Issued by Canon(UK) Limited

**Model:**

**iR6800C**
**iR6800CN**

**Ref No.:**

iR6800C-007
(F2-T01-0M3-10017-01)

**Date:**

28-05-04

**Location:**

DEVELOPING ASSEMBLY (BK)

**Subject:**

Light-colored Image (BK) due to Poor Connection of BK Toner Level Sensor Connector

**Detail :**

This information describes a service measure you should take when BK images are light-colored due to poor connection of the BK toner level sensor connector.

<Symptom>

1. When conducting Toner Supply (Service Mode COPIER > FUNCTION > INSTALL > TONER-S) while installing the BK developing assembly, it is about 3.5 minutes before "OK" appears (It must be about 7 minutes normally), and light-colored images are output.
2. When removing the BK developing assembly and then installing it again, output images become more and more light-colored.

<Cause>

If you fail to completely connect the BK toner level sensor (TS1) connector to the snap connector (J209) while installing the BK developing assembly, the machine improperly detects Toner Full when there is no toner remaining in the developing assembly, preventing the toner from being supplied to the developing assembly.

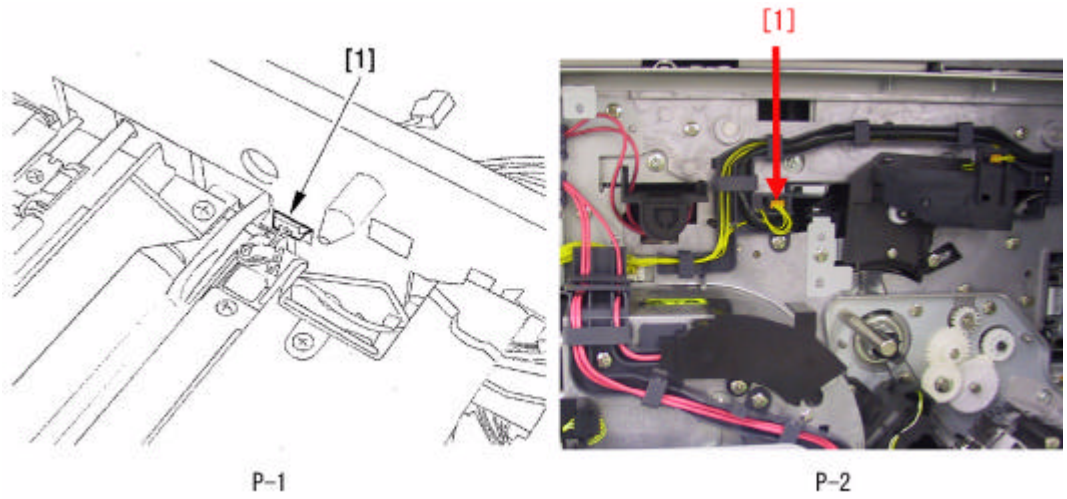
**Service Work:**

When the above symptom occurs, check for the connection of the toner level sensor (TS1) connector. If you attempt to check it visually, it requires many disassembly processes. On the other hand, the following procedures will enable you to check for the connection of the connector without pulling out the process unit: it will enable you to make continuity check of the snap connector on the process unit.

1. See the Service Manual (Parts replacement procedure for "Black Developing Assembly") and complete the steps up to "Releasing the Hopper Assembly". (Relation Information: Click the button on the upper left of the Web screen.)
2. Disconnect the connector from the process unit. (See P-2 [2] below.)
3. Measure the resistance values at the pins (1-3) of the snap connector (J209) using the tester.

Connector 1 pin (the right one): (-) terminal, black tester lead
Connector 3 pin (the left one): (+) terminal, red tester lead

4. If the value shows OL (OVER LIMIT), it means that the toner level sensor connector is disconnected. Then, pull out the process unit and securely connect the toner level sensor connector. (See P-1 [1] below.)
If the value does not show OL (it shows several M$), it means that the toner level sensor connector is properly connected. Then, check for another cause.




F-1

P-1 Connection of the connector (a view from the BK developing assembly)

[1] Snap connector (J209)

P-2 A view after releasing the hopper assembly