slightly move it in the direction indicated with the yellow arrow.



### Note

When the finisher has to be lifted up, for instance, when moving it over an object on the ground, hold the stay of the slide rail or the bottom frame. DO NOT hold the ground plate or caster.



Do not grip the following locations when moving the finisher:

- Proof tray
- Entrance guide plate
- Front and rear covers
- Shift tray base
- Connection lever
- Door switch stay

