

**MODEL:** GP605 / 555 / 605P

**SUBJECT:** **Important** Ozone Filter information

### Details:

We have had several reports of the following problems directly caused by clogging of the main ozone filter situated in the rear panel.

Error codes E001

Clogging of the waste toner pipe or Error E013

Deformation of upper fuser cover/internal covers

Melting of web drive gears

It is therefore very important that cleaning of the filter is undertaken at regular intervals. The manual states that the filter should be cleaned at 250k intervals and **replaced** at 1000,000 copies.

In dusty environments this filter will require cleaning earlier than 250k, and those machines that have completed 1000,000 copies which have not had the filter replaced will require replacing now.

### Please be reminded that:

Technicians are responsible for ensuring that Ozone Filters are regularly checked and replaced at the intervals prescribed in service documentation.

Service Managers should ensure that Technicians are aware of their responsibilities to ensure that filters are replaced and that such actions are properly recorded i.e. in your Call Management system (CMS) and in machine service record books. Failure to ensure that such action is taken could possibly result in legal action taken by a customer under the Health and Safety at Work Act. This could be on the grounds that by taking out a service contract the customer has entrusted to the service supplier the responsibility of ensuring that filters etc. are regularly inspected and changed.