5 IMAGE FAILURE

1149SBT0501A

5-1. Image Failure Troubleshooting

Image failures have many possible causes. For troubleshooting, it is necessary to determine whether a failure is attributable to a basic cause or any other cause.

In this chapter, troubleshooting is divided into "initial checks" and "troubleshooting procedures classified by image failures". If any image failure has occurred, first make the initial checks, then proceed to the corresponding image failure troubleshooting procedure.

1149SBT0502A

5-2. Initial Checks

1) Place of installation

- Is the source voltage normal? Does the voltage vary greatly?
- Is the copier installed in a hot, humid place or in a place where temperatures vary sharply?
- Is the copier installed in a dusty place?
- Is the copier subjected to direct sunlight?
- Is the copier level?

2) Copy paper

- Is the recommended paper used?
  ➡Load recommended paper and make copies to see if the problem persists.
- Is the paper damp?
  ➡Load new paper and make copies to see if the problem persists.

3) Original

- Does the original used have a reddish background or is it written in light pencil?
  ➡Use the Test Chart to check the image.
- Is the original transparent or are transparencies being used?
  ➡Cover with white paper and make a copy.
- Are the Original Glass and ADF Transport Belt dirty or scratched?
  ➡If dirty, clean with alcohol. If scratched, replace.

4) Adjust data and Level History data

- Are the set values of "Adjust" and "Level History (ATDC Level)" in the Tech. Rep. mode equal to the value given on the Adjust Label inside the Front Door?
  ➡When installing the Developing Unit of another copier containing its own developer, input the ATDC Level value of that particular copier.

5) PM parts (supplies)

- Have the PM parts (supplies), such as the PC Drum, Cleaning Blade, AIDC Sensor and corona wires, reached the end of their cleaning/replacement cycles?