Knowledge Data Base (KDB No.: KB0000064 / Status: Close)

Model:
Di620

Problem Machine:
Di620

Title:
Void images at the trailing edge

Symptom:
Image / Void/Light Area(s)

Symptom Explanation:
There is a case that void image (failure in image transfer) may appear from
the trailing edge when the halftone original is copied. Void images are not
noticeable in the text image.(Void images less than 10mm from the trailing edge is within a specification in a duplex copy.)

Temporary Measure:

CounterMeasure:
To reduce the space between paper and the Drum, the spacers which are installed
both sides of lower Pre-transfer guide plate are replaced with the smaller ones.

<Note>
1. The optimum space between paper and the Drum varies in the paper used by Users
and the installation environment of the copier. So the User has to adjust the space
individually.
2. Both sides of the spacers must be replaced at a time to uniform the back and near
side of the space.
3. Regarding the type of the spacers, refer to KB9900242.

<Side effects>
If the space between the lower pre-transfer guide plate and the PC Drum is narrow,
there is a case that the leading edge of paper get in touch with the PC Drum and
toner is scratched off. Then the toner adheres to the transfer belt and smears are
reproduced on the copies.

Cause:
The paper doesn't contact the PC Drum firmly when the trailing edge of paper comes
off from the lower pre-transfer guide plate. This cause the void image to appear on the
trailing edge of the paper.
* Because of the paper curl caused by the heat of the fuser, the void tends to be more
noticeable in a duplex copy than in a 1 sided copy.

Problem Rank:
B Check

Parts Modification Notice:
Ref.No.:

SW/FW Distribution:

Category:
PPC\Digital-B/W
Expand Machine:
D5200iD(Main Unit)
D6200iD(Main Unit)
Di520(Main Unit)
Di521(Main Unit)
Di620(Main Unit)
Di621(Main Unit)
Di620PE(Main Unit)
Cause Area:
Developing
Original Report:

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