

Model: Finisher SR3230, SR3240		Date: 26-May-16	No.: RD3BA002
Subject: Accessory trays of other models		Prepared by: Y.Ino	
From: 1st Tech Service Sect., MFP/P 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 checked="" type="checkbox"/> Other (Information)	<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 descriptions highlighted in **bold** were added.

Service Manual

[Top Page](#) > [Main Chapters](#) > [Installation](#) > [Booklet Finisher SR3240 \(D3BB\)/Finisher SR3230 \(D3BA\)](#) > Accessory Check

Accessory Check

No.	Description	Q'ty	Remarks
1	Booklet Tray	1	Booklet Finisher SR3240 only
2	Shift Tray 2	1	
3	Cushion	1	
4	Joint Bracket	1	
5	Relay Guide Plate	1	
6	Ground Plate	1	
7	Booklet Stapler Unit Fixing Cover	1	Booklet Finisher SR3240 only
8	Tray Holder	1	
9	Proof Support Tray	1	
10	Screws(3x6)	4	

Model: Finisher SR3230, SR3240		Date: 26-May-16	No.: RD3BA002
11	Screws(3x8)	1	
12	Round Rivets	2	
13	Screws(4x12)	4	
14	Proof Support Tray	1	Internal multi-fold unit of other models only
15	Shift Tray Support Tray	1	Internal multi-fold unit of other models only

Note: Accessories No.14 and 15 are included only in 1st mass production units.

Reissued: 17-Jun-16

Model: Finisher SR3230/Booklet Finisher SR3240	Date: 17-Jun-16	No.: RD3BA003a
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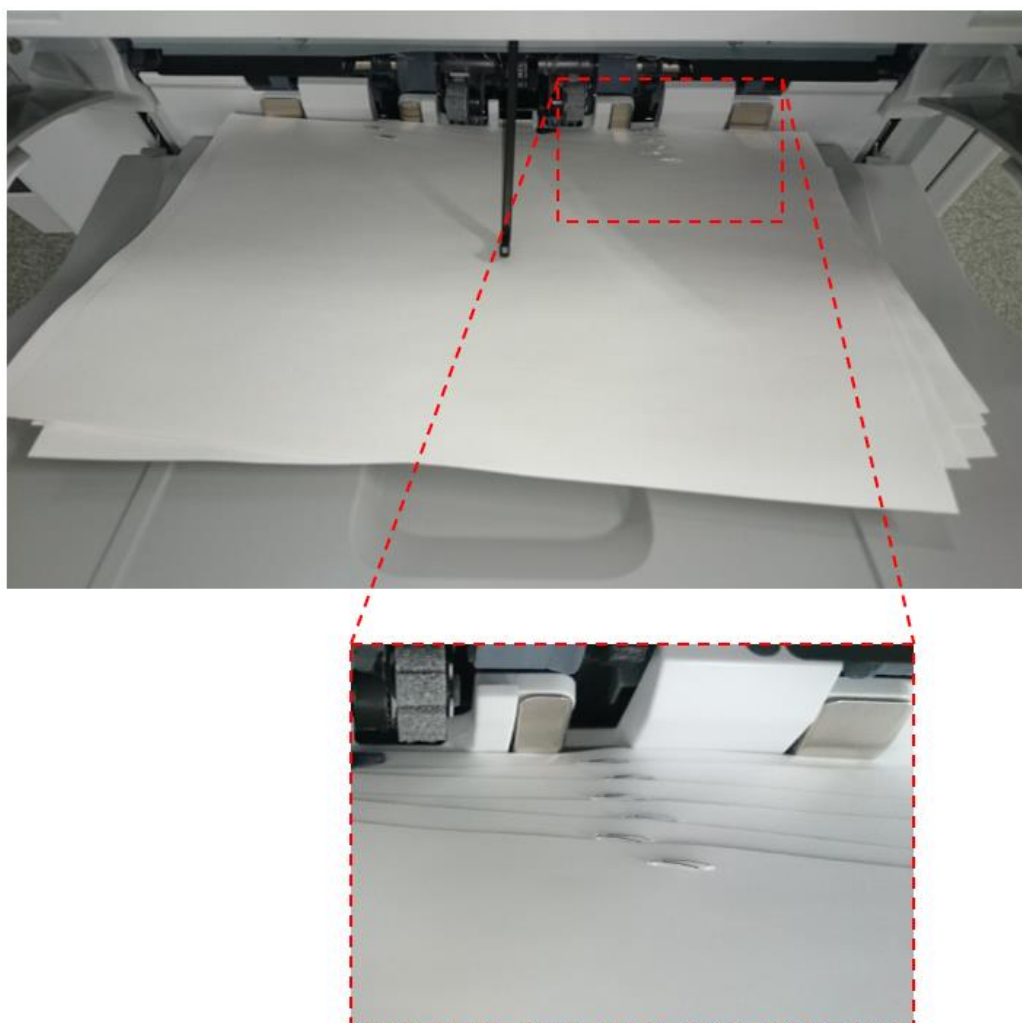
RTB Reissue

The items in ***bold italics*** were corrected or added.

Subject: Poor stacking of stapled job		Prepared by: Y.Taniguchi	
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

Stapled booklets are misaligned in the exit tray as shown below.



A4 booklets (2 sheets x 50), fed LEF, stapled at corner

Reissued: 17-Jun-16

Model: Finisher SR3230/Booklet Finisher SR3240

Date: 17-Jun-16

No.: RD3BA003a

CAUSE

Stapled jobs are not fed out at the correct speed. Specifically, they are fed out faster than on predecessor finishers (SR3160/SR3170).

As a result, booklets tend to be pushed farther out when fed out. When each booklet then slides back down to settle into the stack, its trailing edge catches on the staple of the booklet already stacked underneath it. This happens with several booklets many times in a row, producing the type of staggered alignment shown in the photo above.

SOLUTION

Production line:

The Finisher firmware was modified so as to optimize the speed at which the booklets are fed out (Applied from: May 2016).

Firmware Name	P/N	Version
Finisher_SR3230	D3BB5300L	1.050.07

In the field:

Update the Finisher firmware to **ver.1.050.07** or newer.

Note: *This firmware prevents the misalignment from continually occurring, i.e. on several booklets many times in a row. The booklets may still catch on the staple intermittently a few times.*

Cut-in Serial Numbers

Product code	Product name	GER	Cut-in S/N
D3BA17	Finisher SR3230	GEN	G916Q500001~
D3BA21	Finisher SR3230	CHN	
D3BB17	Booklet Finisher SR2340	GEN	G6867700001~
D3BB21	Booklet Finisher SR2340	CHN	

Model: Finisher SR3230/Booklet Finisher SR3240		Date: 10-Jun-16	No.: RD3BA004
Subject: Untidy stacking		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

One or more sheets (A4/LT or smaller) protrude from the stack when the sheet(s) are fed out to the tray late.

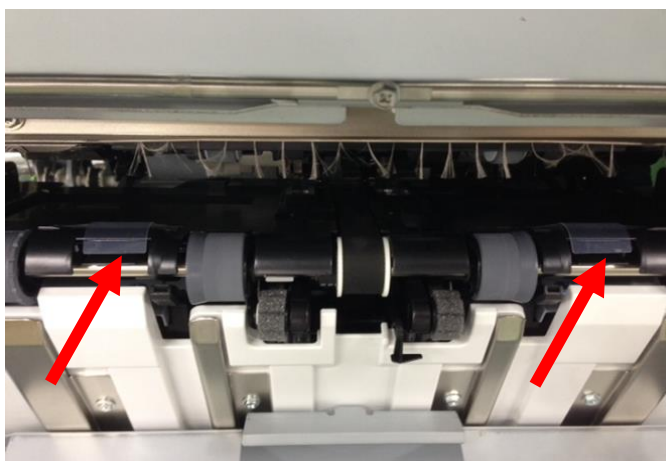
Example: Two sheets protruding from a stack of 50.



CAUSE

The edge of the guide Mylar protrudes over the paper exit roller.

When the affected sheet(s) are fed out to the tray late, the paper rides up on the guide Mylar. As a result, the sheet(s) are then pushed by those behind them.

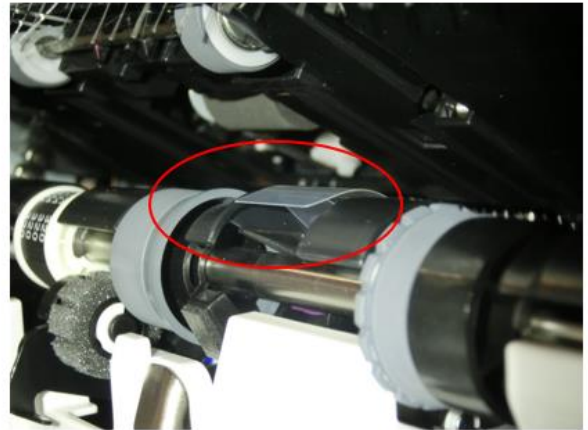


Photo

Example: OK

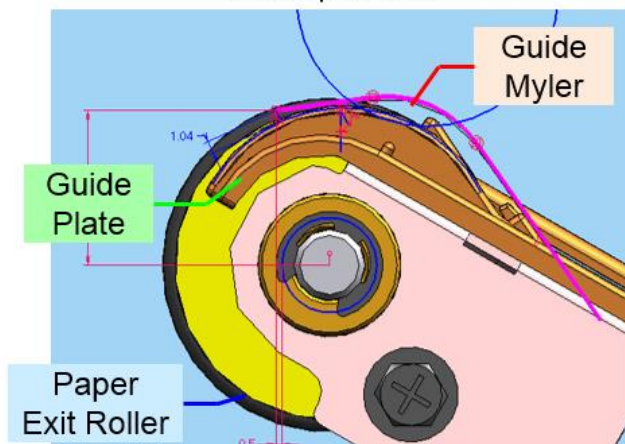


Example: NG

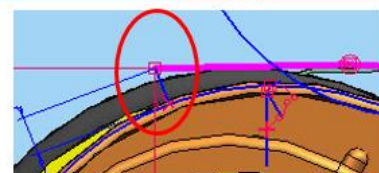
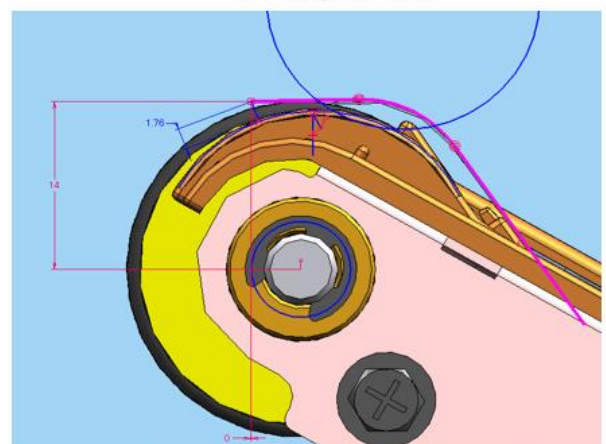


3D Image: Side view

Example: OK



Example: NG



Model: Finisher SR3230/Booklet Finisher SR3240

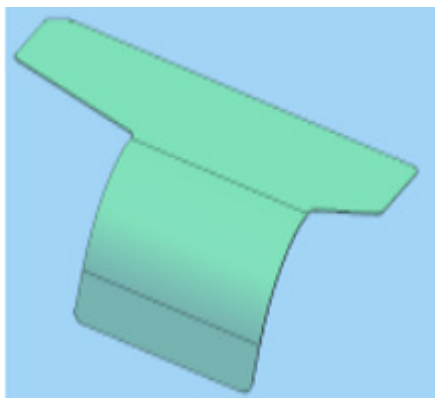
Date: 10-Jun-16

No.: RD3BA004

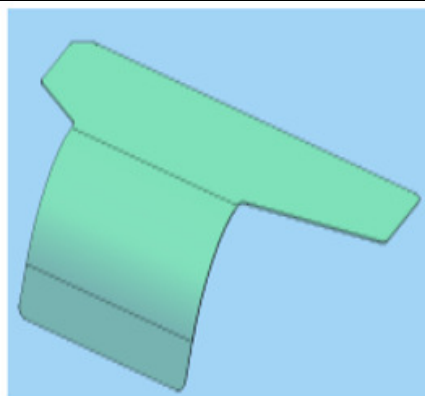
SOLUTION

Re-attach the guide Mylar (see **PROCEDURE** below).

Part number	Description	Q'ty	Note
D3CH4118	GUIDE:EXIT ROLLER:REAR	1	-
D3CH4119	GUIDE:EXIT ROLLER:FRONT	1	-



D3CH4118



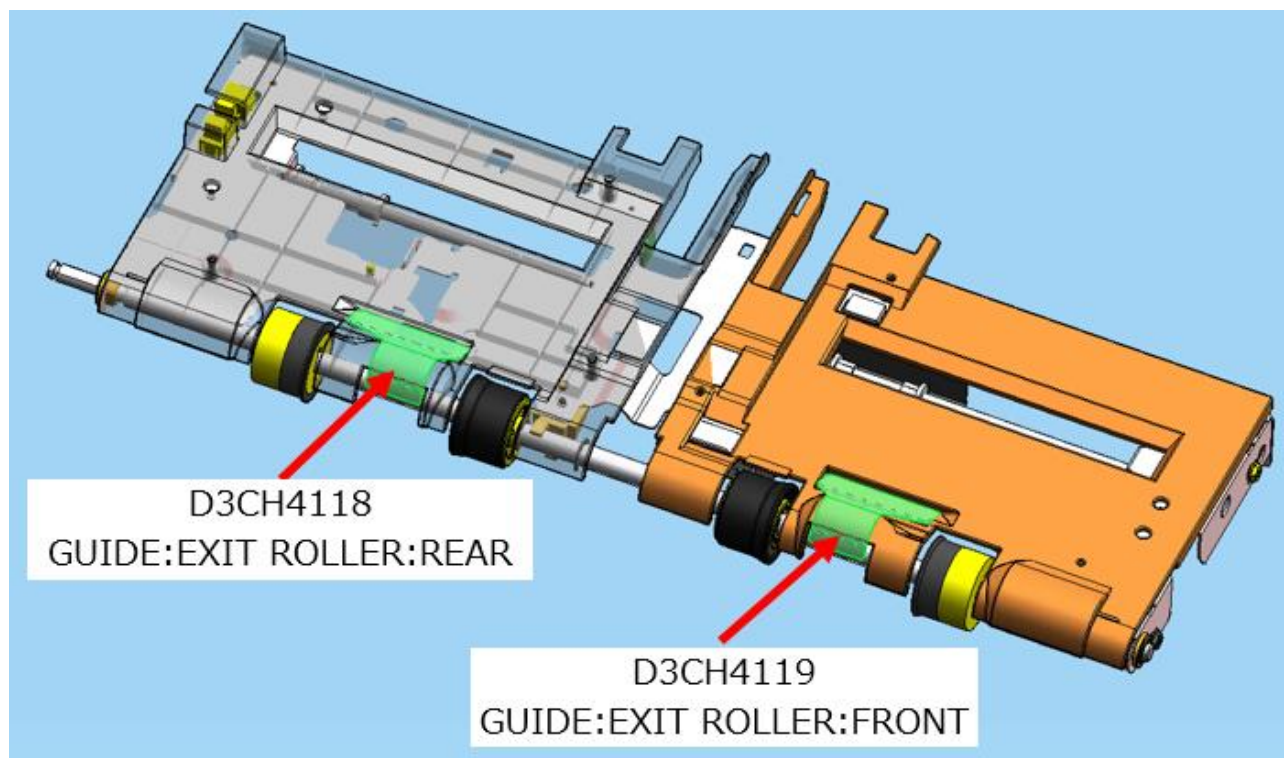
D3CH4119

PROCEDURE

1. Execute **SP6-115-005** to lower the Shift Tray and open the Upper Unit.



2. Turn OFF the machine main power.
3. Remove the defective Mylar.
4. Attach the new Mylar.



IMPORTANT: See Fig. 1 and 2 below.

- Attach the new Mylar in the position shown (**Fig. 1**).
- Make sure not to directly touch the adhesive surface of the Mylar.
- Press the long and short edges of the Mylar (edges 1 and 2 in **Fig. 2**) flush against the recessed grooves in the frame, and then press down on the adhesive surface to attach.

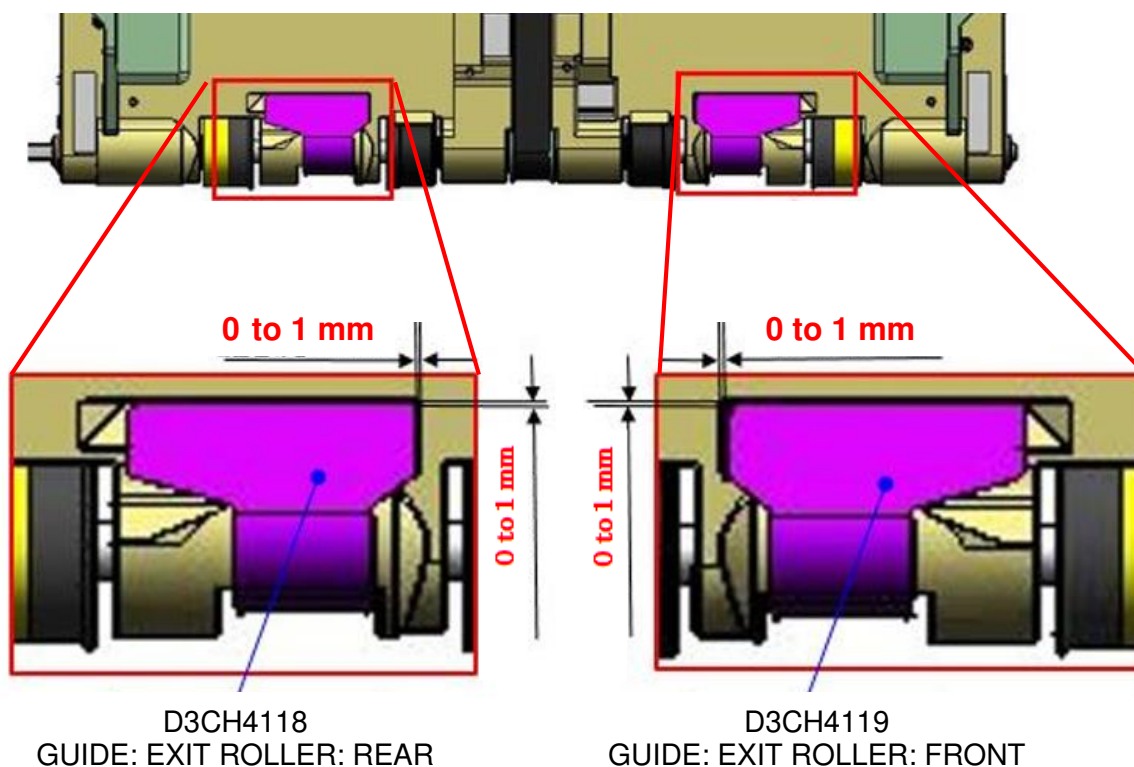


Fig. 1: Attachment position

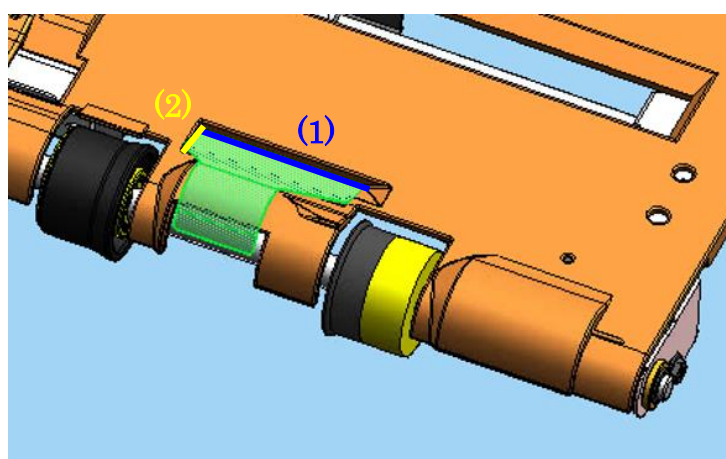


Fig. 2: Performing the attachment

5. Turn ON the machine main power.

Note: The Shift Tray and Upper Unit will return to their initial positions automatically.

Model: Finisher SR3230, SR3240		Date: 2-Feb-17	No.: RD3BA005
Subject: Poor stacking of banner paper/envelopes		Prepared by: Y.Ino	
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

Banner paper and envelopes are stacked poorly.



CAUSE

The sheets hit the top cover at the location in the red square below when fed out to the tray.



SOLUTION

Procure and attach the following mylar, which was designed specifically for this purpose.

No	Parts Number	Description	Qty
1	D3BB7495	GUIDE:EXIT:COUNTER PLATE	1

How to attach the mylar

1. Disconnect the Finisher from the mainframe and secure enough work space at the right hand side of the Finisher.
2. Remove all liner tapes from the velcros (x4) attached to the mylar.



3. Attach the mylar to the Finisher by taking note of the following:
 - The rear side of the mylar should contact the rear end of the Finisher.
 - The left edge of the mylar attaches to the top of the Finisher. Attach it so that the crease on the mylar aligns with the edge of the cover.
 - The right edge of the mylar attaches to the right side of the Finisher. Again, attach it so that the crease on the mylar aligns with the edge of the cover.



Note:

When the covers have to be removed for maintenance, remove the mylar. The mylar can be removed and reattached easily and repeatedly, as it is attached with velcros.

Model: Finisher SR3230/SR3240		Date: 8-Mar-17	No.: RD3BA006
Subject: Manual correction – Proper procedure for moving Finishers SR3230/SR3240-		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.

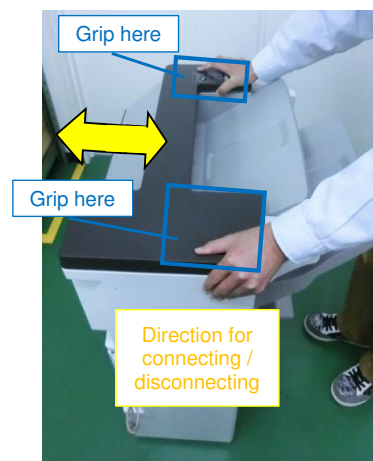
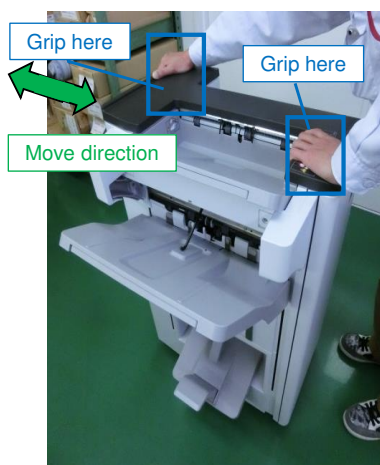
Applied Models

MP C2004/C2504/C3004/C3504/C4504/C5504/C6004

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 bottom frame. DO NOT hold the ground plate.



Do not grip the following locations when moving the finisher:

- Proof tray
- Entrance guide plate
- Front and rear covers
- Shift tray base
- Connection lever
- Waste punch full detection sensor bracket
- Booklet stapler unit (SR3240 only)

