Subject: 드럼 대시 마크 전용 드럼의 서비스 설정

Model: M6535cidn, M6035cidn, M6530cdn, M6030cdn, P6035cdn, P6130cdn, TASKalfa 350ci, M6635cidn, M6235cidn, M6630cidn, M6230cidn, P6235cdn, P6230cdn, TASKalfa 351ci

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

Phenomenon:
- SC/Error
- Paper Feeding/Conveying
- Other

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

Remarks:
- Related SB 2NR-0036(H139) --- The model after TASKalfa 350ci has already applied from the first mass production for the change of 2NR-0036

Since we have informed the corrective measures for the vertical line image (Drum dash mark) with the service bulletin No.2NR-0036(H139), in case of the following condition, in order to improve further, set the drum unit (No.1 to 3) exclusively for the drum dash mark prevention as a service part in the field (Note 1)
- Print volume is high
- Repeat the continuous high volume print job
- Repeat the job in a short interval
- Depending on the above usage condition or the usage environment, machine inside temperature becomes high

This exclusive drum has to be used as the black only

Note 1: In case of using the drum unit exclusively for the drum dash mark prevention, the contact of the cleaning blade to the drum is strengthened so that there might be the possibility to occur the cleaning failure or worn out of the drum earlier due to the paper dust coming in. Therefore, if the problem is other than the drum dash mark, use the current drum unit as the service part in the field.
This will not be applied to the drum unit in the main unit production and the maintenance kit.

Field Measure: When the above phenomenon occurs, replace with the drum unit exclusively for the drum dash mark prevention (No.1 to 3) for the drum unit K. * Do not use it for the color drum unit Y, C, M.

First implemented timing at factory: Service part information only. * Current drum unit is contained in the main unit and the maintenance kit.

N00103790; Q1710009
## Service Bulletin

Ref. No. 2NR-0049 (175)

<Date>November 15, 2018

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### Parts Table

* The following drum units (No.1 to 3) are exclusively for the drum dash mark prevention in the field.

There is no change of the drum unit for the main unit/maintenance kit or for the current field service.

<table>
<thead>
<tr>
<th>No.</th>
<th>Old Part No.</th>
<th>New Part No.</th>
<th>Description</th>
<th>Q'ty</th>
<th>Compati</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Old</td>
<td>New</td>
</tr>
<tr>
<td>1</td>
<td></td>
<td>302NR93180</td>
<td>DK-5140(A)</td>
<td>-</td>
<td>1</td>
<td>-</td>
</tr>
<tr>
<td>2</td>
<td></td>
<td>302NR9C180</td>
<td>DK-5140(A)(CN)</td>
<td>-</td>
<td>1</td>
<td>-</td>
</tr>
<tr>
<td>3</td>
<td></td>
<td>302NR9K180</td>
<td>DK-5140(A)(KR)</td>
<td>-</td>
<td>1</td>
<td>-</td>
</tr>
</tbody>
</table>

### Identification of the new and old

The prefix (first 1st to 3rd digit) of the serial no. is different for the current drum unit and the drum unit (No.1 to 3) exclusively for the drum dash mark prevention.

<table>
<thead>
<tr>
<th>Type of the drum unit</th>
<th>Prefix</th>
</tr>
</thead>
<tbody>
<tr>
<td>Drum unit in the main unit when shipping from the factory except KDTW specification</td>
<td>EQC</td>
</tr>
<tr>
<td>Drum unit in the main unit when shipping from the factory for KDTW specification</td>
<td>EWE</td>
</tr>
<tr>
<td>Drum unit in the maintenance kit</td>
<td>EQC</td>
</tr>
<tr>
<td>Current drum unit for the field service (302NR9301_/302NR9C01_/302NR9K01_)</td>
<td>EQC</td>
</tr>
<tr>
<td>Drum unit (No.1 to 3) exclusively for the drum dash mark</td>
<td>FVR</td>
</tr>
</tbody>
</table>

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