Subject: 용지 주름 / 직각도 / 검은 색 줄무늬 이미지 보정 조치

Model: TASKalfa 2552ci, TASKalfa 3252ci, TASKalfa 3552ci, TASKalfa 4052ci, TASKalfa 5052ci, TASKalfa 6052ci, TASKalfa 4002i, TASKalfa 5002i, TASKalfa 6002i, P8060cdn, TASKalfa 2553ci, TASKalfa 3253ci, TASKalfa 3553ci, TASKalfa 4053ci, TASKalfa 5053ci, TASKalfa 6053ci, TASKalfa 4003i, TASKalfa 5003i, TASKalfa 6003i

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: Revised ver.: - This time the description with (--) is revised from the previous information. <Number of changes: 4> Revise [Field Measure] and add descriptions for the new parts for service

If the parts (a to c in the figure below) of the secondary transfer unit gets dirty caused by paper dust or toner, there might be the possibility that it might be difficult to discharge the static electricity of paper. If fed paper with low stiffness or thin paper under the above condition, the following [phenomenon] might occur. When the phenomenon occurs, perform the following [Field measures].

[Phenomenon] (Refer to the page 2 for the cause of the occurrence and the sample image)
1. Paper crease/squareness due to the failure in discharging the static electricity
2. Black streaks image due to toner sticking on the rib section of the fuser discharge needle unit

[Field measures]
1. Clean HOLDER SECONDLY TRANSFER(a), PLATE CONVEYING TC(b), HOLDER DISCHARGER(c) with (--) air spray cleaner or air blower. (Do not use a flammable spray.)
2. Detach the fuser unit and check if there is any toner sticking on the rib section of the fuser discharge needle unit (Fig.1) If toner sticks on the rib section, replace the fuser discharge needle unit (302ND9481_) to the new one. (Note 1, 2)
3. (--) Affix the discharger sheet (No1) to PLATE CONVEYING TC (b). (Refer to page 4 for how to affix the discharger sheet)
4. If the phenomenon cannot be resolved after performing the above No.1 and (--) 3, adjust the height of the fuser unit (Note 3)
   Note 1: Refer to the service manual chapter 4 [Detaching/attaching the fuser unit] for the procedure of detaching/attaching the fuser unit
   Note 2: Refer to the service manual chapter 4 [Detaching/attaching the fuser discharge needle unit] for the procedure of detaching/attaching the fuser discharge needle unit.
   Note 3: Refer to the service manual chapter 4 [Height adjustment of the fuser unit] for the height adjustment of the fuser unit

[Right cover of the main unit is open] (Right cover side)

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Phenomenon occurrence mechanism

[Phenomenon 1]: Paper crease/squareness due to the failure in discharging the static electricity
Due to the residual static electricity, paper stick to HOLDER SECONDLY TRANSFER (a) and skew feed occurs, and paper crease or squareness failure might occur.

[Phenomenon 2]: Black streak image due to toner sticking on the rib section of the fuser discharge needle unit.
1. Due to the residual static electricity, paper stick to HOLDER SECONDLY TRANSFER (a) and skew feed occurs (Figure 1)
2. When the trailing edge of paper being conveyed in skew passes through the primary transfer unit and the secondary transfer unit, it jumps to the fuser discharge needle unit (d) side (in the yellow arrow direction) by the reaction released from the pressing of the primary transfer unit and the secondary transfer unit, and contact the rib section of the fuser discharge needle unit (d). (Figure 2)
3. Due to the above 2, toner before fusing on paper sticks to the rib section of the fuser discharge needle unit (d) (Figure 3)
4. If the above No. 1 to 3 continues, the black streaks image might occur while toner before fusing on paper is rubbed by the stuck toner. (Figure 3)
**Service Bulletin**

*Service information*

[Positional relationship between the fuser discharge needle unit (d) and the secondary transfer unit] (Right cover of the main unit is closed)

**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></td>
<td>Old New Old New</td>
<td></td>
</tr>
<tr>
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<td>------------</td>
<td>302ND94A60</td>
<td>PARTS SHEET DISCHARGER SET SP</td>
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<tr>
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<td>------------</td>
<td>302ND24490</td>
<td>+SHEET DISCHARGER SP A</td>
<td>-</td>
<td>1</td>
<td>-</td>
</tr>
</tbody>
</table>

*+* mark at the beginning of the part name means it is a component parts.

*1: Use when necessary to re-affix the discharger sheet.

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[How to affix the discharger sheet]
1. Clean the surface of PLATE CONVEYING TC(b) to affix (Red frame in the figure below) with alcohol.
2. Peel off the carrier sheet of the double-sided tape on the rear side of the discharger sheet and affix it.
   (12 pcs: 6 pcs each to the machine front side and rear side) (Note 4, 5)
   Note 4: Urethane sheet of 2-3mm width is originally affixed to PLATE CONVEYING TC (Refer to the figure below)
   Do not overlay the existing urethane sheet when affixing the discharger sheet (No1).
   Note 5: Align to the edge of the existing urethane sheet (Refer to [Alignment] below)

Where to affix

Discharger sheet (6 pcs of 12 packed in No1)

Existing Urethane sheet

Edge of existing urethane sheet

*Affix to the rear side as well