NSSG SUPPORT SOLUTIONS

1015 - ALL ACTIVE SOLUTIONS

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DESCRIPTION: **F54.**

SOLUTION ID: 18,384

SOLUTION: PROBABLE CAUSES:
1. A fan irregularity signal, excessive current draw due to binding. Examine M4 for obstructions which may bind the fan. Check the M4 fan lock signal (main CB, CN26-4) in the 47 mode, input code 42. The voltage should be between 0.1 to 0.2V DC. If 5V DC is present, either the fan is binding or the fan is defective. Replace M4 (p/n 25HA80512).
Note: If the fan lock signal is normal, install the version 17.0 EPROM (p/n 101517-17.0) to prevent false F54 errors as outlined in [[1015/1212 Technical Bulletin #15| IMAGE v:\bitmaps\djc084.bmp SCROLL]].

2. IC7 on the main CB has shorted due to a failed total counter. IC7 shares the 24V DC control signal line with the exposure lamp, separation solenoid (SD1), registration solenoid (SD2), total counter, key counter, and cooling fan (M4). All loads except the total counter operate in diagnostics.
Replace the total counter (p/n 466088201) and the main CB (p/n 25HE-7312).

3. A poor connection between the cooling fan (M4) and the main CB. Reseat CN73 at M4 (cooling fan) and CN26 on the main CB.

USAGE: 85

DESCRIPTION: **Toner specks or spots on copies. Drum surface may look cloudy or have a film on it.**

SOLUTION ID: 54,300

SOLUTION: PROBABLE CAUSES:
1. Possible toner contamination. Toner from the following lots '850725Z4A', '850725Z4B', and '850725Z4C' has been identified to cause this problem in high temperature and high humidity environments. Replace the toner and developer. If the drum cannot be cleaned using isopropyl alcohol, the drum and blade will also have to be changed. The failed drum can be returned using standard warranty program procedures. Refer to [[1015/1212 Technical Bulletin #22| IMAGE V:\bitmaps\cjc096.bmp SCROLL]] for information on toner filming.

2. T/S corona arcing can damage the drum, crow-feet shaped marks may occur on the OPC surface. Repair or replace the T/S corona (p/n 25HA-4511) and replace the drum (PCUA 947124). Samples may be requested for this type of failure.

3. If a key counter is installed, a failed key receptacle may short the main CB causing HV(B) to stay ON continuously. This may result in drum surface breakdown and corona unit failure. Replace the key counter receptacle (p/n U120-1040), the main CB (p/n 25HE-7313) and the T/S corona (p/n 25HA-4511) as needed.

4. Excessive developer spillage inside machine. Effected serial number range is below 26EE10176. Refer to [[1015/1212 Technical Bulletin #21| IMAGE V:\bitmaps\cjc097.bmp SCROLL]].

USAGE: 75

DESCRIPTION: **How to add toner, 1015.**

SOLUTION ID: 33,843

SOLUTION: To add toner perform the following:
1. Open the front door of the copier.
2. Lift the green flap labelled PRESS HERE.
3. Insert the cartridge.
4. Slide the green lever to the left to open the toner cartridge and allow toner to enter the hopper.

USAGE: 60

DESCRIPTION: **How to install a key counter.**

SOLUTION ID: 18,497

SOLUTION: The key counter is mounted in a separate box attached to the rear cover of the machine. For detailed installation instruction, see [[1015 Technical Bulletin #3| IMAGE v:\bitmaps\djc040.bmp SCROLL]].

USAGE: 58

DESCRIPTION: **P81 is displayed after replacing the main CB.**

SOLUTION ID: 20,437

SOLUTION: CAUSE: Control boards for the 1015 have been changed to make the installation of a key counter easier as outlined in [[1015 Technical Bulletin #17| IMAGE v:\bitmaps\djc120.bmp SCROLL]]. The jumper [[JP1| IMAGE v:\bitmaps\djc041.bmp]] has been eliminated; relay wiring (p/n 26AA90270) must be on all machines that do not have a key counter installed. If the new style board is installed without the relay wiring, a P81 will be displayed. The new style main CB (p/n 25HE-7313) was installed on machines beginning with s/n 25HE11181.

SOLUTION: Install the relay wiring (p/n 26AA90270) if the main CB is not outfitted for a key counter.

[[Details of key counter installation per 1015 Technical Bulletin #3.| IMAGE v:\bitmaps\djc040.bmp SCROLL]]

USAGE: 51

DESCRIPTION: **P27 is displayed at power up.**

SOLUTION ID: 20,287

SOLUTION: PROBABLE CAUSES:
1. Older version firmware is installed on the main CB.
Install EPROM p/n 101517-16.0 for the machine to correctly display F26 when the following cases occur:

USAGE: 46

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2. Toner was added prior to adding developer and performing the TDS adjustment. Developer must be added FIRST at new machine set-up so that toner does not fall on the uncovered TDS sensor.
Run 47 mode, output code 51 until the code does not reoccur (may take 5 to 10 attempts) OR open the developer unit and clean the excess toner from the area of the TDS sensor. Then tilt the developer unit to allow fresh developer into this area.

3. Poor connection at CN95. The toner density sensor (TDS) is abnormal (0.2 V DC or lower). Reconnect CN95 (located under the front of the developer unit).

4. TDS failure. If version 16.0 is installed, P27 is displayed when the TDS is disconnected or fails. Check for proper connection prior to replacing the TDS.

See [[EPROM history hyperlink.| FILE V:\TEXT\EPROM\1015.TXT NEW]]

DESCRIPTION: **F26 is displayed at power up or following the TDS adjustment (L-detect).**

SOLUTION ID: 41,653

USAGE: 45

SOLUTION: PROBABLE CAUSES:
1. Developer is overtoned or undertoned. Depleting the amount of toner in the developer (sky shots) or adding toner to the developer (47 mode, output code 01) resolves the problem.

2. Toner was added before performing the L-detect adjustment at new machine setup. See [[1015/1212 Technical Bulletin #5A| IMAGE V:\bitmaps\djc038.bmp SCROLL]].

Developer must be added FIRST at new machine set-up so that toner does not fall on the uncovered TDS sensor.

3. A loose pin to CN95 on the developer unit. This connector is for the TDS sensor. Reseat all pins (4) to CN95 on the developer unit.

4. Incorrect TDS reading. Perform memory reset then run the TDS adjustment (47 mode, output code 51) until the code disappears (may take 5-6 attempts).

5. Component failure. Check the TDS sensor, M5 (toner supply motor).

6. Loose pins on the NOVRAM, IC28. Reform the NOVRAM pins and reinstall the IC on the main CB.

DESCRIPTION: **Developer spew.**

SOLUTION ID: 46,376

USAGE: 40

SOLUTION: PROBABLE CAUSES:
1. If the developing unit is not completely emptied during a PM, the residual developer will compact and cause wear to the developer shaft and shaft holder. To prevent damage install the improved shaft holder (G-seal, p/n 26AA-3060).
Note: The replacement of the shaft holder and felt seal (p/n 26AA30060) is only effective on machines where the developer shaft has NOT been worn. If the shaft is worn, the developing unit (p/n 26AA-3001) must be replaced.

2. Developer sleeve fatique. To verify, remove the developer unit and spin the developing unit magnetic roller by hand 10 to 20 times. If developer falls from the sleeve, replace the developing unit (p/n 26AA-3001). Verify that developer bias and corona currents are set to specification.

DESCRIPTION: **F28.**

SOLUTION ID: 18,427

USAGE: 40

SOLUTION: PROBABLE CAUSES:
1. High voltage arcing.
a. Reset F28 using the 25 mode (power the copier ON while simultaneously pressing the 2 and 5 keys), P45 to 0.
b. Inspect the T/S corona, front and rear blocks.
c. Extend the HV contacting springs (front) and the contacting springs at the rear of the T/S assembly (grounding).
d. Clean the contact points on the front T/S block - replace if needed.
e. The transfer guide plate p/n 25HA-4561 is bent and too close to the transfer wire. The left edge of the plate should be 16mm above the inside bottom of the corona shell.

2. The corona currents are not set to specification. Set all currents to specification per [[1015 Technical Bulletin #2.| IMAGE V:\bitmaps\djc025.bmp SCROLL]]

3. Multiple devices on the same AC source.

4. Debris in the transfer corona shorts the corona wire to the transfer discharge plate (shell).
Thoroughly clean the T/S corona.

5. No output from the high voltage unit due to an internal short.

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To verify HV unit failure, perform the following::
a. Remove the drum carriage and the T/S corona unit.
b. Run the copier in the 36 mode (power the copier ON while simultaneously pressing the 3 and 6 keys); enter code 01, then press START PRINT.
c. If the failure code reoccurs, inspect the high tension leads for insulation failure and replace if necessary. The high voltage unit (p/n 25HA84014) may also need replacing.
d. If the problem does not occur, inspect the T/S corona unit, main charge unit and the drum carriage grounding. Repair or replace parts as necessary.

DESCRIPTION: **High pitched noise, no ADD TONER indication.** **SOLUTION ID:** 18,426

SOLUTION: CAUSE: No add toner indication is due to short copy runs. ADD TONER will not be displayed until the toner motor is allowed to make 7-12 consecutive rotations during a copy run. **USAGE:** 36

SOLUTION: Run at least 50 to 75 consecutive copies to check the ADD toner indication. Add toner to the machine after confirming operation.

Note: For immediate display of ADD TONER, install (p/n 101517-15.2).

Caution: With version 15.2 installed, air pockets in the toner hopper may cause premature ADD TONER indications.

DESCRIPTION: **Blurred copies after power up or after reduction/enlargement is selected.** **SOLUTION ID:** 33,722

SOLUTION: PROBABLE CAUSES: **USAGE:** 32
1. The constant load spring of the fourth mirror assembly does not have sufficient pressure to return to its home position. Replace the load spring with the new style load spring (p/n 508065211). The pressure of load has been increased from 145g to 215g.
Replacement of the constant load spring is outlined in [[1015/1212 Technical Bulletin #20| IMAGE v:\bitmaps\djc161.bmp SCROLL]]
2. Heavy grease was used on the on the 4th mirror shaft. Clean the 4th mirror shaft and lubricate with multi oil.

3. The adjusting arm (p/n 25HA-6441) in the optics is out of position. Reposition the optics cam lever to push on the fourth mirror assembly.

4. The black idler roller mounted under the 4th mirror is binding. To free up the idler, relieve pressure from the side mount assembly, then clean and lubricate the assembly.
See [[Technical Education Bulletin #7A| IMAGE v:\bitmaps\djc030.bmp SCROLL]] regarding lubricant applications.

DESCRIPTION: **F09 shortly after power up.** **SOLUTION ID:** 18,631

SOLUTION: PROBABLE CAUSES: **USAGE:** 29
1. Current flow to frame ground is detected. This may be caused by an external power surge or internal arcing.
To reset the code:
a. Power the copier OFF.
b. Access the 25 mode (power the copier ON while simultaneously pressing the 2 and 5 keys), P49 to 0.
c. When ready to copy is indicated, check for normal operation.
e. If the code reappears, replace the main CB (p/n 25HE-7312) or the high voltage unit (p/n 25HA84011).

2. A loss of 24V DC to lens motor (M3) due to an open SP4 (ICP) on the main CB.
Replace the main CB (p/n 25HE-7312).

3. A liquid substance (i.e., water, soft drink) leaked into the operation panel causing a short circuit.
Replace the operation board assembly (p/n 25HE-7000).

DESCRIPTION: **How to set paper size default.** **SOLUTION ID:** 20,395

SOLUTION: In the 25 mode, set address P15 to 1 for size priority to be recognized at reset (90 seconds from the last copy). **USAGE:** 24
Then set P16 to the preferred default size:
0: 11x17
1: 8.5x14
2: 8.5x11
3: 8.5x11R
4: 5.5x8.5
5: Special
6: 8.5x11
7: 8.5x11
8: 8.5x11

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DESCRIPTION: **DF204, noise and intermittent J62.**

SOLUTION ID: 47,969

USAGE: 23

SOLUTION: CAUSE: The mounting posts that support M301 may become broken or cracked due to vibrations that occur during shipment/transportation.

SOLUTION: All DF204 units within serial number range (12GR21701 to 12GR24628) must be inspected at the next PM or service call. Refer to [[DF204 Technical Bulletin #1|IMAGE v:\bitmaps\djc156.bmp SCROLL]] for details regarding inspection/repair for this symptom.
To repair the motor mounts, perform the following:
1. Install the collars (p/n U091-9630) to repair the cracked mounting posts. The instructions for the repair kit are included in the kit. The 5 minute epoxy required to install the metal collars must be purchased locally.
2. Install the rubber holder part on top of the motor.
   a. Clean the underside of the metal cover (cover/B) and the top of M301 with alcohol.
   b. Remove the small adhesive strip from the bottom of the rubber holder.
   c. Mount the rubber holder on the motor (adhesive strip from front to rear).
   d. Position the motor so that the drive belts are perpendicular to the drive gear.
   e. Remove the large adhesive strip on the top of the rubber holder.
   f. Carefully reinstall the metal cover (you get one chance).

The metal cover and rubber holder will now support M301 and eliminate vibrations resulting in noise and misfeeding.
Note: If the motor to vibrates following the procedure outlined above, adjust the screw to the left in back of the motor on the pulley assembly (p/n 0480-1510). This screw may be paint-locked. This adjustment will tilt the motor in or out. The pulley assembly or the pulley (p/n 048076510) may be worn causing the pulley to be loose on the shaft.

DESCRIPTION: **No power.**

SOLUTION ID: 24,290

USAGE: 23

SOLUTION: CAUSE: DCPS failure; no output.

SOLUTION: To check the DCPS output, perform the following:
1. Verify AC line voltage to the DCPS. To measure the AC line voltage use CN44-2 and CN45-2 on the power supply unit. If no line voltage is present, troubleshoot the wiring back to the AC outlet.
2. Verify DCPS output. If the AC input voltage is OK and there are no DC voltages present at CN40, CN42, or CN103, allow the power supply to reset. Unplug the machine for 5 minutes. During this time, disconnect the above-mentioned output connectors. Check continuity to GND from the female connectors for each power source (5V DC, 10V DC, 24V DC - use the schematic on page 3-20). Isolate and repair the shorted component.
After 5 minutes, check the output of the DCPS with the output connectors disconnected. If the DCPS (p/n 25HE-9214) does not reset, replace it.
Note: Check for the 5V DC supply wire to the lens home position sensor pinched to frame GND.

DESCRIPTION: **Trail edge deletion of up to 6mm, more evident when reducing images.**
Cannot adjust CEL timing to correct.

SOLUTION ID: 18,655

USAGE: 23

SOLUTION: PROBABLE CAUSES:
1. Incorrect firmware. Install EPROM p/n 101517-15.1 to enlarge image area in reduction mode.

2. Fourth mirror angle incorrect. Turn the 4th mirror adjusting screw (p/n 490061630) CCW approximately ½ turn (tilt it up) so that the image is placed on the drum sooner in its rotation.
Then perform the registration and lead edge deletion adjustments.

Note: Prior to adjusting the 4th mirror, scribe its position so it can be reseated if necessary.

3. Failed transfer/separation blocks; replace front block (p/n 25HA45030), rear block (p/n 25HA45040), and the wires (2 of p/n 508045130), or replace the transfer/separation corona unit (p/n 25HA-4511). {SD1/31/97}

Konica Marketing states that "A trail edge deletion of up to 6mm is considered within specification for 1:1 copying due to transfer deletion."

DESCRIPTION: **Jitter 127mm from the lead edge.**

SOLUTION ID: 18,391

USAGE: 22

SOLUTION: PROBABLE CAUSES:
1. The registration roller is too small, causing a speed difference when the lead edge enters the fuser.
Replace conveyance roller C (p/n 25HA45070), as outlined in [[1015 Technical Bulletin #10.| IMAGE V:\bitmaps\djc024.bmp SCROLL]].
FYI: Using a micrometer, measure the roller, it should be at least 12.00mm in diameter.

2. Transfer guide plate seated too low. Install washers (spacers) under the transfer guide plate to raise it closer to the drum.

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DESCRIPTION: **J12 is displayed at power up.**

SOLUTION ID: 13,575

USAGE: 22

SOLUTION: PROBABLE CAUSES:
1. The frame plate on main body was not removed to allow paper feed from the PF103. Remove the plate as outlined in the installation section of the service manual.

2. The optional PF103 (PCUA# 947-117) was removed from the main body without changing the memory settings in the 25 mode.
Optional PFU installation settings in the 25 mode must be set as follows:
a. Switch the copier OFF.
b. Access the 25 mode (hold down the 2 and 5 keys and switch copier ON).
c. Press the P, 9, 1 and P keys sequentially.
d. Input data with the numeric keys:
0 = No optional PFUs installed.
1 = One optional PFU installed.
2 = Two optional PFUs installed.
e. Press the start/print key to load the data.
f. Switch copier OFF/ON the exit the 25 mode.

3. Incorrectly wired. With only 1 PFU installed, the jumper wire in the PFU wiring harness is not used. The PFU harness plugs directly into CN120 on main CB.

4. PS401 actuator is stuck. PS401 can be checked in 47 mode, code 24. It should go LO when the side door is closed.

5. The right rear handle, used to carry the copier, has broken off. The broken metal portion is lodged behind the main CB shorting some of the pins.
Repair any damage to the main CB and remove the broken portion of handle from the back of the main CB. If the main CB is damaged and needs replacing use (p/n 25HE-7312).

DESCRIPTION: **ST102, J32 or J72. Accordion jam occurs at the sorter entrance.**

SOLUTION ID: 22,509

USAGE: 18

SOLUTION: PROBABLE CAUSES:
1. Fuse F1 on the sorter CB and fuse F4 on the main CB (28V DC) are open. If either fuse is open check M201 for binding. If necessary replace M201 (p/n 197580011).

2. The sorter entrance guide plate is deformed, interfering with the paper. Reform the guide plate.

3. The paper pass detect photosensor (PS201) is dirty, misaligned or requires adjustment. Clean PS201 (located in the bottom of the sorter frame cavity) and adjust while in idle mode:
a. Turn VR3 fully clockwise (LED 1 should be off or dim).
b. Then turn VR3 counterclockwise until LED 1 lights.
c. Adjust VR3 scale two gradations past the point where the LED lights.
If the adjustment cannot be performed (no change of state), replace PS201 (p/n 059085510) and LED201 (p/n 059085530).

4. Damaged sorter bins. If the bin mounting clips break, the (paper) bracket guides (p/n 059046110) will not covey paper into the individual bins. Replace the damaged sorter bins (p/n 059046160)
Note: To remove the bins, lift them up in front before pulling them out; this releases the clips.

5. Erroneous data in memory. Perform memory reinitialization (47 mode, code 92).
Caution: L-detect data; drum and PM counters; CVR, registration and lead edge deletion data will be set to initial values.

6. If the paper speed appears to slow down as the copy enters the bins, the conveyance system may be binding which causes the drive motor (M201) to labor, resulting in IC13 on the sorter CB to heat up and possibly fail. Confirm that the [[vertical conveyance belt and drive belt| IMAGE v:\bitmaps\djc138.bmp SCROLL]] are not too tight and check for binding in the sorter conveyance system:
With power OFF, rotate the conveyance motor by hand and check for binding or varying tension and repair. If necessary, replace the sorter CB (p/n 0590-9011) and M201 (p/n 197580011) AS A SET. Ensure that no drive system binds exist prior to replacement.

7. The drive motor speed is not set correctly. To adjust M201 (ST102 only) speed, use 47 mode, code 70. Set the voltage between TP7 and TP1 to 1.55V DC Ý0.5. To increase the motor speed turn VR2 clockwise.

DESCRIPTION: **P26 displayed after resetting the PM counter.**

SOLUTION ID: 51,887

USAGE: 17

SOLUTION: CAUSE: The L-detect was not performed before resetting the PM counter.

SOLUTION: Perform the L-detect adjustment (47 mode, output code 51, press start/print). The copier should cycle for approximately 2 minutes. At the end of the adjustment, 51 should be displayed. If 26 is displayed, perform the L-detect adjustment again.

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DESCRIPTION: **F23 while copying.**

SOLUTION ID: 9,368

SOLUTION: CAUSE: Toner hopper overfilled, binding the toner addition motor.

USAGE: 17

SOLUTION: Removing excess toner from the toner hopper and ensuring that the toner drive is not binding resolves the problem.

DESCRIPTION: **F34 is displayed at power up.**

SOLUTION ID: 37,436

SOLUTION: Clear the code, set 25 mode, P47 to 0.

USAGE: 16

PROBABLE CAUSES:
1. TH2 (outer temperature sensor) is not contacting upper roller. Adjust the sensor to contact upper roller.

2. The analog voltage, at CN8-B10 for TH2, cycled between 1.54 and 1.3V DC. Replace TH2 due to high voltage reading.

DESCRIPTION: **Fuser unit noise.**

SOLUTION ID: 10,374

SOLUTION: PROBABLE CAUSES:

USAGE: 15

1. The upper fuser roller heat sleeves (p/n 25HA53100) are binding. If the sleeves are worn or were lubricated with a petroleum based lubricant, the Teflon coating within the sleeve will deteriorate resulting in fuser noise. If the heat sleeves squeek, replace them or lubricate with Solvest 240 grease (p/n 00GR00210).

Inspect the ends of the upper fuser roller (p/n 25HA53081) and replace if gouging or damage is found.

See [[1015/1212 Technical Bulletin #18| IMAGE v:\bitmaps\djc149.bmp SCROLL]] regarding cleaning and lubrication of the fuser unit.

2. Toner build-up on the thermistor. Clean or replace the thermistor (p/n 25HA-5380).
Note: The thermistor must contact the upper roller or thermal runaway will occur.

3. Toner build-up on the thermostat. Clean or replace the thermostat (p/n 25HA-8510).
Note: The thermostat must contact the upper roller or thermal runaway will not be detected.

DESCRIPTION: **F41 is displayed while copying.**

SOLUTION ID: 36,146

SOLUTION: CAUSE: Scale plate (A) is bent, contacting the first mirror frame.

USAGE: 13

SOLUTION: Reform or replace the scale plate (p/n 26AA61111) to correct the problem.

DESCRIPTION: **Auto reset does not function.**

SOLUTION ID: 27,024

SOLUTION: PROBABLE CAUSES:

USAGE: 13

1. The ADU or sorter was selected (and left on) by the previous user. Auto reset will not take place with the ADU or sorter selected.

2. A copy was not run. Reset will not take place until 2 minutes after the last copy exits. To verify auto reset, run a copy, then wait 2 minutes.

3. The bypass tray was used by the previous user. Auto reset will not take place following a bypass tray opeation.

4. 25 mode, P48 is set to 0 (no reset). Set P48 to 1 for a 2 minute reset cycle.

5. The 25 mode, P48 is set to 1, however the function does not operate (memory glitch). Reset the memory using the 47 mode, code 92.

DESCRIPTION: **How to program auto shut-off and power saver mode.**

SOLUTION ID: 46,368

SOLUTION: Auto shut-off will turn the machine OFF after a selected amount of non-use. Set 25 mode, P62 to:

USAGE: 12

0: 0 minutes
1: 2 minutes
2: 5 minutes
3: 10 minutes

Power saver mode is enabled by pressing the POWER SAVER button above the PRINT button.

The amount of time the copier remains in the power saver mode is determined by the data in 25 mode, P19:
Data of 0 = 1 hour.

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Data of 1 = 2 hours
Data of 2 = 3 hours.

DESCRIPTION: **DF204, not recognized by the main body.**

SOLUTION ID: 26,297

SOLUTION: PROBABLE CAUSES:
1. The ADF interlock sensor actuator is not fully closing. Reposition the ADF so it closes properly and allows the actuator to fully close.

2. Failed or incorrect EPROM on the RADF CB. Replace the EPROM with the [[latest version| FILE V:\TEXT\EPROM\DF-204.TXT NEW]].

3. Poor ADF power connection. CN103 on the DCPS was plugged in "off by one pin". Properly connect CN103 and replace the ADF CB (p/n 12GQ-9010) if necessary.

4. ICP1 (5V DC) or ICP2 (24V DC) on the RADF CB is open. Troubleshoot for 5V or 24V DC short circuit. Replace the RADF CB (p/n 12GQ-9010).

USAGE: 12

DESCRIPTION: **F36 shortly after power up.**

SOLUTION ID: 25,457

SOLUTION: To clear the code, set 25 mode, P47 to 0.
CAUSE: Poor contact of CN15-3 on the main CB.

SOLUTION: Reseat CN15 on the main CB.

USAGE: 12

DESCRIPTION: **Varying registration, jamming.**

SOLUTION ID: 22,443

SOLUTION: CAUSE: [[Burrs on the shutter (registration) plate| IMAGE V:\bitmaps\djc051.bmp SCROLL]] (conveyance resist plate) may cause the plate to bind against the frame assembly.

SOLUTION: Remove the burrs on the shutter plate then install a spacer (p/n 25HA15200) to eliminate binding.

USAGE: 12

DESCRIPTION: **J16.**

SOLUTION ID: 15,217

SOLUTION: PROBABLE CAUSES:
1. The zener diode at the rear of the drum carriage has lost continuity to GND and due to loose screw and excess charge current is applied to the drum. Replace the screw and ensure proper operation.

2. The paper temporary stop sensor (PS2) is always ON. Check PS2 in 47 mode, input code 21. The signal should be LO in idle mode.

3. Improperly seated CN6 on the main CB.
To check CN6 on the main CB, perform the following:
a. Power the copier OFF.
b. Remove CN6 from the main CB.
c. Ensure that all the pins for CN6 on the main CB are straight and properly aligned. Then inspect CN6 on the wiring harness. Ensure that all the wires are properly attached to the connector.
d. Reseat CN6 on the main CB.

USAGE: 12

DESCRIPTION: **No paper feed from the bypass tray.**

SOLUTION ID: 43,491

SOLUTION: PROBABLE CAUSES:
1. The bypass feed solenoid (SD3) is binding (misaligned/dirty) or has failed (shorted coil). Clean and adjust SD3, replace if necessary (p/n 25HA-4200).

2. Thicker paper will not feed properly due to the [[angle of contact| IMAGE V:\bitmaps\djc056.bmp SCROLL]] between the double feed prevention roller and manual feed roller.
A new style bypass feed tray plate to reduce the angle of descent to the double feed prevention roller is now available. The plate (p/n 25HA41360) allows the lead edge of thicker stock to have a better contact position between the manual feed roller and DFP roller at entry.

3. The rubber stopper on the feed gear is worn or missing. Replace the rubber stopper (p/n 25HA41300).

4. Worn double feed prevention roller and torque limiter. Replace DFPR (p/n 5400-4300) and torque limiter (p/n 25HA41291).

5. The feed roller is not positioned correctly. Position the feed roller so that it mounts horizontally with double feed prevention roller.

6. The lift plate is not allowing copy paper to make sufficient contact with the feed roller. Adjust the lift spring so that the plate makes better contact with the feed roller.

USAGE: 11

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DESCRIPTION: **P20 is displayed at power up.**

SOLUTION ID: 24,796

SOLUTION: CAUSE: Poor connection from the TLD sensor to the main CB or failed TLD sensor.

USAGE: 11

SOLUTION: Check to ensure the drum unit is seated properly.
Check TLD sensor output at main CB CN3-A7 (DC voltage).
When the hopper is full the voltage should be approximately 8 to 9V DC.
If the reading is 0V DC, then recheck connections to TLD.
If OK, then replace sensor (p/n 113687090).

DESCRIPTION: **How to access APS on a platen top machine.**

SOLUTION ID: 15,384

SOLUTION: The 1015 will perform APS only if an ADF is installed. Smart glass APS is not an available feature.

USAGE: 11

DESCRIPTION: **Can the ST102 be installed on the 1015.**

SOLUTION ID: 40,588

SOLUTION: The ST102A is the recommended 10 bin sorter for this model.

USAGE: 10

DESCRIPTION: **Auto reset will not display the upper tray after the bypass tray is used (platen top machine).**

SOLUTION ID: 34,074

SOLUTION: CAUSE: Product design.

USAGE: 10

SOLUTION: The model 1015 does not have platen top APS, therefore, paper trays must always be selected manually.

DESCRIPTION: **Blank copies.**

SOLUTION ID: 25,181

SOLUTION: PROBABLE CAUSES:
1. CN32 at the HV unit is disconnected. Reconnect CN32.

USAGE: 10

2. Currents cannot be adjusted. No output from the high voltage unit. Replace the HV unit (p/n 25HA84011).

DESCRIPTION: **Trail edge deletion when using bypass tray with odd-size originals. First copy is normal, subsequent are affected.**

SOLUTION ID: 21,859

SOLUTION: CAUSE: Incorrect firmware installed on the main CB.

USAGE: 9

SOLUTION: Install EPROM p/n 101517-15.1. Then set 25 mode, P71 to 1 to allow the CEL to remain OFF during bypass tray operation. Also, any bypass tray operation will result in a full optics scan.

DESCRIPTION: **ADD PAPER indication when feeding from any paper drawer or the bypass.**

SOLUTION ID: 15,567

SOLUTION: CAUSE: No first paper feed. Main drive motor (M1) binding or failed.

USAGE: 9

SOLUTION: Verify M1 operation in diagnostics (47 mode, code 40). Inspect the condition of the drive gears from M1. Replace M1 if necessary (p/n 25HA80010).

DESCRIPTION: **The projection lamp is lit when the machine is powered ON. F43 is displayed after approximately 5 seconds.**

SOLUTION ID: 57,314

SOLUTION: CAUSE: The DC power supply board (DCPS) has failed.

USAGE: 8

SOLUTION: Measure the voltage at CN15-4 on the main CB, as the machine is powered ON. If 7.5V DC is measured, the main CB is operating properly and the DCPS has failed. If replacement is required, order (p/n 25HE-9215) to obtain a new DCPS. If 0V DC is measured, the main CB has failed. If replacement is required, order (p/n 26FE-9320) to obtain a new main CB.

DESCRIPTION: **An intermittent loss of display followed by J16 or J32 jams.**

SOLUTION ID: 53,885

SOLUTION: PROBABLE CAUSES:
1. HV arcing from the charge or transfer/separation corona units. This can be confirmed by running the copier in running test mode with the high voltage power supply disconnected (CN11 on the control board).
To enter the running test mode:
   a. Power the copier ON while holding down the 3 and 6 key.
   b. Enter code 01 (to run with no paper) and presss the start/print key.
   c. Press the start/print key again after the copier warms up.
   d. To exit the running test mode, turn the copier OFF.
If the copier runs correctly in the running test mode with the HV unit disconnected, check the corona units for arcing. Use the procedure outlined in [[1015 Technical Bulletin #2| IMAGE V:\bitmaps\djc025.bmp

USAGE: 8

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SCROLL]] to set the coronas to specification.

2. A damaged drum which is causing a corona arc. Thoroughly inspect the drum surface. If any damage or excessive wear is present, the drum must be replaced (PCUA 947124) . The recommended replacement interval for the drum is 60,000 copies.

DESCRIPTION: **The main motor continues to cycle after the copy exits.**

SOLUTION ID: 50,126

SOLUTION: PROBABLE CAUSES:
1. The front of the mirror support (V) bracket (p/n 25HA61050) has a slot that the front insulate block (p/n 25HA61271) must go into when the optics goes all the way to the left. If the slot is bent, there is a delay in the actuation of PS4. Ensure that the end of the mirror frame is not bent.

2. The actuator for the paper temporary stop photosensor (PS2) is broken which causes a timing error (paper is read to be 11x17 which allows M1 to drive longer). Replace the conveyance actuator for PS2 (p/n 25HA45110).

USAGE: 8

DESCRIPTION: **Various codes (F09, F26, F36, F43) at process start.**

SOLUTION ID: 49,639

SOLUTION: CAUSE: F2 on the main CB is open.

SOLUTION: Check all 24V DC loads on the main CB for shorting to ground. Replace the main CB (p/n 25HE-7312).
Note: To reset the F09 code, perform the following:
1. Access the 25 mode (hold down the 2 and 5 keys at power ON), P49 to 0.
2. Power OFF/ON to return to normal copy mode.
3. When ready to copy is indicated, check for normal operation.

USAGE: 8

DESCRIPTION: **How to open the copier.**

SOLUTION ID: 47,855

SOLUTION: Please follow these steps:
1. ADF must be closed (if applicable).
2. Open front door. Press in the buttons on either side of the front door and swing door down.
3. Press down on the toner hopper (marked in green).
4. Lift up green lever located to the right of the toner hopper.

USAGE: 8

DESCRIPTION: **Void areas and or void lines on copies.**

SOLUTION ID: 46,710

SOLUTION: CAUSE: Reflector for the exposure lamp was installed in the reverse position by a previous technician.

SOLUTION: Install the reflector in the proper direction.

USAGE: 8

DESCRIPTION: **DF204, J63 with skewed or crooked copies.**

SOLUTION ID: 28,666

SOLUTION: CAUSE: The ADF height is not set correctly.

SOLUTION: Perform the following ADF mechanical adjustments as outlined in the DF204 service manual on pages 7-8:

- Clearance between original push plate and paper feed belt 165 to 185g.
- Double feed prevention pressure 296 to 398g.
- Clearance between the conveyance belt and platen glass 0.3mm to 1.0 mm. Double check this adjustment (DF height) using gram gauge and paper under each corner of the ADF.

Note: Refer to the summary of adjustments on page 22 in the DF204 service manual.

USAGE: 8

DESCRIPTION: **Corona current specifications, 1015.**

SOLUTION ID: 11,156

SOLUTION: Do not use standard meter leads. The 1015 corona current adjustment requires the use of special current measuring test leads:
1. A red 10Mohm in-line resistor lead, and one black non-resistor ground lead [p/n SE95-1810]).
2. Also required is a second test lead with a 10Mohm resistor (p/n LX15-0020) and alligator clip adapter for the banana plug end of the second 10Mohm resistor test lead (p/n DXX-63).
3. Charge Corona: Connect the black lead from the meter COM jack to the metal frame of the copier. Connect the red lead from the meter AMP jack to the charge corona spring contact. (The second lead with the resistor is not used when adjusting the charge corona current).
4. Transfer Corona: Connect the black lead from the meter COM jack to the metal frame of the copier. Connect the red lead from the meter AMP jack to the transfer corona spring contact. Also, connect the clip end of the second lead (with resistor) to the separation corona contact spring. Using an alligator clip attachment, connect the other end of this lead to the metal frame of the machine to ground the separation corona.

USAGE: 8

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5. Separation Corona: Connect the black lead for the meter COM jack to the metal frame of the copier. Connect the red lead from the AMP jack to the separation corona spring contact. Also, connect the clip end of the second lead (with resistor) to the transfer corona contact spring. Using an alligator clip attachment, connect the other end of this lead to the metal frame of the machine to ground the transfer corona.
Notes:
a. Use the procedure outlined in [[1015 Technical Bulletin #2| IMAGE V:\bitmaps\djc025.bmp SCROLL]] to set corona specifications.
b. After adjusting transfer and separation currents, if transfer is checked, it will be out of specification. This is normal, the same VR is used to adjust both currents, if one current is adjusted, the other will change.

DESCRIPTION: **No drive to main body. M1 not running.**

SOLUTION ID: 46,148

SOLUTION: CAUSE: This problem occurred after installing the drive unit enhancement detailed in bulletin #12. M1 will not run in 47 mode, output code 40. DC voltages should read:
CN31-1 =24V DC
CN31-2 =5V DC
CN31-3 drops from 5V DC to OV DC when trying to run M1.
CN31-4 = SGND
CN31-5 = PGND

SOLUTION: Check for a drive bind. If no bind, replace M1 (p/n 25HA80011). Replacing the motor resolves the problem.

USAGE: 7

DESCRIPTION: **J31.**

SOLUTION ID: 31,555

SOLUTION: PROBABLE CAUSES:
1. The T/S corona is not comletely seated (the corona currents cannot be set to specification). Reseat the T/S corona.

2. Dirty or incorrectly positioned second feed solenoid. Clean and adjust SD2 (and mounting bracket if required). Verify that the shutter plate is fully retracted when the solenoid is set.

3. If the main drive motor (M1) is binding or has failed stretched copies (lead-to-trail) or J31 will occur. Verify M1 operation in diagnostics (47 mode, code 40). Inspect the condition of the drive gears from M1. Replace M1 if necessary (p/n 25HA80010).

4. Erroneous data in memory. Perform memory initialization (47 mode, code 92).

5. If J31 occurs when running 5.5x8.5 from the bypass tray then the invoice-size paper is being fed in the wrong direction (8.5 lead edge). The paper must be fed lengthwise with the 5.5 dimension as the lead edge.

USAGE: 7

DESCRIPTION: **White streaks from lead-to-trail, and overall poor copy quality.**

SOLUTION ID: 84,466

SOLUTION: CAUSE: The main charge corona wire is dirty.

SOLUTION: To clean the main charge corona wire, perform the following:
1. Open the copier front door and pull the green charge wire cleaning knob (located in the middle of the toner hopper) in and out several times.
2. Close the front door and check the copy quality.
3. If the white streaks still occur, remove the drum unit from the machine.
4. Remove the main charge corona unit and clean thoroughly, using a Scotch Brite* pad. If a new main charge corona unit is required order p/n 25HA-2500.
Note: The cleaning cycle minimum is for a PM at 30,000 copies.

*[[Trademark ownership information| FILE V:\TEXT\TRADEMRK.TXT NEW]]

USAGE: 6

DESCRIPTION: **Toner marks on drum running front to rear.**

SOLUTION ID: 52,800

SOLUTION: CAUSE: Worn drum.

SOLUTION: Replace drum and cleaning blade, install fresh developer.

Drum (pcua 947124)
Cleaning blade (p/n 25HA-2131)
Developer (pcua 947123)

USAGE: 6

DESCRIPTION: **How to clear fuser abnormality codes (F34, F35, F36).**

SOLUTION ID: 52,683

SOLUTION: To reset fuser codes, perform the following steps:
1. Access the 25 mode (power the machine OFF. Hold down the 2 and 5 keys, and power the machine ON).
2. Press P-4-7-P on the key pad. (1, 4, 5, or 6 will be displayed on the copy quantity indicator).
3. Press the 0 key to change the indication to a zero.

USAGE: 6

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4. Press the start/print key to enter the new data.
5. Power the machine OFF then ON to exit the 25 mode.

Note: If the F code reoccurs after powering the machine ON or following warm-up, contact service immediately.

This information is contained in the 1015 service manual page 7-3.

DESCRIPTION: **Front/rear edge deletion running 5.5x8.5 through the bypass tray.** **SOLUTION ID:** 15,493

SOLUTION: 5.5x8.5 must be run in the 'R' direction (lengthwise) through the bypass tray. **USAGE:** 6

DESCRIPTION: **Does EPROM 16.0 display ADD TONER immediately like revision 15.2.** **SOLUTION ID:** 12,487

SOLUTION: Immediate add toner is displayed only with EPROM revision p/n 101517-15.2. **USAGE:** 6

DESCRIPTION: **Code 41 after pressing the start/print key.** **SOLUTION ID:** 58,165

SOLUTION: CAUSE: The main CB failed. **USAGE:** 5

SOLUTION: Verify 24V DC for M2 (optics drive motor) at the main CB, CN27-1 (M2 OUT1) and CN27-2 (M2 OUT2). If no voltage is present, replace the main CB (p/n 25HE-7312).

DESCRIPTION: **F88 when performing the AES adjustment.** **SOLUTION ID:** 51,638

SOLUTION: PROBABLE CAUSES: **USAGE:** 5
1. A potential chart (gray scale) is being used for the adjustment.
The AES chart (p/n 0V5D-1000) or multiple sheets of 20lb. white copy paper must be used to perform this adjustment.

2. The main reflector or the auxiliary reflector on the exposure unit are installed incorrectly or have become dislodged.
Ensure that the main reflector is installed so that the left edge of the reflector is resting against the stops in the exposure frame, and that the auxiliary reflector is installed with the angled edge down.

DESCRIPTION: **Intermittent F34, F35 or F36 shortly after power up.** **SOLUTION ID:** 51,602

SOLUTION: CAUSE: A loose pin on CN70 to fixing temperature sensor 1 (TH1). CN70 is a white 2-pin connector located in the front of the fuser. The male or the female side of CN70, may have the loose pin. **USAGE:** 5

SOLUTION: Inspect and reseat the pins on CN70.

DESCRIPTION: **F45 shortly after power up. The lens motor (M3) vibrates.** **SOLUTION ID:** 35,305

SOLUTION: PROBABLE CAUSES: **USAGE:** 5
1. Poor contact at CN72-6 intermediate connector, M3 drive. Reform (pinch) the pin connector.

2. Failed M3 and/or main CB. Replace M3 (p/n 25HA80031) and main CB (p/n 25HE-7312) as a set to resolve the problem.

3. Vibration during shipment caused the lens cover shield to flip on top of the 4th mirror lens cover.
Install redesigned optics parts per 1015/1120 Technical Bulletin #14 (1015 only):
25HA61084 Lens cover
25HA-6452 Lens MT plate unit
25HA-6541 Guide plate assembly

This modification was incorporated during production beginning with s/n 25HE10074.

DESCRIPTION: **Latest EPROM level, 1015.** **SOLUTION ID:** 33,682

SOLUTION: [[EPROM history hyperlink| FILE V:\TEXT\EPROM\1015.TXT NEW]]. **USAGE:** 5

DESCRIPTION: **Recommended transparency, 1015.** **SOLUTION ID:** 29,562

SOLUTION: The standard transparency is PCUA 946427 (equivalent to the 3M* type PP2500 688/503). **USAGE:** 5
Note: Konica recommends feeding transparencies through the bypass tray to reduce the occurrence of misfeeding. If a sorter is used, see [[Technical Operations Bulletin #A13 & D12| IMAGE V:\BITMAPS\JRC043.BMP SCROLL]] for other available types of transparencies.

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DESCRIPTION: **Front/rear edge deletion when using the bypass tray in a multiple run. The second and subsequent copies from the bypass tray are affected.**

SOLUTION ID: 28,556

SOLUTION: CAUSE: Incorrect firmware installed on the main CB.

SOLUTION: Install EPROM p/n 101517-15.1. Then set 25 mode, P71 to 1 to allow the CEL to remain OFF during bypass tray operation.

USAGE: 5

DESCRIPTION: **How to change paper size in a cassette.**

SOLUTION ID: 28,362

SOLUTION: On the underside of the paper cassette there are two cast metal blocks which are screwed in position.
1. Remove the screws to move the blocks to the desired marked paper size location.
2. Remove the screws from the paper backstop plate and position the plate.
3. Ensure that the spring loaded button tabs at the rear of the cassette are positioned for the desired paper size.

USAGE: 5

DESCRIPTION: **Does the 1015 have AMS feature?**

SOLUTION ID: 20,400

SOLUTION: NO. The machine is not equipped with automatic magnification selection.

USAGE: 5

DESCRIPTION: **How to enable mixed original feature for the 1015.**

SOLUTION ID: 15,539

SOLUTION: In 25 mode, set P61:
0 = Non-mixed original mode.
1 = Mixed original mode.

Note: The lead edge width of the originals must be the same; only the length may vary.

USAGE: 5

DESCRIPTION: **The bypass lift plate engages when the bypass is not the tray selected.**

SOLUTION ID: 53,241

SOLUTION: CAUSE: The actuator (p/n 25HA41190) on the manual feed solenoid (SD3- p/n 25HA-4200) is not properly engaging the manual feed gear (p/n 25HA41082) which allows the lift up plate assembly (p/n 25HA-4130) to lift.

SOLUTION: Clean the plunger of SD3 and verify proper movement of the actuator. The claw of the actuator should drop into the cam recess of the gear.

USAGE: 4

DESCRIPTION: **Black copies occur following machine set up.**

SOLUTION ID: 52,571

SOLUTION: CAUSE: The fourth mirror locking screw used during shipping was not removed during set up. The image is unable to reach the drum due the fourth mirror alignment.

SOLUTION: Remove the shipping screw (located behind the bypass tray) and verify proper image formation.

USAGE: 4

DESCRIPTION: **The copier will not come to ready (stays in wait).**

SOLUTION ID: 50,098

SOLUTION: CAUSE: The sorter (ST102A) is not initializing. M202 (gate motor) is bound up, which in turn, prevents PS203 (home position) from getting flagged.
This will prevent the 1015 from coming to ready. The 1015 will come to ready will ST102A disconnected.

SOLUTION: Repair operation of the gate motor (M202).
M202 can be tested in the 47 mode output code 71 (up) or 72 (down).
Verify that PS203 gets flagged at power up.

USAGE: 4

DESCRIPTION: **How to reset P25.**

SOLUTION ID: 49,514

SOLUTION: Add toner to the machine.
P25 code indicates that the machine has made approx. 100 copies following the ADD TONER message. The machine is programmed to shut down until toner is added so that the developer and drum are not damaged due to excessive toner depletion. To defeat this shut down (immediate stop) mode, set 25 mode, P92 to 1.

Caution: Excessive toner depletion will cause developer and drum damage.

USAGE: 4

DESCRIPTION: **No P81 indication after removing a key counter.**

SOLUTION ID: 21,352

SOLUTION: CAUSE: JP1 is connected on the main CB

SOLUTION: Remove JP1 when a key counter is installed.

USAGE: 4

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DESCRIPTION: **Does EPROM 16.0 allow for use of a key counter.**

SOLUTION ID: 16,299

SOLUTION: EPROM 101517-14.1 was designed for key counter use. If the key counter is to remain installed, then EPROM 14.1 must remain installed.

Details of key counter installation per [[1015 Technical Bulletin #3.| IMAGE v:\bitmaps\djc040.bmp SCROLL]]

USAGE: 4

DESCRIPTION: **How to install a PF103 paper feed module.**

SOLUTION ID: 16,271

SOLUTION: When installing a PF103, remove the top shelf and install the unit(s) within the stand. The PFU sits into the recessed opening in the stand.
PF103 (PCUA 947117)
A maximum of two can be installed in the copier stand or directly under the copier main body.
The PF103 is not a cassette. It is an independent paper feed unit that holds a cassette (PCUA 947118).
Paper sizes that can be used are: 11x17, 8.5x11, 8.5x11R, 8.5x14, 8.5x5.5, and 8.5x5.5R. Tray capacity is 250 sheets of high quality (16 - 20lb) paper.
Note: Use the instructions recieved with the PF103 unit. The instructions in the 1015 service manual are for the Japanese style domestic stand.

USAGE: 4

DESCRIPTION: **F43 at power up.**

SOLUTION ID: 69,873

SOLUTION: CAUSE: Exposure lamp (L1) is open.

SOLUTION: To verify L1 operation access the 47 mode (power the copier ON while simultaneously pressing the 4 and 7 keys), output code 00. Additionally, check continuity across L1 with it removed from the optics section. If verified open, replace L1 (p/n 25BA83010).
Notes:
1. Install L1 with the manufacturer's label facing the front of the machine.
2. Install L1 with the nipple facing the paper exit side.
3. It is recommended that copy quality adjustments are performed after replacing L1. Refer to the adjustment section page 6-1 of the 1015 service manual (7/95).

USAGE: 3

DESCRIPTION: **Incorrect lead edge timing; trail edge of the copy is cut off.**

SOLUTION ID: 66,684

SOLUTION: CAUSE: The shutter plate solenoid (SD2) is binding.

SOLUTION: To check the operation of the shutter plate solenoid, perform the following:
1. Power the copier OFF.
2. Access the 47 mode (power the copier ON while holding the 4 and 7 keys), output code 25.
3. While observing the shutter plate solenoid, press the START/PRINT key. The solenoid should activate.
4. Press the STOP/CLEAR key. The solenoid plunger should immediately release and return to the idle state.
5. If the plunger shows any signs of binding or sluggish operation, the solenoid and plunger are either dirty or worn.
6. Thoroughly, clean both the plunger and the solenoid interior. If the problem persists replace SD2 (p/n 25HA-4550).

USAGE: 3

DESCRIPTION: **Copier locked up; all operations panel LEDs are lit at power up.**

SOLUTION ID: 62,622

SOLUTION: CAUSE: A failed operation board assembly.

SOLUTION: The copier should remain locked up if all connectors on the main CB are disconnected except CN16 (DC voltage) and CN8 (operation board). If so, replace the operation board assembly (p/n 25HE-7001).

USAGE: 3

DESCRIPTION: **Dark copies.**

SOLUTION ID: 59,079

SOLUTION: CAUSE: Failed CVR. The light intensity adjustment (36 Mode, code 90) has no effect on copy quality.

SOLUTION: Replace the PSB (p/n 25HE-9214). Note: The CVR is incorporated within the PSB.

USAGE: 3

DESCRIPTION: **P71 with no sorter attached.**

SOLUTION ID: 55,272

SOLUTION: CAUSE: Failed main CB.

SOLUTION: Reset memory in the 47 mode, output code 92. If problem persists, replace the main CB (p/n 25HE-7312).

USAGE: 3

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DESCRIPTION: **J11 at power up. No paper is jammed.** **SOLUTION ID:** 54,338

SOLUTION: CAUSE: Paper has stopped at the paper conveyance sensor (PS1). **USAGE:** 3

SOLUTION: Open the paper feed plate on the right hand side of the copier (located below the bypass tray). Remove the paper and verify that paper is feeding properly.

DESCRIPTION: **Part number for the charge corona grid wire.** **SOLUTION ID:** 53,224

SOLUTION: The main charge grid wire is not available as a separate part. If replacement is needed order a new main charge corona unit (p/n 26AA-2500). Included with the main charge corona assemblly will be the grid wire, charge wire, and the charge wire cleaning pad. **USAGE:** 3

DESCRIPTION: **ST103, can this sorter be installed on the 1015 copier?** **SOLUTION ID:** 53,108

SOLUTION: The ST103 can not be used on the model 1015. The correct 10 bin sorter is the ST102A item number (PCUA 947130). **USAGE:** 3

DESCRIPTION: **The main body fan runs at high speed and operation panel is blank at power up.** **SOLUTION ID:** 51,050

SOLUTION: CAUSE: One of the blue wires from the ADF receptical on the main body is shorted to ground (pinched behind a screw). To verify, disconnect the DF. **USAGE:** 3

SOLUTION: Repair the wire and ensure proper operation. Replace the harness as necessary.

DESCRIPTION: **Does the base come with the two paper feed units?** **SOLUTION ID:** 49,874

SOLUTION: The copier stand [947-121] does not come with paper feed units. The number for one feed unit is [947-117]. Two optional feed units can be installed in the stand. **USAGE:** 3

DESCRIPTION: **Optics is rubbing on the bottom of the scale plate.** **SOLUTION ID:** 49,101

SOLUTION: CAUSE: Weak or fatigued platten glass stopper. **USAGE:** 3

SOLUTION: Install the modified stopper (25HA61171).

DESCRIPTION: **F35 shortly after power up.** **SOLUTION ID:** 46,601

SOLUTION: To clear the code, set 25 mode, P47 to 0. **USAGE:** 3
CAUSE: An open optics temperature fuse is causing the error code to be displayed. The F35 can not be cleared in 25 mode because the machine displays F43 a few seconds after entering 25 mode.

SOLUTION: Replace the temperature fuse (p/n 26AA90030) and then clear the fuser code.

DESCRIPTION: **Void lines occur intermittently front-to-rear.** **SOLUTION ID:** 45,933

SOLUTION: CAUSE: New style main control boards (p/n 25HE-7312) do not have JP1 installed. **USAGE:** 3
The boards being shipped now are key counter ready.

SOLUTION: If the main CB is not outfitted for a key counter, then install a jumper wire at position JP1 on the main CB. [[Picture of JP1 position on the main control board.| IMAGE v:\bitmaps\djc041.bmp]] [[Details of key counter installation per 1015 Technical Bulletin #3.| IMAGE v:\bitmaps\djc040.bmp SCROLL]]

DESCRIPTION: **Light streaks from lead-to-trail.** **SOLUTION ID:** 44,358

SOLUTION: PROBABLE CAUSES: **USAGE:** 3
1. Poor transfer due to wear of the T/S corona unit.
Replace the T/S corona unit (p/n 25HA-4511) or replace the blocks and wires:
p/n 25HA45030 - front block
p/n 25HA45040 - rear block
p/n 508045130 - wires (2)

2. The auxiliary reflector is warped or mounted incorrectly causing it to twist.
Ensure that the auxiliary reflector (p/n 490061421) is not warped and that it is properly mounted with the two shoulder screws.

DESCRIPTION: **How to program ADF, APS and AES, 1015.** **SOLUTION ID:** 42,386

SOLUTION: To program initial mode, perform the following: **USAGE:** 3
1. Enter the 25 mode (hold down the 2 and 5 keys together while turning copier ON).

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2. Select address 58 using the enlargement or reduction buttons or by pressing P-58-P.
3. Input initial mode data with the numeric keys:
P58 to 7 ADF=OFF APS=OFF AES=OFF
P58 to 6 ADF=ON APS=OFF AES=OFF
P58 to 5 ADF=OFF APS=ON AES=OFF
P58 to 4 ADF=ON APS=ON AES=OFF
P58 to 3 ADF=OFF APS=OFF AES=ON
P58 to 2 ADF=ON APS=OFF AES=ON
P58 to 1 ADF=OFF APS=ON AES=ON
P58 to 0 ADF=ON APS=ON AES=ON
4. After changing the data in the address, press start/print to enter the data.

Note: Set P56 to 3. P56 determines the initialization modes (full auto or individual settings). With P56 set to 3, the machine will reset to the individual settings of P58.

DESCRIPTION: **The exposure lamp flickers during operation.** **SOLUTION ID:** 42,206

SOLUTION: CAUSE: Faulty CVR component on the DCPS is causing the intermittent signal loss L1 drive. **USAGE:** 3

SOLUTION: Ensure that L1 control signal and the RL1 control signal both stay low while the lamp flickers. Check continuity through the lamp circuit while moving the optics to confirm that there is no problem with wiring to the lamp. If all checks properly, the CVR section should be considered faulty. Replace the DCPS (p/n 25HE-9215).

DESCRIPTION: **Light copies and/or double images.** **SOLUTION ID:** 42,152

SOLUTION: PROBABLE CAUSES: **USAGE:** 3
1. Ghosting (double images) can occur if incorrect toner was added to the copier. Thoroughly clean the toner/developer from the toning/developing system. Replace toner/developer. Perform the L-detect adjustment (47 mode, code 51).

2. The corona currents are not set to specification. Set all currents to specification per [[1015 Technical Bulletin #2.| IMAGE V:\bitmaps\djc025.bmp SCROLL]]

3. The transfer guide plate is positioned incorrectly. Reform the guide plate 11mm above its mounting position.

DESCRIPTION: **How to program ADF belt frame erase function.** **SOLUTION ID:** 39,810

SOLUTION: Set 25 mode: **USAGE:** 3
P26 to 0 to disable frame erase.
P26 to 1 to enable frame erase (5mm deletion area on all sides of the copy when the ADF is in use).

DESCRIPTION: **FOLD ERASE function does operate.** **SOLUTION ID:** 33,916

SOLUTION: Refer to the User's Guide, pages 6-3 to 6-5. **USAGE:** 3
- Fold Erase feature is only compatible with 11x17 and 8.5x11R paper sizes (original size and copy size).
- Copy paper cannot be fed from the bypass tray.

DESCRIPTION: **Trail edge blur when using bypass tray with 11x17 or 8.5x14.** **SOLUTION ID:** 26,824

SOLUTION: PROBABLE CAUSES: **USAGE:** 3
1. Screws longer than 4mm were used to install the ADF lock plate unit (p/n12HE-1040). Long screws will interfere with the exposure unit on longer optics scans.
Install 4mm screws (p/n 00Z193041).

2. The optics unit is striking the lens cover. Reposition the lens cover.

DESCRIPTION: **The sorter feed guide is 5" lower than copier.** **SOLUTION ID:** 17,269

SOLUTION: CAUSE: The PF103 is installed incorrectly, which raised the copier up. **USAGE:** 3

SOLUTION: The instructions in the service manual are for the Japanese style domestic stand.

When installing PF103(s), remove the top shelf and install the unit(s) within the US style stand. The PFU sets into the recessed opening in the stand.

DESCRIPTION: **Power requirements, 1015.** **SOLUTION ID:** 70,558

SOLUTION: Voltage: 120V AC ñ6 ~14% **USAGE:** 2
Current: 15A AC

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Frequency: 60Hz ñ2.5Hz
Grounding: Isolated ground is recommended.
Termination: NEMA Type 5-15R receptacle (125V AC, 2-pole, 3-wire, grounded).
Note: Dedicated line is recommended.

DESCRIPTION: **P81 at power up.** **SOLUTION ID:** 62,688

SOLUTION: CAUSE: The key counter assembly has been deinstalled from the main body. **USAGE:** 2

SOLUTION: A jumper connector with a looped wire (p/n 5400K0190) must be connected to the relay wiring (p/n 26AA90270) when the key counter assembly is deinstalled.
Note: If the jumper connector is not available, as an interim resolution, jump the 2 pins on the relay wiring connected to the main CB (CN28-1 and CN28-2).

DESCRIPTION: **How to activate auto tray switching, when exta PFUs are installed.** **SOLUTION ID:** 53,405

SOLUTION: This model does not have auto tray switching capability. **USAGE:** 2

DESCRIPTION: **Trail edge deletion on 8.5x14 when copying mixed originals of 8.5x11R and 8.5x14. The first original is 11R, the second is 14, trail edge deletion (8.5x11R CEL pattern).** **SOLUTION ID:** 52,358

SOLUTION: CAUSE: Incorrect 25 mode data. **USAGE:** 2

SOLUTION: Access the 25 mode, input P, 7, 1, then P to get to address 71. Enter 1, then press print. Power the machine OFF/ON and confirm operation.

DESCRIPTION: **Light bands from front-to-rear.** **SOLUTION ID:** 51,633

SOLUTION: CAUSE: Failed developing unit. The magnetic sleeve is not turning. The magnets that are attached to the inside of the sleeve have separated. **USAGE:** 2

SOLUTION: Replace the developing unit (p/n 25HA-3001).

DESCRIPTION: **Copies do not exit completely, a sorter conveyance kit is installed and a sorter is not connected.** **SOLUTION ID:** 51,392

SOLUTION: CAUSE: The paper conveyance kit (PCUA# 947-119) should not be installed unless a sorter is attached. **USAGE:** 2

SOLUTION: Remove the paper conveyance kit.

DESCRIPTION: **Partial image on second and every other copy.** **SOLUTION ID:** 46,318

SOLUTION: CAUSE: The flag for the temporary stop sensor (PS2) is broken which allowed copies to ride over the flag. **USAGE:** 2

SOLUTION: Replace the flag for PS2, P/N 25HA45112.

DESCRIPTION: **DF204, Originals travel beyond the scale plate when using the ADF.** **SOLUTION ID:** 46,160

SOLUTION: CAUSE: The swingback roller is not reversing correctly to stop the original from sliding back over the scale plate. **USAGE:** 2

SOLUTION:
1. Remove the swingback roller and roll it on the platen glass to check for wobbling. If the roller wobbles it must be replaced (p/n 12GQ45160).
2. With a good swing back roller installed, verify that the swingback holders allow the roller to move freely during operation.
3. Raise the ADF approximately 2 inches from the platen.
4. Use the 47 mode, output code 60 and 61 to rotate the conveyance motor forward and reverse, ensure that the swingback roller moves back and forth completely within its holders.
5. Replace the stopper shaft (swingback) holder (p/n 12GQ45120 [front] and p/n 12GQ45130 [rear]) as necessary.

DESCRIPTION: **What is purpose of JP2 on the main CB.** **SOLUTION ID:** 46,046

SOLUTION: JP2 must be installed.
Do not remove. **USAGE:** 2

DESCRIPTION: **Operation panel is locked up. Display OK, no function.** **SOLUTION ID:** 43,612

SOLUTION: CAUSE: The density dark button is stuck in the depressed position. **USAGE:** 2

SOLUTION: Repair the operation panel to ensure all keys return after being depressed.

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Problem resolved.

DESCRIPTION: **PCUA number for toner.** **SOLUTION ID:** 42,373

SOLUTION: PCUA number was 947122; order PCUA 947136. **USAGE:** 2

DESCRIPTION: **How to convert the 1015 to operate overseas (50Hz).** **SOLUTION ID:** 41,113

SOLUTION: The 1015 will operate on a 50Hz duty cycle due to the fact that all the motors in the machine are DC, and motor speed will not be effected by the sine wave cycle.
The input power can be converted using a transformer.
Konica Business Technologies Inc., does not sell transformers. Transformers must be acquired from another source. **USAGE:** 2

Recommendation: Speak with the Konica dealer in the [[destination country.| FILE V:\text\djc008.txt NEW NoWordWrap]]

DESCRIPTION: **The operation panel goes blank approximately 7 seconds after power up.** **SOLUTION ID:** 40,568

SOLUTION: CAUSE: Failed operation board. **USAGE:** 2

SOLUTION: Replace operation board (p/n 25HE-7000).
Problem resolved.

DESCRIPTION: **DF204, How to set 8.5x11R default during auto reset.** **SOLUTION ID:** 29,477

SOLUTION: Paper priority will not reset unless the DF is lifted. **USAGE:** 2
Machines without a DF will always display the previously used paper size.

DESCRIPTION: **J11 is displayed while copying.** **SOLUTION ID:** 21,800

SOLUTION: CAUSE: Conveyance roller tension is too high causing Z folded jams behind the upper open close plate. **USAGE:** 2

SOLUTION: Loosen the tension on the paper feed pressure spring by cutting deeper V shaped grooves in the spring mount area OR replace the spring with the new style (p/n 26AA40080).

Spring upgrade:
Diameter current: 0.8mm
" new: 0.7mm

1120 s/n cut in 26AE05471
1015 s/n cut in 25EE03177

DESCRIPTION: **Feed belt marks when duplexing through the bypass tray.** **SOLUTION ID:** 17,922

SOLUTION: Operator's manual recommends running side two copies through the bypass tray one at a time so that belt marks do not occur. **USAGE:** 2

DESCRIPTION: **F60 is displayed at power up.** **SOLUTION ID:** 16,666

SOLUTION: CAUSE: Older EPROM version installed. **USAGE:** 2

SOLUTION: Verify that the EPROM level in ADF is p/n DF20432-12.0.

DESCRIPTION: **High-pitched tone from the drum carriage area in idle.** **SOLUTION ID:** 15,421

SOLUTION: CAUSE: The TLD is vibrating yet add toner is not indicated. **USAGE:** 2

SOLUTION: To enable the add toner indication immediately, install EPROM 101517-15.2.

DESCRIPTION: **Technical Bulletin #11 refers to IC17 as an EPROM.** **SOLUTION ID:** 9,803

SOLUTION: IC27 is the EPROM. **USAGE:** 2
1015 Technical Bulletin #11A (released on 11/14/95) corrected this misprint.

DESCRIPTION: **DF204, No copy process start with the ADF. Copies can be made from the glass.** **SOLUTION ID:** 117,161

SOLUTION: CAUSE: A failed ADF control board. If the 24V DC ICP2 is open, the DF204 will be recognized by the copier, but it will not feed paper. **USAGE:** 1

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SOLUTION: Before replacing the ADF control board (p/n12GQ-9010) ensure that none of the 24V DC loads supplied by ICP2 are shorted.

DESCRIPTION: **Where is the copier serial number located?** **SOLUTION ID:** 96,094

SOLUTION: The copier serial number is located behind the front door to the left of the toner hopper and is printed on a white bar-coded label. **USAGE:** 1

DESCRIPTION: **F34 that will not clear.** **SOLUTION ID:** 94,781

SOLUTION: CAUSE: A failed NOVRAM (IC 28) on the main CB. **USAGE:** 1

SOLUTION: Replace the control board (p/n 25HE-7312) or replace the NOVRAM (p/n 540009010). Note: After replacing the control board or NOVRAM, all of the 25 and 36 mode adjustments must be performed.

DESCRIPTION: **Where is the total meter located?** **SOLUTION ID:** 94,190

SOLUTION: The meter is located on the right side of the machine on the right (rear side) of the bypass tray. **USAGE:** 1

DESCRIPTION: **M1 runs at power up.** **SOLUTION ID:** 83,503

SOLUTION: CAUSE: A failed main CB. The M1 control signal, CN15-1, stays LO. **USAGE:** 1

SOLUTION: Replace the main CB (p/n 25HE-7312).

DESCRIPTION: **DF204, need part number and adjustment procedures for conveyance belt.** **SOLUTION ID:** 74,703

SOLUTION: Refer to the DF204 service manual, page 12 to 17, and page 8 of the parts catalog, (p/n 12GQ45010). **USAGE:** 1

DESCRIPTION: **DF204, noise when feeding originals.** **SOLUTION ID:** 66,725

SOLUTION: CAUSE: MC301 (paper feed clutch) is dirty. **USAGE:** 1

SOLUTION: Clean MC301. Dampen a piece of paper with alcohol and insert it between the clutch faces while turning the clutch. This should be adequate to remove any contamination from the clutch. If noise persists, remove MC301 and reclean with alcohol.

DESCRIPTION: **ADD PAPER indication and no paper is fed from Tray 1.** **SOLUTION ID:** 65,726

SOLUTION: CAUSE: The main CB has failed, preventing the Tray 1 feed solenoid (SD1) from activating. **USAGE:** 1

SOLUTION: To verify main CB failure, perform the following:
1. Access the 47 mode (power the copier ON while pressing the 4 and 7 keys simultaneously), output code 20.
2. If SD1 does not activate, check for binding of the solenoid.
3. Verify the control signal for SD1 at the main CB, CN18-2. In idle, 24V DC should be measured. Upon pressing the start/print key in diagnostics, the voltage should drop to LOW or below 1V DC.
4. If there is no change in voltage, replace the main CB (p/n 25HE-7313) and SD1 (p/n 25HA-4070).

DESCRIPTION: **Copies are torn in the center when using the bypass tray.** **SOLUTION ID:** 64,597

SOLUTION: CAUSE: The lift-up plate contacts the double feed prevention roller at the incorrect time because the manual feed shaft is twisted. **USAGE:** 1

SOLUTION: Replace the manual feed shaft (p/n 25HA41100).

DESCRIPTION: **Dark trail edge on copies when enlargement modes are utilized.** **SOLUTION ID:** 63,572

SOLUTION: CAUSE: The mirror support plate for the V-mirror is damaged (malformed). **USAGE:** 1

SOLUTION: Replace the mirror support plate (p/n 26AA61040) and verify proper operation and copy quality. Perform the following adjustments in order (refer to 1015 Service Manual, 7/95):
1. Horizontal Magnification (page 5-17)
2. Light Distribution (page 4-7)
3. Light Intensity (page 5-16)
4. AES (page 5-11)

DESCRIPTION: **Is there a universal cassette available for this copier?** **SOLUTION ID:** 60,451

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SOLUTION: A universal cassette is available and can be ordered using PCUA 947118.

USAGE: 1

DESCRIPTION: **Key counter installation compatibility with level 17.0 main CB EPROM.**

SOLUTION ID: 59,779

SOLUTION: A level 17.0 EPROM allows for the installation of a key counter.

USAGE: 1

DESCRIPTION: **How to adjust the horizontal magnification in the 200% enlargement mode.**

SOLUTION ID: 59,084

SOLUTION: To adjust the horizontal magnification in the 200% enlargement mode, perform the following:
1. Make an original by drawing a line 70mm long on a blank sheet of paper, then placing it on the platen glass with the line in the front-to-rear direction.
2. Power OFF the copier.
3. Enter the 36 mode, (power ON the copier while holding the 3 and 6 keys).
4. Using the numeric keypad, press 9, and then 5.
5. Press the START PRINT key.
6. Press the MAGNIFICATION up arrow three times to enter the 200% enlargement mode.
7. Press the PRINT START key to make a copy.
7. The length of the line on the copy should be 140mm. If the line is not the proper length proceed to step 8.
8. Press the P key, the current data will be displayed in the copy quantity window. If the line on the copy is shorter than 140mm, increase the data. If the line on the copy is longer than 140mm, decrease the data. The adjustment range is -9 to +9.
9. Press the P key to store the new data value into the memory.
10. Press the START PRINT key and measure the length of the line on the copy.
11. Repeat steps 8 through 10 until the proper reading is achieved.
12. Power the copier OFF/ON to exit the 36 mode.

USAGE: 1

DESCRIPTION: **The optics move to the center position with L1 ON at power up. F43 is displayed after approximately 5 seconds.**

SOLUTION ID: 87,115

SOLUTION: CAUSE: CN16 on the main CB is not seated.

SOLUTION: Ensure that CN16 is properly connected.

USAGE: 1

DESCRIPTION: **APS does not operate when an original is placed in the RADF tray.**

SOLUTION ID: 52,990

SOLUTION: CAUSE: Incorrect setting in the 25 mode.

SOLUTION: Set 25 mode, P56 to 2. To insure APS comes on when an original is placed in the RADF document tray,

This information is contained in the 1015 service manual on page 7-4.

USAGE: 1

DESCRIPTION: **All copies are out of focus, copier is located in a dusty environment.**

SOLUTION ID: 52,230

SOLUTION: CAUSE: Atmosphere contamination (gravel dust) is causing improper toner transfer to occur. The blurring is most prevalent on the front and rear edges of the image when using the fish reel chart.

SOLUTION: Clean the drum with isopropyl alcohol to remove the contamination. If poor image quality persists, replace the drum (PCUA 947-124).

USAGE: 1

DESCRIPTION: **Can book copy mode be used with the bypass tray?**

SOLUTION ID: 51,986

SOLUTION: Book copy will not function with the bypass tray. Book copy mode will only operate with 8.5x11R or 11x17 paper. When the bypass tray is in use, the machine is unable to detect the paper size, therefore this tray is omitted from book copy mode.
Note: The note on page 6-2 in user's reference manual is incorrect.

USAGE: 1

DESCRIPTION: **No feed from the PF103.**

SOLUTION ID: 51,920

SOLUTION: CAUSE: No gear mesh between the main body and paper feed unit. The metal plate on the bottom of the copier was not removed prior to installation of the PF103.

SOLUTION: Remove the metal plate form the bottom of the main body so the drive gear of the copier can mesh with the PF103.

USAGE: 1

DESCRIPTION: **P25 is being reset by opening the clam shell and switching the copier OFF/ON.**

SOLUTION ID: 51,833

SOLUTION: CAUSE: Opening and closing the clam shell is allowing residual toner to recover the TLD in the toner hopper.

USAGE: 1

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SOLUTION: Add toner when P25 code appears.

DESCRIPTION: **How many PF modules can be installed?** **SOLUTION ID:** 51,044

SOLUTION: A maximum of 2 paper feed modules (PCUA# 947-117) can be installed. **USAGE:** 1

Install wiring harness (p/n 12GV90030) from the PFU to CN120 on the main control board.

Note: This part is not listed in the parts manual, it can be found in the PF103 installation instructions which are packaged with the PF103.

DESCRIPTION: **Can the 1015 use color toner and developer (red, blue, and green)?** **SOLUTION ID:** 50,349

SOLUTION: Only black toner and developer are available with this model. **USAGE:** 1

DESCRIPTION: **How to adjust bias shift.** **SOLUTION ID:** 49,546

SOLUTION: The bias shift adjustment allows the user to move the range of the density selector on the operation panel by changing the center voltage value. **USAGE:** 1
To adjust the bias shift range:
1. Access the 25 mode (hold down the 2 and 5 keys while turning the machine ON)
2. Enter P, 6, 0, P (bias shift selection).
3. Set the desired setting (the lower the voltage, the darker the overall density):

Setting	Indication
0	L0 (-150V DC: Standard)
1	L1 (-180V DC)
2	L2 (-200V DC)
3	L3 (-130V DC)

To verify the new setting press the P and 0 buttons at the same time for at least 3 seconds with the machine in idle mode.

DESCRIPTION: **Copier will run 2 copies and indicate add paper.** **SOLUTION ID:** 47,825

SOLUTION: CAUSE: Insufficient tension on the paper feed spring. **USAGE:** 1

SOLUTION: Shorten the paper feed spring slightly to increase tension or replace the spring (P/N 25HA40161).

DESCRIPTION: **The lead edge is cut off with 8.5x11R paper.** **SOLUTION ID:** 47,047

SOLUTION: CAUSE: The cassette detect switch (paper feed detect board) has failed or is physically damaged. **USAGE:** 1

SOLUTION: Inspect each paper feed detect board (p/n 25HA-9330) for damage; replace as necessary.

DESCRIPTION: **Is it normal for the cooling fan to switch to high speed when copier is idle?** **SOLUTION ID:** 47,029

SOLUTION: During idle, the copier internal temperature is monitored and M4 (cooling fan) will rotate at high speed when the temperature exceeds a fixed setting. Normally, the fan rotates at low speed. **USAGE:** 1

DESCRIPTION: **Bin unit motor runs continuously when sort mode is selected.** **SOLUTION ID:** 45,724

SOLUTION: CAUSE: Failed 1015 main CB. **USAGE:** 1

SOLUTION: Verify operation of the following before replacing main CB:
Bin home position sensor (PS203) should be 0vdc when flagged and 5vdc when not.
Verify this voltage change on the sorter DB CN803-4 and the main CB CN110-B6. They should be the same, if not, then check wiring.
If PS203 is good, check gate motor (M202) control signal on main CB CN110-B1, if signal is low, when M202 is ON, then main CB is bad and keeping motor ON. Replace main CB (p/n 25HE-7312).

DESCRIPTION: **Grinding noise while performing the TDS adjustment.** **SOLUTION ID:** 35,027

SOLUTION: CAUSE: Main drive motor (M1) binding or failed. **USAGE:** 1

SOLUTION: Verify M1 operation in diagnostics (47 mode, code 40). Inspect the condition of the drive gears from M1. Replace M1 if necessary (p/n 25HA80010).

DESCRIPTION: **All sizes through the bypass tray register 2 counts on the total counter.** **SOLUTION ID:** 33,551

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SOLUTION: CAUSE: Early firmware version installed. With P50 set to 2 (for 2 counts when running 11x17), every copy run through the bypass counts as 2 copies.

SOLUTION: To eliminate this problem, install EPROM p/n 101517-17.0 as outlined in [[1015/1212 Technical Bulletin #15| IMAGE v:\bitmaps\djc084.bmp SCROLL]].

USAGE: 1

DESCRIPTION: **How to clean the first feed rollers.**

SOLUTION ID: 31,750

SOLUTION: To rotate the feed roller for easier access while cleaning:
1. Enter 47 mode, code 20, press print (SD1 ON), then stop/clear.
2. Enter code 40, and press print to rotate the first feed rollers.
3. Press stop clear when rollers are in position for cleaning.

USAGE: 1

DESCRIPTION: **Jamming at the drum when copying onto 5.5x8.5 paper.**

SOLUTION ID: 29,344

SOLUTION: The invoice-size paper is being fed in the wrong direction (8.5 lead edge). Feed the paper lengthwise (5.5 dimension as the lead edge).

USAGE: 1

DESCRIPTION: **Bypass will not feed thick stock. ADD PAPER indication using special.**

SOLUTION ID: 24,276

SOLUTION: CAUSE: Thicker paper will not feed properly due to the [[angle of contact| IMAGE V:\bitmaps\djc056.bmp SCROLL]] between the double feed prevention roller and manual feed roller.

SOLUTION: A new style bypass feed tray plate to reduce the angle of descent to the double feed prevention roller is now available. The plate (p/n 25HA41360) allows the lead edge of thicker stock to have a better contact position between the manual feed roller and DFP roller at entry.
This modification is also available for the 1112 and 1120.

USAGE: 1

DESCRIPTION: **When the ADF is lifted, the APS and ADF LED's are lit.**

SOLUTION ID: 16,194

SOLUTION: CAUSE: PS301 actuator is broken.

SOLUTION: Replace the actuator (p/n 048010150).

USAGE: 1

DESCRIPTION: **Toner cartridge yield.**

SOLUTION ID: 15,480

SOLUTION: The specified toner yield is 6,000 copies (PCUA# 947122) based on the industry standard [[6% cover original| IMAGE v:\bitmaps\djc117.bmp SCROLL]]. The actual yield will vary depending on the types of originals used.

USAGE: 1

DESCRIPTION: **Grinding noise from the drive unit.**

SOLUTION ID: 113,610

SOLUTION: CAUSE: Worn drive unit gears (A) and (B) possibly due to developer spilling on gears. The noise may stop when the developing unit is removed.

SOLUTION: Replace gear A (p/n 25HA77013) and gear B (p/n 25HA77021).
Note: Gear A is an upgraded part number and may be listed in the Parts Catalog as p/n 25HA77011.

USAGE: 0

DESCRIPTION: **How to enable two counts on the total counter for 11x17 paper.**

SOLUTION ID: 94,004

SOLUTION: To enable two counts on the total counter for 11x17 paper, perform the following:
1. Enter the 25 mode, (turn the machine ON, while pressing the 2 and 5 keys).
2. Using the magnification arrows, scroll to address 50, or press P-50-P.
3. Press 1, then Start Print.
4. Turn the copier OFF, then ON to exit the 25 mode.

Note: The bypass tray may not count twice for 11x17 paper (due to APS settings).

USAGE: 0

DESCRIPTION: **Background increases as copies are made.**

SOLUTION ID: 73,291

SOLUTION: CAUSE: The inner cooling fan motor is not connected at CN73.

SOLUTION: Connect the inner cooling fan motor (p/n 25HA80512) at CN73 (located at the rear of the machine, to the right side, above the optics drive motor, p/n 25HA80021).

USAGE: 0

DESCRIPTION: **Unable to adjust vertical magnification.**

SOLUTION ID: 58,426

SOLUTION: CAUSE: Full Image Mode not set.

SOLUTION: To set the Full Image Mode, perform the following:
1. Access the 25 mode (Power the machine OFF. Hold down the 2 and 5 keys, and power the machine ON).

USAGE: 0

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2. Press the P-71-P on the key pad (Full Image Mode Selection).
3. Press the 3 key (Full Image).
4. Press the start/print key to enter the data.
5. Power the machine OFF/ON to exit the 25 mode.

DESCRIPTION: **Main body specifications, 1015.**

SOLUTION ID: 56,467

USAGE: 0

SOLUTION: Machine Type: desktop
Platen Type: Stationary
Maximum Recommended Monthly Copy Volume Up to 10,000 Copies Per Month
Warm Up Time: 55 Seconds
First Copy Out Time (FCOT): 7.5 Seconds (8.5x11)
Multicopy Speed: 15 CPM (8.5x11)
Multicopy Range: 1-99
Paper Sources:
One 250-Sheet Paper Tray
Two 250-Sheet Paper Trays (Opt.)
One 50-Sheet Multi-Sheet Bypass
Total Paper Capacity: 800 Sheets
Maximum Original Size: 11x17
Minimum/Maximum Copy Size:
11x17 / 5.5x8.5
Paper Weight: 16 to 24lb
Adjustable Copy Density
Reduction/Enlargement:
Zoom Reduction/Enlargement - 50%-200%;
Six Present - 50%, 65%, 77%, 129%, 155%, 200%
Duplex: Manual
Total Counter: Yes
PM Counter: Yes
Standard Features:
Power Save Mode, Book Copy, Frame/Fold Erasure,
Image Shift
Optional Equipment:
ADF (50 Sheets)
PFU (250 Sheets)
10 Bin Sorter
External Stapler Kit
Stand
Auto Reset: Yes
Auto Shut-off: Yes
Power Saver: Yes
Self Diagnostics: Yes
Toner Recycling: Yes
PM Cycle: 30,000 Copies
Power Required: 120V, 15A AC, 60Hz
Noise Level: 40db (Standby), 55db (Copying)
Ozone: .05 PPM Or Less
Toner Yield: 6,000 Copies
Developer Yield: 30,000 Copies
Drum Yield: 60,000 Copies
Main Body:
Height: 15.7"
Width: 24.4"
Depth: 24.4"
Weight: 83lbs

DESCRIPTION: **The add toner LED is lit and the machine will not make copies.**

SOLUTION ID: 69,210

USAGE: 0

SOLUTION: CAUSE: Toner must be added. Unwanted data in the 25 mode is causing the machine to immediately shut down (address 92 set to 0).

SOLUTION: Add toner, then set address 92 in 25 mode to 1 by performing the following:
1. Access the 25 mode (power the machine OFF, then, while holding down on the 2 and 5 keys, power the machine ON), P92 to 1 (do not immediately stop when ADD TONER indicated).
2. Press the Print button to enter the selected value.
3. Power the machine OFF/ON to exit the 25 mode.

DESCRIPTION: **How to repair a damaged platen top cover.**

SOLUTION ID: 41,440

USAGE: 0

SOLUTION: Platen cover repair tape is available to repair all platen covers that tear at the hinges.
Information pertaining to this tape can be found in [[Tool Bulletin #63| IMAGE v:\bitmaps\djc083.bmp

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SCROLL]].
Platen cover repair tape (12 inch strip - U091-9510).

DESCRIPTION: **Optics slams in diagnostic mode.**

SOLUTION ID: 25,701

SOLUTION: WARNING: The optics can be moved by hand with power applied until PS5 (overrun) is activated. When PS5 goes LO, the optics assembly will move back to the home position with great force.
CAUSE: EPROM update required.

SOLUTION: Install EPROM p/n 101517-17.0 as outlined in [[1015/1212 Technical Bulletin #15| IMAGE v:\bitmaps\djc084.bmp SCROLL]].

USAGE: 0

DESCRIPTION: **Rear cover, new p/n 26AA12120.**

SOLUTION ID: 19,494

SOLUTION: The new cover is listed as compatible with 1120/1212 AND the 1015. This cover has a large opening on the left side to accomodate the optional key counter.

When installing the new cover on a 1015, order the Optics Protection Seal plate (p/n 26EA12410) to cover the openning or light leaks into the optics area will cause copy quality problems.

USAGE: 0

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