Service Bulletin

Subject: Corrective measures for jam J42xx/improving durability of the fuser discharge needle (Change fuser unit)

Model: TASKalfa 8002i

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

Remarks:

- Related SB: 2NH-0009 (H085)

The fuser unit is changed as follows.

[Content of changes] (Refer to the following pages for the details)

<table>
<thead>
<tr>
<th>No</th>
<th>Content of changes</th>
<th>Details</th>
</tr>
</thead>
</table>
| 1  | Corrective measures for jam J42xx right after feeding paper with the brand new fuser unit  
* Fuser eject sensor non arrival jam  
Fuser eject sensor stay jam | Increase the distance between the entrance guide and the fuser discharge needle |
| 2  | Improving durability of the fuser discharge needle  
* Same as the content of changes in the service bulletin 2NH-0009 (H085)  
(Affected model: (TASKalfa 8052ci/TASKalfa 7052ci)) | 1) Increase the distance between the fuser discharge needle and the shield (2mm → 2.7mm)  
2) In order to make it possible to replace the fuser discharge needle only, relocate the fuser discharge needle section and the thermistor  
3) Based on the above change, set the fuser discharge needle unit as a service part (No.5) in the field  
4) Based on the above change, change the firmware and caution leaflet is included in the new fuser unit |

Field Measure:

1. When jam J42xx occurs right after feeding paper at the brand new fuser unit (Change 1)  
Release jam and feed paper again. (Repeat paper feeding to solve this phenomenon)

2. When the vertical streaks occur with the fuser offset/half tone image (Change 2)  
   - Main unit using the old fuser unit: Upgrade the firmware to Pack Ver.2NK V2.00 or newer and then, replace with the new fuser unit (New No.1 to 4) (As of November 1st, 2017, Pack Ver.2.00 is the newest firmware)  
   - Main unit using the new fuser unit: Replace the fuser discharge needle unit (No.5) (Refer to the following pages for the details)

3. When replacing the fuser unit  
   When using the new fuser unit, upgrade the firmware to Pack Ver.2NJ V1.00 or newer first before replacing it. (If replacing the new fuser unit without upgrading the firmware, there might be the possibility that the durability against the electrostatic offset or the electrostatic scattering becomes lower because of the old control)
## 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></td>
<td></td>
<td>Old</td>
<td>New</td>
<td>Old</td>
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<td>1</td>
<td>302NJ93042</td>
<td>302NJ93043</td>
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<td>1</td>
<td>1</td>
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<td>2</td>
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<td>302NJ93052</td>
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<td>3</td>
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<td>302NJ93062</td>
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<td>1</td>
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<td>4</td>
<td>302NJ9C061</td>
<td>302NJ9C062</td>
<td>FK-6722(CN)</td>
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<tr>
<td>5</td>
<td>302NJ9K061</td>
<td>302NJ9K062</td>
<td>FK-6722(KR)</td>
<td>1</td>
<td>1</td>
<td>X</td>
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<tr>
<td>6</td>
<td>-----------</td>
<td>-----------</td>
<td>+PARTS FUSER DISCHARGER NEEDLE UNIT SP</td>
<td>-</td>
<td>1</td>
<td>-</td>
</tr>
</tbody>
</table>

"+" mark at the beginning of the part name means it is a component part.
Content of changes

Change 1: Corrective measures for jam J42xx

[Phenomenon]
When feeding paper which has no stiffness or moisture using the brand new fuser unit (Note 1), 1st to 10th sheet of paper fed stick to the entrance guide (Note 2) and there might be the possibility to occur the fuser eject sensor non arrival jam (J420x) or the fuser eject sensor stay jam (J421x) (Note 3).

Note 1: After setting up the main unit or after replacing the unit in the field.
Note 2: This phenomenon might occur 1st to 10th sheet of paper to be fed after start using the brand new fuser unit. After that, as the entrance guide will not be positively charged at repeated paper feed, jam will not occur caused by this factor.
Note 3: Depending on the position that paper sticks to the entrance guide (leading edge/trailing edge), the jam detected is different.

[Cause]
When turning the power on, the positive discharge is given from the fuser discharge needle to the fuser belt, but also the positive charge will be given to the entrance guide (no charge in normal condition) with the current positioning. As paper entering into the fuser section is negatively charged, depending on the type or the condition of paper, paper sticks to the entrance guide and the above jam might occur.

[Content of changes]
Increase the distance between the entrance guide and the fuser discharge needle

[Viewing the old fuser unit from the front side of the main unit] (Some parts are not displayed)

Fuser discharge needle
(Positively charged):
To make the fuser belt positively charged, the positive discharge will be given at the time of turning the power on and driving the machine

Fuser belt
Press roller
Entrance guide (positive charge when this phenomenon occurs):
Affected by the fuser discharge needle, it will be positively charged

Paper (Negatively charged):
After passing through the primary transfer unit, it will be negatively charged

: Paper conveying direction

[Viewing the new fuser unit from the front side of the main unit] (Some parts are not displayed)

Increase the distance between the fuser discharge needle and the entrance guide

Fuser discharge needle
(Relocated)

Fuser belt
Press roller
Entrance guide: No change

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In order to improve the durability of the fuser discharge needle, change is made as follows.

** If the image with the high print coverage is frequent, the organic compounds (toner-derived) sticks to the fuser discharge needle and the surface potential of the fuser belt decreases, and then, there might be the possibility to occur the vertical streaks in the half tone image or offset image.

1) Reducing to stick the organic compounds sticking to the fuser discharge needle by increasing the distance between the fuser discharge needle and the shield (2mm → 2.7mm) and changing the airflow downward.
2) To make it possible to replace the fuser discharge needle only, relocate the location of the fuser discharge needle and the thermistor
3) Based on the change 1, 2), set the fuser discharge needle unit (No.5) as a service part in the field
4) Based on the change 1, 2), change the firmware and caution leaflet is included in the new fuser unit (Refer to the following for the details)

[Sectional drawing of the fuser unit section]
(Old)  (New)

[Replacement method of the fuser discharge needle unit]

[Vertical streaks of the half tone image] (Sample)
The figure below emphasizes that the vertical lines are easy to recognize
**Service Bulletin**

Ref. No. 2NJ-0002 (H230)

<Date>December 28, 2017

[Change 2 – 4: Change firmware (Details)]

Based on the relocation of the fuser discharge needle and the thermistor, it is necessary to match the correct position of the fuser discharge needle. Therefore, the firmware is changed.

**Replace the new fuser unit after upgrading the firmware using Pack Ver.2NJ_V1.00 or newer.**

**The following list shows the newest firmware as of November 1, 2017: Pack Ver.2.00**

<table>
<thead>
<tr>
<th>Type</th>
<th>Upgrade Pack Ver.</th>
<th>Program No.</th>
<th>VER.</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>MAIN</td>
<td>2NJ_V2.00</td>
<td>2NJ_2000.002.042</td>
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<tr>
<td>MMI</td>
<td>2ND_7000.003.042</td>
<td>2NJ_1000.002.006</td>
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<tr>
<td>ENGINE</td>
<td>2NH_1200.002.002</td>
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<td>BROWSER</td>
<td>2RE_L000.002.004</td>
<td>2ND_CA000.010.002</td>
<td>002.004</td>
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<td>PANEL</td>
<td>2ND_7200.001.015</td>
<td>2ND_7200.001.015</td>
<td>002.015</td>
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<tr>
<td>LANGUAGE MP</td>
<td>2ND_81XM.003.015</td>
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<tr>
<td>DICTIONARY MLT</td>
<td>3R8_9500.004.001</td>
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<tr>
<td>DP</td>
<td>2NH_9000.001.013</td>
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<td>004.013</td>
<td>Main unit front deck</td>
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<tr>
<td>ENHANCE</td>
<td>2NF_7300.001.013</td>
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<td>005.013</td>
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<tr>
<td>PW-730(B)</td>
<td>3NJ_9000.099.001</td>
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<td>009.001</td>
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<td>009.001</td>
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<td>PW-7120</td>
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<td>PW-7130</td>
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</tbody>
</table>

Note: In case of using combination of the new fuser unit and the old engine firmware, the control is different from current control, therefore, excess charger high voltage comes out which possibly makes to decrease the durability against the electrostatic offset or the electrostatic scattering.

**<The new and old compatibility of the firmware and the fuser unit list>**

<table>
<thead>
<tr>
<th>New and old compatibility</th>
<th>Fuser</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>Old</strong></td>
</tr>
<tr>
<td>FW</td>
<td>△ (Before countermeasure)</td>
</tr>
<tr>
<td></td>
<td>(Decreasing the durability against the electrostatic offset/electrostatic scattering)</td>
</tr>
<tr>
<td></td>
<td><strong>New</strong></td>
</tr>
<tr>
<td></td>
<td>△ (Before countermeasure)</td>
</tr>
<tr>
<td></td>
<td>(After countermeasure)</td>
</tr>
</tbody>
</table>

**Serial No. of Affected Machine**

*1: The main units with “7Y” or later of the 4th and 5th digit serial no. apply this change.

<table>
<thead>
<tr>
<th>Product name</th>
<th>Specification</th>
<th>Item code no.</th>
<th>Affected serial no.</th>
</tr>
</thead>
<tbody>
<tr>
<td>TASKalfa 8002i</td>
<td>KDA 120V</td>
<td>1102NJ2US0</td>
<td>VAK7Y01430</td>
</tr>
<tr>
<td></td>
<td>KDA GSA</td>
<td>1102NJ2US1</td>
<td>*1</td>
</tr>
<tr>
<td></td>
<td>Copy Star</td>
<td>1102NJ2CS0</td>
<td>*1</td>
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<tr>
<td></td>
<td>KDA 220V</td>
<td>1102NJ4US0</td>
<td>VV67Y00081</td>
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<tr>
<td></td>
<td>KDAU</td>
<td>1102NJ3AS0</td>
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<tr>
<td></td>
<td>KDAS</td>
<td>1102NJ3AX0</td>
<td>R197Y00118</td>
</tr>
</tbody>
</table>

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## Service Bulletin

**Ref. No. 2NJ-0002 (H230)**

<Date> December 28, 2017

### Product name | Specification | Item code no. | Affected serial no.
--- | --- | --- | ---
**TASKalfa 8002i**
- FK-6720<br>100V | KDKR | 1102NJ3KR0 | *1
- FK-6721<br>110, 120V | KDCN<br>KDKR | 1102NJ3KR0 | 1102NJ3KS0<br>VV47Y00071
- FK-6722<br>220-240V, KDCN, KDKR | KDCN<br>KDE<br>KDKR<br>KDTW<br>KDTW GSA<br>KDE<br>Olivetti | 1102NJ3KS0<br>1102NJ3NL0<br>1102NJ3KL0<br>1102NJ3LX0<br>1102NJ3LV0<br>1102NJ3LU0<br>1102NJ3UT0<br>1102NJ3LV0 | VV47Y00071<br>VAL7Y00911<br>R127Y00035

**d-COPIA 801MF 8056i**
- FK-6724<br>100V | KDKR | 1102NJ3KR0<br>1102NJ3KL0<br>1102NJ3LX0<br>1102NJ3LV0<br>1102NJ3LU0<br>1102NJ3UT0<br>1102NJ3LV0 | *1
- FK-6725<br>110V | KDCN<br>KDKR | 1102NJ3KR0<br>1102NJ3KS0<br>1102NJ3KL0<br>1102NJ3LX0<br>1102NJ3LV0<br>1102NJ3LU0<br>1102NJ3UT0<br>1102NJ3LV0 | 1102NJ3KR0<br>1102NJ3KL0<br>1102NJ3LX0<br>1102NJ3LV0<br>1102NJ3LU0<br>1102NJ3UT0<br>1102NJ3LV0 | VV47Y00071<br>VAL7Y00911<br>R127Y00035

**TASKalfa 7002i**
- CS 7002i<br>Copy Star | KDA 120V | 1102RK2US0 | After using up the old stock
- CS 7002i<br>Copy Star | KDA GSA | 1102RK2US1 | *1
- CS 7002i<br>Copy Star | KDAU | 1102RK3AS0 | *1
- CS 7002i<br>Copy Star | KDAS | 1102RK3AX0 | After November 15, 2017 production
- CS 7002i<br>Copy Star | KDTW | 1102RKTTW0 | From first production (No production yet)
- CS 7002i<br>Copy Star | KDTW GSA | 1102RKTTW1 | From first production (No production yet)
- CS 7002i<br>Copy Star | KDCN<br>KDE | 1102RK30S0<br>1102RK3NL0 | F12027Y01472<br>Val7Y00911
- CS 7002i<br>Copy Star | Olivetti | 1102RK3LV0 | After November 15, 2017 production

**d-COPIA 7001MF 7056i**
- FK-6728<br>100V | KDKR | 1102NJ3KR0<br>1102NJ3KL0<br>1102NJ3LX0<br>1102NJ3LV0<br>1102NJ3LU0<br>1102NJ3UT0<br>1102NJ3LV0 | *1
- FK-6729<br>110V | KDCN<br>KDKR | 1102NJ3KR0<br>1102NJ3KS0<br>1102NJ3KL0<br>1102NJ3LX0<br>1102NJ3LV0<br>1102NJ3LU0<br>1102NJ3UT0<br>1102NJ3LV0 | 1102NJ3KR0<br>1102NJ3KL0<br>1102NJ3LX0<br>1102NJ3LV0<br>1102NJ3LU0<br>1102NJ3UT0<br>1102NJ3LV0 | VV47Y00071<br>VAL7Y00911<br>R127Y00035

**Maintenance kit**

**MK-6725/MAINTENANCE KIT**
- 120V | KDCN | 1702NJ7US0 | After using up the old stock
- 220-240V (Except KDCN) | KDCN | 1702NJ8KS0 | *1

**MK-6720/MAINTENANCE KIT**
- 220-240V (Except KDCN) | KDCN | 1702NJ8NL0 | VAU7Y00235
- KDKR | 1702NJ8KR0 | From first production (No production yet)
- KDTW | 1702NJTTW0 | From first production (No production yet)

[Fuser unit] *2: The main units with “7Y” or later of the 6th and 7th digit serial no. apply this change.

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