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**CopyCentre C118,
WorkCentre M118,
Service Documentation**

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WorkCentre M118,
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CopyCentre C118, WorkCentre M118, Service Documentation

701P23530
December 2004



CAUTION

Certain components in the CopyCentre C118, WorkCentre M118, are susceptible to damage from electrostatic discharge. Observe all ESD procedures to avoid component damage.

NOTICE

While Xerox has tried to make the documentation accurate, Xerox will have no liability arising out of any inaccuracies or omissions.

NOTICE

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WARNING

This equipment generates, uses and can radiate radio frequency energy, and if not installed and used in accordance with the instructions documentation, may cause interference to radio communications. It has been tested and found to comply with the limits for a Class A computing device pursuant to subpart J of part 15 of FCC rules, which are designed to provide reasonable protection against such interference when operated in a commercial environment. Operation of this equipment in a residential area is likely to cause interference in which case the user, at his own expense, will be required to correct the interference.

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About this Manual

This Service Manual is part of the multinational documentation system for

Copy Centre C118, Work Centre M118 copier/printers. The Service Documentation is used in order to diagnose machine malfunctions, adjust components and has information which is used to maintain the product in superior operating condition. It is the controlling publication for a service call. Information on its use is found in the Introduction of the Service Documentation.

This manual contains information that applies to **NASG (XC) and ESG (XE)** copiers.

Service Manual Revision

The Service Manual will be updated as the machine changes or as problem areas are identified.

Organization

This Service Manual is divided into eight sections. The titles of the sections and a description of the information contained in each section are contained in the following paragraphs:

Section 1: Service Call Procedures

This section contains procedures that determine what actions are to be taken during a service call on the machine and in what sequence they are to be completed. This is the entry level for all service calls.

Section 2: Status Indicator RAPs

This section contains the diagnostic aids for troubleshooting the Fault Code and non-Fault Code related faults (with the exception of image quality problems).

Section 3: Image Quality

This section contains the diagnostic aids for troubleshooting any image quality problems, as well as image quality specifications and image defect samples.

Section 4: Repairs/Adjustments

This section contains all the Adjustments and Repair procedures.

Repairs

Repairs include procedures for removal and replacement of parts which have the following special conditions:

When there is a personnel or machine safety issue.

When removal or replacement cannot be determined from the exploded view of the Parts List.

When there is a cleaning or a lubricating activity associated with the procedure.

When the part requires an adjustment after replacement.

When a special tool is required for removal or replacement.

Use the repair procedures for the correct order of removal and replacement, for warnings, cautions, and notes.

Adjustments

Adjustments include procedures for adjusting the parts that must be within specification for the correct operation of the system.

Use the adjustment procedures for the correct sequence of operation for specifications, warnings, cautions and notes.

Section 5: Parts Lists

This section contains the Copier/Printer Parts List.

Section 6: General Procedures Information

This section contains General Procedures, Diagnostic Programs, and Copier/Printer Information.

Section 7: Wiring Data

This section contains drawings, lists of plug/jack locations, and diagrams of the power distribution wire networks in the machine. This section also contains the Block Schematic Diagrams.

Section 8: Accessories

This section contains installation information for option and accessory.

How to Use this Documentation

The Service Call Procedures in Section 1 describe the sequence of activities used during the service call. The call **must** be entered using these procedures.

Use of the Circuit Diagrams

All wirenets are shown on the Circuit Diagrams (CDs). Power distribution wirenets are shown in Section 7 (Wiring Data) of the Service Manual. The power distribution wirenets on the CDs will end at the terminal board for the power being distributed. Find the wirenet for that power and locate the terminal board on the wirenet. Use the wirenet to troubleshoot any power distribution wiring not shown on the CD.

Use of the Block Schematic Diagrams

Block Schematic Diagrams (BSDs) are included in Section 7 (Wiring Data) of the Service Manual. The BSDs show the functional relationship of the electrical circuitry to any mechanical, or non-mechanical, inputs or outputs throughout the machine. Inputs and outputs such as motor drive, mechanical linkages, operator actions, and air flow are shown. The BSDs will provide an overall view of how the entire subsystem works.

It should be noted that the BSDs no longer contain an Input Power Block referring to Chain 1. It will be necessary to refer to the Wirenets in order to trace a wire back to its source.

Symbology and Nomenclature

The following reference symbols are used throughout the documentation.

Warnings, Cautions, and Notes

Warnings, Cautions, and Notes will be found throughout the Service Documentation. The words **WARNING** or **CAUTION** may be listed on an illustration when the specific component associated with the potential hazard is pointed out; however, the message of the **WARNING** or **CAUTION** is always located in the text. Their definitions are as follows:

WARNING

A Warning is used whenever an operating or maintenance procedure, a practice, condition, or statement, if not strictly observed, could result in personal injury.

CAUTION

A Caution is used whenever an operating or maintenance procedure, a practice, condition, or statement, if not strictly observed, could result in damage to the equipment.

NOTE: A Note is used whenever it is necessary to highlight an operating or maintenance procedure, practice, condition, or statement.

Machine Safety Icons

The following safety icons are displayed on the machine:

WARNING

This machine contains an invisible laser. There is no visual indication that the laser beam is present. During servicing, the machine is a Class 3B product because of the invisible laser. the laser beam could cause eye damage if looked at directly. Service procedures must be followed exactly as written without change. The service representative must observe the established local laser safety precautions when servicing the machine. Do not place tools with a reflective surface in the area of the ROS opening. Do not look in the area of the ROS window if the power is On and the laser is energized.

The following symbol and statement appear on a label in the machine. The symbol by itself, or the symbol and the statement may also appear in the service documentation and in the training program. When this symbol appears, the service representative is warned that conditions exist that could result in exposure to the laser beam.

WARNING

Do not try to bypass any laser interlocks for any reason. Permanent eye damage could result if the laser is accidentally directed into your eye.



Figure 1 Laser Hazard Symbol

Laser Hazard Statement

DANGER INVISIBLE LASER RADIATION WHEN OPEN. AVOID DIRECT EXPOSURE TO BEAM.

CAUTION

The use of controls or adjustments other than those specified in the Laser Safety Training Program may result in an exposure to dangerous laser radiation.

For additional information, review the Laser Safety Training program.

An arrow points to the location to install, to gain access to, or to release an object.



Figure 2 Customer Access Label

This symbol indicates that a surface can be hot. Use caution when reaching in the machine to avoid touching the hot surfaces.



Figure 3 Heated Surface Label

Danger label indicates where electrical currents exist when the machine is closed and operating. Use caution when reaching in the machine.



Figure 4 Shock Hazard Label

These symbols indicate components that may be damaged by Electrostatic Discharge (ESD).



0700002A-RAP

Figure 5 ESD warning Label

Electrostatic Discharge (ESD) Field Service Kit

The purpose of the ESD Protection Program is to preserve the inherent reliability and quality of electronic components that are handled by the Field Service Personnel. This program is being implemented now as a direct result of advances in microcircuitry technology, as well as a new acknowledgment of the magnitude of the ESD problem in the electronics industry today.

This program will reduce Field Service costs that are charged to PWB failures. Ninety percent of all PWB failures that are ESD related do not occur immediately. Using the ESD Field Service Kit will eliminate these delayed failures and intermittent problems caused by ESD. This will improve product reliability and reduce callbacks.

The ESD Field Service Kit should be used whenever Printed Wiring Boards or ESD sensitive components are being handled. This includes activities like replacing or reseating of circuit boards or connectors. The kit should also be used in order to prevent additional damage when circuit boards are returned for repair.

The instructions for using the ESD Field Service Kit can be found in ESD Field Service Kit Usage in the General Procedures section of the Service Documentation.

Illustration Symbols

Figure 6 shows symbols and conventions that are commonly used in illustrations.

REFERENCE SYMBOLOGY

Test data, notes, adjustments, and parts lists are supportive to the BSD and RAP information. This supportive data is referenced, using the symbols shown in the following paragraphs:

TEST DATA	 <p>This symbol appears on the BSD whenever a test data reference is necessary in order to verify the presence of a signal.</p>	TEST POINTS	 <p>This symbol is used to identify a test point/test hole available for measuring a signal.</p>	[X-XXX]	<p>This symbol placed above a signal name on a BSD indicates the input or output component control code for that signal.</p>
NOTES	 <p>This symbol is used to refer to notes. The notes normally appear on the same page.</p>	BSD GRAPHICS	 <p>This symbol indicates the continuation of a signal line in a vertical direction.</p>	[X-XXX] [X-XXX]	<p>This symbol placed above a signal name on a BSD indicates that two component control codes (an output and an input) are required to check that signal.</p>
ADJUSTMENTS	 <p>This symbol refers to adjustments on the Service Data Section.</p>	 <p>This symbol indicates the continuation of a signal line in a horizontal direction.</p>	 <p>This symbol indicates the direction of signal flow.</p>	[X-XXX/X-XXX]	<p>This symbol placed above a signal name on a BSD indicates component control codes for two components, in this example, two Paper Trays. The left hand code is for Paper Tray 1, and the right hand code is for Paper Tray 2.</p>
PARTS LISTS	 <p>This symbol refers to a parts list on the Service Data Section. PL indicates that this is a parts list reference and, in this example, the exploded view drawing is on Parts List 2-XX. Parts list reference appear on the BSDs next to all replaceable parts shown on the diagram.</p>	 <p>This symbol indicates a feedback signal.</p>	 <p>This symbol is used to show a twisted pair of wires.</p>	[X-XXX]	<p>Fault Codes Indicator shown on BSD.</p>
					<p>The Flag symbol indicates a reference point into a Circuit Diagram from a RAP. Instructions will be given to check for an open circuit, a short circuit, or an intermittent condition</p>

Figure 6 Illustration Symbols

Signal Nomenclature

Refer to Figure 7 for an example of Signal Nomenclature used in Circuit Diagrams and BSDs.

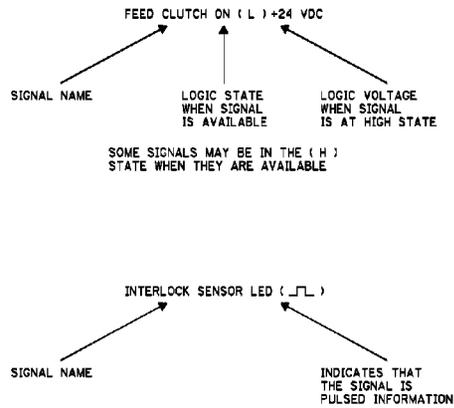


Figure 7 Signal Nomenclature

Voltage Measurement and Specifications

Measurements of DC voltage must be made with reference to the specified DC Common, unless some other point is referenced in a diagnostic procedure. All measurements of AC voltage should be made with respect to the adjacent return or ACN wire.

Table 1 Voltage Measurement and Specifications

VOLTAGE	SPECIFICATION
INPUT POWER 220 V	198 VAC TO 242 VAC
INPUT POWER 100 V	90 VAC TO 135 VAC
INPUT POWER 120 V	90 VAC TO 135 VAC
+5 VDC	+4.75 VDC TO +5.25 VDC
+24 VDC	+23.37 VDC TO +27.06 VDC

Logic Voltage Levels

Measurements of logic levels must be made with reference to the specified DC Common, unless some other point is referenced in a diagnostic procedure.

Table 2 Logic Levels

VOLTAGE	H/L SPECIFICATIONS
+5 VDC	H= +3.00 TO +5.25 VDC L= 0.0 TO 0.8 VDC
+24 VDC	H= +23.37 TO +27.06 VDC L= 0.0 TO 0.8 VDC

DC Voltage Measurements in RAPs

The RAPs have been designed so that when it is required to use the DMM to measure a DC voltage, the first test point listed is the location for the red (+) meter lead and the second test point is the location for the black meter lead. For example, the following statement may be found in a RAP:

There is +5 VDC from TP7 to TP68.

In this example, the red meter lead would be placed on TP7 and the black meter lead on TP68.

Another example of a statement found in a RAP might be:

There is -15 VDC from TP21 to TP33.

In this example, the red meter lead would be placed on TP21 and the black meter lead would be placed on TP33.

If a second test point is not given, it is assumed that the black meter lead may be attached to the copier frame.

Translated Warnings

Introduction

Symbology and Nomenclature

WARNING

A Warning is used whenever an operating or maintenance procedure, a practice, condition, or statement, if not strictly observed, could result in personal injury.

DANGER: Une note DANGER est utilisée à chaque fois qu'une procédure de maintenance ou qu'une manipulation présente un risque de blessure si elle n'a pas été strictement observée.

WARNING

This machine contains an invisible laser. There is no visual indication that the laser beam is present. During servicing, the machine is a Class 3B product because of the invisible laser. The laser beam could cause eye damage if looked at directly. Service procedures must be followed exactly as written without change. The service representative must observe the established local laser safety precautions when servicing the machine. Do not place tools with a reflective surface in the area of the ROS opening. Do not look in the area of the ROS window if the power is On and the laser is energized.

DANGER: L'équipement contient un faisceau laser invisible et aucune indication visible signale la présence du faisceau laser. De ce fait le produit est classé 3B pour tout ce qui concerne la maintenance. L'exposition directe des yeux au faisceau laser peut entraîner des lésions visuelles. Les procédures de maintenance doivent être réalisées sans aucun changement comme indiqué dans la documentation. Le représentant Xerox lors d'interventions sur l'équipement doit respecter les consignes de sécurité locales concernant les faisceaux laser. Ne pas placer d'objet réfléchissant dans la zone du ROS quand il est ouvert. Ne pas regarder dans la zone du ROS lorsque la machine est sous tension et que le laser est en fonctionnement.

The following symbol and statement appear on a label in the machine. The symbol by itself, or the symbol and the statement may also appear in the service documentation and in the training program. When this symbol appears, the service representative is warned that conditions exist that could result in exposure to the laser beam.

DANGER: Les symboles et instructions suivants sont indiqués sur des étiquettes dans la machine et sont identifiés dans la documentation technique et dans le manuel de formation. Quand ces symboles s'affichent le représentant Xerox est prévenu des risques encourus concernant une exposition au rayon laser.

WARNING

Do not try to bypass any laser interlocks for any reason. Permanent eye damage could result if the laser is accidentally directed into your eye.

DANGER: Ne pas essayer de shunter les contacts laser pour quelques raisons que ce soit. Si le faisceau laser est dirigé accidentellement vers les yeux il peut en résulter des lésions oculaires permanentes.

4 Repairs and Adjustments

Drives

REP 1.1.1 Main Drive Assembly

WARNING

To avoid personal injury or shock, do not perform repair or adjustment with electrical power applied to the machine.

DANGER: Afin d'éviter des blessures ou des chocs électriques, ne pas effectuer maintenance ou réglage avec le cordon d'alimentation branche.

Paper Transportation

REP 2.2.1 Retard Pad

WARNING

To avoid personal injury or shock, do not perform repair or adjustment with electrical power applied to the machine.

DANGER: Afin d'éviter des blessures ou des chocs électriques, ne pas effectuer maintenance ou réglage avec le cordon d'alimentation branche.

REP 2.4.1 Registration Unit

WARNING

To avoid personal injury or shock, do not perform repair or adjustment with electrical power applied to the machine.

DANGER: Afin d'éviter des blessures ou des chocs électriques, ne pas effectuer maintenance ou réglage avec le cordon d'alimentation branche.

REP 2.5.1 Left Chute Unit

WARNING

To avoid personal injury or shock, do not perform repair or adjustment with electrical power applied to the machine.

DANGER: Afin d'éviter des blessures ou des chocs électriques, ne pas effectuer maintenance ou réglage avec le cordon d'alimentation branche.

REP 2.5.2 BTR

WARNING

To avoid personal injury or shock, do not perform repair or adjustment with electrical power applied to the machine.

DANGER: Afin d'éviter des blessures ou des chocs électriques, ne pas effectuer maintenance ou réglage avec le cordon d'alimentation branche.

ROS

REP 3.1.1 ROS Unit

WARNING

To avoid personal injury or shock, do not perform repair or adjustment with electrical power applied to the machine.

DANGER: Afin d'éviter des blessures ou des chocs électriques, ne pas effectuer maintenance ou réglage avec le cordon d'alimentation branche.

Xerographics/Development

REP 4.1.1 XERO/Developer Cartridge

WARNING

To avoid personal injury or shock, do not perform repair or adjustment with electrical

power applied to the machine.

DANGER: Afin d'éviter des blessures ou des chocs électriques, ne pas effectuer maintenance ou réglage avec le cordon d'alimentation branche.

REP 4.1.2 Toner Cartridge

WARNING

To avoid personal injury or shock, do not perform repair or adjustment with electrical power applied to the machine.

DANGER: Afin d'éviter des blessures ou des chocs électriques, ne pas effectuer maintenance ou réglage avec le cordon d'alimentation branche.

REP 4.2.1 Dispense Motor

WARNING

To avoid personal injury or shock, do not perform repair or adjustment with electrical power applied to the machine.

DANGER: Afin d'éviter des blessures ou des chocs électriques, ne pas effectuer maintenance ou réglage avec le cordon d'alimentation branche.

Fuser

REP 5.1.1 Fuser Assembly

WARNING

To avoid personal injury or shock, do not perform repair or adjustment with electrical power applied to the machine.

DANGER: Afin d'éviter des blessures ou des chocs électriques, ne pas effectuer maintenance ou réglage avec le cordon d'alimentation branche.

Exit

REP 6.1.1 Exit + OCT Assembly

WARNING

To avoid personal injury or shock, do not perform repair or adjustment with electrical power applied to the machine.

DANGER: Afin d'éviter des blessures ou des chocs électriques, ne pas effectuer maintenance ou réglage avec le cordon d'alimentation branche.

MPT

REP 7.1.1 MPT Unit

WARNING

To avoid personal injury or shock, do not perform repair or adjustment with electrical power applied to the machine.

DANGER: Afin d'éviter des blessures ou des chocs électriques, ne pas effectuer maintenance ou réglage avec le cordon d'alimentation branche.

REP 7.2.1 MPT Retard Pad

WARNING

To avoid personal injury or shock, do not perform repair or adjustment with electrical power applied to the machine.

DANGER: Afin d'éviter des blessures ou des chocs électriques, ne pas effectuer maintenance ou réglage avec le cordon d'alimentation branche.

Electrical Components

REP 9.1.1 MCU PWB

WARNING

To avoid personal injury or shock, do not perform repair or adjustment with electrical power applied to the machine.

DANGER: Afin d'éviter des blessures ou des chocs électriques, ne pas effectuer maintenance ou réglage avec le cordon d'alimentation branche.

REP 9.2.1 ESS PWB

WARNING

To avoid personal injury or shock, do not perform repair or adjustment with electrical power applied to the machine.

DANGER: Afin d'éviter des blessures ou des chocs électriques, ne pas effectuer maintenance ou réglage avec le cordon d'alimentation branche.

Covers

REP 10.1.1 Top Cover

WARNING

To avoid personal injury or shock, do not perform repair or adjustment with electrical power applied to the machine.

DANGER: Afin d'éviter des blessures ou des chocs électriques, ne pas effectuer maintenance ou réglage avec le cordon d'alimentation branche.

REP 10.2.1 Rear Cover

WARNING

To avoid personal injury or shock, do not perform repair or adjustment with electrical power applied to the machine.

DANGER: Afin d'éviter des blessures ou des chocs électriques, ne pas effectuer maintenance ou réglage avec le cordon d'alimentation branche.

IIT

REP 11.1.1 Control Panel

WARNING

To avoid personal injury or shock, do not perform repair or adjustment with electrical power applied to the machine.

DANGER: Afin d'éviter des blessures ou des chocs électriques, ne pas effectuer maintenance ou réglage avec le cordon d'alimentation branche.

REP 11.2.1 IIT Carriage Assembly

WARNING

To avoid personal injury or shock, do not perform repair or adjustment with electrical power applied to the machine.

DANGER: Afin d'éviter des blessures ou des chocs électriques, ne pas effectuer maintenance ou réglage avec le cordon d'alimentation branche.

REP 11.2.2 NBCR-Host/NBCR-Power Cable

WARNING

To avoid personal injury or shock, do not perform repair or adjustment with electrical power applied to the machine.

DANGER: Afin d'éviter des blessures ou des chocs électriques, ne pas effectuer maintenance ou réglage avec le cordon d'alimentation branche.

REP 11.4.1 Exposure Lamp

WARNING

To avoid personal injury or shock, do not perform repair or adjustment with electrical power applied to the machine.

DANGER: Afin d'éviter des blessures ou des chocs électriques, ne pas effectuer maintenance ou réglage avec le cordon d'alimentation branche.

REP 11.5.1 Front/Rear Carriage Cable

WARNING

To avoid personal injury or shock, do not perform repair or adjustment with electrical power applied to the machine.

DANGER: Afin d'éviter des blessures ou des chocs électriques, ne pas effectuer maintenance ou réglage avec le cordon d'alimentation branche.

REP 11.5.2 NSC/NBCR PWB

WARNING

To avoid personal injury or shock, do not perform repair or adjustment with electrical power applied to the machine.

DANGER: Afin d'éviter des blessures ou des chocs électriques, ne pas effectuer maintenance ou réglage avec le cordon d'alimentation branche.

REP 11.5.3 Image Inverter PWB

WARNING

To avoid personal injury or shock, do not perform repair or adjustment with electrical power applied to the machine.

DANGER: Afin d'éviter des blessures ou des chocs électriques, ne pas effectuer maintenance ou réglage avec le cordon d'alimentation branche.

REP 11.6.1 MFC and EXT PWB Box

WARNING

To avoid personal injury or shock, do not perform repair or adjustment with electrical power applied to the machine.

DANGER: Afin d'éviter des blessures ou des chocs électriques, ne pas effectuer maintenance ou réglage avec le cordon d'alimentation branche.

nance ou réglage avec le cordon d'alimentation branche.

REP 11.6.2 EXT PWB

WARNING

To avoid personal injury or shock, do not perform repair or adjustment with electrical power applied to the machine.

DANGER: Afin d'éviter des blessures ou des chocs électriques, ne pas effectuer maintenance ou réglage avec le cordon d'alimentation branche.

Tray Module -2T

REP 12.1.1 Tray 3 Feeder

WARNING

To avoid personal injury or shock, do not perform repair or adjustment with electrical power applied to the machine.

DANGER: Afin d'éviter des blessures ou des chocs électriques, ne pas effectuer maintenance ou réglage avec le cordon d'alimentation branche.

REP 12.1.2 Tray 4 Feeder

WARNING

To avoid personal injury or shock, do not perform repair or adjustment with electrical power applied to the machine.

DANGER: Afin d'éviter des blessures ou des chocs électriques, ne pas effectuer maintenance ou réglage avec le cordon d'alimentation branche.

REP 12.3.1 Feed/Retard/Nudger Roll

WARNING

To avoid personal injury or shock, do not perform repair or adjustment with electrical power applied to the machine.

DANGER: Afin d'éviter des blessures ou des chocs électriques, ne pas effectuer maintenance ou réglage avec le cordon d'alimentation branche.

REP 12.6.1 2TM PWB

WARNING

To avoid personal injury or shock, do not perform repair or adjustment with electrical power applied to the machine.

DANGER: Afin d'éviter des blessures ou des chocs électriques, ne pas effectuer maintenance ou réglage avec le cordon d'alimentation branche.

REP 12.7.1 Left Lower Cover

WARNING

To avoid personal injury or shock, do not perform repair or adjustment with electrical power applied to the machine.

DANGER: Afin d'éviter des blessures ou des chocs électriques, ne pas effectuer maintenance ou réglage avec le cordon d'alimentation branche.

Tray Module -ST

WARNING

To avoid personal injury or shock, do not perform repair or adjustment with electrical power applied to the machine.

DANGER: Afin d'éviter des blessures ou des chocs électriques, ne pas effectuer maintenance ou réglage avec le cordon d'alimentation branche.

REP 13.3.1 Feed/Retard/Nudger Roll

WARNING

To avoid personal injury or shock, do not perform repair or adjustment with electrical power applied to the machine.

DANGER: Afin d'éviter des blessures ou des chocs électriques, ne pas effectuer maintenance ou réglage avec le cordon d'alimentation branche.

DADF/ADF

REP 15.1.1 DADF/ADF

WARNING

To avoid personal injury or shock, do not perform repair or adjustment with electrical power applied to the machine.

DANGER: Afin d'éviter des blessures ou des chocs électriques, ne pas effectuer maintenance ou réglage avec le cordon d'alimentation branche.

REP 15.1.2 DADF/ADF Platen Cushion

WARNING

To avoid personal injury or shock, do not perform repair or adjustment with electrical power applied to the machine.

DANGER: Afin d'éviter des blessures ou des chocs électriques, ne pas effectuer maintenance ou réglage avec le cordon d'alimentation branche.

REP 15.2.1 Document Tray Assembly

WARNING

To avoid personal injury or shock, do not perform repair or adjustment with electrical power applied to the machine.

DANGER: Afin d'éviter des blessures ou des chocs électriques, ne pas effectuer maintenance ou réglage avec le cordon d'alimentation branche.

REP 15.2.2 DADF/ADF Feeder Assembly

WARNING

To avoid personal injury or shock, do not perform repair or adjustment with electrical power applied to the machine.

DANGER: Afin d'éviter des blessures ou des chocs électriques, ne pas effectuer maintenance ou réglage avec le cordon d'alimentation branche.

REP 15.2.3 Front Cover

WARNING

To avoid personal injury or shock, do not perform repair or adjustment with electrical power applied to the machine.

DANGER: Afin d'éviter des blessures ou des chocs électriques, ne pas effectuer maintenance ou réglage avec le cordon d'alimentation branche.

REP 15.2.4 Rear Cover

WARNING

To avoid personal injury or shock, do not perform repair or adjustment with electrical power applied to the machine.

DANGER: Afin d'éviter des blessures ou des chocs électriques, ne pas effectuer maintenance ou réglage avec le cordon d'alimentation branche.

REP 15.3.1 DADF/ADF Control PWB

WARNING

To avoid personal injury or shock, do not perform repair or adjustment with electrical power applied to the machine.

DANGER: Afin d'éviter des blessures ou des chocs électriques, ne pas effectuer maintenance ou réglage avec le cordon d'alimentation branche.

REP 15.3.2 Left Counter Balance

WARNING

To avoid personal injury or shock, do not perform repair or adjustment with electrical power applied to the machine.

DANGER: Afin d'éviter des blessures ou des chocs électriques, ne pas effectuer maintenance ou réglage avec le cordon d'alimentation branche.

REP 15.3.3 Right Counter Balance

WARNING

To avoid personal injury or shock, do not perform repair or adjustment with electrical power applied to the machine.

DANGER: Afin d'éviter des blessures ou des chocs électriques, ne pas effectuer maintenance ou réglage avec le cordon d'alimentation branche.

REP 15.4.1 Top Cover

WARNING

To avoid personal injury or shock, do not perform repair or adjustment with electrical power applied to the machine.

DANGER: Afin d'éviter des blessures ou des chocs électriques, ne pas effectuer maintenance ou réglage avec le cordon d'alimentation branche.

REP 15.8.1 Retard Roll

WARNING

To avoid personal injury or shock, do not perform repair or adjustment with electrical power applied to the machine.

DANGER: Afin d'éviter des blessures ou des chocs électriques, ne pas effectuer maintenance ou réglage avec le cordon d'alimentation branche.

WARNING

To avoid personal injury or shock, do not perform repair or adjustment with electrical power applied to the machine.

DANGER: Afin d'éviter des blessures ou des chocs électriques, ne pas effectuer maintenance ou réglage avec le cordon d'alimentation branché.

IIT

ADJ 11.1.1 Carriage Assembly Position Adjustment

WARNING

To avoid personal injury or shock, do not perform repair or adjustment with electrical power applied to the machine.

DANGER: Afin d'éviter des blessures ou des chocs électriques, ne pas effectuer maintenance ou réglage avec le cordon d'alimentation branché.

8 Accessories

8.1 FAX KIT

WARNING

Switch off the machine and disconnect the power cord.

DANGER: Mettre la machine sur ARRET et débrancher le cordon d'alimentation.

8.2 Foreign Interface

WARNING

Switch off the machine and disconnect the power cord.

DANGER: Mettre la machine sur ARRET et débrancher le cordon d'alimentation.

1 Service Call Procedures

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Service Call Procedures

Service Strategy

The service strategy for the Copy Centre C118, Work Centre M118 Copier/Printers are to perform any High Frequency Service Item (HFSI) actions before attempting to repair any problems. Some problems will be corrected by this strategy without the need to diagnose them. The Repair Analysis Procedures (RAPs) will be used for any remaining problems.

Problems that occur in the Basic Printer mode will be repaired before problems that occur when using the accessories.

Image Quality problems should be repaired after all other problems are repaired.

Service Call Procedures

The **Service Call Procedures** are a guide for performing any service on this machine. The procedures are designed to be used with the Service Manual. Perform each step in order.

Initial Actions

The Initial Actions gather information about the condition of the machine and the problem that caused the service call.

Call Flow

Call Flow summarizes the sequence of the Service Call Procedures.

Detailed Maintenance Activities

This section provides the information needed to perform the High Frequency Service Item (HFSI) actions.

Cleaning Procedures

The cleaning procedures list what needs to be cleaned at each service call.

Final Actions

The Final Actions will test the copier/printer and return it to the customer. Administrative activities are also performed in the Final Actions.

Initial Actions

Purpose

The purpose of the Initial Action section of the Service Call Procedures is to determine the reason for the service call and to identify and organize the actions which must be performed.

Procedure

1. Gather the information about the service call and the condition of the copier/printer.
 - a. Question the operator(s). Ask about the location of most recent paper jams. Ask about the image quality and the copier/printer performance in general, including any unusual sounds or other indications.
 - b. After informing the customer, disconnect the machine from the customer's network.
 - c. Check that the power cords are in good condition, correctly plugged in the power source, and free from any defects that would be a safety hazard. Repair or replace the power cords as required. Check that the circuit breakers are not tripped.
 - d. Inspect any rejected copies. Inquire as to, or otherwise determine, the paper quality and weight. Look for any damage to the copies, oil marks, image quality defects, or other indications of a problem.
 - e. Record the billing meter readings.
 - f. Enter the Diagnostics Mode.

NOTE: If a fault code is displayed while performing a diagnostics procedure, go to that fault code RAP and repair the fault. Return to Diagnostics and continue with the dC procedure that you were performing.
 - g. Determine what HFSI action is required based on the customer output volume. Refer to the Detailed Maintenance Activities section for the detailed HFSI information. Record any items that require action.
 - h. Print the CE Report and record the information in the Jam History (IIT), Jam History (IOT), Fatal Error History and Fax Error History. Classify this information into categories:
 - Information that is related to the problem that caused the service call.
 - Information that is related to secondary problems.
 - Information that does not require action, such as a single occurrence of a problem.
 - i. Check the Service Log for any recent activities that are related to the problem that caused the service call or any secondary problem.
2. Perform any required HFSI activities identified above. Refer to the Detailed Maintenance Activities section.
3. Exit diagnostics. Try to duplicate the problem by running the same jobs that the customer was running.
4. Go to Call Flow.

Call Flow

This procedure should be performed at every service call.

Initial Actions

Ask the operator about the problem. If the problem appears to be related to operator error, or an attempt to perform a job outside of the machine specifications, assist the customer in learning the correct procedure.

Procedure

Ask the operator about the problem.

- If the problem is identified by a fault code (including Paper/Document Jams), refer to Chapter 2 for the procedure and then proceed with servicing.
- If the problem is noise or smell, select a mode (1 Sided/2 Sided etc.), find the cause of the problem and then proceed with servicing.

The operator operated the machine correctly.

Y N
Explain to the operator how to operate the machine correctly.

The UI display is normal.

Y N
Refer to BSD (CH2.X) and repair the failure in the UI display.

The problem occurs only in Print mode.

Y N
The problem occurs only in Copy mode.

Y N
The problem occurs only in Fax mode.

Y N
If the cause of the problem is an accessory or the Foreign Interface, check that the machine settings are correct, refer to the appropriate service manual for the procedure and then proceed with servicing.

The problem occurs only in certain modes such as Broadcast transmission.

Y N
Perform a transmission test with the call center or station. **The problem reoccurs.**

Y N
Ask the customer for permission to establish communications with the remote machine that is causing the problem. Perform a Send transmission test with the remote machine. Transmission was normal.

Y N
Enter [Trace Dump] in [CE Setting], print the protocol trace to identify whether it is the remote machine or the machine that is causing the problem.

- If the problem lies in the machine:
Analyze the protocol trace, refer to Chapter 2 and then proceed with servicing.
- If the problem appears to lie in the remote machine:
Ask the customer to check the status of the remote machine.

A B C D E

Service Call Procedures

Call Flow

A B C D E
There is a problem with Receive transmission test. Perform Receive transmission tests with other stations within the company. Check that there is no problem with the machine and then ask the customer to check the status of the remote machine.

Analyze the protocol trace, refer to Chapter 2 and then proceed with servicing.

Check the machine settings and if necessary, ask the customer for permission to test the machine in the mode in which the problem occurs.

Analyze the protocol trace when the problem reoccurs, refer to Chapter 2 and then proceed with servicing.

There is an image quality problem.

Y N
If there is an alignment problem, obtain separate Platen/DADF output samples, refer to Chapter 4 Adjustments and then proceed with servicing.

Refer to Chapter 3 IQ1 IOT Image Quality Entry RAP and then proceed with servicing.

There is a problem with the network.

Y N
There is a problem with network connection.

Y N
There is an image quality problem.

Y N
The problem lies in a certain Client PC.

Y N
There is a problem with a certain application or programming language A. Obtain the latest information on restrictions and technical information. Proceed accordingly.

Check the settings of that particular Client PC and if necessary ask the user to reinstall the printer driver.

Refer to Chapter 3 IQ1 IOT Image Quality Entry RAP and then proceed with servicing.

If the problem persists, ask the user to reinstall the printer driver.

Check the machine settings and if necessary ask the user to reinstall the printer driver.

If the problem persists, replace the network cable. Check the machine settings and discuss the problem with the customer's network administrator.

Detailed Maintenance Activities (HFSI)

Procedure

1. Enter Diagnostics and select CE Setting.
2. Perform the Service Actions in Table 1 for any High Frequency Service Item (HFSI) counters that are over threshold or approaching the threshold. Using the customer's output volume numbers (high, medium, or low volume), evaluate which HFSI actions should be accomplished now to avoid an additional service call in the near future.
3. Refer to Cleaning Procedures for detailed cleaning instructions.

Table 1 High Frequency Service Items

Counter	Name	Threshold	Service Action
Chain-Func	Tray 1 Feed counter [NVRAM R/W] [29/34][29/24][29/14][29/4]	50K	Replace the Feed Roll, Retard Pad. Reset the counter.
Chain-Func	Tray 2 Feed counter [NVRAM R/W] [29/35][29/25][29/15][29/5]	300K	Replace the Feed Roll, Retard Roll, Nudger Roll. Reset the counter.
Chain-Func	Tray 3 Feed counter [NVRAM R/W] [29/36][29/26][29/16][29/6]	300K	Replace the Feed Roll, Retard Roll, Nudger Roll. Reset the counter.
Chain-Func	Tray 4 Feed counter [NVRAM R/W] [29/37][29/27][29/17][29/7]	300K	Replace the Feed Roll, Retard Roll, Nudger Roll. Reset the counter.
Chain-Func	MPT Feed counter [NVRAM R/W] [29/39][29/29][29/19][29/9]	50K	Replace the Feed Roll, Retard Pad. Reset the counter.
Chain-Func	Bias Transfer Roll [NVRAM R/W] [30/44][30/43][30/42][30/41]	300K	Replace the Bias Transfer Roll. Reset the counter.
Chain-Func	Fuser Assembly [NVRAM R/W] [21/39][21/29][21/19][21/9]	175K	Replace the Fuser Assembly. Reset the counter.
Counter	IIT Counter [IIT] [Feed]	100K	Replace the Pick up Roll, Feed Roll, Retard Roll.

Cleaning Procedures

Purpose

To provide cleaning procedures to be performed at every call.

Procedure

CAUTION

Do not use any solvents unless directed to do so by the Service Manual.

General Cleaning

Use a dry lint free cloth or a lint free cloth moistened with water for all cleaning unless directed otherwise by the Service Manual. Wipe with a dry lint free cloth if a moistened cloth is used.

1. **IOT Feed Components (Rolls and Pads)**
Follow the General Cleaning procedure above.
2. **Toner Dispense Units**
Vacuum the Toner at the Toner Housing.
3. **Jam Sensors**
Clean the sensors with a dry cotton swab.
4. **Scanner**
 - a. Switch off the power and allow the Exposure Lamp to cool off.
 - b. Using the optical Cleaning Cloth, clean the front and rear of the Document Glass, Document Cover, White Reference Strip, Reflector, and Mirror.
 - c. Clean the Exposure Lamp with a clean cloth and Film Remover.
 - d. Clean the Lens with Lens and Mirror Cleaner and lint free cloth.
5. **DADF/ADF**
Check the paper path for debris or damage. Clean the rolls with a clean cloth and Film Remover as required.
6. Sheet Platen Glass and DADF Platen Glass.
Follow the General Cleaning procedure above.

Final Actions

Purpose

To provide a guide for procedures to be performed at the end of every service call.

Procedure

1. Ensure that the exterior of the copier/printer and the adjacent area are clean. Use a dry cloth or a cloth moistened with water to clean the copier/printer. Do not use solvents.
2. Check the supply of consumable. Ensure that an adequate supply of consumable is available according to local operating procedures.
3. Complete the Service Log.
4. Perform the following steps to make a copy of the Demonstration Original for the customer:
 - a. Load Tray 1 with 8.5 x 11 inch (A4) or 11 x 17 inch paper.
 - b. Place the Test Pattern on the glass with the short edge of the test pattern registered to the left edge of the glass. Select Tray 1 and make a single copy.
 - c. Print out the CE Report. Store this report with the service log in the Inner Cover.
 - d. Ask the customer to verify the Print and Scan functions.
 - e. Present the copies to the customer.
5. Reconnect the machine to the customer network. Verify the function.
6. Issue copy credits as needed.
7. Discuss the service call with the customer to ensure that the customer understands what has been done and is satisfied with the results of the service call.

2 Status Indicator RAPs

C-Status Code

C1-3000	Registration Sensor On JAM RAP (Tray 1 Feed)	2-3
C2-2000	Tray 2 Feed Out Sensor On JAM RAP (Tray 2 Feed)	2-4
C2-3000	Registration Sensor On JAM RAP (Tray 2 Feed)	2-5
C3-1000	Tray 3 Feed Out Sensor On JAM RAP (Tray 3 Feed)	2-6
C3-2000	Tray 2 Feed Out Sensor On JAM RAP (Tray 3 Feed)	2-7
C3-3000	Registration Sensor On JAM RAP (Tray 3 Feed)	2-8
C4-0000	Tray 4 Feed Out Sensor On JAM RAP (Tray 4 Feed)	2-9
C4-1000	Tray 3 Feed Out Sensor On JAM RAP (Tray 4 Feed)	2-10
C4-2000	Tray 2 Feed Out Sensor On JAM RAP (Tray 4 Feed)	2-11
C4-3000	Registration Sensor On JAM RAP (Tray 4 Feed)	2-12
C6-1000	Registration Sensor On JAM RAP (DUP Feed/Stop Case)	2-13
C6-2000	Registration Sensor On JAM RAP (DUP Feed/Nonstop Case)	2-14
C8-2000	Tray 2 Feed Out Sensor Static JAM RAP	2-15
C8-3000	Tray 3 Feed Out Sensor Static JAM RAP	2-15
C8-4000	Tray 4 Feed Out Sensor Static JAM RAP	2-16
C8-6000	Duplex Sensor Static JAM RAP	2-16
C9-3000	Registration Sensor On JAM RAP (MPT Feed)	2-17

E-Status Code

E1-1000	Registration Sensor Off JAM RAP	2-19
E1-2000	Fuser Exit Sensor On JAM RAP	2-20
E1-6000	Registration Sensor Static JAM RAP	2-21
E3-1000	Fuser Exit Sensor Off JAM RAP	2-21
E3-2000	Fuser Exit Sensor Off JAM RAP (Too Short)	2-22
E3-6000	Fuser Exit Sensor Static JAM RAP	2-23
E8-2000	Duplex Sensor On JAM RAP	2-23

H-Status Code

H1-2000	Tray 2 Lift Up / No Tray Failure RAP	2-25
H1-3000	Tray 3 Lift Up / No Tray Failure RAP	2-26
H1-4000	Tray 4 Lift Up / No Tray Failure RAP	2-27
H2-7000	DUP Module Communication Failure RAP	2-28
H3-1000	OCT1 Failure RAP	2-28
H4-1000	Tray 1 Cassette Size Failure RAP	2-29
H4-2000	Tray 2 Cassette Size Failure RAP	2-30
H4-3000	Tray 3 Cassette Size Failure RAP	2-30
H4-4000	Tray 4 Cassette Size Failure RAP	2-31
H7-3000	2TM NVM Out-Of-Order RAP	2-31
H7-4000	2TM NVM R/W Error RAP	2-32
H7-7000	2TM Communication Failure RAP	2-32
H7-8000	TM Type Error RAP	2-33
H8-1000	Tray 1 Paper Size Switch Broken RAP	2-33
H8-2000	Tray 2 Paper Size Switch Broken RAP	2-34
H8-3000	Tray 3 Paper Size Switch Broken RAP	2-34
H8-4000	Tray 4 Paper Size Switch Broken RAP	2-35
H9-3000	STM NVM Out-Of-Order RAP	2-35
H9-4000	STM NVM R/W Error RAP	2-36

H9-7000	STM Communication Failure RAP	2-36
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J-Status Code

J1-2000	Toner Cartridge Empty Failure RAP	2-37
J3-1000	XERO/Developer Cartridge Set Failure RAP	2-37
J4-1000	ATC Sensor Failure RAP	2-38
J6-1000	XERO/Developer Cartridge Life Over RAP	2-39
J7-1000	XERO/Developer Cartridge CRUM Communication Failure RAP	2-40
J7-2000	XERO/Developer Cartridge CRUM Data Write Failure RAP	2-40
J7-3000	XERO/Developer Cartridge CRUM ID Failure RAP	2-41
J8-1000	Toner Cartridge CRUM Communication Failure RAP	2-41
J8-2000	MCU Toner Cartridge CRUM Data Write Failure RAP	2-42
J8-3000	Toner Cartridge CRUM ID Failure RAP	2-42

S-Status Code

S1-0000	Carriage Error RAP	2-43
S1-0001	DADF/ADF Top Cover Open During Platen Scan RAP	2-44
S1-0010	Jam During Feed RAP	2-44
S1-0011	Jam During Scan RAP	2-45
S1-0012	Long Document JAM RAP	2-46
S1-0013	Short Document JAM RAP	2-47
S1-0014	ADF Static JAM RAP	2-48
S1-0015	Platen Cover Open During ADF Scan RAP	2-49
S1-0016	ADF Top Cover Open During ADF Scan RAP	2-49
S1-0020	Jam During Feed RAP	2-50
S1-0021	Jam During Scan RAP	2-51
S1-0022	Long Document JAM RAP	2-52
S1-0023	Short Document JAM RAP	2-53
S1-0024	Jam During Invert Transport RAP	2-53
S1-0025	DADF Static JAM RAP	2-54
S1-0026	Platen Cover Open During DADF Scan RAP	2-55
S1-0027	ADF Top Cover Open During DADF Scan RAP	2-56

U-Status Code

U0-1000	Main Motor Stop Error RAP	2-57
U0-2000	Image Ready Error RAP	2-57
U1-1000	Main Motor Failure RAP	2-58
U3-5000	ROS Motor Failure RAP	2-59
U4-1000	Fuser On Time Failure RAP	2-59
U4-2000	Over Heat Temp Failure RAP	2-60
U4-3000	Control Thermistor Failure RAP	2-61
U4-9000	Fuser Fan Failure RAP	2-61
U5-1000	Dispense Motor Failure RAP	2-62
U6-2000	RAM Read/Write Check Failure RAP	2-62
U6-3000	NVM Data Defect RAP	2-63
U6-4000	NVM Read/Write Cannot Be Executed RAP	2-63
U6-5000	CPU Power To Access NVM Is Not Enough RAP	2-64
U6-6000	CRUM ASIC Failure RAP	2-64

Z-Status Code

Z1-0000 Billing Counter Failure RAP 2-65

Fax Error Code

00xxxx Polling Operation Error RAP 2-67
01xxxx Document Feed Failure RAP 2-67
02xxxx Dial Setting Failure RAP 2-68
03xxxx Password Mismatch During Send RAP 2-68
04xxxx Password Mismatch During Receive RAP 2-69
05xxxx Password Mismatch During Polling RAP 2-69
06xxxx Relay Broadcast Not Allowed RAP 2-70
07xxxx Mailbox Receive Not Allowed RAP 2-70
09xxxx Transmission Type Mismatch RAP 2-71
10xxxx F Code Send Error RAP 2-71
11xxxx F Code Receive Error RAP 2-72
33xxxx V.34 Protocol Error RAP 2-72
45xxxx Memory Overflow RAP 2-73
46xxxx Document JAM RAP 2-73
47xxxx Error During Receive RAP 2-74
70xxxx Busy Tone RAP 2-74
71xxxx No Response RAP 2-75
72xxxx Remote Machine Error RAP 2-75
74xxxx Transmission Error RAP 2-76
76xxxx Polarity Reversal Detected Other Than While Waiting To Receive Initial Identification
Signal RAP 2-76
77xxxx No Response To Post Message RAP 2-77
78xxxx DCN Received While Waiting For Response To Post Message RAP 2-77
79xxxx PIP Received In Response To Post Message RAP 2-78
7Axxxx RTN Received In Response To Post Message RAP 2-78
7Cxxxx CRP Received RAP 2-79
7Dxxxx Command Error For Receive RAP 2-79
7Fxxxx No Response From Remote Machine After Mode Change (T1 Time out) RAP 2-80
8Fxxxx PIN Received In Response To Post Message RAP 2-80
91xxxx No Response RAP 2-81
92xxxx DCN Received While Waiting For Command Other Than DCN In PHASE-B RAP 2-81
95xxxx Time out 10 sec. After Detecting Low Speed Flag While Waiting For Image Signal Car-
rier (HMCD ON) Detection RAP 2-82
96xxxx Carrier Was Broken Within 15 sec. When Receiving G3 Image Signal RAP 2-82
97xxxx T2 Time out RAP 2-83
98xxxx DCN Received While Waiting For Command Other Than DCN In PHASE-D RAP 2-83
99xxxx PRI-Q Received RAP 2-84
9Axxxx Decoding Error RAP 2-84
9Cxxxx CRP Was Received Three Times While Waiting For Response To Initial Identification
Signal RAP 2-85
9Dxxxx Command Error For Receive (Carrier Was Not Broken) RAP 2-85
9Fxxxx EOR-Q RAP 2-86
B0xxxx Power Supply Was Cut Off RAP 2-86
B2xxxx System Error RAP 2-87
B4xxxx Modem Error RAP 2-87
B5xxxx Modem Error During Send RAP 2-88
B6xxxx Modem Error During Receive RAP 2-88
B7xxxx Image Data Conversion System Error RAP 2-89

E1xxxx Scan to E-mail Transmission Error RAP 2-89
E2xxxx Direct Fax Transmission Error RAP 2-90
EPxxxx EP Related RAP 2-90

ESS Failure List

PRINTER ESS Failure List 2-91

Other Faults

OF1 Warning Toner Cartridge Was PRENEAR Empty RAP 2-109
OF2 Warning Drum Life Was Near To End RAP 2-110
OF3 Warning No Paper In The Select Paper Tray RAP 2-110
OF4 Warning Paper Size Mismatch In Length RAP 2-111
OF5 Warning Paper Size Mismatch In Width RAP 2-112
OF6 Cover Left Cover Assembly Open RAP 2-113
OF7 Cover IOT Front Cover Open RAP 2-114
OF8 Cover STM Left Cover Open RAP 2-114
OF9 Cover 2TM Left Cover Open RAP 2-115
OF10 Cover Duplex Cover Open RAP 2-115
OF11 Size Switch Assy RAP 2-116
OF12 Receive Fax Not Output RAP 2-117
OF13 Abort Code RAP 2-118

C1-3000 Registration Sensor On JAM RAP (Tray 1 Feed)

After the Tray 1 Feed Clutch turned On, the Registration Sensor did not turn On within the specified time.

Initial Actions

Refer to BSD 8.1/8.6.

Power OFF/ON

Procedure

Check the Transport Roll for wear and paper powder. **The Transport Roll is ok.**

Y N
Replace the Transport Roll.

Check for foreign substances, distortion and paper powder in the paper transport path. **No foreign substances, distortion or paper powder are found in the paper transport path.**

Y N
Clear away the foreign substances and paper powder. Correct the distortion.

Execute Input/Output Check[8-5 Registration Sensor]. Manually activate the actuator of the Registration Sensor (PL 2.4). **The display changes.**

Y N
Check the connection of P/J104. **P/J104 is connected correctly.**

Y N
Connect P/J104.

Check the wire between J104 and J403 for an open circuit or a short circuit (BSD 8.6 Flag 1/Flag 2). **The wire between J104 and J403 is conducting without an open circuit or a short circuit.**

Y N
Repair the open circuit or short circuit.

Measure the voltage between the MCU PWB P403-B15 (+) and the GND (-) (BSD 8.6 Flag 2). **The voltage is approx. +5VDC.**

Y N
Replace the MCU PWB (PL 9.1).

Measure the voltage between the MCU PWB P403-B14 (+) and the GND (-) (BSD 8.6 Flag 1). Place paper in front of the Registration Sensor. **The voltage changes.**

Y N
Replace the Registration Sensor (PL 2.4).

Replace the MCU PWB (PL 9.1).

Execute Input/Output Check[8-12 Tray 1 Feed Clutch ON]. **The Tray 1 Feed Clutch (PL 2.3) can be heard.**

Y N
Check the connections of P/J217 and P/J415. **P/J217 and P/J415 are connected correctly.**

A

Y N
Connect P/J217 and P/J415.

Measure the resistance of the Tray 1 Feed Clutch (PL 2.3) (BSD 8.1 Flag 2). (Between P217-1 and P217-4). **The resistance is approx. 1860hm.**

Y N
Replace the Tray 1 Feed Clutch (PL 2.3).

Check the wire between J217 and J415 for an open circuit or a short circuit (BSD 8.1 Flag 2). **The wire between J217 and J415 is conducting without an open circuit or a short circuit.**

Y N
Repair the open circuit or short circuit.

Replace the MCU PWB (PL 9.1).

Replace the MCU PWB (PL 9.1).

A

C2-2000 Tray 2 Feed Out Sensor On JAM RAP (Tray 2 Feed)

After the Tray 2 Feed/Lift Up Motor turned On, the Tray 2 Feed Out Sensor did not turn On within the specified time.

Initial Actions

Refer to BSD 7.6/8.2.

Power OFF/ON

Procedure

Check the Transport Roll for wear and paper powder. **The Transport Roll is ok.**

Y N
Replace the Transport Roll.

Check for foreign substances, distortion and paper powder in the paper transport path. **No foreign substances, distortion or paper powder are found in the paper transport path.**

Y N
Clear away the foreign substances and paper powder. Correct the distortion.

Execute Input/Output Check[8-6 Tray 2 Feed Out Sensor]. Place paper in front of the Tray 2 Feed Out Sensor (PL 13.5). **The display changes.**

Y N
Check the connections of P/J182 and P/J548C. **P/J182 and P/J548C are connected correctly.**

Y N
Connect P/J182 and P/J548C.

Check the wire between J182 and J548C for an open circuit or a short circuit (BSD 8.2 Flag 1/Flag 2). **The wire between J182 and J548C is conducting without an open circuit or a short circuit.**

Y N
Repair the open circuit or short circuit.

Measure the voltage between the STM PWB P548C-3 (+) and the GND (-) (BSD 8.2 Flag 2). **The voltage is approx. +5VDC.**

Y N
Replace the STM PWB (PL 13.6).

Measure the voltage between the STM PWB P548C-5 (+) and the GND (-) (BSD 8.2 Flag 1). Place paper in front of the Tray 2 Feed Out Sensor (PL 13.5). **The voltage changes.**

Y N
Replace the Tray 2 Feed Out Sensor (PL 13.5).

Replace the STM PWB (PL 13.6).

Execute Input/Output Check[8-13 Tray 2 Feed/Lift Up Motor ON]. **The Tray 2 Feed/Lift Up Motor (PL 13.3) can be heard.**

Y N
Check the connections of P/J281 and P/J661C. **P/J281 and P/J661C are connected correctly.**

Y N
Connect P/J281 and P/J661C.

Check the wire between J281 and J661C for an open circuit or a short circuit (BSD 8.6 Flag 1). **The wire between J281 and J661C is conducting without an open circuit or a short circuit.**

Y N
Repair the open circuit or short circuit.

Replace the Tray 2 Feed/Lift Up Motor (PL 13.3) followed by the MCU PWB (PL 9.1).

Replace the MCU PWB (PL 9.1).