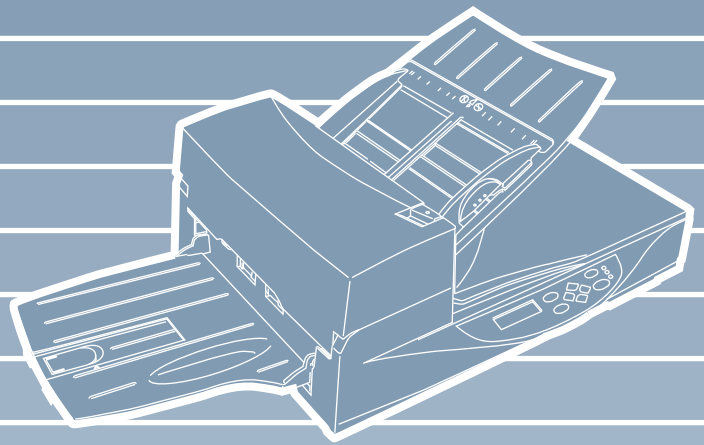




P3PC-E842-01EN

fi-4340C Image Scanner

Cleaning and Maintenance



Revisions, Disclaimers

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Changes

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Preface

This manual explains how to clean and maintain the fi-4340C image scanner.

This manual contains chapters on the following topics:

DESCRIPTION

CLEANING

REPLACEMENT OF CONSUMABLES

TROUBLESHOOTING

Refer to "Operator's Guide" for basic information about the fi-4340C.

For instructions on how to install the device driver, refer to the "Installation Guide" or the device driver CD.

The fi-4340C is a very fast and highly functional color image scanner developed for high quality color image processing, using charge-coupled device (CCD) color image sensors. This scanner features high-speed duplex scanning with an automatic document feeder (ADF).

Conventions

Important information that requires special attention is indicated as follows:

 **WARNING**

WARNING indicates that serious personal injury may result if you do not follow a procedure correctly.

 **CAUTION**

CAUTION indicates that minor personal injury, loss of data, or damage to the scanner may result if you do not follow a procedure correctly.

Official PFU part names are indicated with an initial capital letter, as in the part name “Pick roller”.

 **NOTE**

A NOTE provides “how-to” tips or suggestions to help you perform a procedure correctly.

Precautions

This section describes precautions to follow when installing the scanner.

To ensure the longevity and proper functioning of your scanner, do not install the scanner in the places and environments described below.

■ Warning

Important warnings employed in this manual are as follows.

Do not damage the power cable.



Damage to the power cable may result in fire or electric shock.

Do not place heavy objects on, pull, tightly bend, twist, heat, or modify the power cable.

Do not use the power cable or socket if it is damaged, or if the plug is loose in the socket.

Use only the specified power cable or extension cable.



Use only the specified power cable or extension cable. Use of other cables may result in electric shock or malfunction.

Use only at the specified voltage. Ensure that too many cables are not connected to the same socket.



Use at other than the specified voltage may result in fire or electric shock.

Ensure that too many cables are not connected to the same socket.

Wipe all dust from plug on the power supply cable.



Using a dry cloth, remove all dust on the metal components of the plug, and on all surfaces to which the metal components are attached.

Presence of dust may result in fire or electric shock.

Do not use the equipment in areas with high levels of oil smoke, steam, humidity, or dust.



Installation in areas with high levels of oil smoke, steam, humidity, or dust may result in fire or electric shock.

Do not use the equipment if an abnormal smell is apparent.



If the equipment overheats, emits smoke or abnormal smells, or makes abnormal noises, switch power OFF immediately and remove the power plug from the socket.

Check that smoke is no longer emitted, and call your dealer or maintenance service center. Do not attempt to repair the equipment yourself under any circumstances.

Ensure that water or foreign matter does not enter the equipment.



Do not insert or drop metal objects or combustible objects into openings (eg. ventilation openings).



Ensure that liquids (eg. coffee) and metal objects (eg. paper clips) do not enter the equipment.



Do not spill or leak water onto the equipment.



If foreign matter (eg. water, other liquids, metal objects) enters the equipment, switch power OFF immediately and remove the power plug from the socket, and call your dealer or maintenance service center. Particular care is required if children are in the vicinity.



Do not open the equipment without good reason.

Dismantlement



The equipment contains high-voltage components, and should not be dismantled or modified.

Always remove the plug from the socket before fitting or removing optional equipment.

Electric shock



Switch the equipment power supply OFF, and remove the plug from the socket, before fitting or removing optional equipment in accordance with the specified procedure.

Do not



Grip the plug to remove the power cable from the socket.

Do not move the equipment alone.

Do



Never move the equipment alone.

Switch power OFF if the equipment is damaged.

Plug



If the equipment is dropped, or covers etc. have been damaged, switch power supply OFF, remove the plug from the socket, and call your dealer or maintenance service center.

Do not place in wet areas.

Electric shock



Do not place the scanner where liquid spills may occur.

■ Caution

Important cautions employed in this manual are as follows.

Do not touch the power cable with wet hands.

Electric shock



Do not remove or insert the plug with wet hands. Wet hands may result in electric shock.

Earth the equipment.

Grounding



This equipment must be earthed. Always connect the power cable to a 3-pin socket. If earthing is not possible, call your dealer or maintenance service center.

Always ensure that the equipment is installed in the stable location.

Do



Ensure that no part of the scanner is liable to fall from the desk, and that the base of the equipment is level.

Do not



Ensure that the equipment is installed in a stable location. The equipment should be installed in a location which is level and subject to minimal vibration.

Insert the power plug fully into the socket.

Do



Ensure that the power plug is inserted as far as possible into the socket.

Do not block the ventilation openings.

Do not



If the ventilation openings are blocked the interior of the equipment will overheat, and may result in fire or malfunction.

Do not place heavy objects on, and do not stand on, the equipment.



Placing heavy objects on the equipment, or standing on the equipment while working, may result in injury.

Remove the power plug from the socket before moving the equipment.



Moving the equipment with the cable connected may result in damage to the cable, fire or electric shock, or injury. Always remove the power plug from the socket, and disconnect extension cables, before moving the equipment.

Always clear the floor before beginning work.

Avoid static electricity.



Ensure that the equipment is installed away from strong magnetic fields, sources of electrical noise and air flow.

If the scanner is used near an air conditioner, copying machine, or TV set, the scanner may operate incorrectly.

Avoid static electricity. Static electricity may be a cause of mis-operation of the equipment. Ensure that the floor and desk on which the equipment is installed is of a material which does not generate static electricity.

Ensure that clothing, ties, and hair do not become caught in gears and rollers.



Clothing, ties, and hair becoming caught in moving components such as gears and rollers may result in injury.

Remove the power plug from the socket if the equipment is to be out of use for a considerable length of time.



For safety reasons, the power plug should be removed from the socket if the equipment is to be out of use for a significant time.

Remove the power cable from the socket immediately thunder is heard.



Remove the power cable from the socket if thunder is heard nearby. The equipment may be damaged if it remains connected during an electrical storm.

Do not leave the equipment in direct sunlight.



Leaving the equipment in direct sunlight or in the vicinity of air-conditioning equipment will result in the internal temperature of the equipment increasing, and may result in fire or malfunction.

Ensure that the equipment is installed in a well ventilated area.

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CHAPTER 1

DESCRIPTION

CHAPTER 2

CLEANING

CHAPTER 3

REPLACEMENT OF CONSUMABLES

CHAPTER 4

TROUBLESHOOTING

DESCRIPTION

CLEANING

REPLACE OF
CONSUMABLES

TROUBLE-
SHOOTING

DESCRIPTION

This chapter describes units, assemblies, indicators and LED functions.

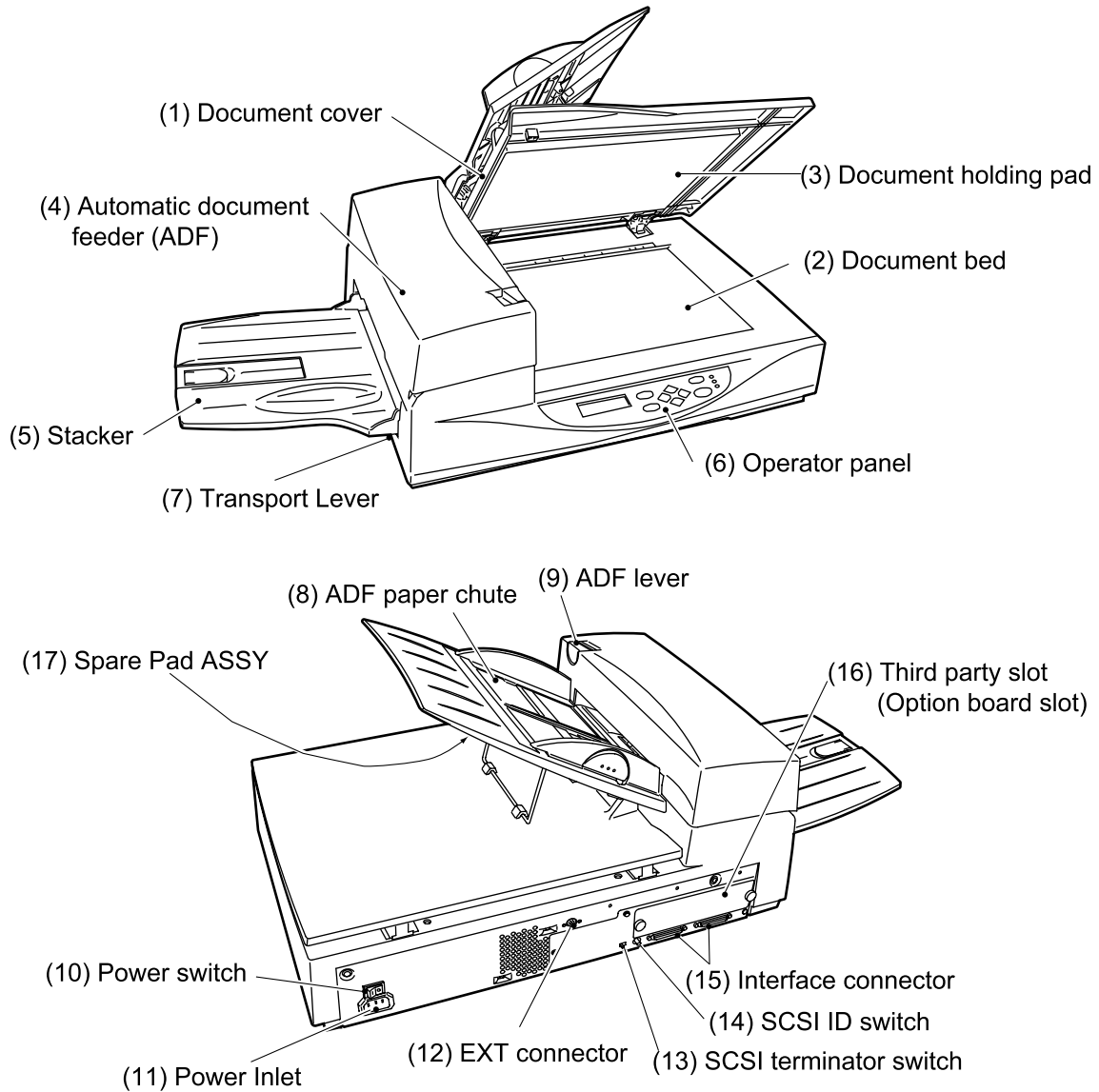
Units

Assemblies

Operator panel

Panel Display

Units

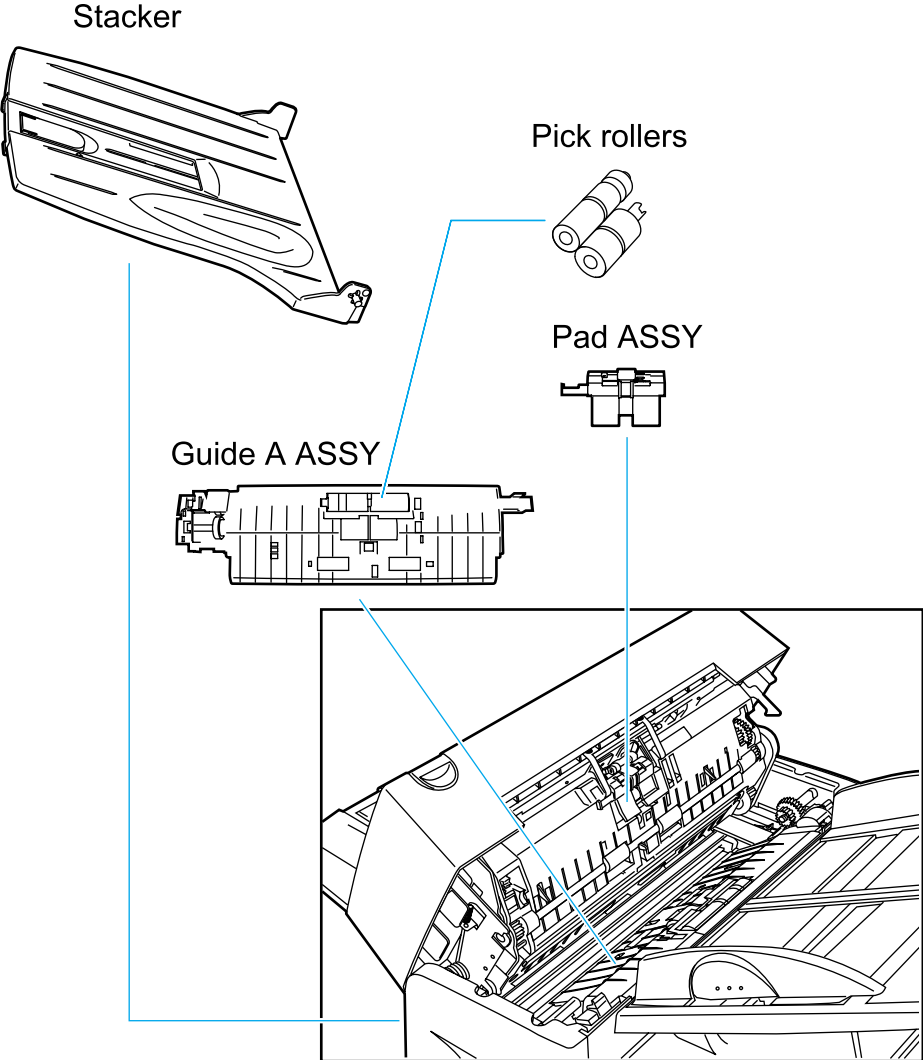


NOTE

The Transport lever should be switched to the operating position when the scanner is to be used. Refer to "Operator's Guide" for details of Transport lever.

No.	Part	Function
1	Document cover	Closes over and keeps in place the document to be read.
2	Document bed	Holds document to be read. Also called Flatbed (FB).
3	Document holding pad	Presses document to the Document bed.
4	Automatic document feeder (ADF)	Automatically feeds documents to the reading position.
5	Stacker	Stacks the read documents.
6	Operator panel	Contains indicator panel that indicates scanner status.
7	Transport Lever	Transport lever Secures the carrier unit. Set to locked position when moving scanner.
8	ADF paper chute	Holds the documents to be fed by the automatic document feeder (ADF).
9	ADF lever	Opens/closes the ADF to enable the removal of documents jammed in the feeder.
10	Power switch	Turns the power On or Off.
11	Power inlet	Connects to an AC power outlet with the power cable.
12	EXT connector	Connects to an optional imprinter.
13	SCSI terminator switch	Set to ON when the image scanner is the final device on the SCSI daisy chain. Otherwise, set to OFF.
14	SCSI-ID switch	Sets the SCSI ID. (Default ID is 5.)
15	Interface connectors	Connect to the host system with interface cables.
16	Third party slot	A Fujitsu VIDEO INTERFACE OPTION BOARD or fi-CMP3 (JPEG COMPRESSION BOARD) is installed.
17	Spare Pad ASSY	Spare Pad ASSY. (One spare Pad ASSY is provided as the default setting.)

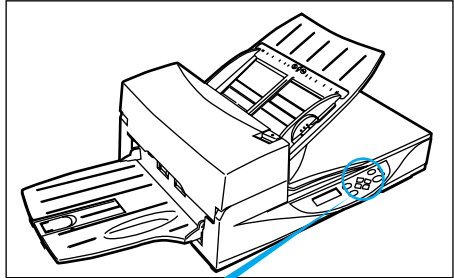
Assemblies



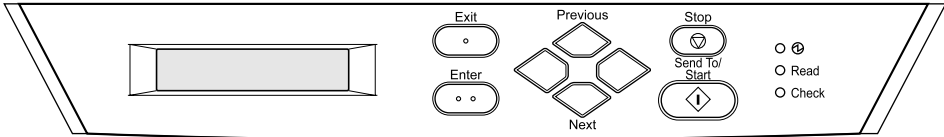
Operator panel

The Operator panel is located on the upper right hand side of the scanner. The panel consists of a status display (16 characters x 2 lines), LEDs, and control buttons.






Layout



Operator panel



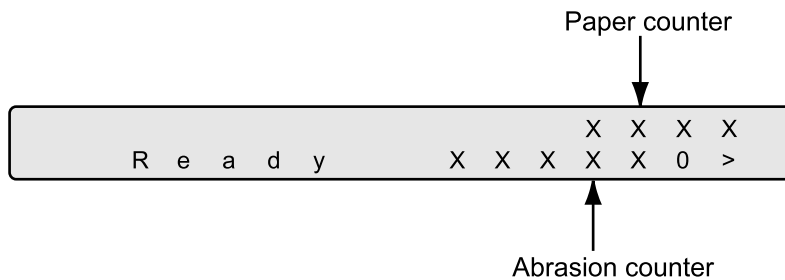
■ Button/LED Function

Name of the button and LED		Function
Button	Next 	Displays the next LCD screen.
	Previous 	Displays the previous LCD screen.
		Moves the cursor to the left.
		Moves the cursor to the right.
	Exit	When you are entering settings on the Operator panel, pressing this button returns you immediately to the Scanner Ready screen.
	Enter	Enters the parameter currently selected by the cursor.
	Send To/ Start	Operational only when Manual start mode is set or the Read lamp lights; Starts the reading when video interface option is used. Some application software packages make use of this button.
	Stop	When the Check LED lights, pressing this button releases the error status (turns off Check and returns to the Scanner Ready screen). Operational only during the reading operation; stops the reading when the video interface option is used. Also turns off the Check lamp.
LED		Indicates that the scanner is On.
	Read	Indicates the scanner is reading or ready to read.
	Check	<ul style="list-style-type: none"> • If lit, this indicates that an alarm occurred. Pressing the Stop button turns the Check lamp Off. • If it blinks at one second intervals, this means that a jam or double feed has been detected. If the problem is jammed paper, removing the jammed paper turns off the Check lamp. If the problem is double feed, pressing the Stop button turns off the Check lamp. • If it blinks at four seconds intervals, this means that cleaning the ADF is necessary.

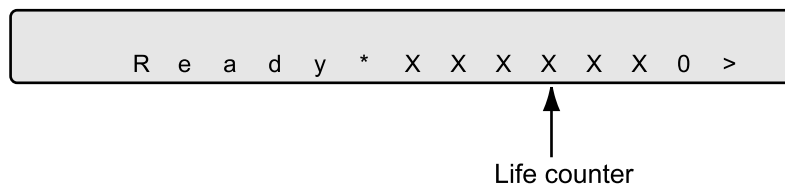
Panel Display

Counter Display

The displays for the Paper and Abrasion counters are shown below:



Simultaneously press the \diamond and \diamond arrow buttons for at least 1 second, to switch to Life counter panel display as shown below: The scanner is provided with a counter display.



Counter	Function	
Paper counter	When the \diamond button is pressed for at least 1 second	The paper counter counts the number of scanned sheets from the start of reading until Paper Empty or an error is detected. The counter is automatically reset at the start of reading. The counter is used for checking the number of sheets scanned at one batch.
	When the \diamond button is pressed for at least 1 second	This counter increments each time a document is scanned. It is not initialized until the power is turned off. The counter can be used, for example, for checking the number of sheets that have been scanned in one day.
Abrasion counter	The abrasion counter counts the accumulated number of scanned sheets. This counter increments at every 10 sheets. It is useful to check the cleaning cycle or the parts replacement cycle. How to reset is described in "Operator's Guide".	
Life Counter	Keeps a cumulative count of the number of scans made after shipping. This counter increments by 1 after every 10 scans and may be used to estimate of the device's remaining scan life.	

NOTE

When the counter value is 0, no number is displayed.

■ Operation status

The operation status is indicated by the following messages:


<Power-on>

W a r m i n g - u p N o w ! !

<Reading>

N o w R e a d i n g !

<Low Power Mode>

When the Scanner Display turns Off and the power  indicator remains "On", the scanner is in the Low Power Mode.

NOTE

One of the following will wake up the scanner:

- Pressing any button.
- Setting the paper on the ADF.
- Sending a command from the host computer.

<Waiting for Start> (Only When the Video Interface Option is installed.)

The scanner displays the following screen when waiting for the Start button to be pressed:

S t a r t S W O N !

<Cleaning request>

When the Pick roller cleaning is necessary, the scanner displays the following on the upper line:

C l e a n P i c k r o l l e r

When the ADF glass cleaning is necessary, the scanner displays the following on the LCD:

C l e a n A D F G l a s s

Clean the Pick roller or the ADF glass in accordance with the instructions given in "2 CLEANING" (Page 2-1).

■ Temporary error

<Hopper empty>

P a p e r E m p t y

This message is displayed if there is no more document on the ADF paper chute during a read operation in ADF mode. Fill the ADF paper chute with document. To enable the read operation, press the stop button.

<Jam>

P a p e r J a m

This message is displayed if a document is jammed in the ADF. See "4 TROUBLESHOOTING" (Page 4-1) for removing jammed documents.

<ADF cover open>

A D F - C o v e r O p e n

This message is displayed if the ADF is not closed completely. Close the ADF completely, and enable the read operation.

<Double feed error>

D o u b l e F e e d

This message is displayed when the ADF detects a Double feed error. Check the document and re-scan it.

■ Alarm

One of the following messages is displayed if an error occurs in the scanner. If one of the following error messages is displayed, turn the power Off and then On again. If the same message is displayed, contact your service representative.

<Optical alarm front>

F r o n t S i d e
O p t i c a l A l a r m

<Optical alarm back>

B a c k S i d e
O p t i c a l A l a r m

<FB mechanism alarm>

F l a t b e d
M e c h a n i c a l A l a r m



NOTE

When the total number of sheets scanned by the ADF is less than 100, the message above and the message below are displayed alternately.

Remove the bracket (Transport lever) that holds the unit. Refer to "Operator's Guide" for details of operation.

C h e c k S h i p p i n g
L o c k

<Motor fuse alarm>

M o t o r f u s e A l a r m

<Lamp fuse alarm>

L a m p f u s e A l a r m

<Image transfer alarm>

I m g T r a n s A l a r m

<Memory alarm>

M e m o r y A l a r m

<EEPROM alarm>

E E P R O M A l a r m

<FAN alarm>

F A N A l a r m

<SCSI fuse alarm>

S C S I f u s e A l a r m

<IPC Board alarm>
(IPC-4D (Image Processing Circuit Board))

I P C B o a r d A l a r m

 **NOTE**

When this message is displayed, turn Off system power and then turn it On again. Alternatively, replace the current cable with one recommended by the manufacturer of the SCSI board. When the cause of the alarm has been corrected, the scanner automatically resumes operation once power is turned On again.

<Self-diagnostics Error>

The Power indicator and Check lamp blink alternately.

CLEANING

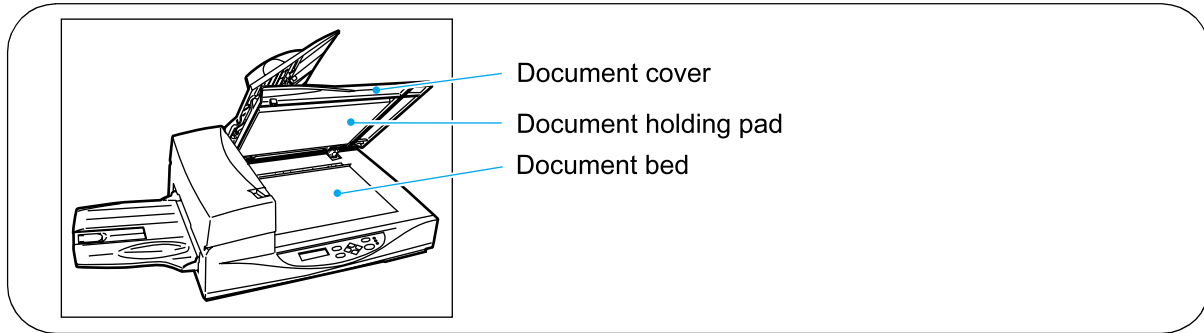
This chapter describes cleaning supplies, areas that require cleaning, and procedures for cleaning the ADF and the Document bed.

Cleaning Supplies and Areas Requiring Cleaning





Cleaning the ADF

Cleaning the Document bed

Cleaning Supplies and Areas Requiring Cleaning



Supplies

Supplies	Supply No.	Frequencies (*1)(*3)	Remarks
Cleaning paper 	Contact your dealer or distributor.	<ul style="list-style-type: none"> • Every 5,000 sheets • Apply Cleaner F1 to the cleaning paper before using. 	10 sheets.
Cleaner F2 		<ul style="list-style-type: none"> • Plastic rollers (*2) 	1 bottle Apply Cleaner F2 to cotton swab.
Cleaner F1 or Isopropyl alcohol 		<ul style="list-style-type: none"> • Pad ASSY Every 5,000 sheets • Pick roller/Feed rollers/ Glass/Sheet guide Every 5,000 sheets 	1 bottle. Apply Cleaner F1 to cloth.
Cotton swab 			
Dry cloth			

For more information on cleaning supplies, contact your dealer.

*1: If the display on the operator panel shows "Clean Pickroller", then clean it regardless of the frequencies recommended here.



CAUTION

*2: Do not clean the rubber rollers with cleaner F2.

*3: Refer to the Abrasion counter on the Operator panel to estimate when the next cleaning is necessary.



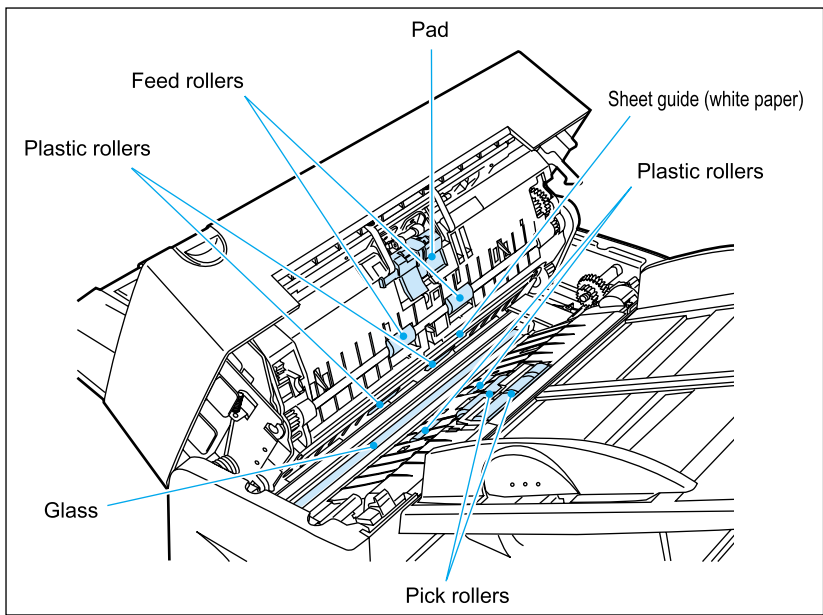
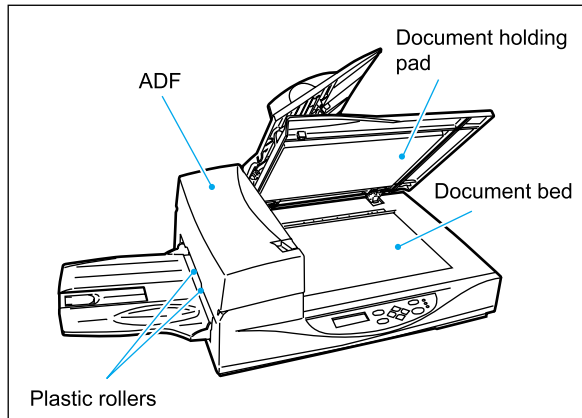
NOTE

When the following paper types are used, it may be necessary to clean more frequently:

- Paper with a smooth surface, such as coated paper.
- Paper almost entirely covered with printing.
- Paper with special chemical coatings, such as carbonless paper.
- Paper including a great quantity of calcium.
- When reading a great many documents written with a pencil.

Areas Requiring Cleaning

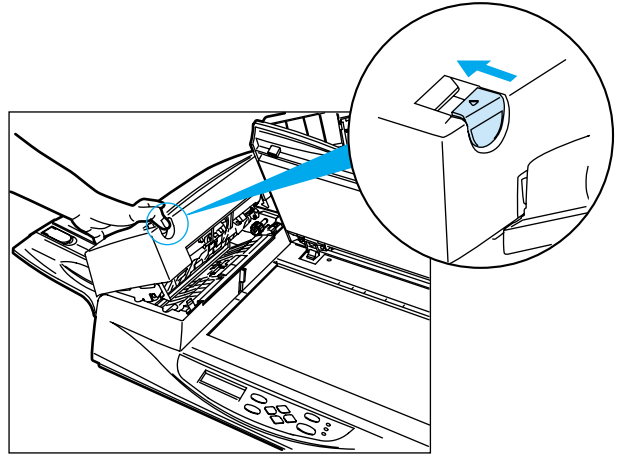
Area	Name	Cleaning paper with Cleaner F1	Dry cloth with Cleaner F1	Cotton swab with Cleaner F1 or F2
Document bed	Document holding pad		○	
	Document bed		○	
ADF	Pad	○	○	
	Glass/Sheet guide	○	○	
	Pick roller	○	○	
	Plastic rollers	○	○	○
	Feed rollers	○	○	
	Pick Arm Rollers		○	○



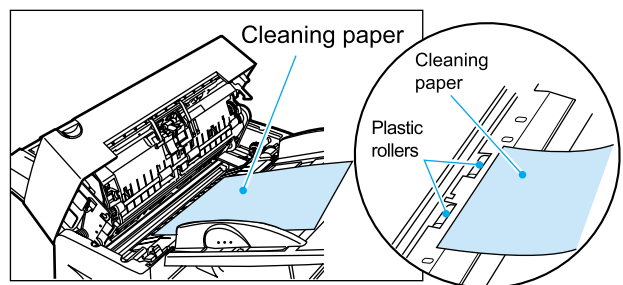
Cleaning the ADF

■ Cleaning the ADF with cleaning paper

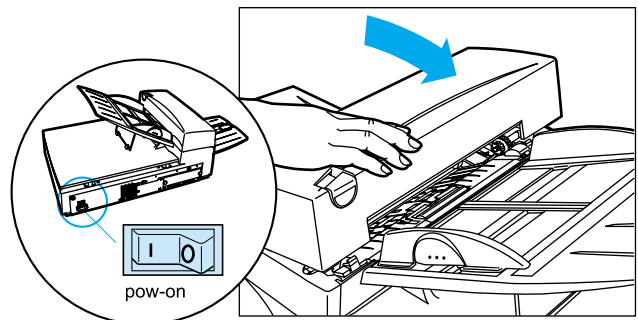
- 1** Pull the ADF lever to open the ADF.
- 2** Apply cleaner F1 to a new piece of cleaning paper.



- 3** Place the cleaning paper on the ADF so that the edge of the short side touches the Plastic roller.



- 4** Close the ADF and turn the power on to start the cleaning.
- 5** Turn the power off.
- 6** Repeat steps 1 through 5.

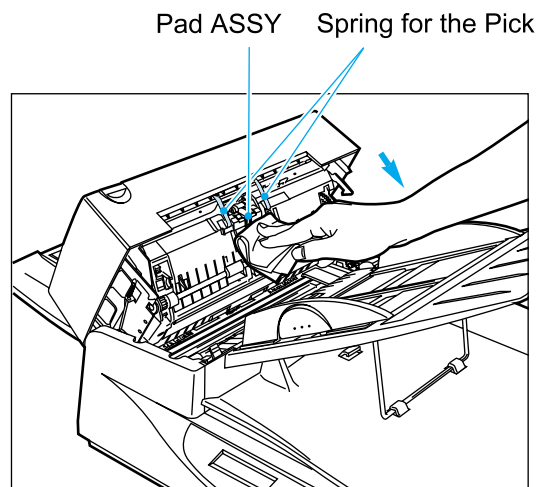


■ **Cleaning the Pad ASSY with a Dry cloth or a Cloth with Cleaner F1**

- 1** Pull the ADF lever to open the ADF.
- 2** Use a dry cloth or a cloth moistened with Cleaner F1 to softly remove dirt and dust as follows.

Pad ASSY:

Wipe the pad in a downward direction (as indicated by the arrow). Be careful not to catch the spring for the Pick when wiping.



Glass:

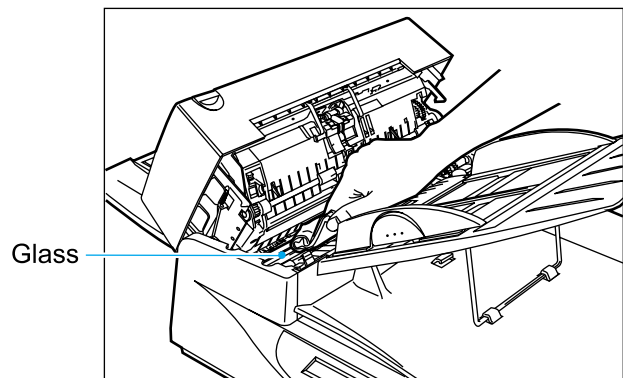
Wipe the glass lightly.

 **NOTE**

If the glass is dirty, the image may include black vertical stripes.

 **CAUTION**

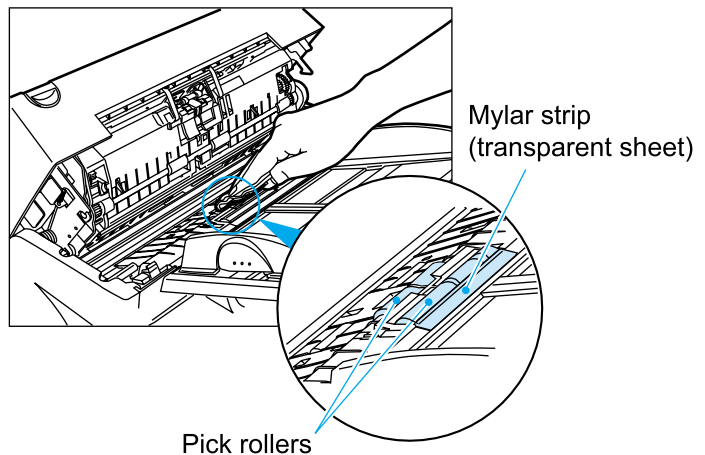
Don't touch the glass immediately following a scan. The hot glass can cause burn.



Pick roller:

Wipe the roller.

Be careful not to damage the mylar strip of the Pick roller.

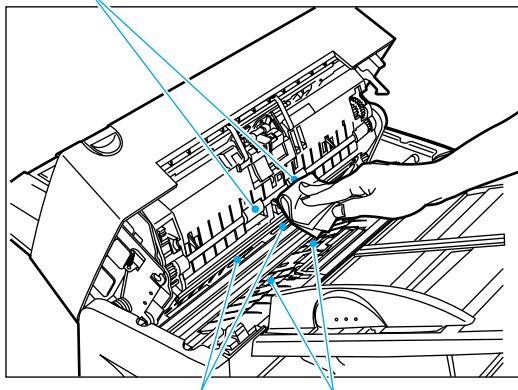


*Feed rollers:
and Plastic rollers*

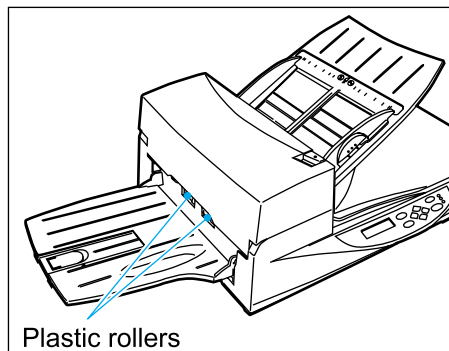
Wipe the rollers.

Be careful not to damage the surface of the rollers.

Feed rollers



Feed rollers Plastic rollers



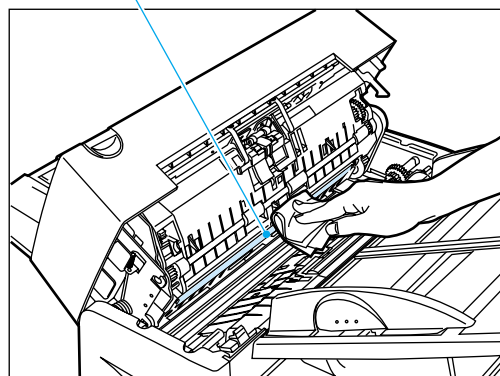
Sheet guide (white part):

Wipe the sheet guide.

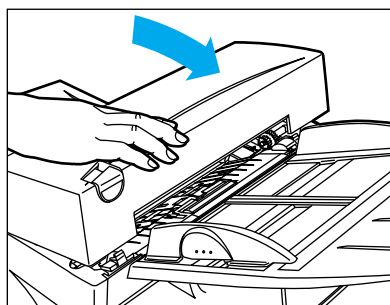
 **NOTE**

If the Sheet guide is dirty, the front image may show vertical stripes.

Sheet guide (white part)

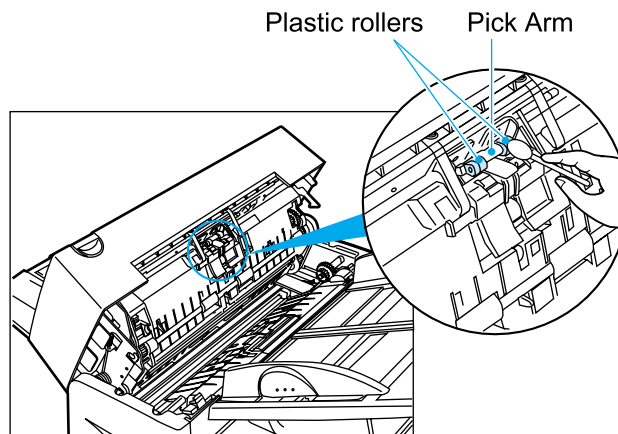


3 Close the ADF to lock the ADF lever.



■ Cleaning the Pick Arm Rollers

- 1** Pull the ADF lever to open the ADF.
- 2** Moisten a cotton swab or Dry cloth with F1 or F2 Cleaner.
- 3** Wipe the small Plastic rollers at the tip of the Pick Arm.
- 4** Wipe the small Plastic rollers and the Pick Arm with a clean, dry cloth to dry them.



NOTE

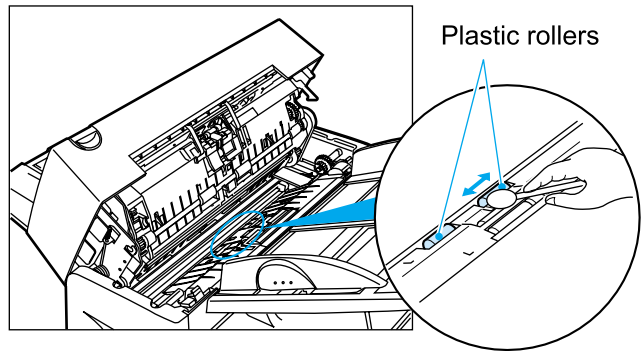
When non-carbon paper is used, the Pick Arm rollers may become dirty with a black substance. Use Cleaner F2 to remove the contamination.

CAUTION

1. Don't wipe the pad rubbers with the F2 cleaner.
2. Don't apply the F2 cleaner to the pad rubber.

■ Cleaning the Plastic rollers with Cleaner F2

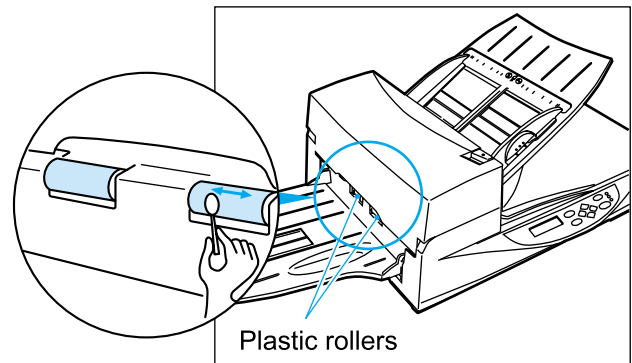
- 1** Pull the ADF lever to open the ADF.
- 2** Moisten a cotton swab with Cleaner F2.
- 3** Wipe the Plastic roller surfaces.



CAUTION

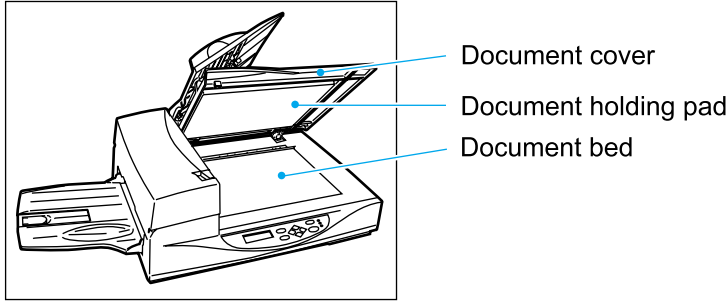
Don't wipe the Pick Rollers with a cotton swab using cleaner F2.

-
- 4** Wipe the Plastic roller surface with a clean, dry cloth. Allow it to dry.



Cleaning the Document bed

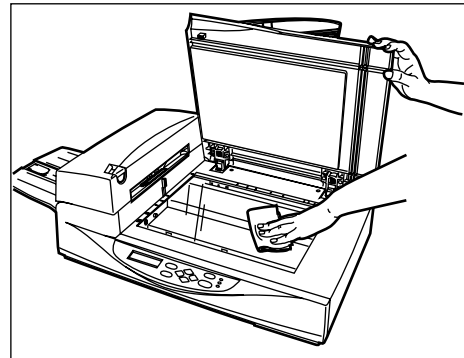
■ Cleaning the Document Bed with a Cloth and Cleaner F1



NOTE

Window or glass cleaner, excluding those not allowed for plastic, can be used instead of cleaner F1. However, do not use organic solvents like thinner.

- 1** Open the Document cover.
- 2** Apply Cleaner F1 to a clean cloth.
- 3** Wipe the Document holding pad and the Document bed.
- 4** Allow them to dry.



NOTE

Be sure to prevent liquid from seeping through the opening between the Document bed and the plastic cover.

REPLACEMENT OF CONSUMABLES

This chapter describes how to replace the basic product and the Pad ASSY and the pick roller.

Consumable Lists

Pad ASSY

Pick Roller

Consumable Lists

The following table lists consumables used for the scanner. Be sure to keep some consumables in stock. The customer is responsible for changing these items periodically, in accordance with the guidelines given below and "Pad ASSY" (Page 3-3) or "Pick Roller" (Page 3-5) in this Chapter. If they are not changed as recommended, the scanner may not function properly. The abrasion counter can be used to check the total number of documents scanned since the last replacement(s).

Name	Specification	Remarks
Pad ASSY	PA03277-0002	Up to 100,000 sheets or one year.
Pick rollers	PA03277-0001	Up to 200,000 sheets or one year. (Two rollers are included.)

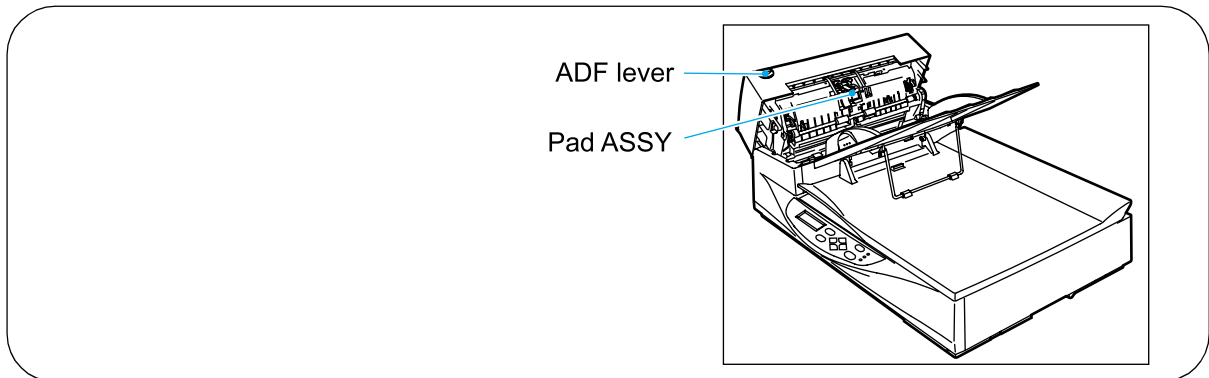
NOTE

Refer to "Pad ASSY" (Page 3-3) or "Pick Roller" (Page 3-5) for replacing the consumables.

CAUTION

Certain paper types or conditions might reduce the life of consumables.

Pad ASSY



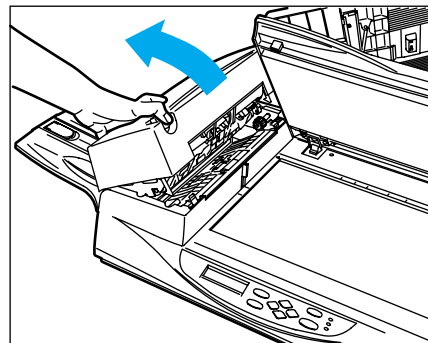
NOTE

The life span of the Pad ASSY is about 100,000 sheets or one year. Use the Abrasion counter on the Operator panel to estimate when the Pad ASSY needs replacement. The life span may be decreased by as much as half when carbonless paper is read frequently.

WARNING

Turn off the power before replacing the Pad ASSY.

- 1** Pull the ADF lever to open the ADF.

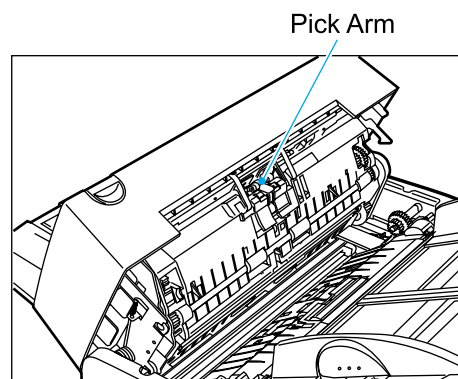


- 2** Push the Pick Arm carefully.

NOTE

One spare Pad ASSY is provided on the rear of the ADF feed chute before the image scanner is shipped from the factory.

Before using the image scanner, slide the spare Pad ASSY to the left and draw towards you to remove.



- 3** Slide the Pad ASSY to the left and pull it towards you. Then, being careful not to hook the spring for the Pick, remove the Pad ASSY.



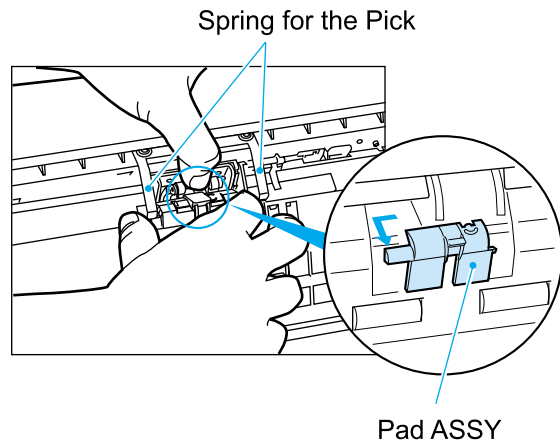
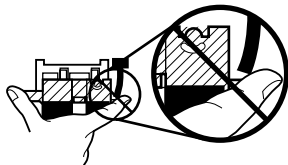
NOTE

Hold both ends of the Pad ASSY as shown in the right graphic.



CAUTION

Don't hold the sensor arm with the Pad ASSY.

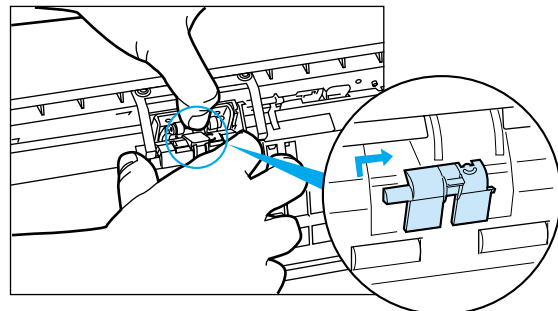


- 4** Attach the Pad ASSY to the ADF in the reverse sequence of step 3.

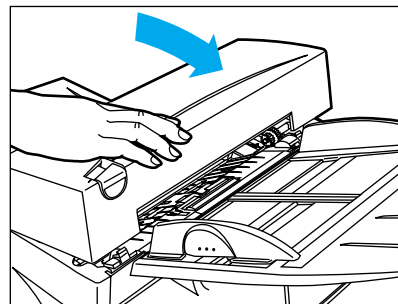


NOTE

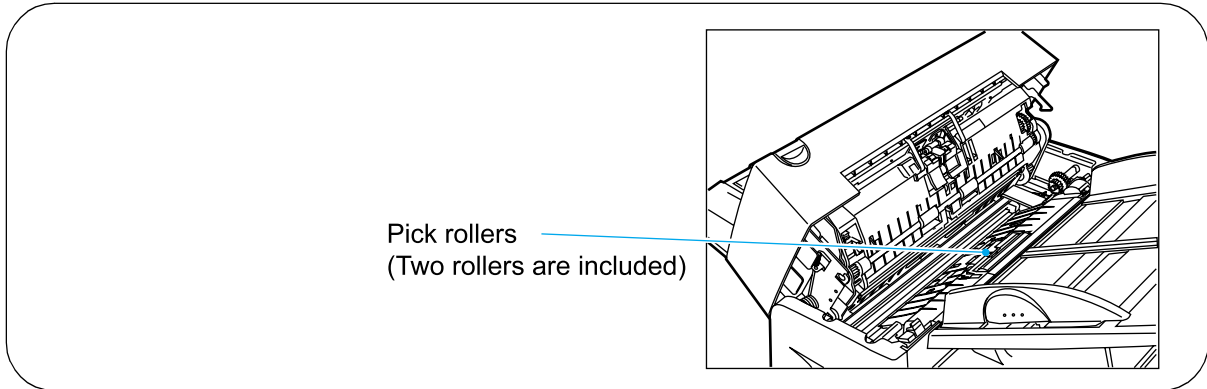
Fit the Pad ASSY pin into the larger hole, then slide it to the right until it stops.



- 5** Close the ADF.



Pick Roller



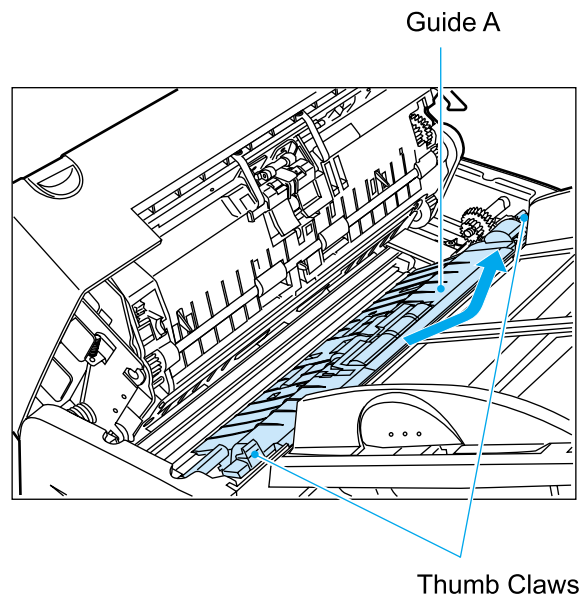
NOTE

The life span of the Pick roller is about 200, 000 sheets or one year.
Use the Abrasion counter on the operator panel to estimate when the Pick roller needs replacement.
The life span may be decreased by as much as half when carbonless sheets are frequently read.

WARNING

Turn off the power before replacing the Pick Rollers.

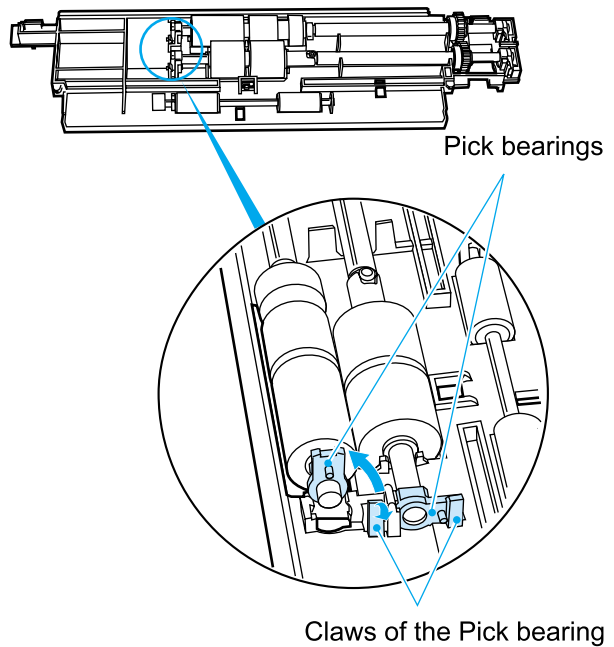
- 1** Pull the ADF lever to open the ADF.
- 2** With both hands, release the claws on the handles on the left and right of Guide A, and lift up Guide A to remove.



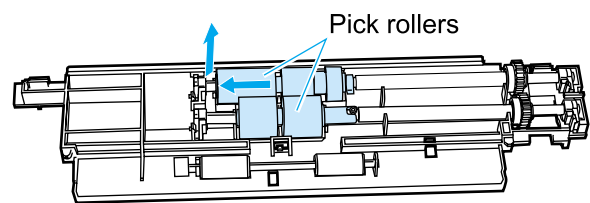
- 3** Place Guide A upside down, and rotate the Pick bearing to remove while releasing the claws of the Pick bearing on the gear-free side. (two bearings)

CAUTION

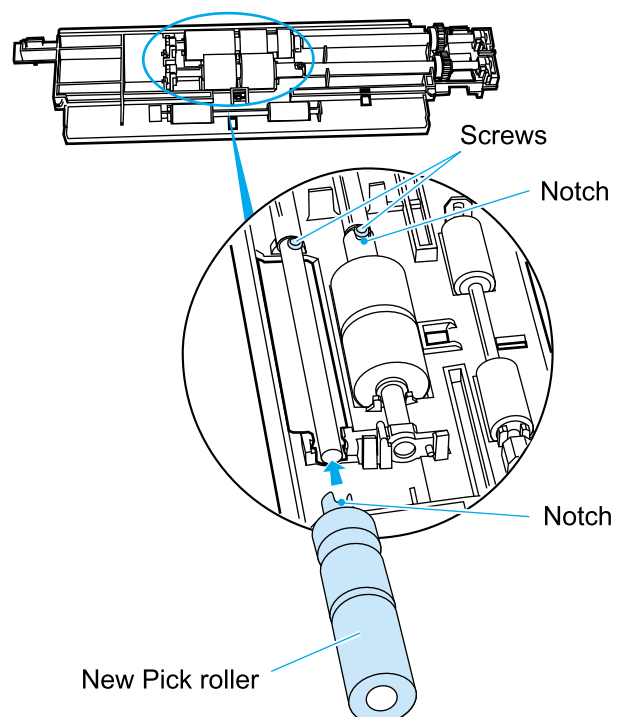
Do NOT use your fingernails to loosen a stiff Pick bearing.



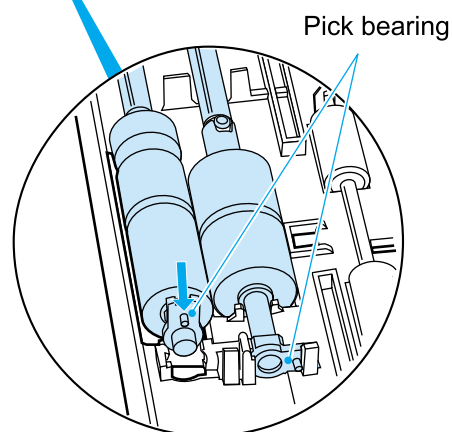
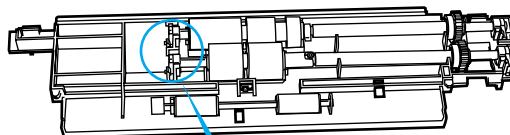
- 4** Lightly lift up the Pick shaft, and draw out the Pick roller to remove. (two rollers)



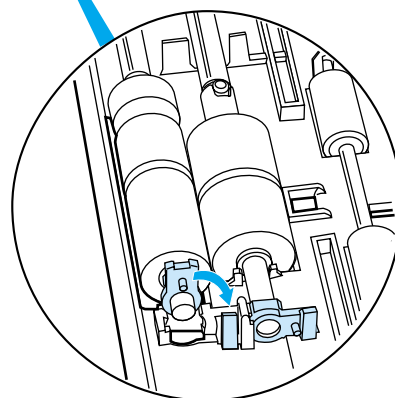
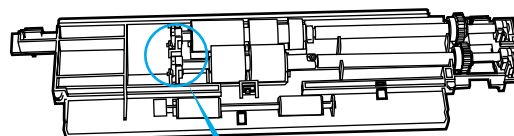
- 5** Insert the new Pick rollers with the notch aligned with the screw. (two rollers)



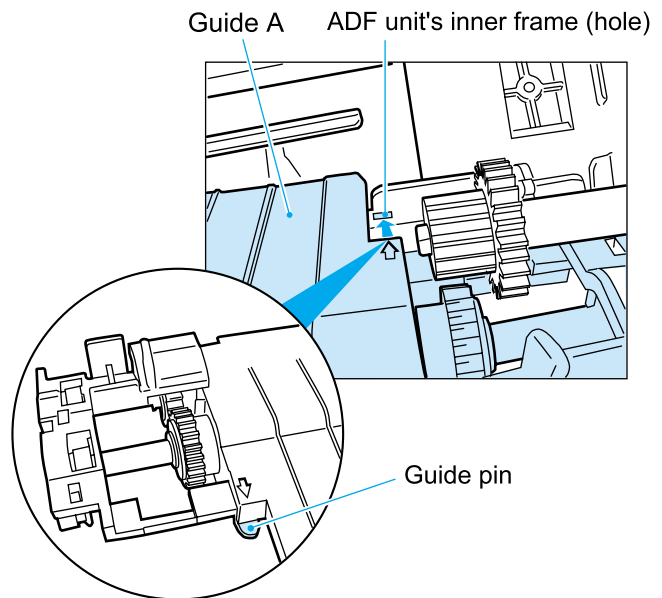
- 6** Pass the Pick shaft through the Pick bearing, and insert the Pick shaft into the groove of Guide A with the bearings upright. (two shafts)



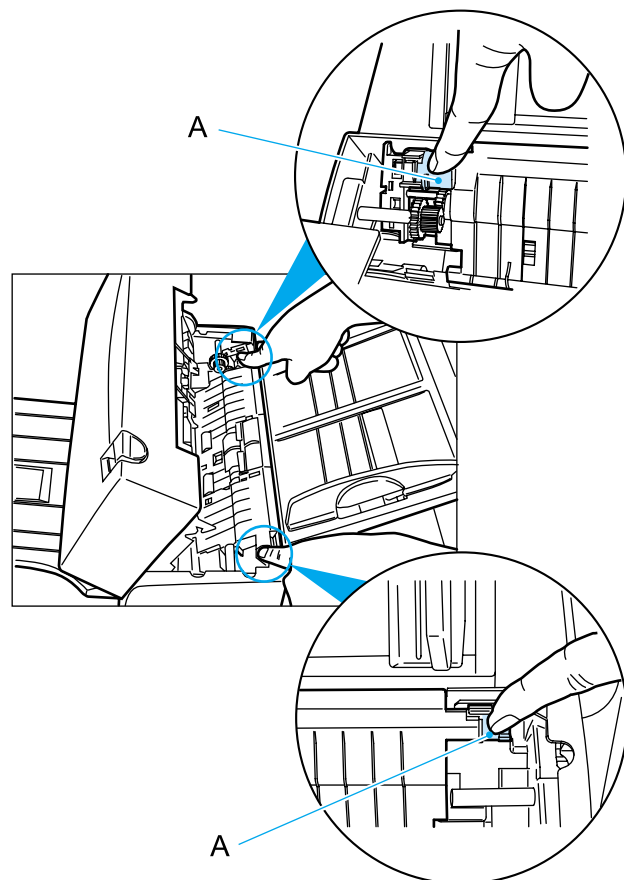
- 7** Rotate the Pick bearings, and lock the claws. (two claws)



- 8** Attach Guide A in the reverse sequence of step 2 and insert the guide pin into the ADF unit's inner frame (hole) to fasten Guide A into place.



- 9** When attaching Guide A, make sure to fully insert it until you hear the thumb claws click into place.



- 10** Close the ADF unit.

TROUBLESHOOTING

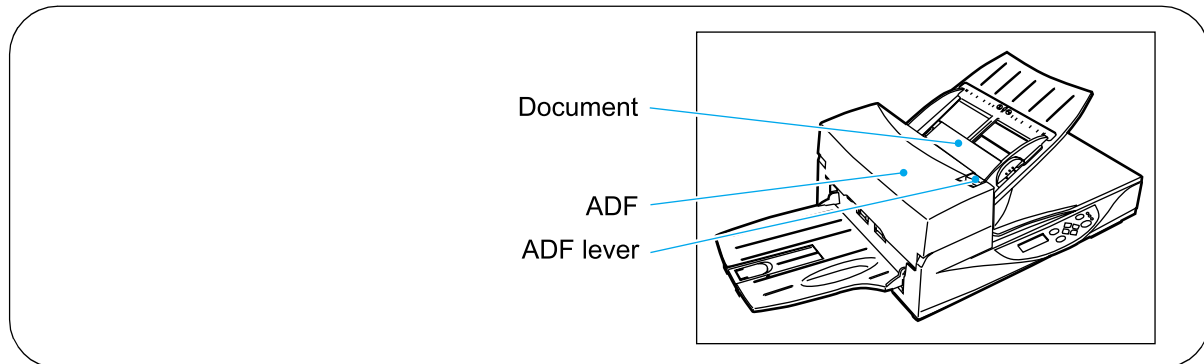
This chapter describes how to clear paper jams and run initial checks. It also contains a Problem Checklist that should be completed before you call a service representative.

Clearing Paper Jams

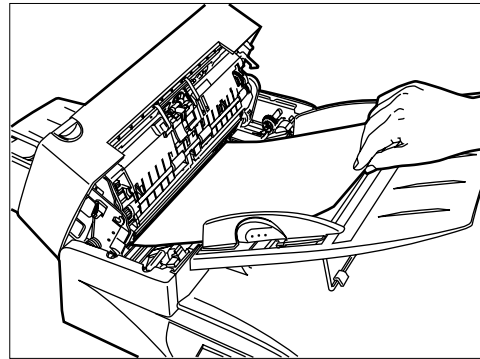
Initial Checks

Problem Checklist

Clearing Paper Jams



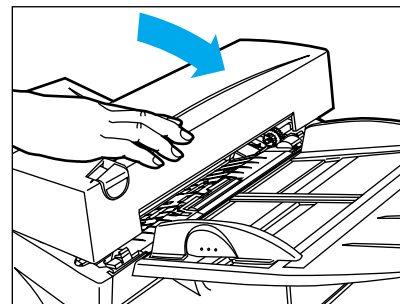
- 1** Remove all the documents from the ADF paper chute.
- 2** Pull the ADF lever to open the ADF.
- 3** Remove the jammed document(s).



NOTES

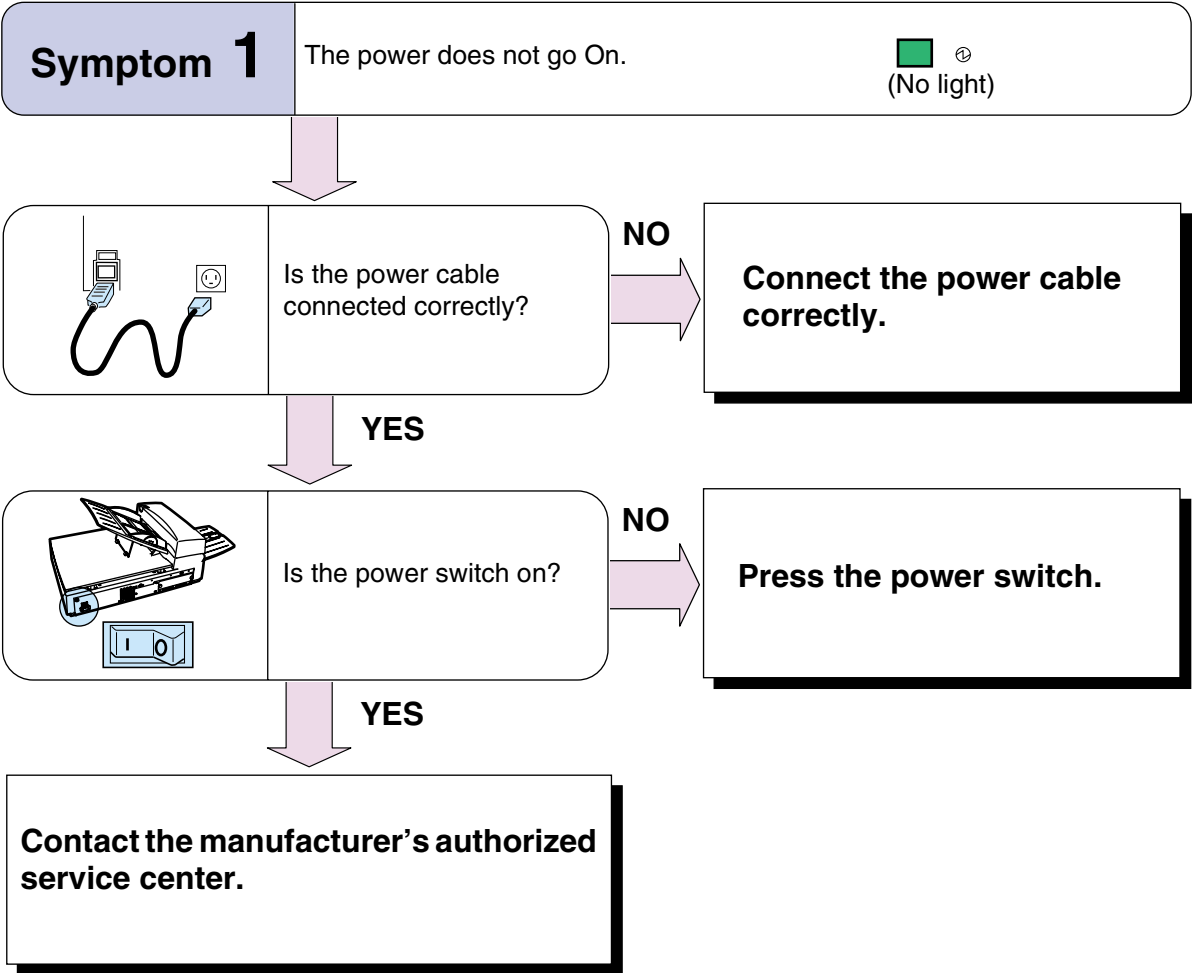
- Inspect the paper and the paper path. Make sure no staples, paper clips or other materials caused the jam. All staples and paper clips should be removed from all documents before scanning.
- Be careful not to pull the spring for the Pick roller while removing a jammed document.

- 4** Close the ADF.



Initial Checks

If a problem occurs, check the following items before contacting the manufacturer's authorized service center.

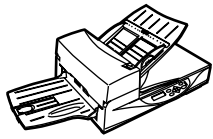


TROUBLE-SHOOTING

Symptom 2

The operator panel turns "Off".

Ⓢ
Power "On"

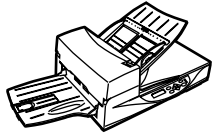


Has it been a long time since the scanner was last used?

YES

Press any button on the operator panel to wake up the system.

NO

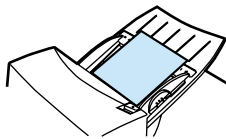


Did the scanner enter this state quickly?

YES

Extend the time for entering "Low Power Mode" in Set Up Mode.

NO

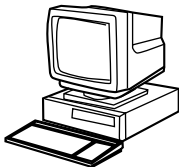


Did you load the paper on the ADF?

YES

Load the paper again, or press any button on the operator panel.

NO



Have 10 seconds passed since the PC instructed a scan?

NO

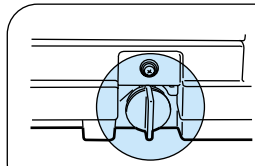
Wait for at least 10 seconds.

YES

Contact the manufacturer's authorized service center.

Symptom 3

Read operation does not start.

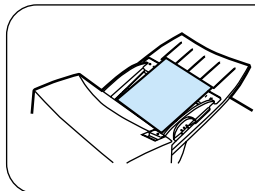


Is the Transport lever placed in an operating position?

NO

**Place the Transport lever correctly.
(See the Operator's Guide.)**

YES

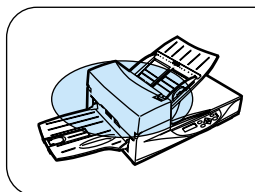


Are the documents loaded correctly on the ADF paper chute?

NO

Load the documents in the ADF paper chute.

YES

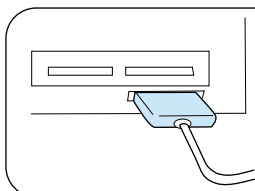


Is the ADF completely closed?

NO

Completely close the ADF.

YES

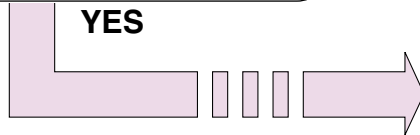


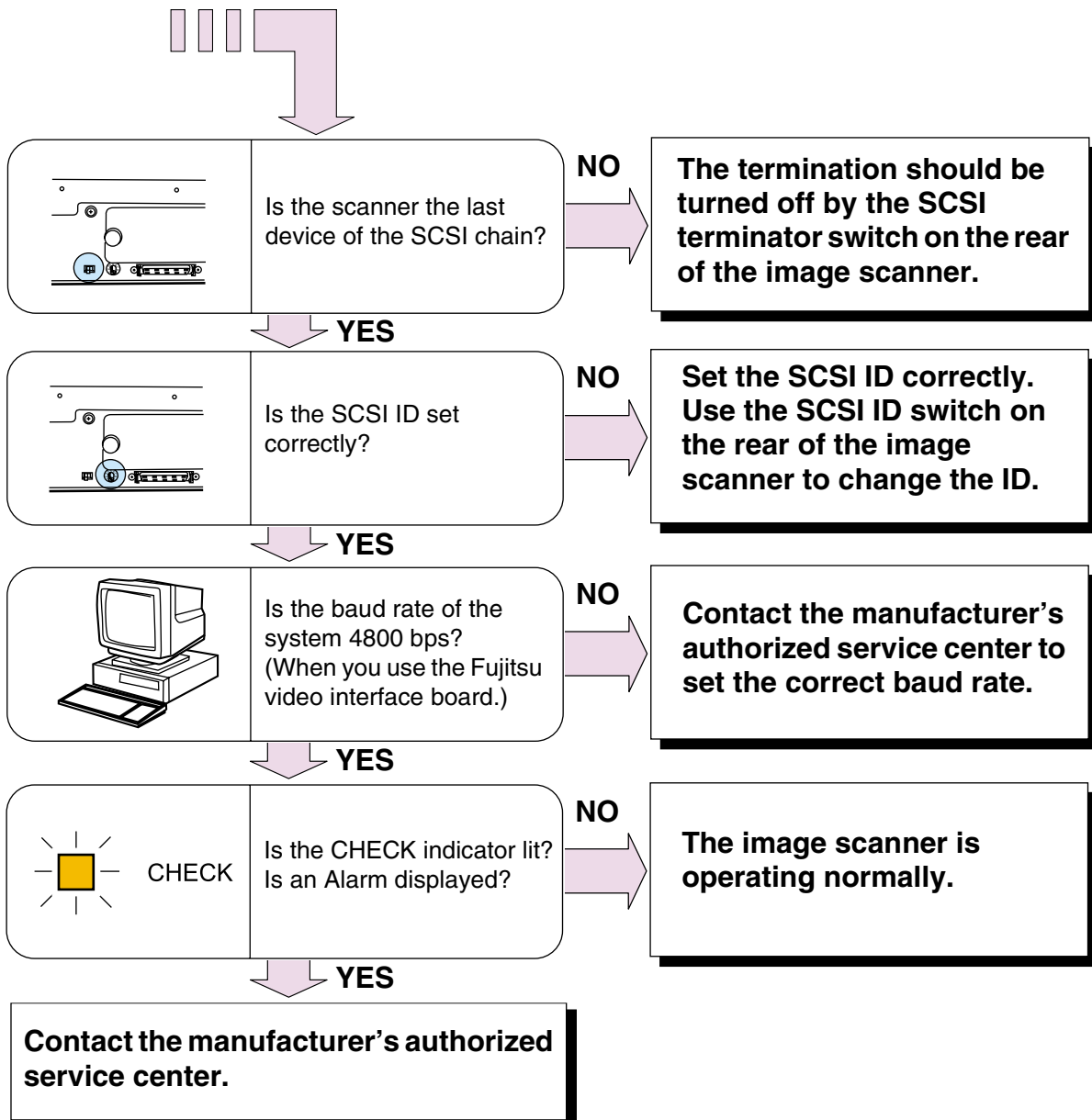
Is the interface cable connected correctly?

NO

Connect the interface cable correctly.

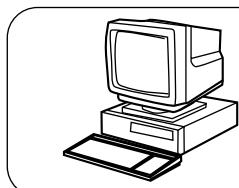
YES





Symptom 4

Pictures and photographs are not read correctly.

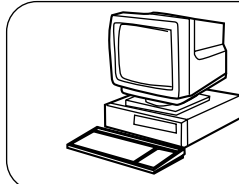


Is the "Photo" mode selected?

NO

Select the "Photo" mode (White level following "Off") through the scanner setting menu in the software.

YES

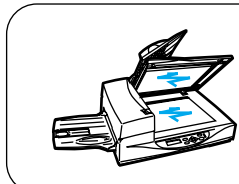


Is halftone or dither processing selected?

NO

Select the halftone or dithering mode from the host computer.

YES



Are the Document bed, Document holding pad, glass, and sheet guides clean?

NO

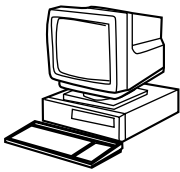
Clean the dirty parts. (See p. 2-4, p. 2-9)

YES

Contact the manufacturer's authorized service center.

Symptom 5

Characters and lines are not read correctly.

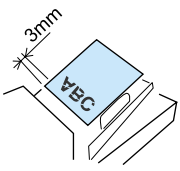


Is the "Line Art" mode selected?

NO

Select the "Line Art" mode from the host computer.

YES

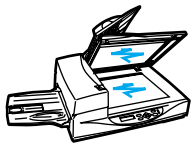


Is there any printed text on the first 3mm of the document?

YES

Select the "Photo" mode (White level following "Off") via software.

NO



Are the Document bed, Document holding pad, glass, and sheet guides clean?

NO

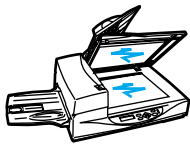
Clean the dirty parts. (See p. 2-4, p. 2-9)

YES

Contact the manufacturer's authorized service center.

Symptom 6

Images are distorted or unclear.

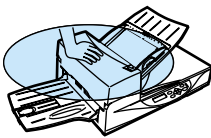


Are the Document bed, Document holding pad, glass and sheet guides clean?

NO

Clean the dirty parts.
(See p. 2-4, p. 2-9)

YES

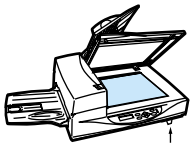


During rear read operation with the ADF, is the top of the ADF being pressed or is there anything heavy on it?

YES

Do not press the top of the ADF or put anything heavy on it.

NO



Is the scanner on an even and flat surface or are any rubber feet of the scanner missing?

NO

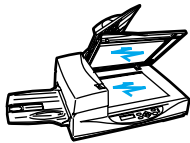
Place the scanner on a flat, even surface or attach the rubber feet.

YES

Contact the manufacturer's authorized service center.

Symptom 7

Images have vertical lines.

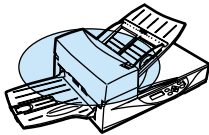


Did you scan the document using the Document bed?
Are the lines white?

YES

Contact the manufacturer's authorized service center.

NO



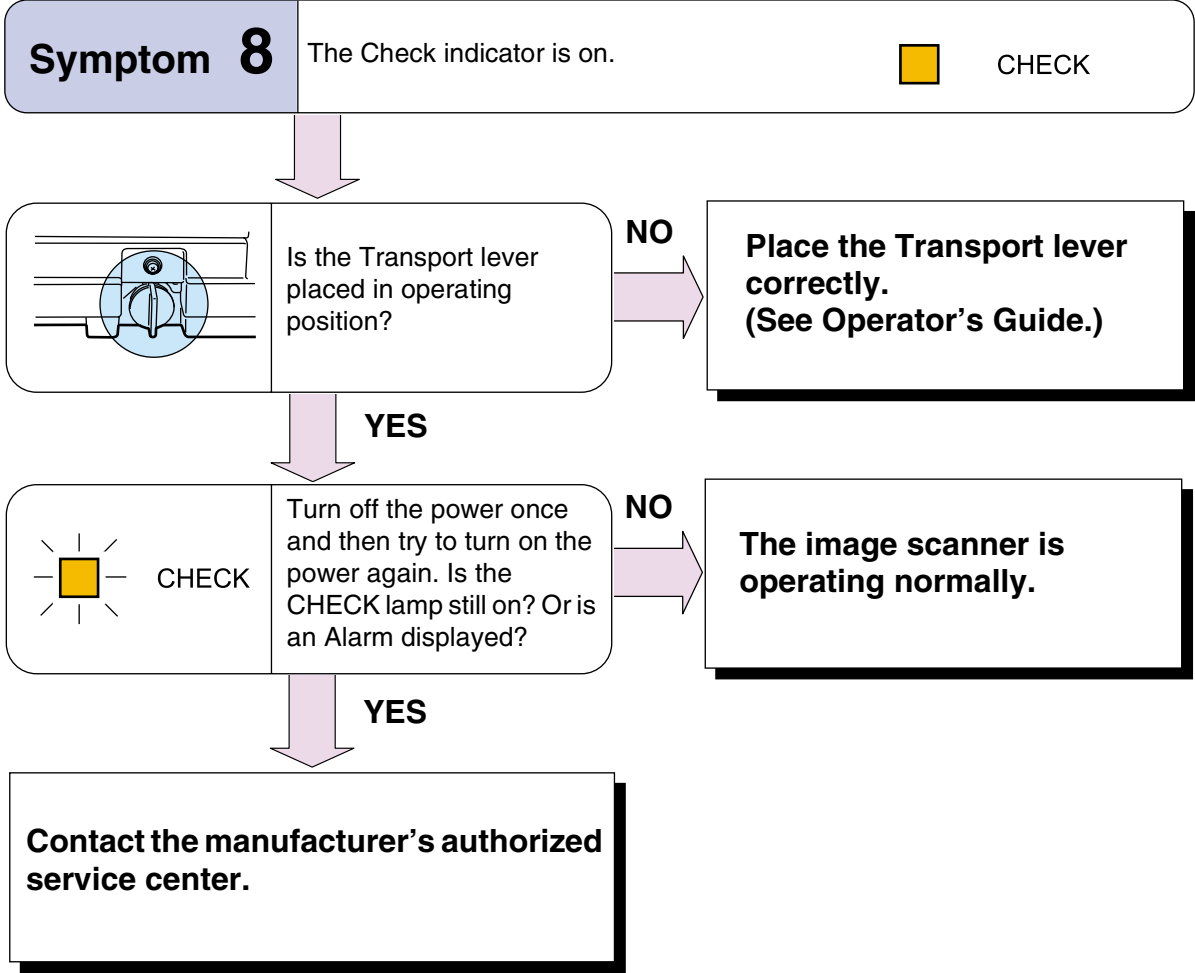
Are the lines black?

YES

Clean the ADF Glass.

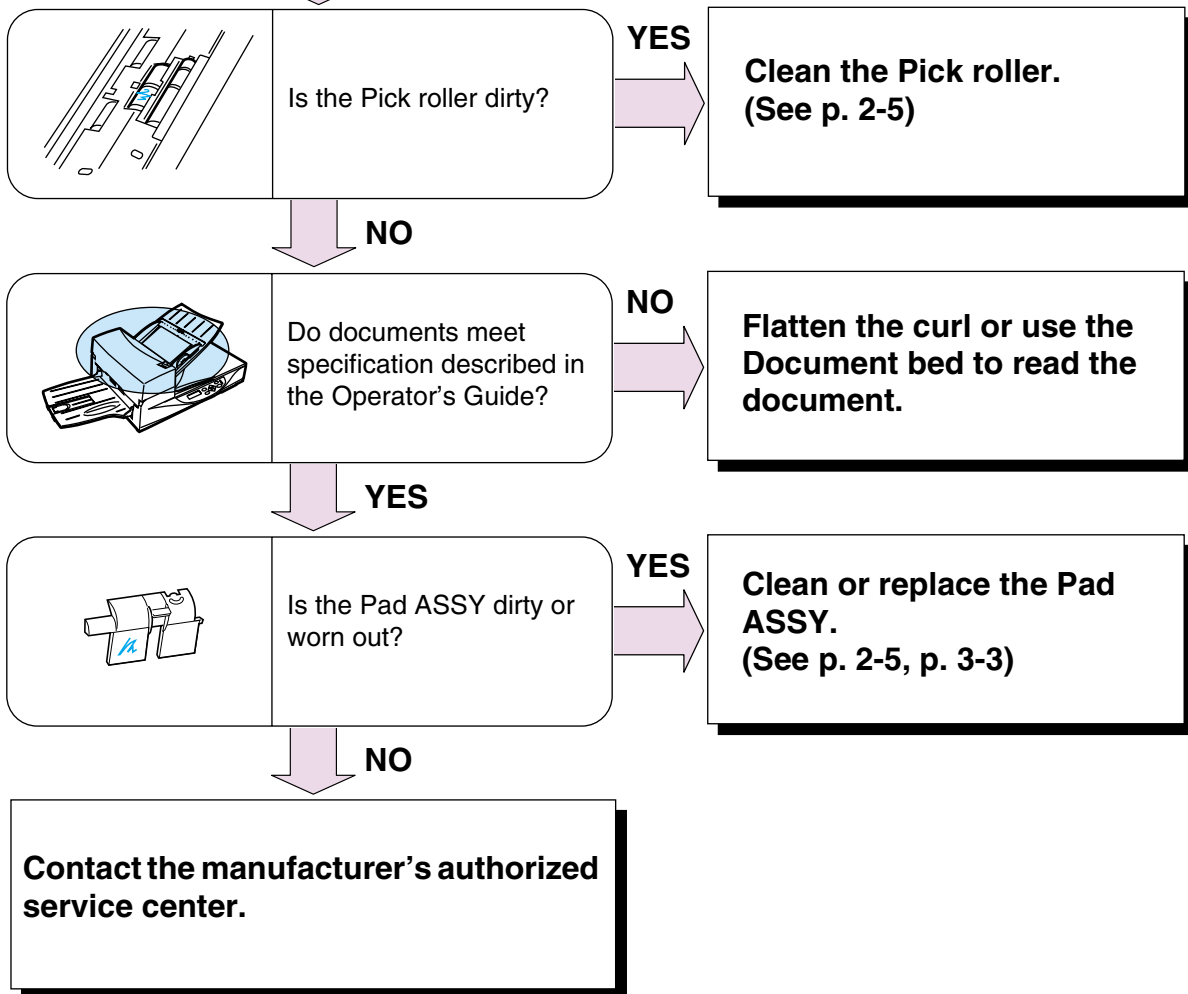
NO

Contact the manufacturer's authorized service center.



Symptom 9

"Clean Pickroller" is displayed.



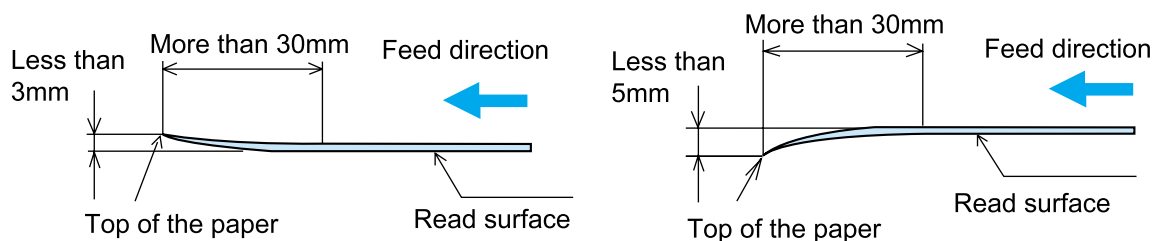
NOTES

NOTES

- Remove paper clips and staples. Flatten the staple holes.
- A preliminary document feed test may be necessary to avoid unexpected errors. If document slip or jam in the ADF (JAM error) or double feed occurs frequently, read the documents manually using the Document bed.

The following documents may be difficult to read properly using the ADF:

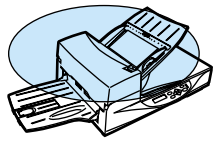
- Paper with clips or staples.
 - Paper written on with wet ink.
 - Paper of uneven thickness (for example, envelopes).
 - Paper with large rumples or curls.
 - Paper with folds or tears.
 - Tracing paper.
 - Coated paper.
 - Carbon paper.
 - Paper smaller than A8 (vertical)
 - Paper larger than letter size in width (216 mm) or legal size in length (356 mm)
 - Materials other than paper (for example, clothes, metal foil, or OHP film).
 - Light-sensitive paper.
 - Paper which has perforations and drilling in an end.
 - Non-rectangular paper.
 - Very thin paper.
- Set documents on the ADF so that the curl of the leading edge does not exceed the measures shown below.



- To avoid skewing, do not feed documents of different widths during the same batch.

Symptom 10

Paper double feed occurs frequently.

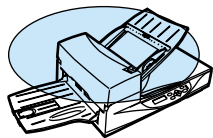


Does the condition of the documents meet the requirements described in the Operator's Guide?

NO

Flatten the curl or use the Document bed to read the documents.

YES

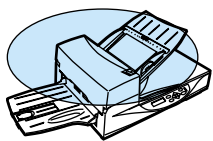


When double feed detection is ON, are all the documents of the same length?

NO

Set double feed detection to "Off". (See the Operator's Guide)

YES

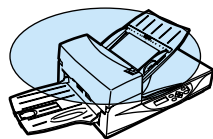


Are the documents fanned before being loaded on the ADF paper chute?

NO

Fan the documents before loading, or reduce the batch size.

YES

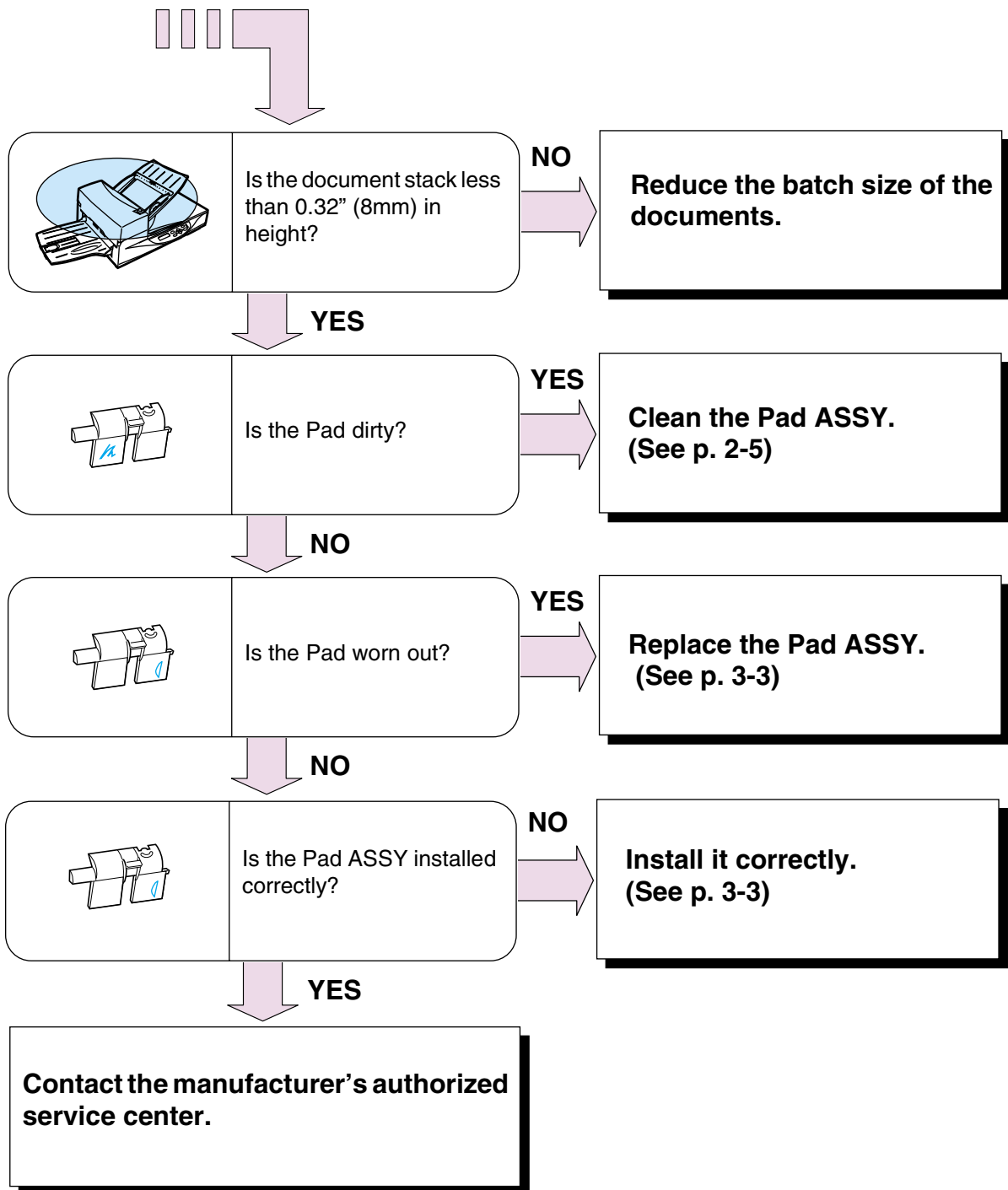


Have the documents recently been printed by copier or laser printer?

YES

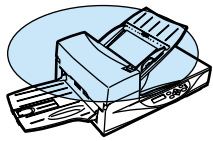
Fan the stack 3 or 4 times to remove the static charge applied to the paper.

NO



Symptom 11

Mispick occurs frequently.

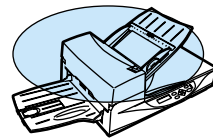


Do the conditions of the documents meet the requirements described in the Operator's Guide?

NO

Flatten the curl or use the Document bed to read the documents.

YES

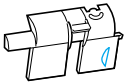


Have the documents been fanned before loading them on the ADF paper chute?

NO

Fan the documents before loading, or reduce the batch size.

YES

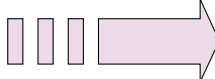


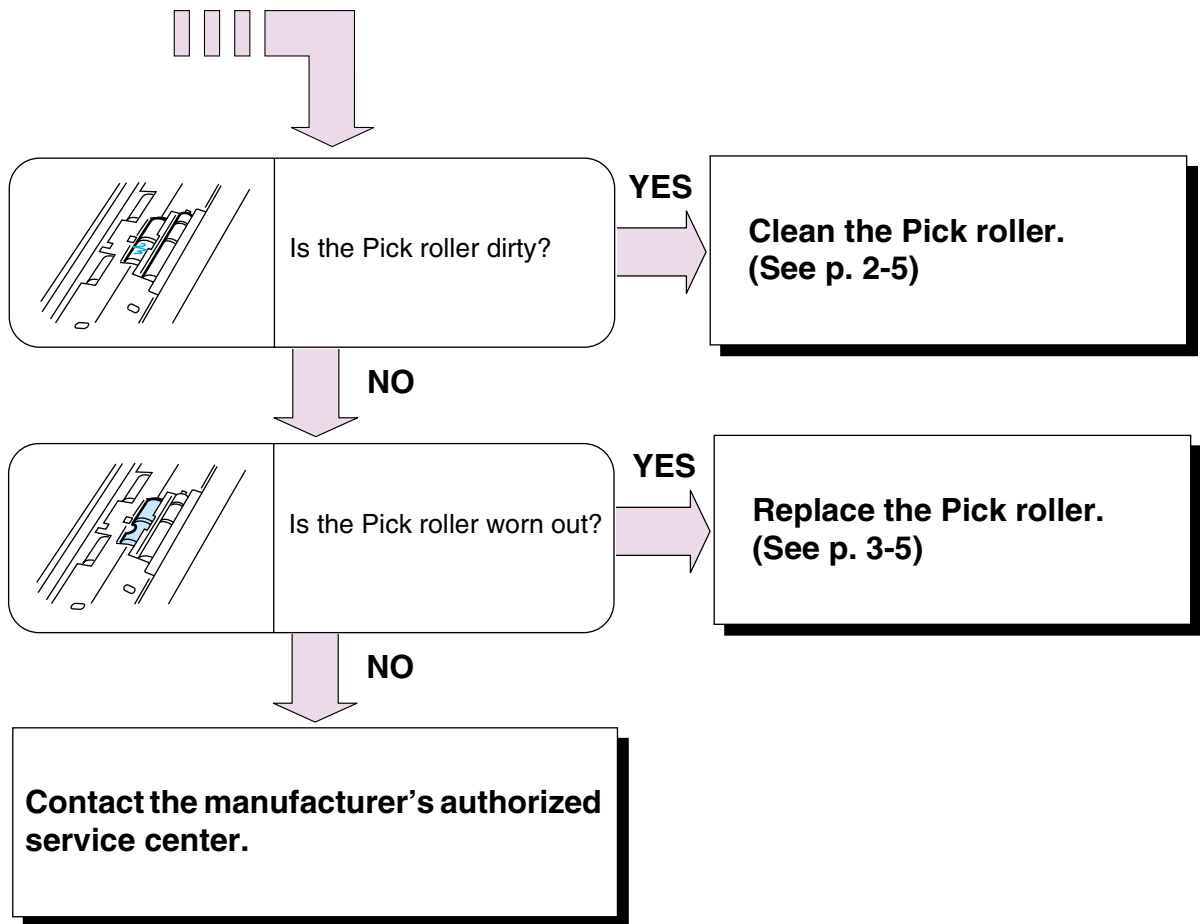
Is the Pad ASSY installed correctly?

NO

Install it correctly. (See p. 3-3)

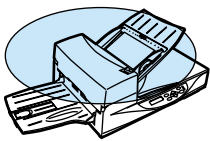
YES





Symptom 12

Paper jams occur frequently.

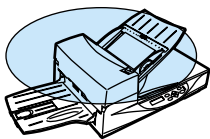


Does the condition of the document meet the requirements on p. 4-13?

YES

Flatten the curl or use the Document bed to read the document.

NO

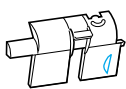


Are there any foreign particles in the ADF?

YES

Clean the ADF (see p. 2-4) or remove the foreign particles.

NO



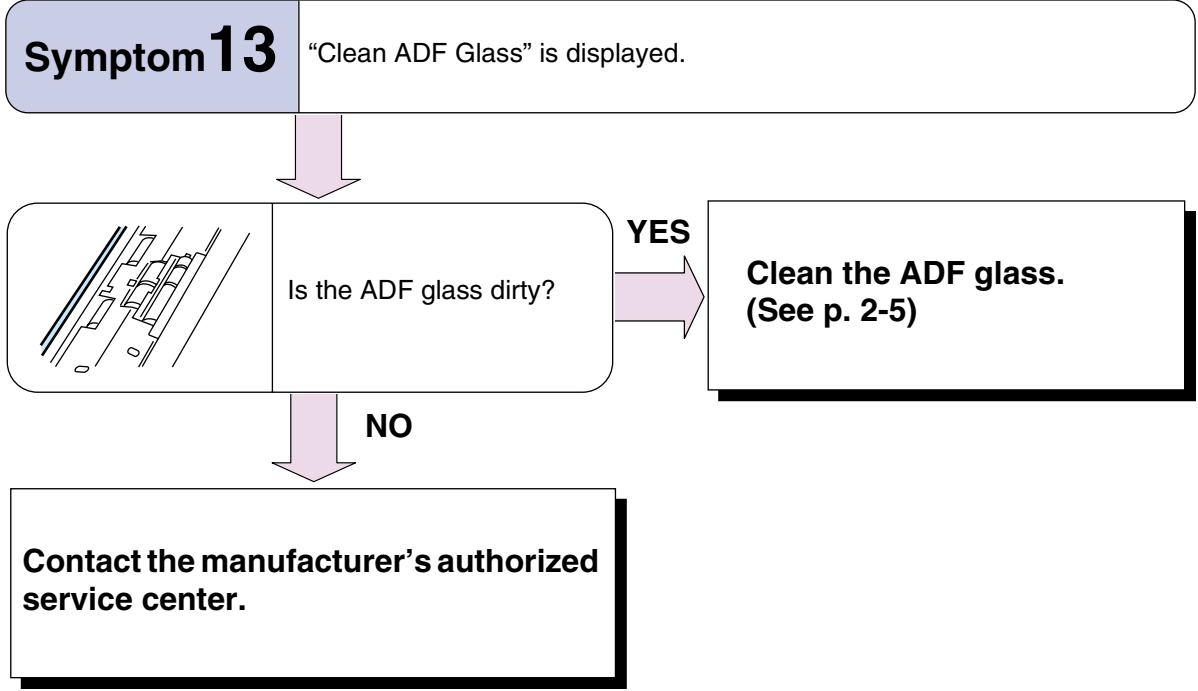
Is the Pad ASSY installed correctly?

NO

Install it correctly. (See p. 3-3)

YES

Contact the manufacturer's authorized service center.



Problem Checklist

Before contacting the manufacturer's authorized service center, please fill in the following items.

■ General																																												
Model	(Example) fi-4340C																																											
Part number	(Example) PA03277-B001: Europe (Example) PA03277-B003: North America																																											
Serial number	(Example) 00002																																											
Manufactured data	(Example) 2001-10																																											
Revision	The revision is printed on the label located at the left corner of the back. The revision is indicated by the double line. This example shows the revision A2.																																											
<table border="1"> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>A</td> <td><u>0</u></td> <td><u>1</u></td> <td><u>2</u></td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> <td>7</td> <td>8</td> <td>9</td> </tr> <tr> <td>B</td> <td>0</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> <td>7</td> <td>8</td> <td>9</td> </tr> <tr> <td>C</td> <td>0</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> <td>6</td> <td>7</td> <td>8</td> <td>9</td> </tr> </table>											A	<u>0</u>	<u>1</u>	<u>2</u>	3	4	5	6	7	8	9	B	0	1	2	3	4	5	6	7	8	9	C	0	1	2	3	4	5	6	7	8	9	
A	<u>0</u>	<u>1</u>	<u>2</u>	3	4	5	6	7	8	9																																		
B	0	1	2	3	4	5	6	7	8	9																																		
C	0	1	2	3	4	5	6	7	8	9																																		
Date of purchase																																												
Symptoms																																												
Persistent problem?																																												
Serviced before (when and how)?																																												
Error status																																												
■ Transport error																																												
Type of document.																																												
What is your daily usage?																																												
Date of last cleaning.																																												
Date of the consumable replacement.																																												
■ Image error																																												
Interface controller model																																												
Software/application name																																												
Can you send the original and output of sheet by facsimile or by mail?																																												

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