# Service Bulletin

## Revised version 2

**Ref. No.** 5H0-0004(H041)  
**<Date>** November 29, 2017

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**Subject:** Corrective measures for service call error C1120/C1130/C1100/C1110 and the cassette error message

**Model:** PF-750, PF-760/PF-760(B)

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

**Phenomenon:**  
- SC/Error  
- Paper Feeding/Conveying  
- Image  
- Machine operation

**Type of change:**  
- Hardware  
- Firmware and Software  
- Information

**Subject details:**  
**Affected Model:**  
- PF-750  
- PF-760  
- PF-760(B)  
- TASKalfa500ci/400ci/300ci/250ci  
- TASKalfa420i/520i, TASKalfa 552ci, FS-C8500DN

**Revised ver.:** This time the description with (--> ) is revised from the previous information.  
- Number of changes: 2  
- Update affected serial number information.

**Related SB**  
2G1-0035(H10): Add detection of C1100/C1110  
5H0-0005 (H106): Notice of the field measures for service call error C1100/C1110 (PF lift motor error)

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The paper feeder is changed as follows.

<table>
<thead>
<tr>
<th>Phenomenon</th>
<th>Cause</th>
<th>Parts to be changed</th>
<th>Content of changes</th>
</tr>
</thead>
</table>
| **C1120/C1130**  
(PF left/right cassette lift plate error)  
This service call error occurs as an abnormal load is given on the rotation of the lift motor and the lift motor gets damaged.  
| The lift motor is not installed on the correct position of the attachment metal plate | **A. Change lift motor bracket** | 1) Temporary measure: Change the boss hole shape of the lift motor bracket to prevent the boss from running over when installing the lift motor (No.1).  
2) Permanent measure: Change the positioning hole of the lift motor bracket from lower side to upper side, and oval hole from upper side to lower side  
3) Based on the change No. 2), set the lift motor bracket as the service parts. (No.2) |
| **C1100/C1110**  
(PF lift motor 1/2 error)  
* or Cassette can’t be recognized. ([Insert cassette 3]) is displayed.  
Overcurrent is detected as the lift plate does not detect upper limit.  
| When lifting PF with a stay when unpacking the PF, the stay deforms and there might be a possibility that the position of the upper limit detection sensor (primary feed unit feed roller section) goes up. As a result,  
| **B. Change spring pin** | 1) Extend the length of the spring pin and ensure joint of spring pin and lift motor coupling  
2) Based on the above change, set the shaft to which the new spring pin is press-fitted as the service parts. (No.3) |
| **C. Add sheet**  
Temporary measure:  
To improve upper limit margin, add the sheet (No.4) x 8 on the cassette frame and increase upper limit position to rise up the lift plate.  
| **D. Change back side of the metal plate**  
Permanent measure:  
As a permanent measure against the above temporary measure, change the shape of the metal plate. (No.5) * at back side and increase the upper limit position to rise up the lift plate. And also, disuse the sheet (No. 4) x 8 on the cassette frame.  
|
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Revised version 2

Service Bulletin

Ref. No. 5H0-0004(H041)  
<Date> November 29, 2017

* Add the detection announced with the service bulletin No. 2G1-0035(H010))

<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>1</td>
<td>305H894010</td>
<td>305H894011</td>
<td>ASSY LIFT-UP-MOTOR</td>
<td>2</td>
<td>2</td>
<td>X</td>
</tr>
<tr>
<td>2</td>
<td>305H880101</td>
<td>+ BRACKET,MOTOR</td>
<td>-</td>
<td>2</td>
<td>-</td>
<td>O</td>
</tr>
<tr>
<td>3</td>
<td>305H80670</td>
<td>C-SFT-CAM-SP</td>
<td>-</td>
<td>2</td>
<td>-</td>
<td>O</td>
</tr>
<tr>
<td>4</td>
<td>305H81020</td>
<td>SHEET BOX PC</td>
<td>-</td>
<td>8</td>
<td>-</td>
<td>O</td>
</tr>
<tr>
<td>5</td>
<td>305A707231</td>
<td>305H081010</td>
<td>GID-C-PAPER-SIDE</td>
<td>2</td>
<td>2</td>
<td>X</td>
</tr>
</tbody>
</table>

** Field Measure: **

- When C1120/C1130 error occurs: Check the lift motor and if damaged, replace [No.1: Lift motor/Bracket] and [No.3: Spring pin pressure shaft].
- When C1100/C1110 error occurs: Add [No.4: Sheet]. (As the lift motor might be damaged, if damaged, replace [No.1: Lift motor/Bracket] and [No.3: Spring pin pressure shaft]. And also, if C call error can’t be cleared even the lift motor does not have any problem, the lift motor gear might be misaligned (phase shift). Please refer to the Service Bulletin no. 5H0-0005 (H106) for the details.

** Parts Table **

- Lift motor (No1) / Lift motor bracket (No2)
- Bask side of the machine

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**Service Bulletin**

Ref. No. 5H0-0004(H041)

**Content of changes**

**A) Change lift motor bracket (No.2)**

- **(Old)** Oval hole
- **(Temporary measure)** Positioning hole
- **(Permanent measure)** Positioning hole
- **Change the shape to guide easy**
- Add engraved mark [N]

**B) Change stop ring pin (No.3)**

- **[Joint section]**
  - Back side of cassette
- **Positioning hole**
- **Lift motor (Main unit side)**
- **Spring pin (Cassette side)**
- **Spring pin goes inside of the lift motor coupling**
- **Shaft that new spring pin is press-fitted (N03)**
  - Extend the length of the spring pin (20mm → 30mm)

**C) Add sheet (No.4)**

- (Backside of machine)
  - **Pile 2 sheets and affix on the 4 positions**

**Sheet (No4) t=0.5mm**

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**D) Change back side metal plate (No.5)**

To prevent rising the upper limit detection position caused by the deformation of the stay, enlarge the shape of the back side metal plate towards upper side 1.5mm so that upper limit position of the lift plate goes up.

**E) Change bundle position of the caution leaflet**

By shifting the caution leaflet to right side, it is not possible to hold right hand side stay.
## Replacement procedure

<table>
<thead>
<tr>
<th>No</th>
<th>Procedure</th>
<th>Detail</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Turn off the power.</td>
<td><img src="image1.png" alt="Image" /></td>
</tr>
<tr>
<td></td>
<td>Pull out the cassette and remove paper, then remove 2 screws at both left and right side of the cassette</td>
<td><img src="image2.png" alt="Image" /></td>
</tr>
</tbody>
</table>

2 | Remove the cassette and place it as showing on the photo. (Back side of the cassette faces upward) | ![Image](image3.png) |
|   | Affix thick protection tapes on the left and right metal plate edge section and center cut out section. | ![Image](image4.png) |

(Note)
- To prevent injury during work, please affix thick protection tape.
- When affixing the tape to the left and right metal plate edge section, cover the 4 corner that they protrude. (Refer to X on the right side photo)
<table>
<thead>
<tr>
<th>No</th>
<th>Procedure</th>
<th>Detail</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>Shift both left and right gear section to the paper setting side and raise the lift plate up. Remove 3 screws and remove metal plate.</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Turn over the metal plate (cassette frame side surface should be facing front) and remove E ring x 2 at the gear section. Remove gear x 2</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Again, turn over the metal plate to the front side and remove the shaft section of the gear that has removed. (Note) Please be careful as the key comes off from the groove of the shaft</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Disassemble the shaft section as showing on the right photo and replace with the new spring pin with press-fitted (No3) Attach other parts except the key (Note) If the cap (5FH0202_) is broken, please replace it.</td>
<td></td>
</tr>
</tbody>
</table>

KYOCERA Document Solutions Inc.
<table>
<thead>
<tr>
<th>No</th>
<th>Procedure</th>
<th>Detail</th>
</tr>
</thead>
<tbody>
<tr>
<td>7</td>
<td>Pass the shaft through the back of the metal plate and insert the key in the groove of the shaft key. To prevent the key from falling, attach the gear, E ring with the metal plate diagonally.</td>
<td><img src="image" alt="Diagram showing the shaft, gear, and E ring with labels for the front surface of the metal plate and the key groove." /></td>
</tr>
<tr>
<td>8</td>
<td>Confirm if the belt hooks like showing on the right side photo. * Make sure the belt should not be twisted.</td>
<td><img src="image" alt="Diagram showing the belt in two conditions: [OK] and [NG]." /></td>
</tr>
</tbody>
</table>

* [NG] Belt is twisted condition

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<table>
<thead>
<tr>
<th>No</th>
<th>Procedure</th>
<th>Detail</th>
</tr>
</thead>
<tbody>
<tr>
<td>9</td>
<td>Attach metal plate to cassette frame by reverse procedure (Refer to the procedure 3), remove protection tapes that affixed to the metal plate edge section. (Refer to the procedure 2: Affix position)</td>
<td><img src="image1.png" alt="Image showing the attachment process" /></td>
</tr>
<tr>
<td>10</td>
<td>Remove one screw at back side metal plate.</td>
<td><img src="image2.png" alt="Image showing the screw" /></td>
</tr>
<tr>
<td>11</td>
<td>Slide the back side metal plate and take out the upper side of the cassette base.</td>
<td><img src="image3.png" alt="Image showing the removal process" /></td>
</tr>
<tr>
<td>No</td>
<td>Procedure</td>
<td>Detail</td>
</tr>
<tr>
<td>----</td>
<td>------------</td>
<td>--------</td>
</tr>
<tr>
<td>12</td>
<td>Clean with alcohol and pile two sheets (No4) to affix on the 4 positions. (red dotted line showing on right photo)</td>
<td><img src="image1" alt="Diagram of clean process" /></td>
</tr>
<tr>
<td>13</td>
<td>Attach screw that removed at the procedure 10 and install the cassette to the main unit. (Refer to the procedure 1)</td>
<td><img src="image2" alt="Diagram of screw attachment" /></td>
</tr>
<tr>
<td>14</td>
<td>Remove 3 screws and remove back cover.</td>
<td><img src="image3" alt="Diagram of screw removal" /></td>
</tr>
<tr>
<td>No</td>
<td>Procedure</td>
<td>Detail</td>
</tr>
<tr>
<td>----</td>
<td>------------</td>
<td>--------</td>
</tr>
</tbody>
</table>
| 15 | Disconnect both left and right connector.  
    Remove fixed screw x 5 for both left and right lift motor and lift motor bracket, and replace with new bracket (No2).  
    Attach lift motor on the list motor bracket and fix by the screw in the order of the positioning hole and the oval hole.  
    Note: Make sure the lift motor is not floating from the lift motor bracket.  
    Connect the connector and attach back cover. | ![Diagram](image1.png) |
| 16 | After turning the power on, confirm to check the following for both left and right cassette.  
    Pull out and insert the cassette 5 times in the condition of 1 sheet of paper in the cassette, and insert the cassette once in the condition of full of paper and check whether the lifting of the lift plate works without any problems. | ![Diagram](image2.png) |
**Affected serial numbers**

*1: The paper feeders with "72" or later of the 4th and 5th digit serial number apply this change (others than [D]).

*2: The paper feeders with "73" or later of the 4th and 5th digit serial number apply this change (Change [D]).

<table>
<thead>
<tr>
<th>Item code</th>
<th>Spec.</th>
<th>Change A</th>
<th>Change B</th>
<th>Change C</th>
<th>Change D</th>
<th>Change E</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Change Lift motor/Bracket (Change boss hole shape) Temporary measure</td>
<td>Change Lift motor/Bracket (Change positioning hole) Permanent measure</td>
<td>Change spring pin</td>
<td>Add sheet</td>
<td>Change back side metal plate (Change positioning hole)</td>
</tr>
<tr>
<td>PF-750</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1205H02US0</td>
<td>KDA, KDBR</td>
<td>QNX6Y02788</td>
<td>QNX710300</td>
<td>QNX6902767</td>
<td>QNX710299</td>
<td>(--&gt;)</td>
</tr>
<tr>
<td>1205H00KS0</td>
<td>KDCN</td>
<td>* 1</td>
<td>* 1</td>
<td>* 1</td>
<td>* 1</td>
<td>* 2</td>
</tr>
<tr>
<td>1205H03NL1</td>
<td>KDE, KDAU</td>
<td>QNX6Z04042</td>
<td>QNX724127</td>
<td>QNX6Z04042</td>
<td>QNX724127</td>
<td>(--&gt;)</td>
</tr>
<tr>
<td>PF-760/PF-760(B)</td>
<td>All</td>
<td>No production</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

N00091995(pin)/ N00094666(bracket)/ N00095318(sheet)/ N00095043(gid)/N00095660