Canon

Service Bulletin

COPIER

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Model : MULTI OUTPUT TRAY-D1

No.: GP405-007 (FF-T01-W-000060-01)

DATE: 09.07.99

Location : INTERIOR OF MACHINE (GP MAIN UNIT), FEED UNIT (MULTI OUTPUT TRAY- D1)

Subject : JAMS WHEN MULTI OUTPUT TRAY-D1 IS CONNECTED TO MAIN GP UNIT AND FACE DOWN DELIVERY MODE IS SELECTED

Reason : To communicate means to prevent jams in the face down delivery mode when the multi output tray-D1 is connected

Details : <Symptom>

When you select the face down delivery mode with the multi output tray 3-D1 connected to the main GP unit, the copy paper fed from the GP main unit fixing assembly is reversed by the switching of paper deflector 2, and is then delivered onto the tray. This reversing of the copy paper will sometimes cause a jam when the leading edge of the copy paper makes contact with the leading edge of the paper deflector 2 flapper sheet.

<Cause>

Limp copy paper and copy paper which has been left in a high humidity environment will curl downward to a greater extent when it is delivered from the fixing assembly. If a feed upper guide plate with a shallow depression (0.1mm instead of the stipulated 0.4mm) is installed, the position where the leading edge of the flapper sheet makes contact with the upper feed guide plate will become lowered. A combination of the upper feed guide plate with the shallow depression and the aforementioned copy paper with a large downward curl will result in the leading edge of the copy paper to strike the leading edge of the flapper sheet of paper deflector 2 when the copy paper is reversed for face down delivery, causing a jam to occur. (Fig. 1-1)

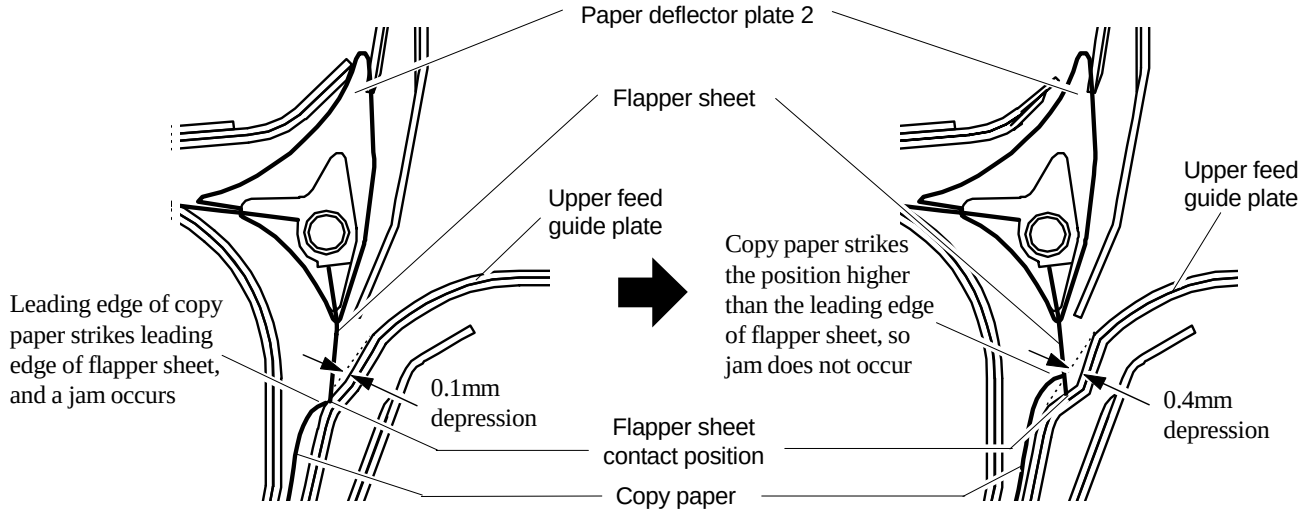


Fig. 1-1 Cross-section of upper feed guide plate section (when depression is 0.1mm)

Fig. 1-2 Cross-section of upper feed guide plate section (when depression is 0.4mm)

<Factory measure>
There will be strict supervision over the adherence to 0.4mm deepness for the upper feed guide plate depression. This is to avoid leading edge of the copy paper with a large downward curl to strike the leading edge of the flapper sheet when the copy paper is reversed. (Fig. 1-2) Also in order to make the tolerance less tight for the copy paper with large downward curl, the shape of the stay for the multi output tray-D1 and the angle in sticking the flapper sheet of the paper deflector have been changed. With these changes the position where the flapper sheet of the paper deflector plate 2 will make contact with the upper feed guide plate 2 shifts further upward. This will allow the leading edge of the paper with a large downward curl to avoid striking the leading edge of the flapper sheet by a more comfortable margin. (Fig. 2-1, 2-2)

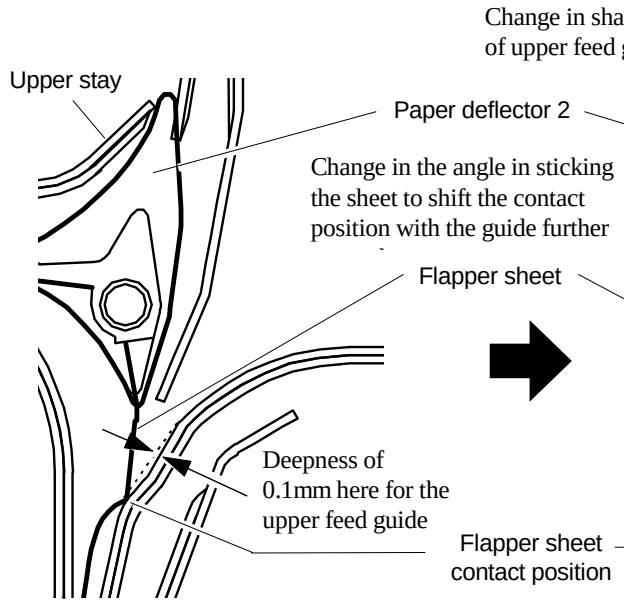


Fig. 2-1 Cross-section of the former upper feed guide

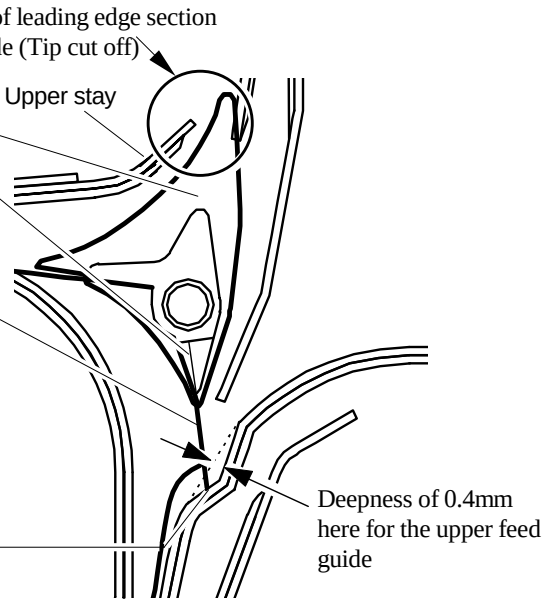


Fig 2-2 Cross-section of the new upper feed guide

Servicing **:** When a jam occurs with the aforementioned symptoms, replace the GP main unit's upper feed guide by following the upper feed guide replacement procedures outlined below. However, the installation of the upper feed guide with insufficient deepness for the depression may be confined to the machines bearing the serial number in following ranges.

GP405	ITA	PNY00001	~	PNY00200
	UK	QNY00001	~	QNY00702
	FRA	SNY00001	~	SNY00746
	GER	TNY00001	~	TNY00266
	AMS	UNY00130	~	UNY01879
GP355	ITA	PNZ00001	~	PNZ00210
	UK	QNZ00001	~	QNZ00810
	FRA	SNZ00001	~	SNZ00750
	GER	TNZ00001	~	TNZ00370
	AMS	UNZ00001	~	UNZ01905

<Upper feed guide replacement procedures>

1) Unplug the power supply
2) Remove the three copy trays (Fig. 3).
   ***Note**: Take note of the location in which each copy tray was attached.*

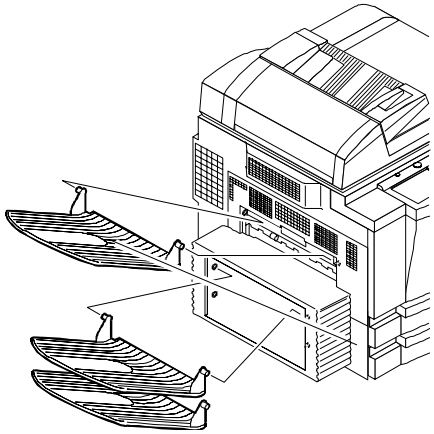


Fig. 3 Copy trays
(multi output tray-D1)

3) After releasing the bottom external cover hooks, release the top external cover hooks and remove the external cover (Fig. 4).

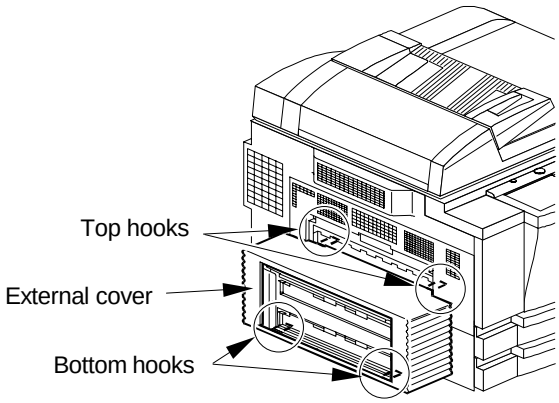


Fig. 4 External Cover
(Multi output tray-D1

4) Remove the connector cover.
i) Open the front cover of the main copier unit.
ii) Open the multi output tray-D1.
iii) Remove 1 screw and remove the connector cover (Fig. 5).

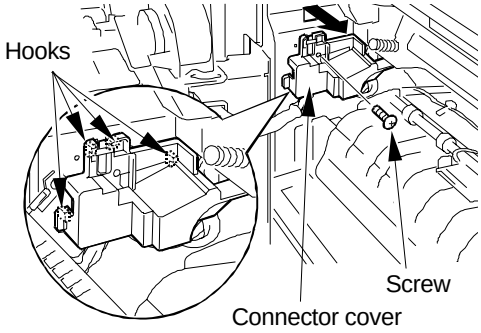


Fig. 5 Connector cover (Interior of the main unit fixing assembly)

5) Remove the connector (Fig. 6)
i) 3 fixing assembly connectors
ii) 2 multi output tray- D1 connectors
iii) Disengage the multi output tray- D1 cable from the wire clip.

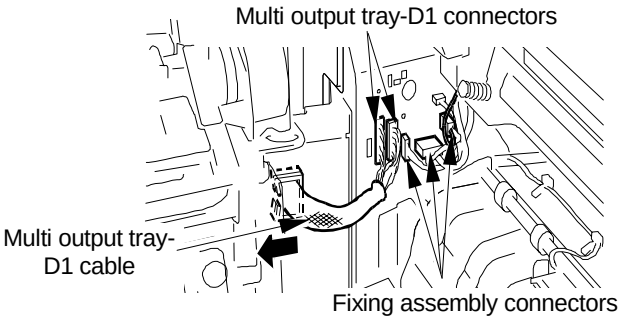


Fig. 6 Connector assembly (Left side of the main unit fixing assembly)

6) Remove 1 screw and remove the stop plate (Fig. 7).

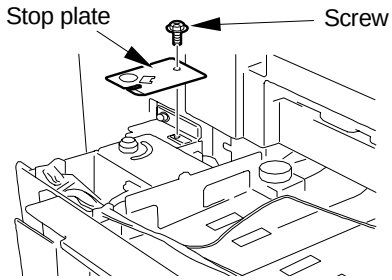


Fig. 7 Stop plate (Upper interior of the multi output tray D1)

7) Holding the delivery assembly latch in the left hand and the lower part of the multi output tray- D1 with the right hand, remove the multi output tray-D1 from the main unit (Fig. 8).

***Note**: When placing the multi output tray-D1 (which was removed from the main unit) on the floor, orient the tray to bring the delivery tray to the bottom.*

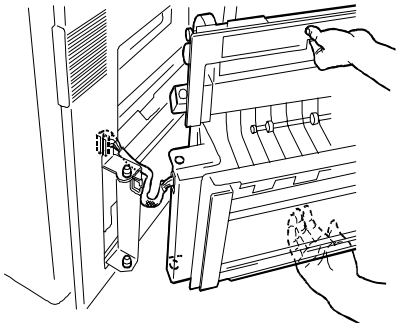


Fig. 8 Multi output tray-D1 delivery assembly

8) Remove 1 screw, and remove the sensor connector cover on the right side of the fixing assembly (Fig. 9).

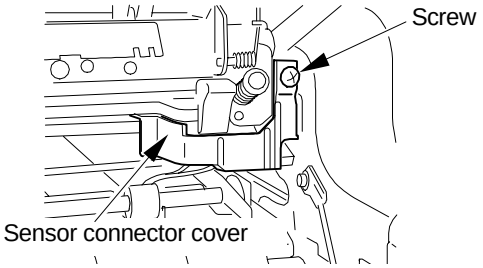


Fig. 9 Sensor connector cover (Right side of the main unit fixing assembly)

9) Remove the connector on the right side of the fixing assembly (Fig. 10).

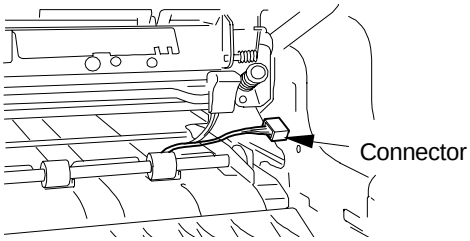


Fig. 10 Connector (Right side of the main unit fixing assembly

10) Remove the fixing assembly.
   i) Remove 1 screw, and remove the fixing assembly handle.
   ii) Remove 2 screws, and remove the fixing assembly (Fig. 11).

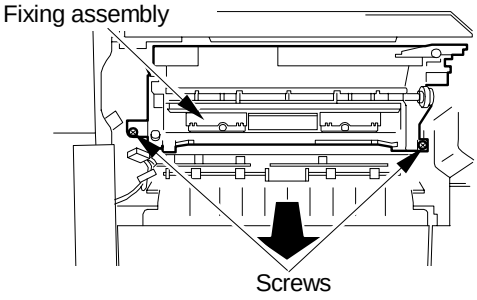


Fig. 11 Fixing assembly (Main unit delivery assembly)

11) Unplug the upper feed guide photointerrupter connector (Fig. 12).

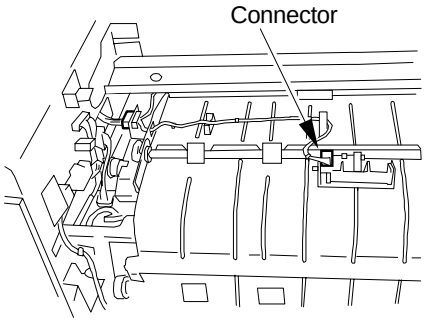


Fig. 12 Photointerrupter connector (nearer to main unit delivery area)

12) Open the upper feed guide until it is vertical, and hold in that position while removing it (Fig. 13).

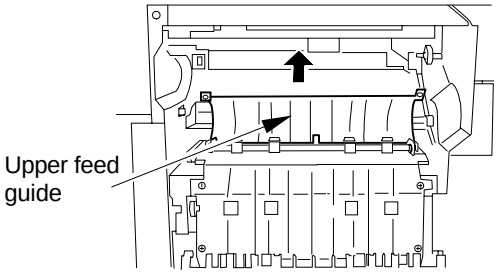


Fig. 13 Upper feed guide (Main unit delivery area)

13) Attach the photointerrupter connector which was attached to the old upper feed guide to the new upper feed guide.

14) Set the new upper feed guide to upright position (Fig. 14-1), stick the upper feed guide shaft hole onto the feed inlet bushing, and close to the front (Fig. 14-2).

Note: *After attaching the upper feed guide, check that the upper feed guide shaft holes are properly inserted onto the feed inlet bushing (Fig. 14-2).*

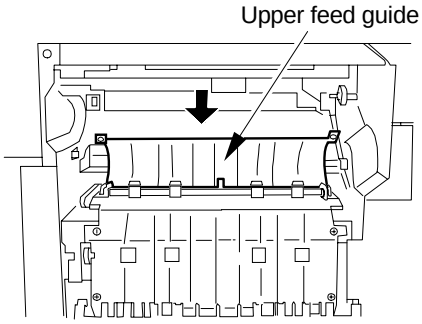


Fig. 14-1 Main unit delivery area

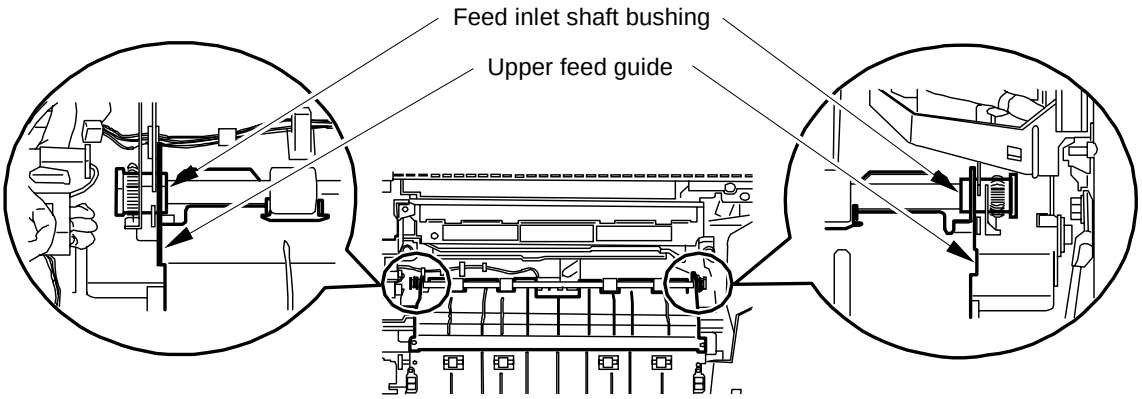


Fig. 14-2 Upper feed guide (main unit delivery area)

15) Start assembly in reverse order from step 11) and take a precaution to route the red cable at the top of two other cables in inserting the three cable connectors. (See a magnified view on Fig. 15.)

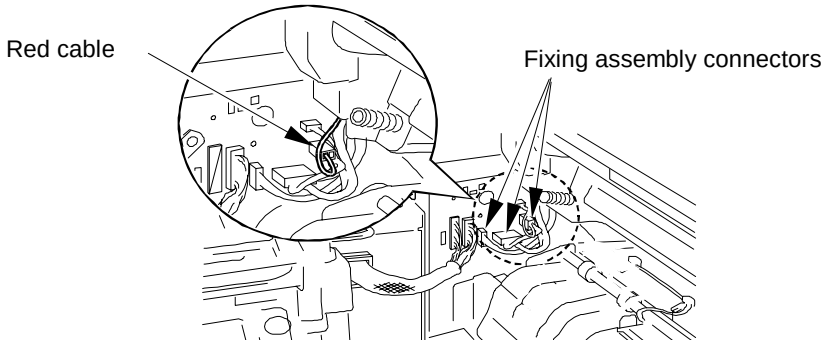


Fig. 15 Connector cover (Left side of main unit fixing assembly)

Service Parts : Because feed guides with deepness of 0.1mm have not been shipped to the field as service parts, it is possible to receive a feed guide with a deepness of 0.4mm for the depression by indicating part number FF5-6955-000 as usual in requesting the parts for your requirement. The service parts kept in stock in the field are good quality parts with the deepness of 0.4mm for the depression.

Multi output tray-D1

No.	Description		Part number	Q'ty		Inter-change-ability	P.C.
1	Old	DEFLECTOR, 1	FF5-7209-00	1→0		No Yes	Q30A-18
	New	DEFLECTOR, 1	FF5-7209-030	0→1			
2	Old	PLATE, UPPER	FF5-7211-000	1→0		No Yes	Q30A-22
	New	PLATE, UPPER	FF5-7211-040	0→1			

The above two parts make the tolerance even less tight to handle copy paper with a large downward curl. Replacing them at the same time the upper feed guide is replaced is not a requirement.

Affected machines:

GP405	ITA	PNY00201	and later
	UK	QNY00703	and later
	FRA	SNY00747	and later
	GER	TNY00267	and later
	AMS	UNY01880	and later
GP355	ITA	PNZ00211	and later
	UK	QNZ00811	and later
	FRA	SNZ00751	and later
	GER	TNZ00371	and later
	AMS	UNZ01906	and later

Multi output tray- D1: Will communicate as soon as the information is made available.