

Issued by Cano(UK) Limited

Model:

iR C6800C
iR C6800CN

Ref No.:

iRC6800-002
(F2-T01-0M3-10003-01)

Date:

30-04-04

Location:

Service Manual (troubleshooting: vertical lines caused by faulty ITB cleaning)

Subject:

Updating the Service Manual

Background:

The cause of "vertical lines in color halftone images" has been identified, and the text description in the Service Manual is now being updated. (The revised text and additions are indicated herein in blue.)

Cause:

As the fixing web is used more and more (decrease in its remaining length), there is necessarily an increase in the amount of oil applied to the fixing roller. Moreover, in a low-temperature environment (e.g., early in the morning), the oil tends to be viscous, making it more likely to be applied to the fixing roller unevenly.

When prints are made in this condition, the oil will more readily transfer from the fixing roller to paper. In the case of a double-sided print, the oil deposited when printing occurs on the 2nd side will transfer to the ITB and lower transfer efficiency, ultimately causing vertical lines in the image.

Field Remedy:

When the foregoing symptom is noted, advise the user to perform the following:

- Execute the following user mode item: adjust/clean>clean roller.

If the execution of this user mode item does not bring about satisfactory results, repeat it.

Note:

This user mode item will activate the black band sequence to increase the cleaning performance of the blade, thereby removing the oil from the ITB more efficiently. The term "black band sequence" refers to a series of operations in which a band of black toner is deposited on the ITB and the cleaning blade is operated to collect the toner.

Discussion:

The symptom in question tends to be more conspicuous under the following conditions:

- When double-sided printing is performed immediately after the power has been turned on (before the 5th print; e.g., first thing in the morning).

- When the remaining length of the fixing web is limited.
- When a color halftone image is reproduced.

In passing, mono-color prints are free of this symptom, and the symptom disappears on its own when about 7 prints or so (A3) have been made.

Supplementary Information:

The following mode item, which has so far been suggested as a solution to the foregoing symptom, has been identified as being not effective. It is best to avoid the execution of the mode item, as doing so will increase the wait time and the execution of the black band sequence will lead to extra consumption of toner.

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