Subject: CIS assy 떨어짐 방지 (스페이서 추가/HANARL 적용)

Model: TASKalfa 1800, TASKalfa 2200, TASKalfa 1801, TASKalfa 2201, TASKalfa 2010, TASKalfa 2210, TASKalfa 2011, TASKalfa 2211

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:

Supplement *

Revised ver.: This time the description with (--> ) is revised from the previous information.

<Number of changes: 4> Add/correct the contents for implementation of the permanent measures

Depending on the variation of the parts, when performing the sliding operation to scan the original, the rear side of the CIS assy (302NG9307_) slides ahead of the front side of the machine in the right direction of the machine and there might be the possibility that the CIS assy inclines back and forth, and fall off. (Refer to the Fig.1 in the page 2)

When the above phenomenon occurs, perform the following [Field measures]

(--> ) For the permanent measures, HANARL (No.2 below) is applied. Refer to the last page for the affected serial numbers.

[Field measures]

After reattaching the CIS assy as the original position (possible to recover by the hands), perform the following 1 and 2 at the same time or perform either 1 or 2 (2 is recommended). (Refer to the page 2. Refer to the page 3 and after for the details)

1. Separate the CIS assy into CIS carriage and CIS assy and attach the spacer (No.1) on the top of the spring (X) /spacer (Y) located at both edge of the CIS carriage (Note 1)
2. Apply HANARL (302LV94550) in the whole specified range of the slider located at both edges of the CIS assy.

Note.1: The above spacer has to be added only in the main unit where this phenomenon occurred. If the spacer (No.1) is attached in the main unit where this phenomenon does not occur, there might be the possibility to occur the operation failure.

[Cause of the occurrence]

In case the load of the spring (X) to push up the CIS assy is weak, due to the affection of the scanner belt for sliding the CIS assy, the sliding speed is different between the back side of the main unit which is strongly pulled in the sliding direction and the front side of the machine which is less affected since it is away from the scanner belt. Then, there might be the possibility to occur the above phenomenon.

### Parts to support in the field

<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 Old New</th>
<th>Remarks</th>
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<tbody>
<tr>
<td>1</td>
<td>--------------</td>
<td>302NG17420</td>
<td>SHEET SPRING CIS</td>
<td>-2</td>
<td>-</td>
<td>O</td>
</tr>
</tbody>
</table>

Space for the field service
Fig. 1 (Condition of the CIS assy dropping off the platen glass is detached)

(Rear side of the main unit)

- Scanner belt
  - It is located at the rear side of the main unit from the center. Therefore, the rear side of the main unit tends to pull out strongly towards sliding direction

(Front side of the main unit)

Fig. 2 [Condition of the CIS assy separated]

[1. Attach the spacer (No.1)]

- Spacer Y and No.1 is same part

[2. Apply HANARL]

- HANARL applied range (upper surface of the yellow semicircle rib the above fig.)

Note: Perform both 1 & 2 above or, either one of them.
Service Bulletin

Ref. No. 2NN-0022 (183)

<Date> January 10, 2019

Procedure of the field measure

Note: It is effective to perform the field measure of both 1 & 2 at the same time or apply HANARL of 2.

As it might not be possible to obtain HANARL in the field, the procedure of the multiple patterns of the field measures is described.

(Estimated work time: 15 minutes)

<table>
<thead>
<tr>
<th>No</th>
<th>Procedure</th>
<th>Detail</th>
</tr>
</thead>
</table>
| 1  | Detach the scanner cover and the contact glass from the main unit.  
   * Refer to the service manual 1-5-3 Procedure 1 to 9 [Sectional Construction] [(1-1) Detaching and refitting the exposure lamp] | Reattach the CIS assy which is dropped off.  
   ➔ In case of attaching [1. Attach the spacer (No.1)], go to procedure 2, in case of performing [2. Apply HANARL], go to procedure 4.  
   ➔ In case of performing both 1 & 2 at the same time, perform procedure 2 first to follow |
| 2  | [1. Attach the spacer (No.1)] Release two hooks of the CIS carriage and detach the CIS assembly, and turn it over and place it.  
   * FFC is connected to the CIS assy. Therefore, it should not be detached completely. |  

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**Service Bulletin**

**Ref. No. 2NN-0022 (183)**

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<table>
<thead>
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<th>Procedure</th>
<th>Detail</th>
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<tbody>
<tr>
<td><strong>3</strong></td>
<td>[1. Attach the spacer (No.1) (continue)]</td>
<td>Attach the spacer (b) for the field measure on the top of the front &amp; back of the spacer (a) of the main unit. After that, Attach the CIS assy to the CIS carriage. * The right figure is showing the only CIS carriage but actually, CIS assy is connected to the CIS carriage by the FFC as shown on the photo in the procedure 2. ➔ In case of not performing [2. Apply HANARL], go to procedure 5.</td>
</tr>
<tr>
<td><strong>4</strong></td>
<td>[2. Apply HANARL]</td>
<td>Apply HANARL (*1) in the specified whole range (d) of the slider section (c) of both edges of the main unit. *1: PARTS GREASE HANARL KS-39M(10G) SP (Part number: 302LV94550) Note: - Make sure not to come off HANARL to the center direction (CIS) from the dotted line of the right figure - Before applying, shake the bottle well to mix it - After applying, dry it out for about 30 seconds</td>
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<tr>
<td><strong>5</strong></td>
<td>Reattach all the parts (Parts detached by procedure 1 including the contact glass, scanner cover) in the reverse procedures.</td>
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**Serial No. of Affected Machines (Permanent measures: Apply HANARL to the slider at both edges of the CIS assy)**

*2: The main units with "91" or later of the 4th and 5th digit serial no. apply this change.

<table>
<thead>
<tr>
<th>Product name</th>
<th>Specification</th>
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