

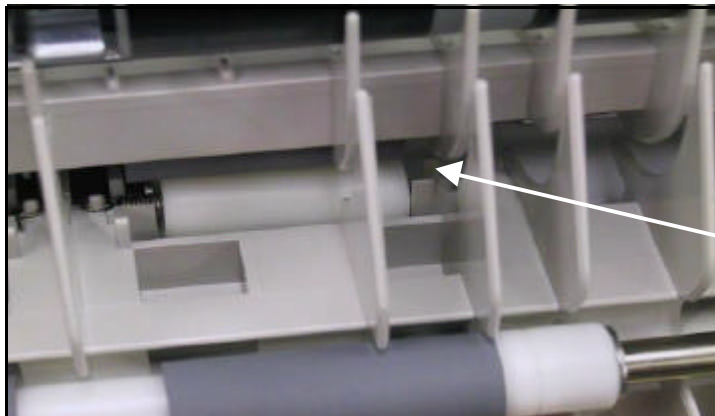
MODEL: iR2200/ 2800 / 3300

SUBJECT: Frame Breakage of Paper Pick-up Units

Detail:

There have been reports of a small number of frame breakages to the Paper Pick-Up Units, (FG6-5644-000), on the iR2200/2800/3300 products.

Symptoms are skew feed from the upper cassette. This is caused by a breakage to the white plastic frame, supporting a spring that runs through one of the paper feed rollers (FB3-2848-000).



Failure of Spring Support

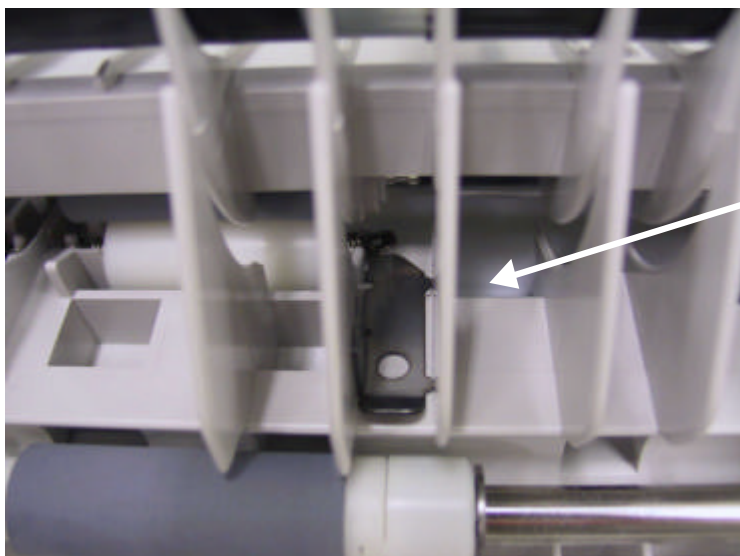


Photo of modified paper pick-up

(Rear white roller with FA9-3948-000 shown)

Remedy >

Factory:

Canon Inc have already modified production, so future supplies of this unit should not be affected.

Field

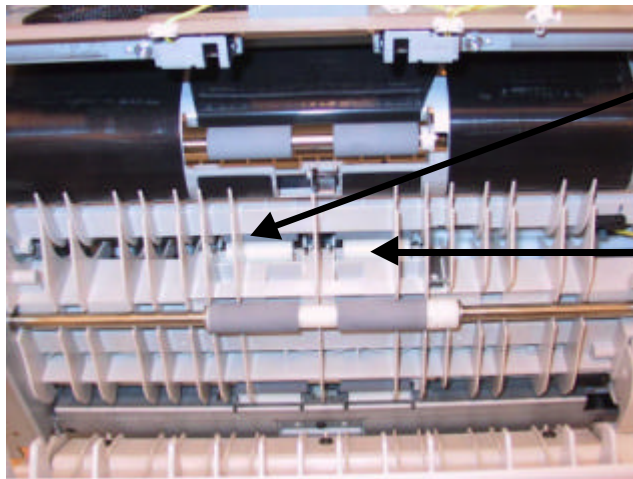
The front roller and rear roller require different modification parts (*see photo below*). These are fairly straightforward and are simply pushed into place.

The modified bracket is a tight fit.

Both types of bracket are now available from stock. Part numbers:

FA9-3948-000 (large type for rear white roller)

FA9-3949-000 (small type for front white roller)



Front white roller – order modification part no FA9-3949-000

Rear white roller - order modification part no FA9-3948-000

Important: Failure of the frame usually relates to the front roller OR rear roller. As availability of these items is limited, please refrain from ordering both parts, unless necessary.