Subject: Corrective measures for the broken boss of the waste toner collection motor unit

Model: TASKalfa 8052ci, TASKalfa 7052ci

Classification: Field measures timing: ☐ At Set Up ☒ Next Visit/Service Call ☐ Next Periodic Maintenance ☐ Information only

Phenomenon: ☒ SC/ Error ☐ Paper Feeding/Conveying ☒ Other ☐ Image ☐ Machine operation

Type of change: ☒ Hardware ☐ Firmware and Software ☐ Information

In case of combining the following cause 1 and 2, there might be the possibility to break the positioning boss of the waste toner collection motor unit in the inner unit. Therefore, change is made as follows. Refer to the following list for the concerned phenomenon caused by the broken positioning boss.

When visiting the customer next time, use the drive gear set (No.1) for the field service to support the customer. (Refer to the page 4 and after for the procedure)

[Cause] (Refer to the following pages for the detailed contents)
1. Due to the backlash of up and down direction of the anti-rotation boss located in the waste toner collection motor unit, the heavy load is applied to the positioning boss.
2. Due to the grease applied on the gear (X) teeth surface of the waste toner collection motor unit, the positioning boss is worn out.

[Phenomenon to occur]

<table>
<thead>
<tr>
<th>No</th>
<th>Phenomenon</th>
<th>Occurrence condition</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Abnormal noise</td>
<td>---</td>
</tr>
<tr>
<td>2</td>
<td>The waste toner can’t be sent from the drum unit and the following service call error comes up. C2201, C2202, C2203, C2204: Drum motor steady-state error (K, C, M, Y) C2211, C2212, C2213, C2214: Drum motor startup error (K, C, M, Y)</td>
<td>---</td>
</tr>
<tr>
<td>3</td>
<td>The waste toner can’t be sent from the developer unit and the following service call error comes up. C2101, C2102, C2103, C2104: Developer motor error (K, C, M, Y)</td>
<td>In case of replacing the drum unit but not inner unit replaced after occurrence of No.2</td>
</tr>
<tr>
<td>4</td>
<td>The waste toner can’t be sent from the middle cleaning section and the following service call error comes up. C2810: Waste toner 1 motor error</td>
<td>In case of replacing the drum unit and the developer unit but not inner unit replaced after No.2 and No.3</td>
</tr>
</tbody>
</table>

Note: It might be necessary to replace each unit as the drum unit, the developer unit or the primary transfer unit might get damaged.

[Content of changes] (Refer to the following pages for the detail contents)
1. The grease applied on the gear (X) teeth surface of the waste toner collection motor unit is changed to fluorine-based grease. (Old) EM-50LP ➔ (New) HP-500 (Color of the grease: Red ➔ White)
2. Set the drive gear set (No.1) as the service part in the field service.

Field Measure: When visiting the customer next time, use the drive gear set (No.1) for the field to replace the waste toner collection motor unit, the gear (X), the gear attached to the left (Y) and the stop ring (Z). Refer to the page 4 and after for the replacement procedure.

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[Viewed the inner unit from the right side of the main unit]

(Waste toner collection motor unit)

(Positioning boss is broken)

Parts Table

<table>
<thead>
<tr>
<th>No.</th>
<th>Old Part No.</th>
<th>New Part No.</th>
<th>Description</th>
<th>Q'ty</th>
<th>Compatibility</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>302NH94520</td>
<td>PARTS HOLDER MOTOR ASSY SP</td>
<td>-1</td>
<td></td>
<td>*1</td>
</tr>
</tbody>
</table>

*1: Drive gear set (No.1) for the field service

[Drive gear set for the field service] (No1)

[Waste toner collection motor unit that applies the fluorine-based grease (Left view yellow enclosing section)]

Gear (X)

[Blue box section in the figure to the left]

Gear (Y):

Attach next to the gear (X) *

Stop ring (Z): Use to fix the gear (Y) *

* Replace them as the old grease adhere on the gear (X) teeth surface

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Content of changes

[Detail of occurrence cause] There might be the possibility to damage the positioning boss caused by the combination of the following cause 1 and 2

[Inner unit viewed from the rear left side of the main unit] (Some parts are not displayed)

Cause 1: Heavy load on the positioning boss
Since the shape of the anti-rotation boss mounting hole of the metal plate is vertically long, depending on the variety of work when assembling the waste toner collection motor unit, the load is given to the root of the positioning boss.

⇒ Plan to change the shape of the anti-rotation boss mounting hole

Cause 2: Worn out of the positioning boss caused by the grease
Since the grease applied on the gear (X) teeth surface (View in the red box section) of the waste toner collection motor unit adhere to the root of the positioning boss, the positioning boss gets worn out.

[Detail contents of the measure]

[Inner unit viewed from the right side of the main unit] (Some parts are removed)

Measure 1: Change the grease applied on the gear (X) teeth surface of the waste toner collection motor unit
(Old) EM-50LP ⇒ (New) HP-500 (Fluorine-based grease) (Color of the grease: Red ⇒ White)

Measure 2: Set the drive gear set (No.1) for the field service as a service part
Supply the drive gear set (No.1) (Waste toner collection motor unit (View in the yellow box section) and view in the blue box section) as a service part.

* Refer to the page 2 for the contents of the drive gear set (No.1) for the field service.

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## Replacement procedure

(Estimate work time: About 5 to 10 minutes)

<table>
<thead>
<tr>
<th>No</th>
<th>Procedure</th>
<th>Detail</th>
</tr>
</thead>
</table>
| 1  | [Detach the inner unit] (Procedure 1 to 4) | ![Diagram 1](image1.png)  
Open the waste toner box cover (a)  
Lift up the lever (b) and take out the waste toner box (c). |
| 2  | Pull out the transfer unit  
Remove 2 screws (a) (M4 × 8) and open the front middle cover (b)  
Release the developer waste exit which is locked. (Refer to the [Unlocking the developer waste exit] in the service manual for releasing procedure of the developer waste exit) | ![Diagram 2](image2.png)  
[Developer waste exit] |
<p>| 3  | Pull the lock lever (a) and release the lock to pull out the inner unit (b) | <img src="image3.png" alt="Diagram 3" /> |</p>
<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>Close the toner supply shutter (b) at 4 locations of the inner unit (a)</td>
<td>![Diagram showing the toner supply shutter and inner unit]</td>
</tr>
<tr>
<td></td>
<td>Lift up the inner unit (a) and detach it from the pin (d) at both edges of the slider rail (c).</td>
<td>![Diagram showing the lifting and detaching process]</td>
</tr>
<tr>
<td></td>
<td>[Note] If the toner supply shutter (b) at 4 locations are open, toner might spill out.</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>[Remove the waste toner collection motor unit] (Procedure 5 to 7)</td>
<td>![Diagram showing the waste toner collection motor unit]</td>
</tr>
<tr>
<td></td>
<td>Remove the screw of the inner unit cover.</td>
<td>![Diagram showing the screw and inner unit cover]</td>
</tr>
<tr>
<td>6</td>
<td>Disconnect the connector of the inner unit wire and the relay connector. Remove two screws.</td>
<td>![Diagram showing the connectors and screws]</td>
</tr>
</tbody>
</table>

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<table>
<thead>
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</tr>
</thead>
<tbody>
<tr>
<td>7</td>
<td>While opening the right edge section of the inner unit and detach the waste toner collection motor unit and HOLDER WIRE D</td>
<td></td>
</tr>
</tbody>
</table>
| 8  | **[Replace the gear (Y) and the stop ring (Z)]**  
**Procedure 8 to 9**  
Same as the procedure 7, while opening the right edge of the inner unit cover, detach the gear (Y) and the stop ring (Z) attached to the inner unit from the screw shaft.  
**[Supplementary issue]**  
- The gear (Y) and the stop ring (Z) are the parts located at the side of the waste toner collection motor unit. (Refer to the page 3 of this service bulletin)  
- The inner unit cover is not displayed in the figure to the right. |
| 9  | Insert the new gear (Y) into the screw shaft.  
Attach the new stop ring (Z) to the groove of the screw shaft.  
**[Note]**  
- The flange of the stop ring (Z) should be attached facing the machine outside. |

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</tr>
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</table>
| 10 | [Attach the waste toner collection motor unit]  
Insert boss at three positions and the hook of the new waste toner collection motor unit into the hole of the metal plate and fix with two screws that are removed in the procedure 6. | ![Diagram of waste toner collection motor unit] |

- Anti-rotation boss A  
- Positioning boss  
- Hook  
- Metal plate  
- Anti-rotation boss B  

| 11 | [Install the inner unit]  
Attach all the removed parts and connectors to the inner unit in the reverse order. Install the inner unit and the waste toner box to the main unit in the reverse order. | ![Diagram of inner unit installation] |

- [Note when installing the inner unit]  
- Open the toner supply shutter at 4 location of the inner unit (a)  
- Lock the developer waste exit of the inner unit (a)  
- When installing the inner unit (a), push both edge sections at the same time.  
- After pushing the inner unit in, make sure that the surface of the lock lever (b) is parallel to the inner unit cover (c). If not, pull out the inner unit and re-insert it again.  
- In case the inner unit is not installed correctly, there might be the possibility that correct print can't be done or of lock-up of the developer unit, etc.  
- The waste toner box should be installed after installing the inner unit. In case the waste toner box is installed first, there might be the possibility that breakage of the waste exit shutter or of service call error (C2810, 2870) that the waste toner can't be delivered to the waste toner box. |

## Serial No. of Affected Machines

Under investigation

KYOCERA Document Solutions Inc.