When service call error C2840 (Belt cleaning motor error) turns on, perform the followings.

**Field measure**

1. Detach the fuser unit and check if there are any conductive foreign objects are adhere on the discharge needle section of the fuser discharge needle unit. → If there are no foreign objects, perform the normal procedure described in the service manual chapter 7.

2. If there are any foreign objects adhered, detach the fuser discharge needle unit and turn it over, and shake it up and down slightly to remove the foreign objects.
   Caution: In case of using the vacuum cleaner, the brush, etc., there might be the possibility to deform the discharge needle. Therefore, do not use them.

3. If it is not possible to remove the foreign objects completely, replace with the new fuser discharge needle unit (302ND9481_).

**Background**

There might be the possibility to occur service call error C2840 with the main unit at a later date that has a history of service call error caused by the fuser belt damage (already applied countermeasure with the service bulletin No. 2ND-0075 (H178) and 2ND-0086 (I013)).

Dropping the broken piece of the fuser belt off (Conductive foreign objects) in the fuser discharge needle unit is the cause and if the electric noise occurs by the leakage between the discharge needle and the foreign objects, there is a timing when the operation error of the belt cleaning motor at the primary transfer unit occurs and it might be the possibility to turn on service call error C2840.

* Before turning service call error C2840 on, service call error C6600/C6700 caused by the fuser belt damage occurs and the fuser unit should be replaced with the new one. Therefore, the replacement of the fuser unit is not included in this field measure.
[Clean the fuser discharge needle unit]

Main unit right side (Right cover open)

- Fuser unit
- Primary transfer unit
- Fuser discharge needle unit

Conductive foreign objects such as broken piece of the fuser belt