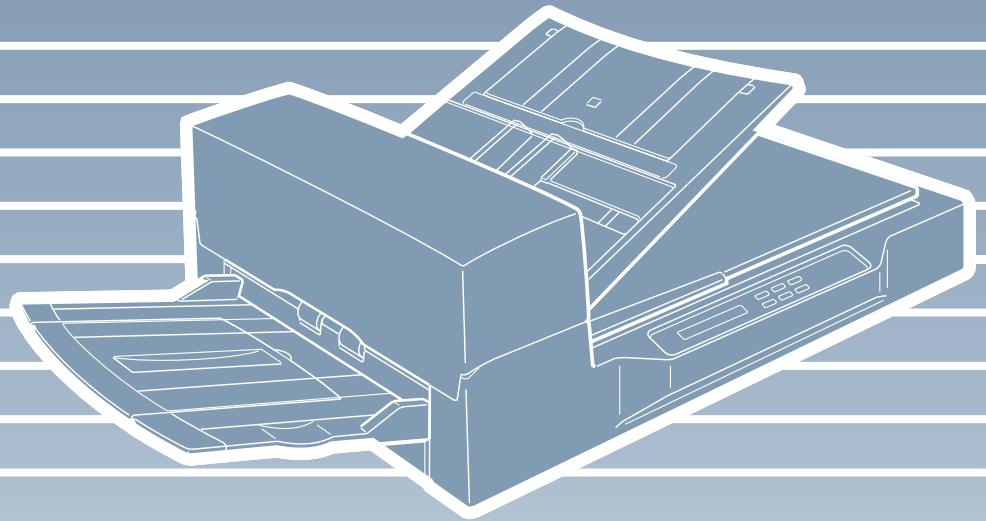


M3097DE/DG Image Scanner

Cleaning and Maintenance



Edition	Date published	Revised contents
01	December, 1997	First edition
Specification No. C150-E101-01EN		

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

This digital apparatus does not exceed the Class A limit for radio noise emissions from digital apparatus set out in the Radio interference Regulations of the Canadian Department of Communications.

Le présent appareil numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de la classe A prescrites dans le Règlement sur le brouillage radioélectrique dicté par le ministère des Communications du Canada.

Maschinenlärminformationsverordnung 3. GSGV, 18.01.1991: Der arbeitsplatzbezogene Schalldruckpegel beträgt 70dB(A) oder weniger gemäß ISO 7779.

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IMPORTANT NOTE TO USERS

READ CAREFULLY ALL OF THIS MANUAL BEFORE USING THIS PRODUCT. IF NOT USED CORRECTLY, UNEXPECTED DAMAGES MAY BE CAUSED TO THE USERS OR THE BYSTANDERS.

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Preface

This manual explains how to clean and maintain the M3097DE/DG image scanner.

The M3097DE/DG is highly functional image scanner developed for volume filing, using charge-coupled device (CCD) image sensors. This scanner features duplex scanning and high quality image, processing with an automatic document feeder (ADF).

Refer to Operator's Guide for basic information about the M3097DE/DG.

Conventions

Special information, such as warnings, cautions are indicated as follows:

WARNING

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

CAUTION

CAUTION indicates that damage to the scanner may result if you do not follow a procedure correctly.

The following symbols are used in this manual.





Used for general WARNING and CAUTION.





Be careful not to pinch your fingers or hands.


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CHAPTER 1 DESCRIPTION

CHAPTER 2 OPERATING INSTRUCTION

CHAPTER 3 CLEANING

CHAPTER 4 REPLACEMENT OF PARTS

CHAPTER 5 TROUBLESHOOTING

DESCRIPTION

OPERATING
INSTRUCTION

CLEANING

REPLACEMENT
OF PARTS

TROUBLESHOOTING

DESCRIPTION

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

Units

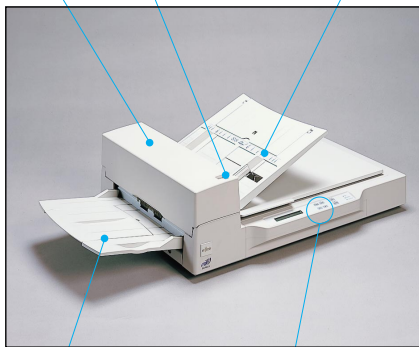
Assemblies

Operator Panel

Panel Display

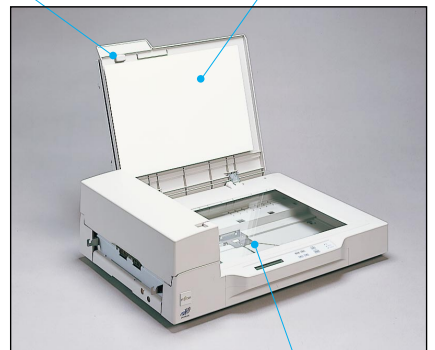
Units

- ① ADF ② ADF lever ③ ADF paper chute



- ⑤ Stacker ④ Operator panel

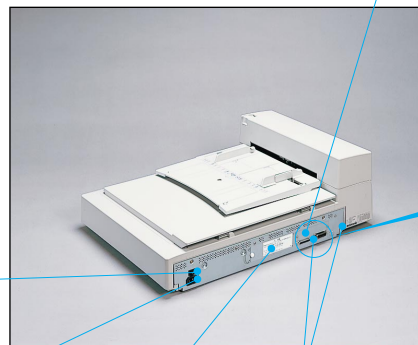
- ⑥ Document cover ⑦ Document holding pad



- ⑧ Document bed

M3097DE

- ⑨ Third party slot



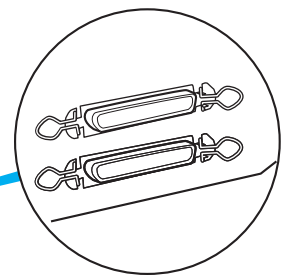
- ⑬ Power switch

- ⑫ Power inlet

- ⑩ Interface connector

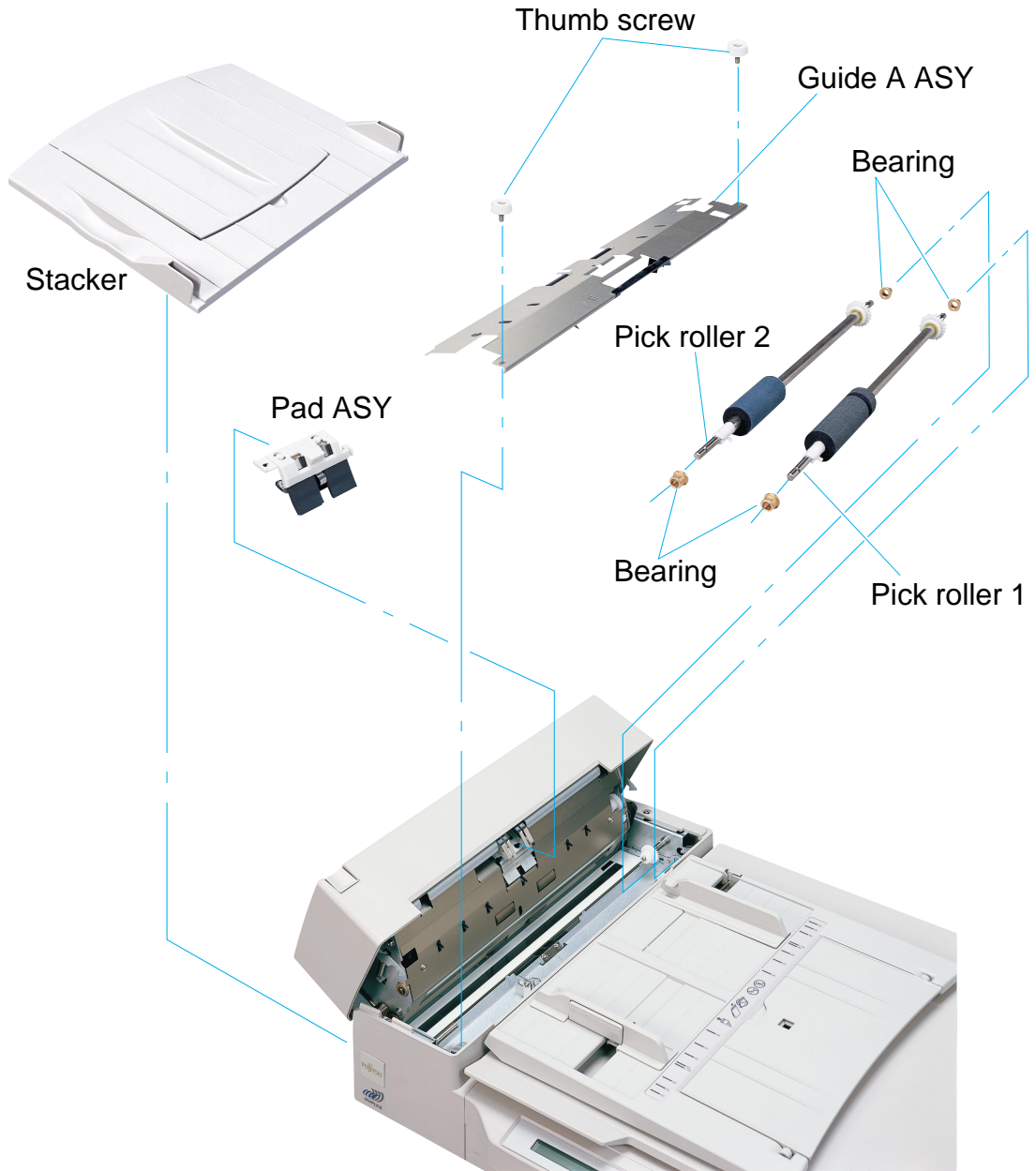
- ⑪ Memory cover

M3097DG



No.	Function
①	Automatically feeds documents to the reading position.
②	Opens/closes ADF to remove the jammed documents.
③	Holds the documents to be fed by ADF.
④	Displays the status of the scanner. And set the Feed mode (M3097DE), Manual Feed mode and Setup mode.
⑤	Stacks the read documents.
⑥	Covers a document to be read.
⑦	Presses a document to the document bed.
⑧	A document to be read is placed. Also called Flatbed. (FB)
⑨	Third party slot (M3097DE)
⑩	Connected to the host system with interface cables.
⑪	Reserved.
⑫	Connect the power cable from an AC power outlet here.
⑬	Power switch.

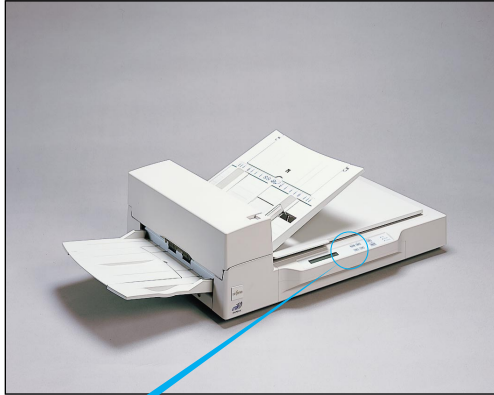
Assemblies



Operator panel

The operator panel is located at the upper right hand side of the scanner. The panel consists of an LCD (24 character x 2 line), LEDs and buttons.

■ Arrangement



Operator panel



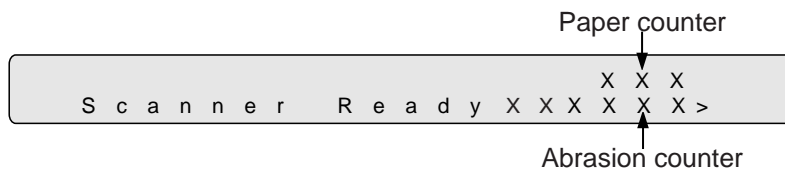
Panel Display

■ Button/LED Function

Name of the button and LED		Function
Button	Next	LCD displays the next screen.
	Previous	LCD displays the Previous screen.
	←	Moves the cursor (blinking part) to the left
	→	Moves the cursor (blinking part) to the right
	Exit	<ul style="list-style-type: none"> • When “CHECK” LED lights, pressing this button releases error status (turn off “CHECK” and returns to “Scanner Ready” screen). • When you are setting on the operator panel, pressing this button returns to “Scanner Ready” screen immediately.
	ENTER	The parameter selected by cursor becomes effective.
	(START)	When Manual start mode is set or “READ” lamp lights, this button is effective and starts the reading.
	(STOP)	This button is effective during reading operation and stops the reading.
LED	Ⓜ	Indicates that the scanner is ON.
	READ	Indicates that the scanner is reading or ready to read.
	CHECK	<ul style="list-style-type: none"> • If it lights, it means that some alarm occurred. Pressing “Exit” button turns off “CHECK” lamp. • If it blinks at one second cycle, it means that jam or double feed is detected. Removing the jammed paper turns off “CHECK” lamp. At double feed, pressing “Exit” button turns off “CHECK” lamp. • If it blinks at four seconds cycle, it means that ADF cleaning is necessary.

■ Counter Display

The scanner is provided with the counter display.



Counter	Function
Paper counter	Paper counter counts the scanned sheet from the start of reading to Paper Empty or an error detection. So this counter is automatically reset at the start of reading.
Abrasion counter	Abrasion counter counts the accumulated number of the scanned sheet. This counter increments at every 10 sheets. This counter is useful to check the cleaning cycle or parts replacement cycle. How to reset is described in Chapter 6 of the Operator's Guide.

OPERATING INSTRUCTION

This chapter describes how to load document on the ADF and flatbed, how to load document larger than the document board and how to read a page from a thick book.

Loading Document on the ADF

Loading Document on the Flatbed

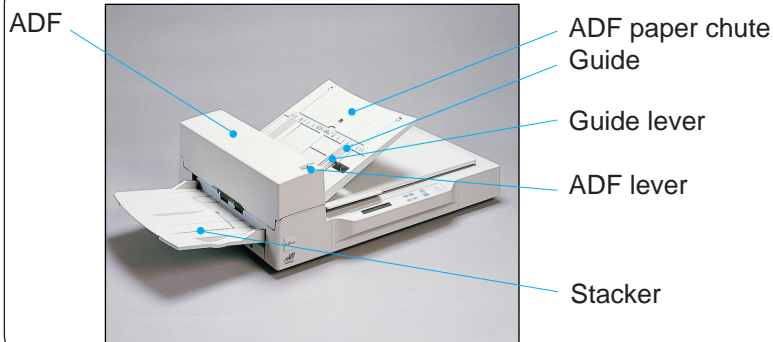
Loading Document Larger than the Document Board

Reading a Page from a Thick Book

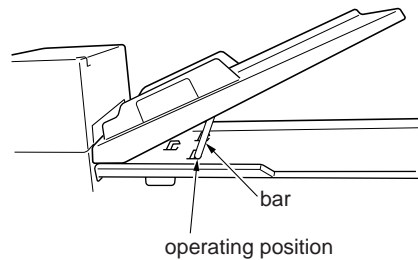
Loading Document on the ADF

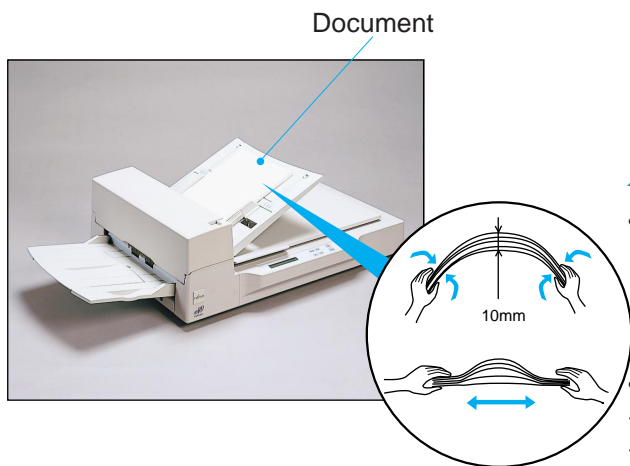
CAUTION

Be sure to change the position of the carrier fixing bracket according to "INSTALLATION AND CONNECTION" in OPERATOR'S GUIDE before operation. This may prevent the scanner from being damaged.



- 1** Pull up the ADF paper chute and place the bar in operating position.





2 Fan the sheets before setting the document on the ADF paper chute.

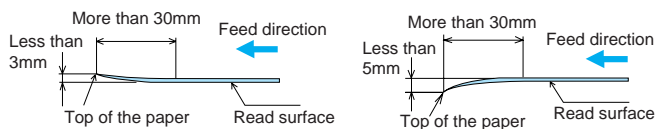
NOTE

- Remove paper clips and staples. Flatten the staple holes .



- Read the following documents using the flatbed.
 - Paper with a clip or staple.
 - Paper that has ink which is not dry.
 - Paper thickness is not constant, such as an envelope.
 - Paper that has large rumples or curl.
 - Paper that has folds or tears.
 - Tracing paper.
 - Coating paper.
 - Carbon paper.
 - Paper that is smaller than A6 size or larger than A3 width.
 - Items other than paper, such as clothes, metal sheet, or OHP film.
 - Photographic paper.
 - Paper that has perforations on its side.
 - Paper that has a shape other than square.
 - Paper that is very thin.

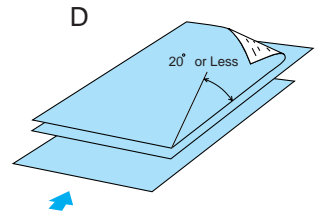
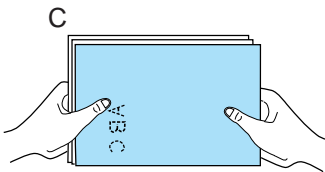
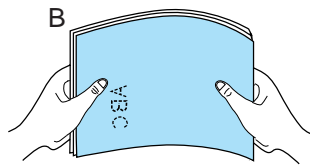
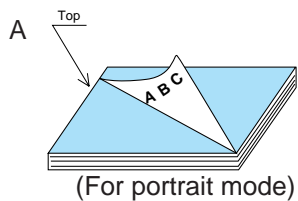
- Set the paper so that the top of it is curled as shown below.



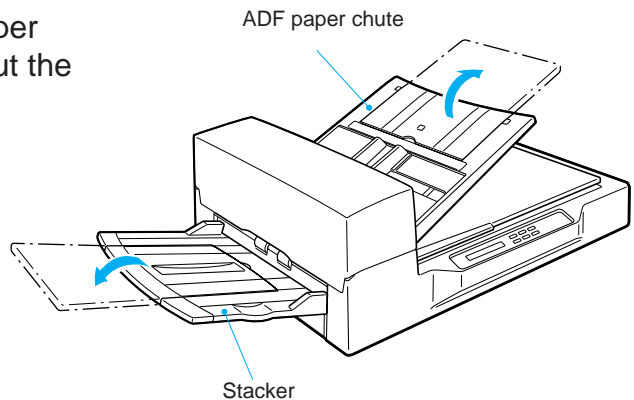
- Do not mix different width documents to avoid skew.

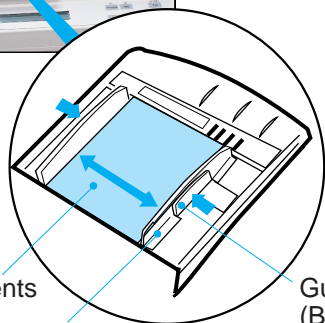
3 Angle the document edges as follows:

- Place the documents face down with the top to the left as shown in A. The long side is the top for landscape mode and the short side is the top for portrait mode.
- Lift the documents holding the both ends with both hands.
- Hold the documents tightly with your left hand and bend the documents as shown in B.
- Grip tightly with your right hand, loosen the grip of your left hand, and straighten the documents as shown in C.
- Repeat these operations until the top is angled 20° or less as shown in D.



-
- ### 4 If the document size exceeds A4 or Letter size, extend the ADF paper chute and stacker by flipping out the plate.





Documents

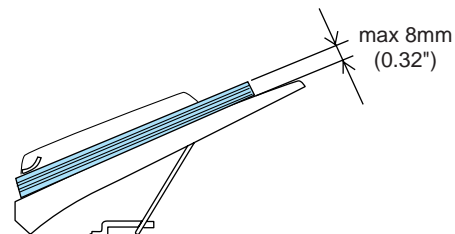
Guide

Guide lever
(Both sides)

- 5** Set the guides so that there is a little amount of clearance between the side edges and the guides. Load the document face down on the ADF paper chute and adjust the guides to the document size.

 **NOTE**

- Squeeze the guide lever to free the guides.
- Load documents so that the thickness is less than 8mm.
- Set the guides so that they touch the document sides.



- 6** After the read command is issued from the host system, scanned documents are stacked in the stacker for removal.

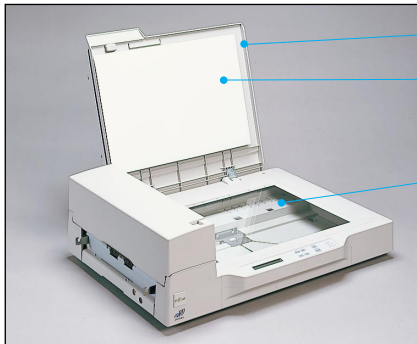




WARNING

Do not look directly at the light source during read operation.

Loading Document on the Flatbed



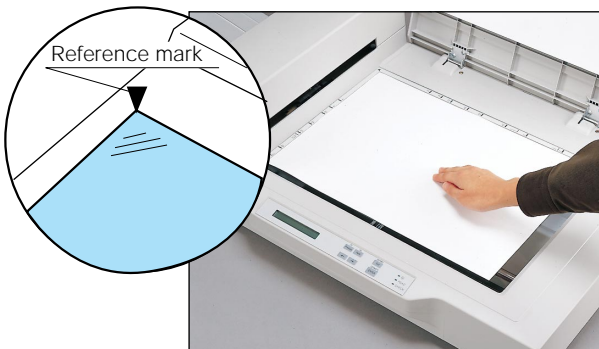
Document cover

Document holding pad

Document bed

1

Open the document cover.



2

Place the document face-down and align the top left of it with the reference mark.

3

Close the document cover slowly.

4

Issue the read command from the host system.



WARNING

Do not look directly at the light source during read operation.

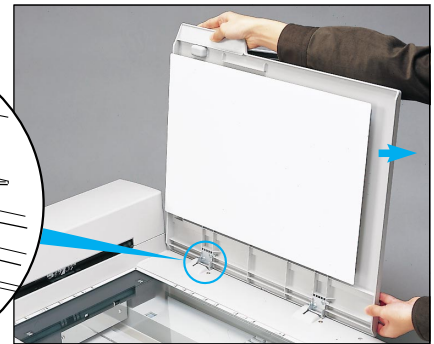
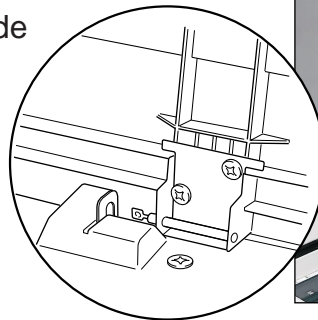
Loading Document Larger than the Document Board



Document bed

Document

- 1** Open the document cover approx. 80 degrees and slide the cover in the direction of the arrow to remove it.



- 2** Place the document face-down on the document bed.
Issue the read command from the host system.
- 3** After the read operation, remove the document, re-attach the document cover and close the document cover.



WARNING

Do not look directly at the light source during read operation.

Reading a Page from a Thick Book



Thick book



1

Open the document cover.

2

Place the book face-down on the document bed.

3

Issue the read command from the host system.
Keep the cover open for reading.



NOTE

Do not move the book during read operation.



CLEANING

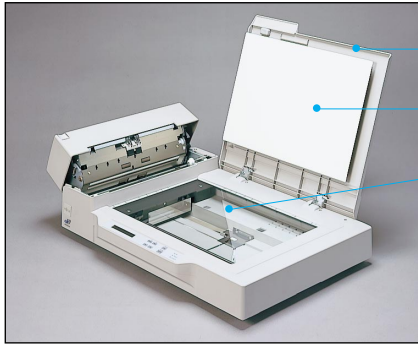
This chapter describes the cleaning supplies and area, and how to clean the ADF and flatbed.

Cleaning Supplies and Cleaning Area

Cleaning the ADF





Cleaning the Flatbed

Cleaning Supplies and Cleaning Area



Document cover
 Document holding pad
 Document bed

Supplies

Supplies	Type No.	Frequencies (*1)(*3)	Remarks
Cleaning paper 	Contact your dealer or distributor	Every 5,000 sheets	
Cleaner F2 		• Plastic rollers (*2)	1 bottle Apply Cleaner F2 to cotton swab.
Cleaner F1 or Isopropyl alcohol 		• PAD ASY 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			

*1 When the display on the operator panel shows “Please clean Pick-roller”, clean the ADF regardless of the frequencies.

*2 Clean the plastic rollers when they are soiled with dirt. Do not clean the rubber rollers with cleaner F2.

NOTE

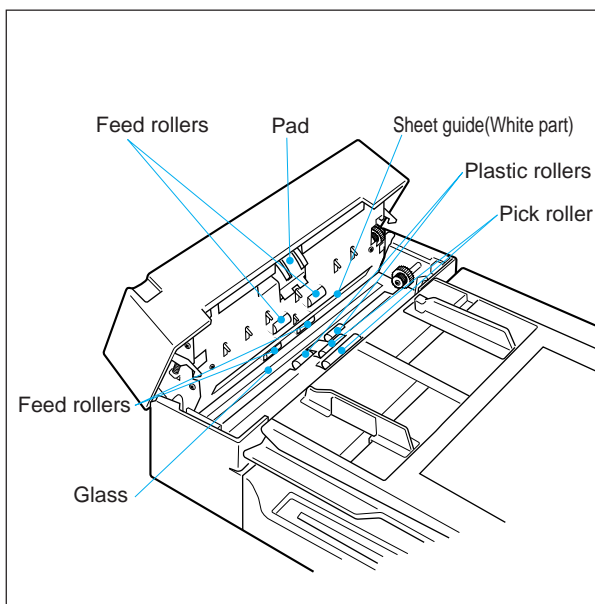
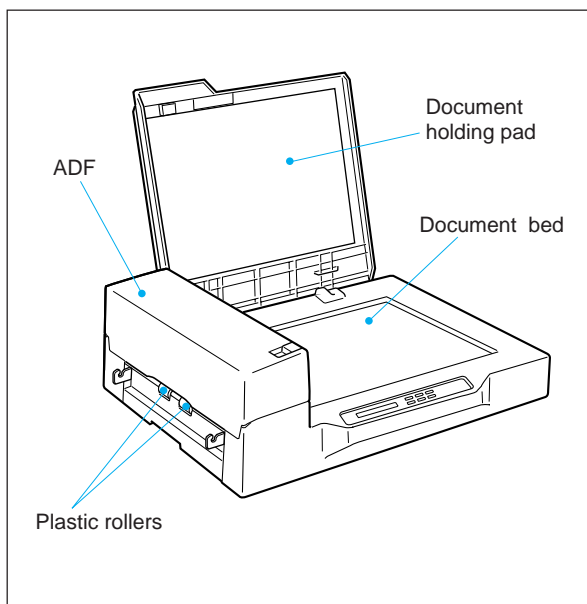
When the following paper is used, it may be necessary to clean more frequently.

- Paper with smooth surface such as coated paper.
- Paper with almost all printed area.
- Paper with special coating such as carbon-less paper.

*3 Use Abrasion counter on the operator panel for estimating the next cleaning.

Cleaning area

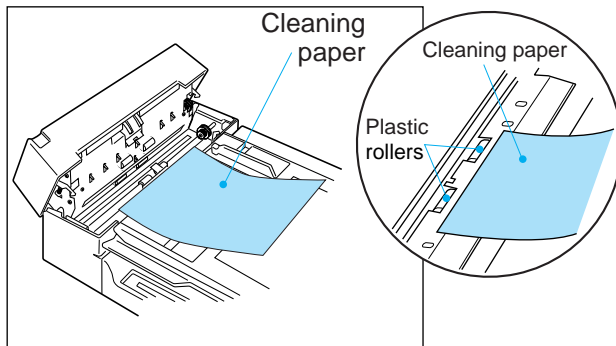
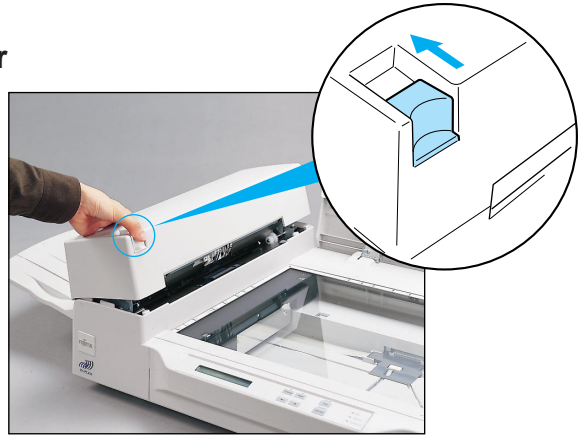
Area	Name	Cleaning paper with Cleaner F1	Dry cloth with Cleaner F1	Cotton swab with Cleaner F1 or F2
Flatbed	Document holding pad		○	
	Document bed		○	
ADF	Pad	○	○	
	Glass/Sheet guide	○	○	
	Pick roller	○	○	
	Plastic rollers	○	○	○
	Feed rollers	○	○	



Cleaning the ADF

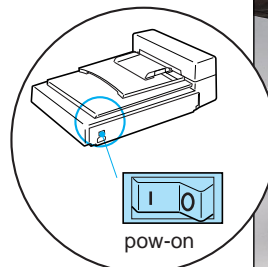
Cleaning the ADF with cleaning paper

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



- 3** Place the cleaning paper on the ADF so that the short side edge 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 ADF with Dry 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 ASY _____
Wipe the pad in the downward direction (indicated by the arrow). Be careful not to hook the pick spring when wiping.

.....

Glass _____
Wipe the glass lightly.

NOTE

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





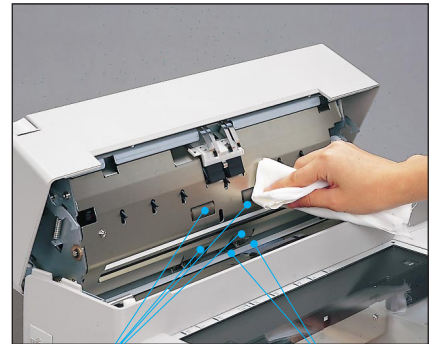
Pick roller

Pick roller

Wipe the roller.
Be careful not to damage the surface of the roller and the mylar strip above the Pick roller.

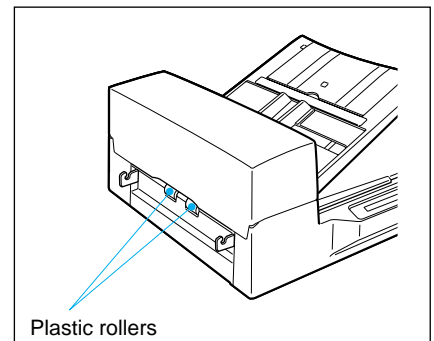
Feed rollers and Plastic rollers

Wipe the rollers.
Be careful not to damage the surface of the rollers.



Feed rollers

Plastic rollers



Plastic rollers

Sheet guide (white part)



Sheet guide (white part)

Wipe the sheet guide.



NOTE

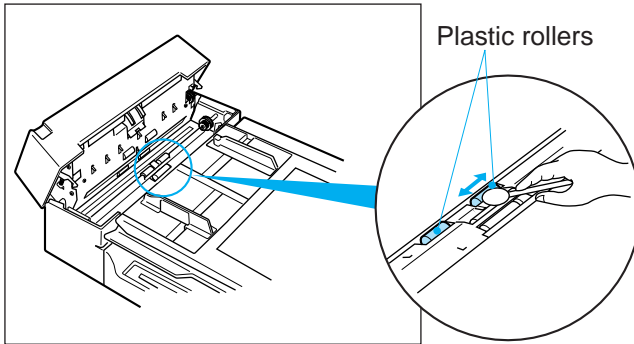
If the sheet guide is dirty, the front image may include vertical stripes.

3

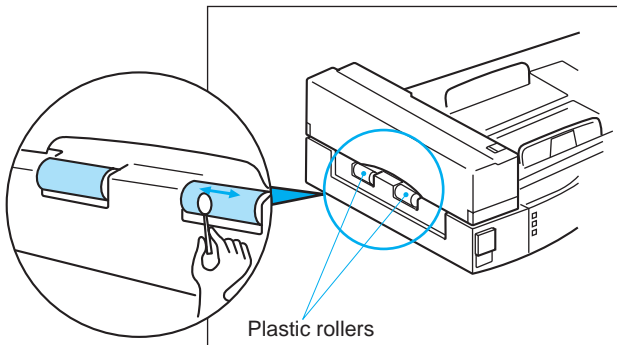
Close the ADF to lock the ADF lever.



Cleaning the Plastic rollers with Cleaner F2

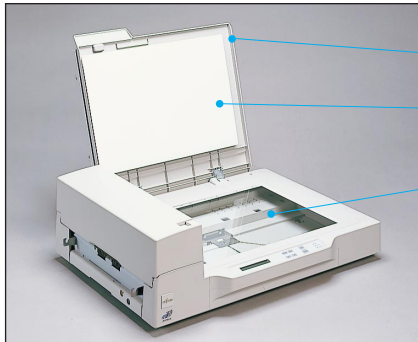


- 1** Pull the ADF lever to open the ADF.
- 2** Moisten a cotton swab with Cleaner F2.
- 3** Wipe the Plastic roller surfaces.
- 4** Wipe the Plastic roller surface with clean and dry cloth. Allow to dry.



Cleaning the Flatbed

Cleaning the Flatbed with Dry cloth with Cleaner F1



Document cover

Document holding pad

Document bed

NOTE

Window or glass cleaner can be used instead of cleaner F1.
However do not use organic solvent.

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



NOTE

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

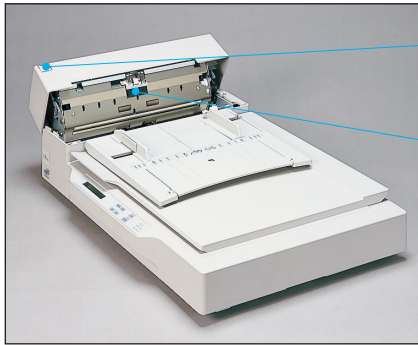
REPLACEMENT OF PARTS

This chapter describes how to replace the pad ASY, pad and pick roller.

Pad ASY

Pick Roller

Pad ASY



ADF lever

Pad ASY (PA03951-0021)

NOTE

The life span of the pad ASY is about 100,000 sheets or one year.

Use Abrasion counter on the operator panel for estimating the next pad ASY replacement.

The life span may be decreased by half when carbon-less sheets are used.

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

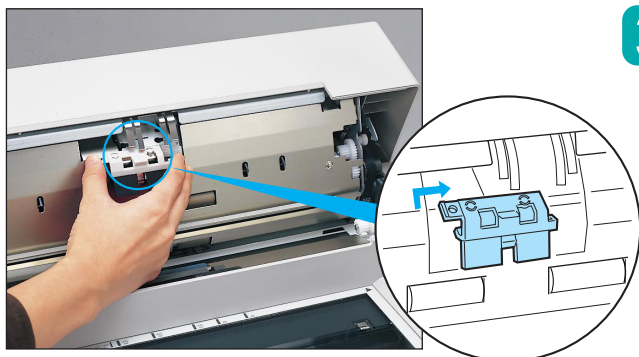


- 2** Slide the pad ASY to the left and pull it toward you. Then remove the pad ASY without hooking the pad spring.

NOTE

Hold both end of the Pad ASY as shown in the left photo.

Pad ASY



3 Attach the pad ASY to the ADF in the reverse sequence of step 3.

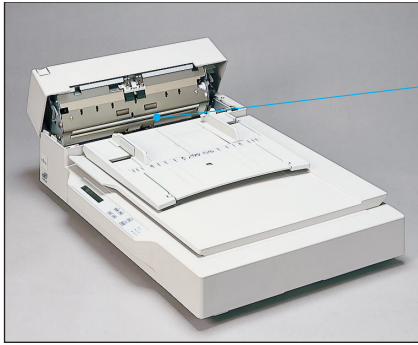
 **NOTE**

Fit the pad ASY pin with the larger hole then slide to the right until it stops.

4 Close the ADF.



Pick Roller



Pick roller (PA03951-0025)
(Two rollers are included)

NOTE

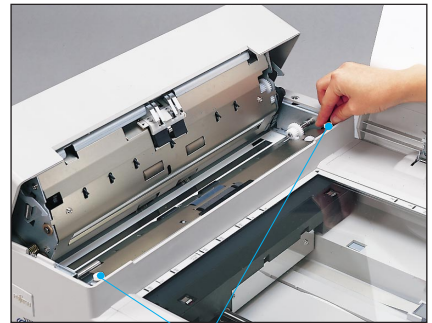
The life span of the pick roller is about 200,000 sheets or one year.
Use Abrasion counter for estimating next Pick Roller replacement.
The life span may be decreased by half when carbon-less sheets are used.

1 Pull the ADF lever to open the ADF.

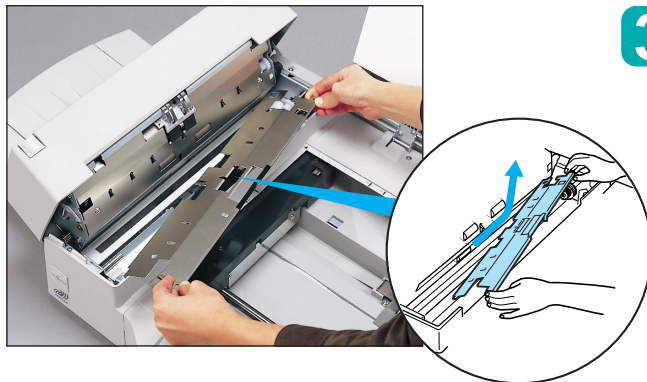
2 Remove the two thumb screws.

NOTE

Use a Phillips screwdriver when they are tight.

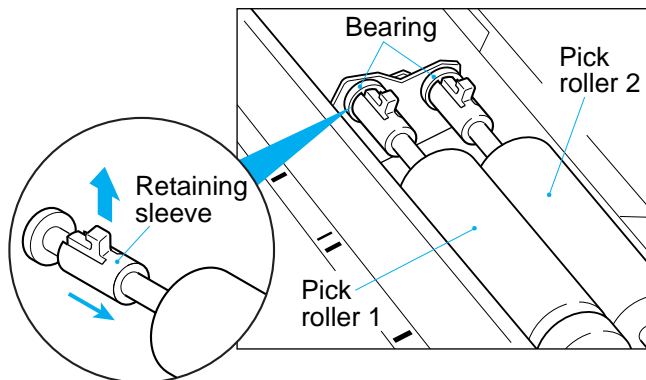


Thumb screws



- 3** Lift up the Guide A with both of your hands and disengage the tip from the right hole. Then lift the right side of the cover and remove it.

- 4** Hold up the hook of the retaining sleeve on Pick roller 1, and slide it to the roller side.



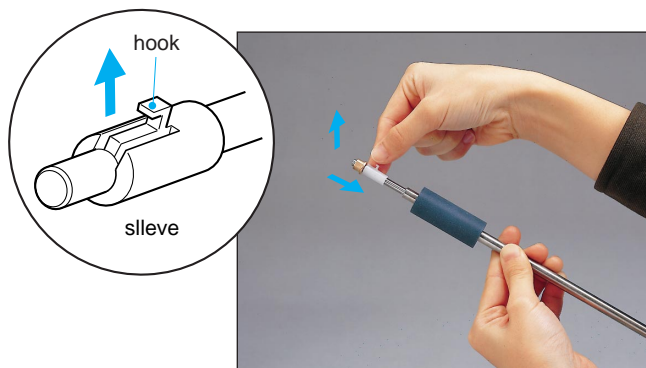
- 5** Slide the pick roller 1 to the retaining sleeve side until the axis of the opposite side is disengaged. Lift and remove it. Then remove the bearings at both ends of the pick roller shaft.

 **NOTE**

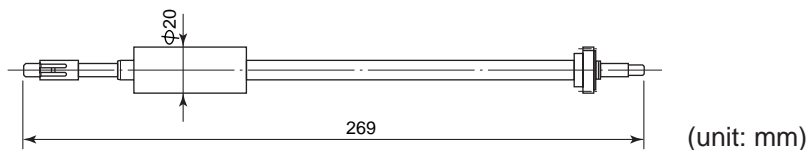
When disengaging the opposite side of the roller, keep the bearing on the shaft. Do not drop it.

6 Remove Pick roller 2 with the same procedure of **4** and **5**.

7 Hold the new Pick roller 2 (see the figure below) with your hand. Pull up the hook of the sleeve on the roller and slide the sleeve toward the roller.



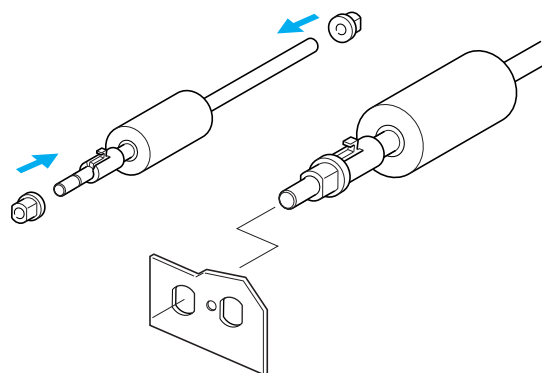
Pick roller 2



8 Insert the bearing to the both ends of the roller as shown in right figure.

Then insert the sleeve side of the roller shaft into the lower hole of the bracket at the center of the ADF.

Next, slide the opposite end of the roller into the lower bearing at the far side of the ADF.

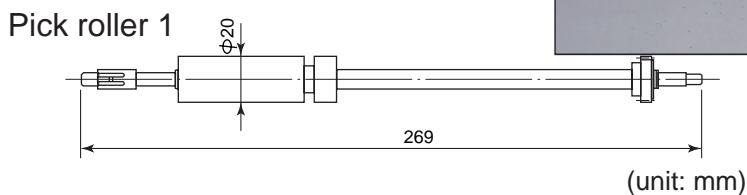
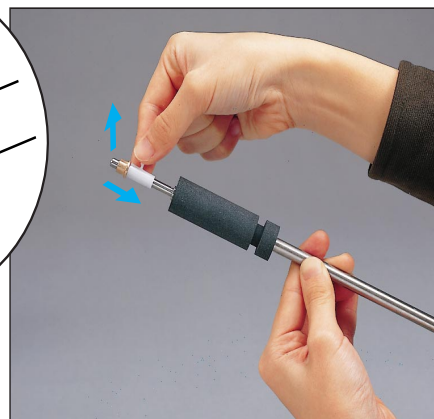
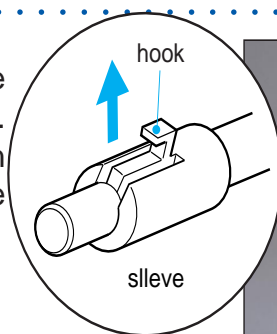


 **NOTE**

When inserting the bearing, align the flat part of the shaft with the flat part of the hole.

- 9** Slide the sleeve to the bearing side and place it into the groove to fix it.

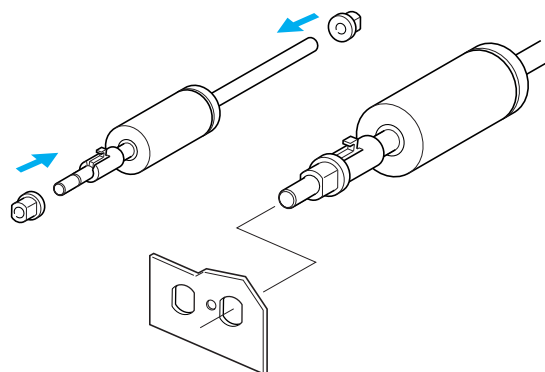
- 10** Hold the new Pick roller 1 (see the figure below) with your hand. Pull up the hook of the sleeve on the roller and slide the sleeve toward the roller.



- 11** Insert the bearing to the both ends of the roller as shown in right figure. Then insert the sleeve side of the roller shaft into the upper hole of the bracket at the center of the ADF. Next, slide the opposite end of the roller into the lower bearing at the far side of the ADF.

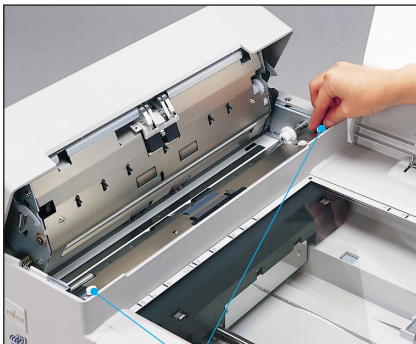
 **NOTE**

When inserting the bearing, align the flat part of the bearing with the flat part of the hole.



12 Slide the sleeve to the bearing side and place it into the groove to fix it.

13 Attach the Guide A in the reverse sequence of step 3 and align the screw hole.



Thumb screws

14 Tighten the thumb screws.

15 Close the ADF unit.

TROUBLESHOOTING

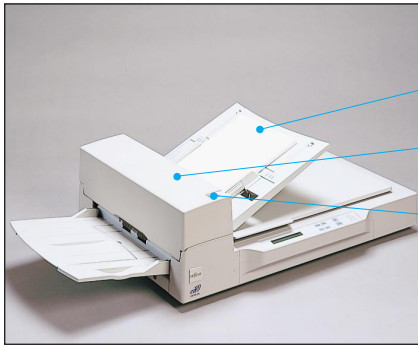
This chapter describes the paper JAM, initial checks and Problem Checklist.

Paper JAM

Initial Checks

Problem Checklist

Paper JAM



Document

ADF

ADF lever

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

NOTE

Inspect the paper and paper path. Make sure no staples, paper clips or other materials caused the jam. All types of staples and paper clips should be removed from all documents before scanning.

NOTE

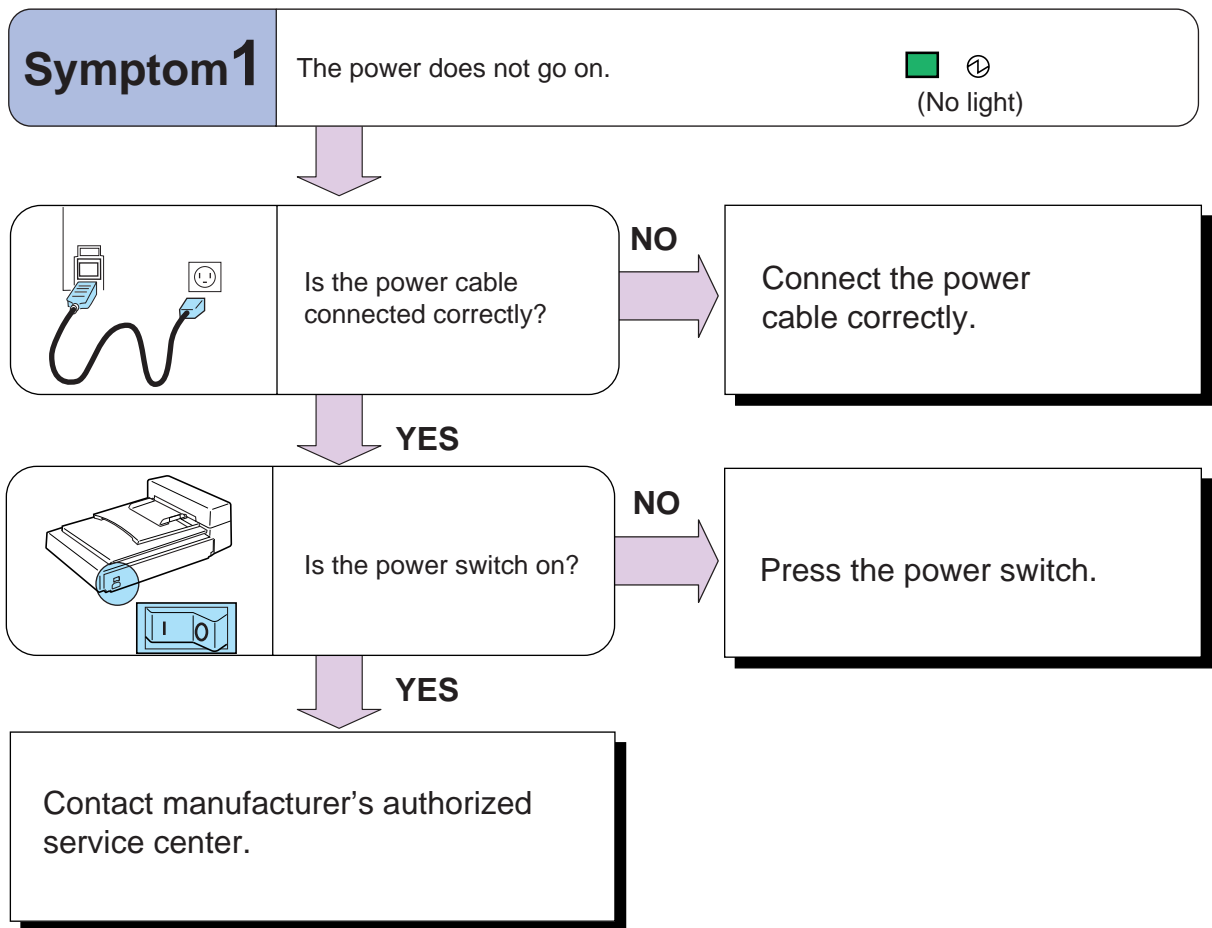
Be careful not to pull the pad spring during removing jammed document.

- 4** Close the ADF until the ADF lever locks.



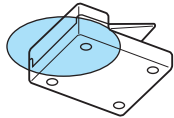
Initial Checks

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



Symptom 2

Read operation does not start.

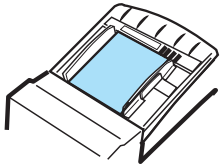


Is the carrier fixing bracket placed in operation position?

NO

Place the carrier fixing bracket correctly.
(See Chapter 2 of the Operator's Guide)

YES

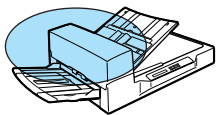


Are the documents loaded on the ADF paper chute correctly?

NO

Insert the first few pages into the slot.

YES

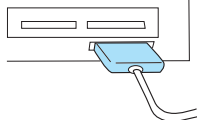


Is the ADF closed completely?

NO

Close the ADF completely.

YES

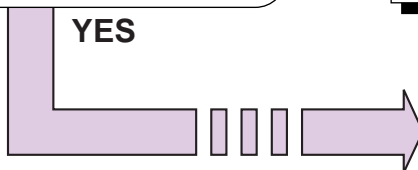


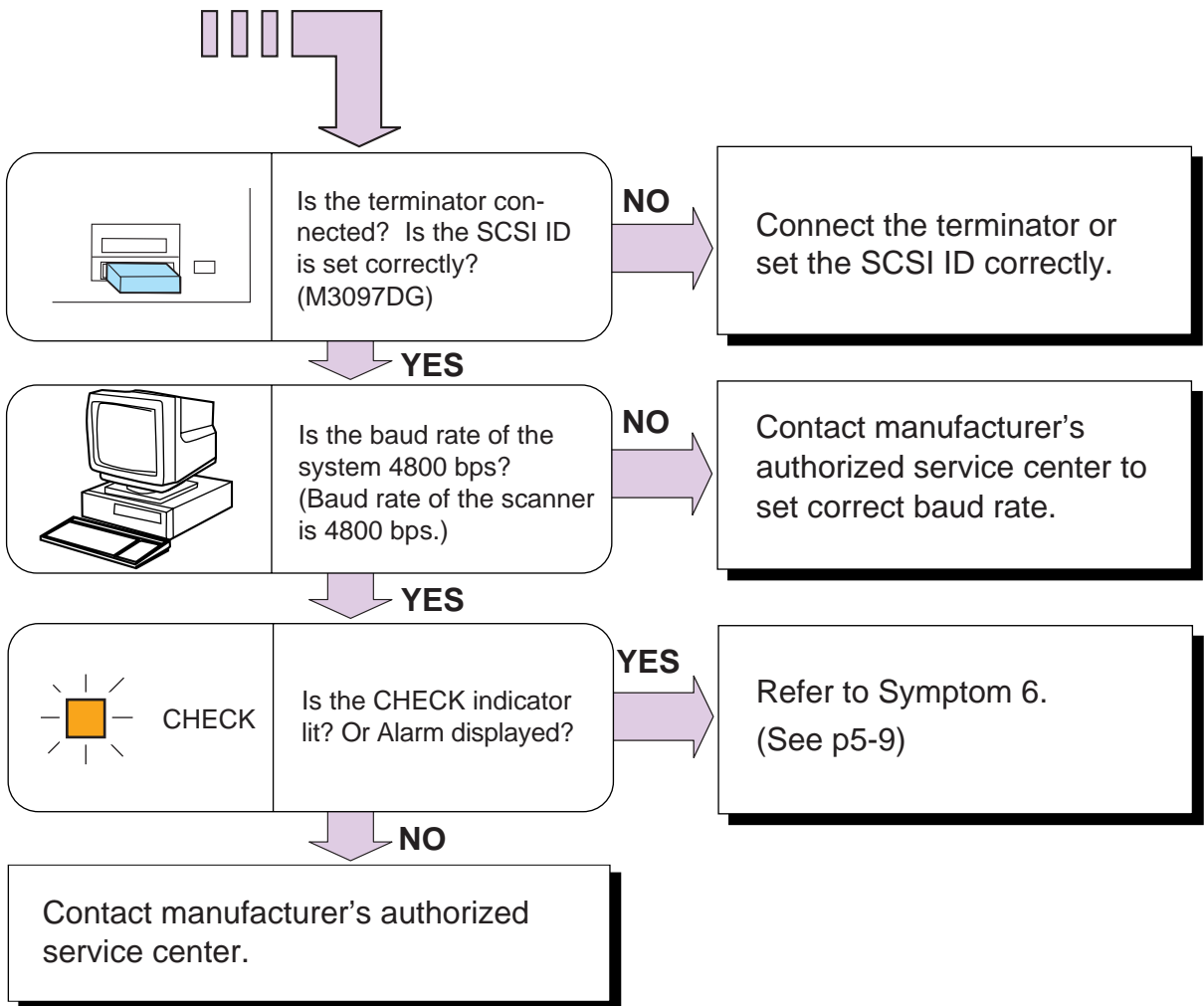
Is the interface cable connected correctly?

NO

Connect the interface cables correctly.

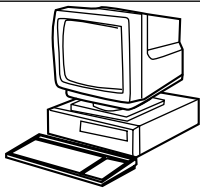
YES





Symptom 3

Pictures and photographs are not read correctly.

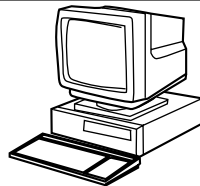


Is the "Photo" mode selected?

NO

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

YES

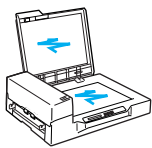


Is halftone or dithering processing selected?

NO

Select a halftone or dithering mode from the host computer.

YES



Is the document bed, document holding pad, glass and sheet guide clean?

NO

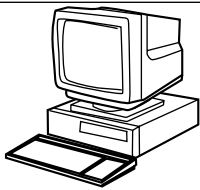
Clean the dirty parts. (See p3-5, p3-7, p3-9)

YES

Contact manufacturer's authorized service center.

Symptom4

Characters and lines are not read correctly.

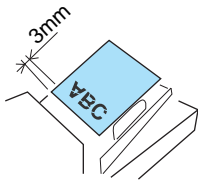


Is the "Line Art" mode selected?

NO

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

YES

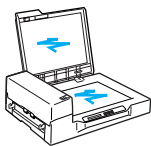


Is there printed text on the first 3mm of the document?

YES

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

NO



Is the document bed, document holding pad, glass and sheet guide clean?

NO

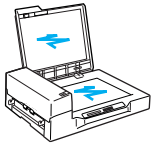
Clean the dirty parts. (See p3-5, p3-7, p3-9)

YES

Contact manufacturer's authorized service center.

Symptom 5

Images are distorted or unclear.

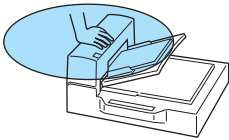


Is the document bed, document holding pad, glass and sheet guide clean?

NO

Clean the dirty parts.
(See p3-5, p3-7, p3-9)

YES



Is the surface of the ADF pressed or is there anything heavy on it?
(During rear read operation with ADF)

YES

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

NO



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

NO

Place the scanner on the even and flat surface.
Or attach the rubber feet.

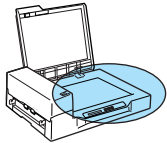
YES

Contact manufacturer's authorized service center.

Symptom 6

The check indicator is on.

 CHECK



Is the carrier fixing bracket placed in operation position?

NO

Place the carrier fixing bracket correctly.
(See Operator's Guide)

YES



CHECK

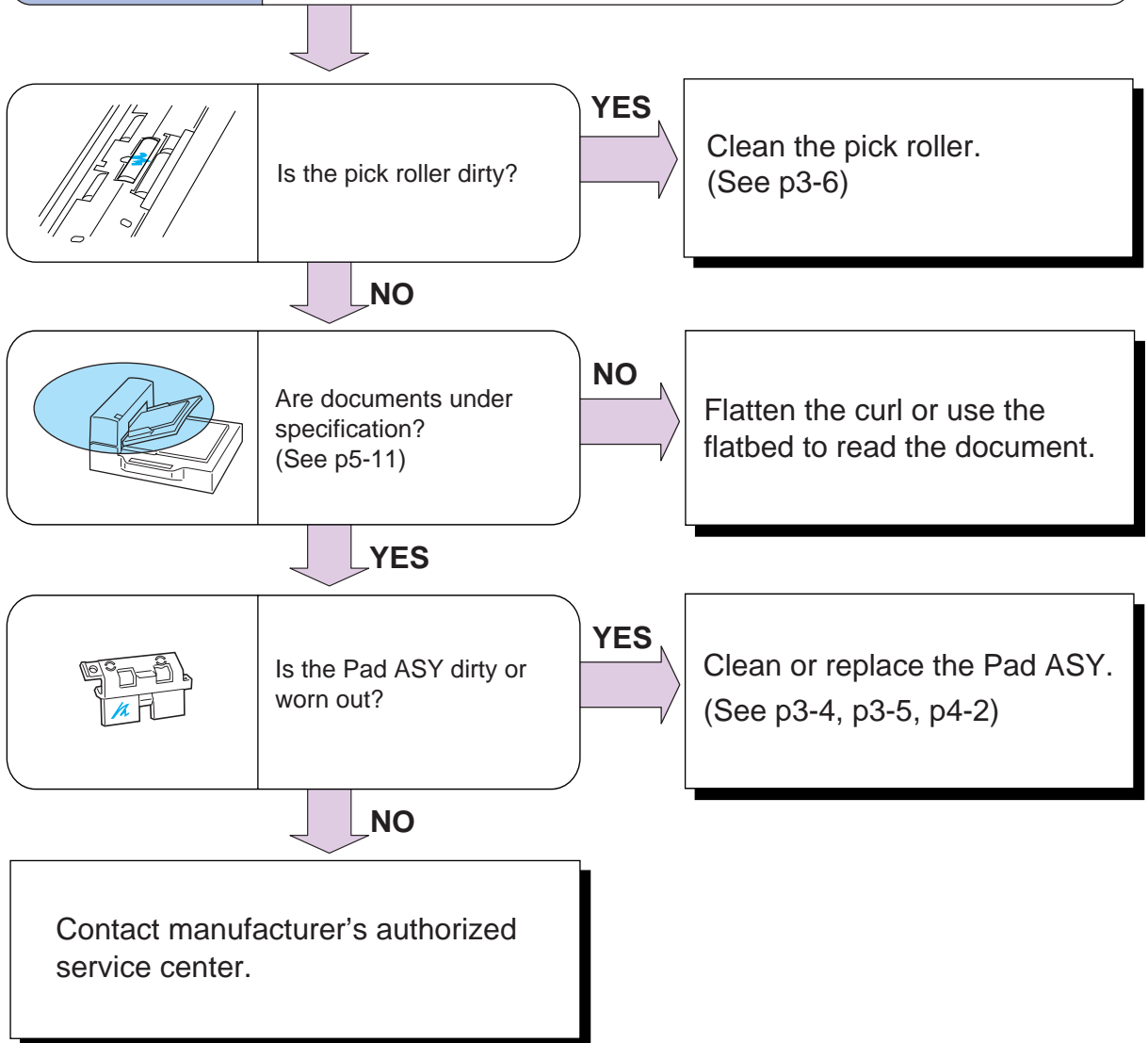
Turn off the power once and try to turn on the power again.
Is the CHECK lamp turned on? Or is the Alarm displayed?

YES

Inform manufacture's authorized service center of the Alarm name.

Symptom 7

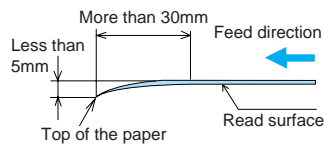
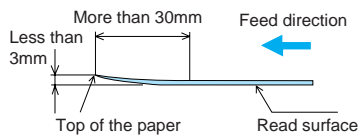
“Please clean Pick-roller” is displayed.



NOTES

NOTE

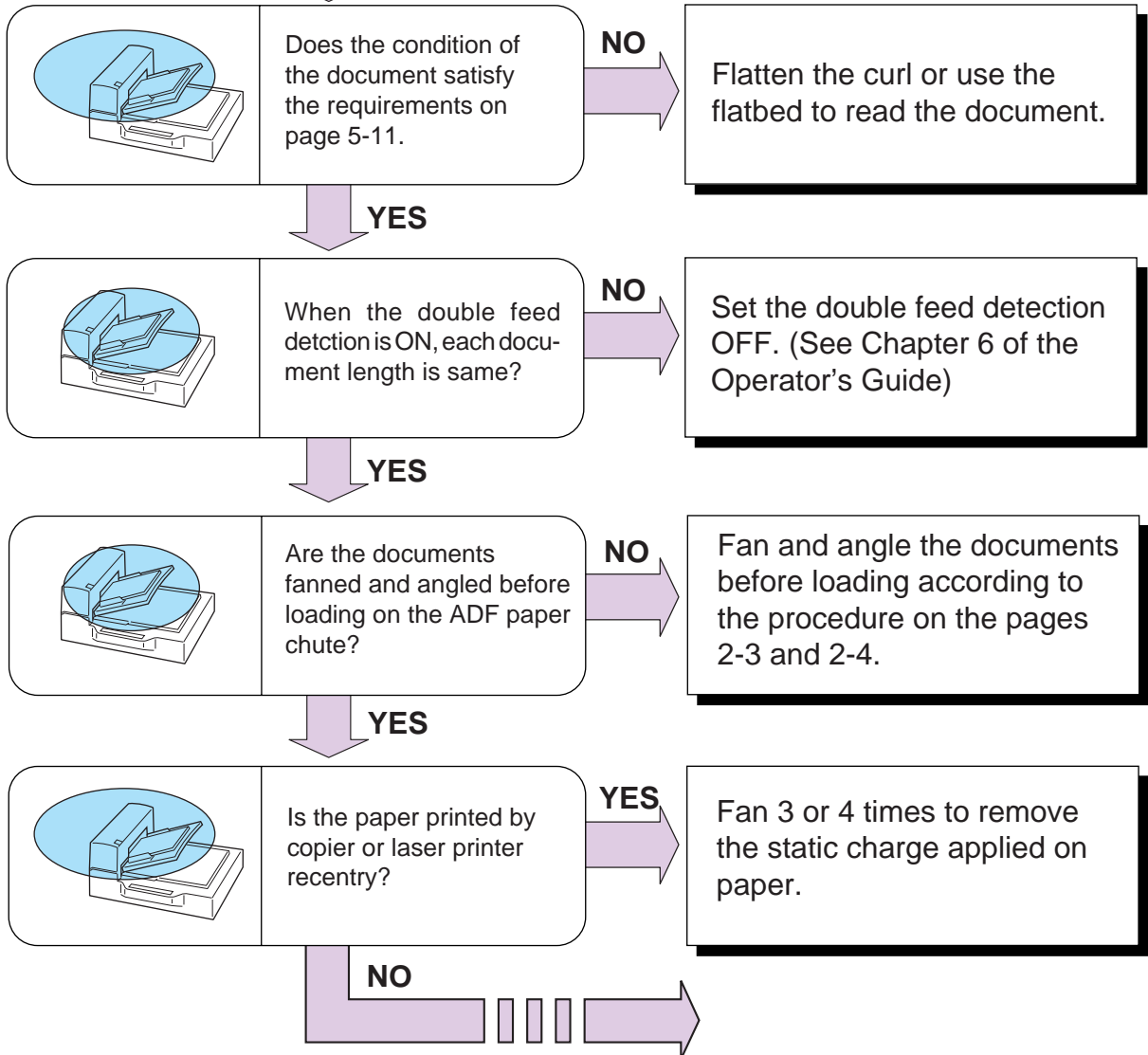
- Remove paper clips and staples. Flatten the staple holes.
- Read the following documents using the flatbed.
 - Paper with a clip or staple.
 - Paper that has ink which is not dry.
 - Paper thickness is not constant, such as an envelope.
 - Paper that has large rumples or curl.
 - Paper that has folds or tears.
 - Tracing paper.
 - Coating paper.
 - Carbon paper.
 - Paper that is smaller than A6 size or larger than A3 width.
 - Items other than paper, such as clothes, metal sheet, or OHP film.
 - Photographic paper.
 - Paper that has perforations on its side.
 - Paper that has a shape other than square.
 - Paper that is very thin.
- Set the paper so that the top of it is curled as shown below.

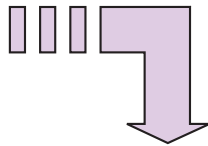


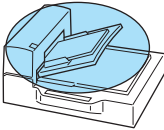
- Do not mix different width documents.

Symptom 8


Paper double feed occurs frequently.






	Is the height of document less than 0.32" (8mm)?	NO	Reduce the document from ADF paper chute. (See p2-4)
---	--	-----------	---



	Is the pad dirty?	YES	Clean the pad ASY. (See p3-4,p3-5)
---	-------------------	------------	---------------------------------------



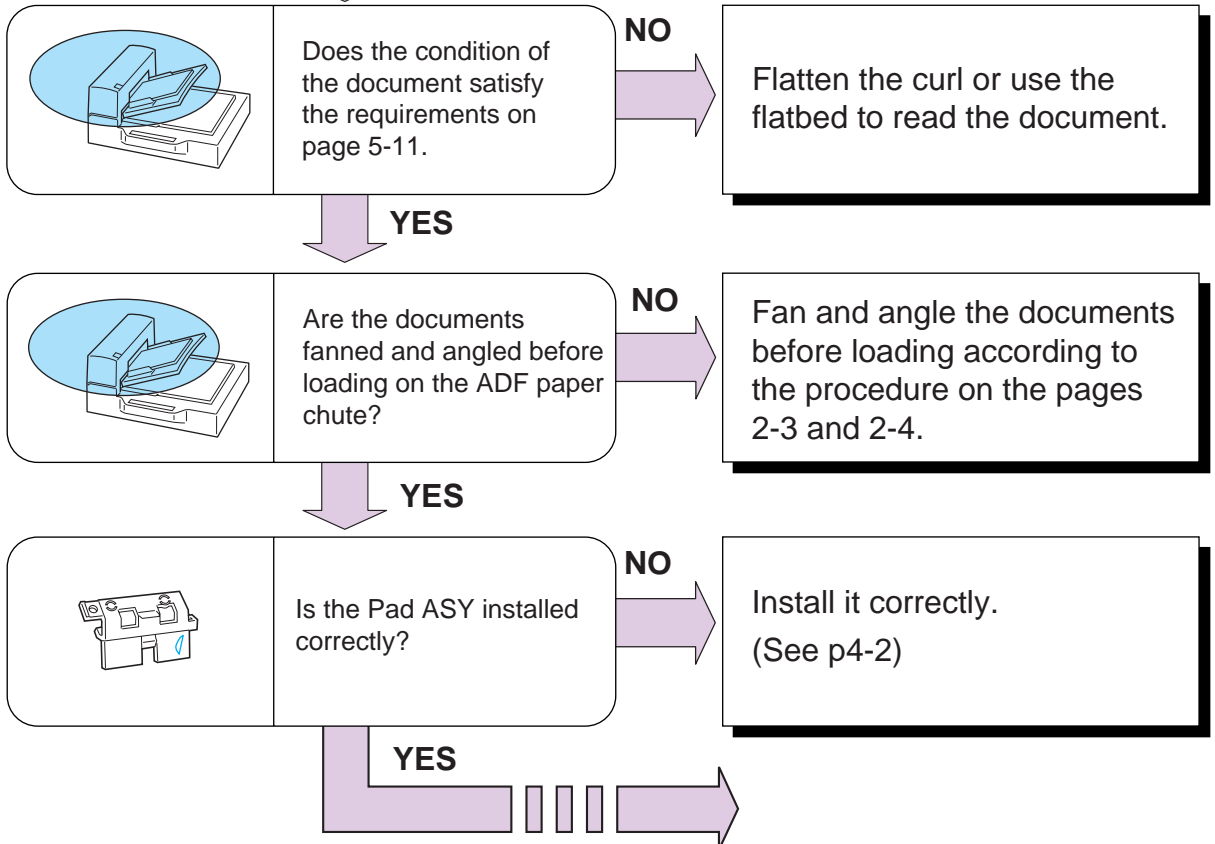
	Is the pad worn out?	YES	Replace the pad ASY. (See p4-2)
---	----------------------	------------	------------------------------------

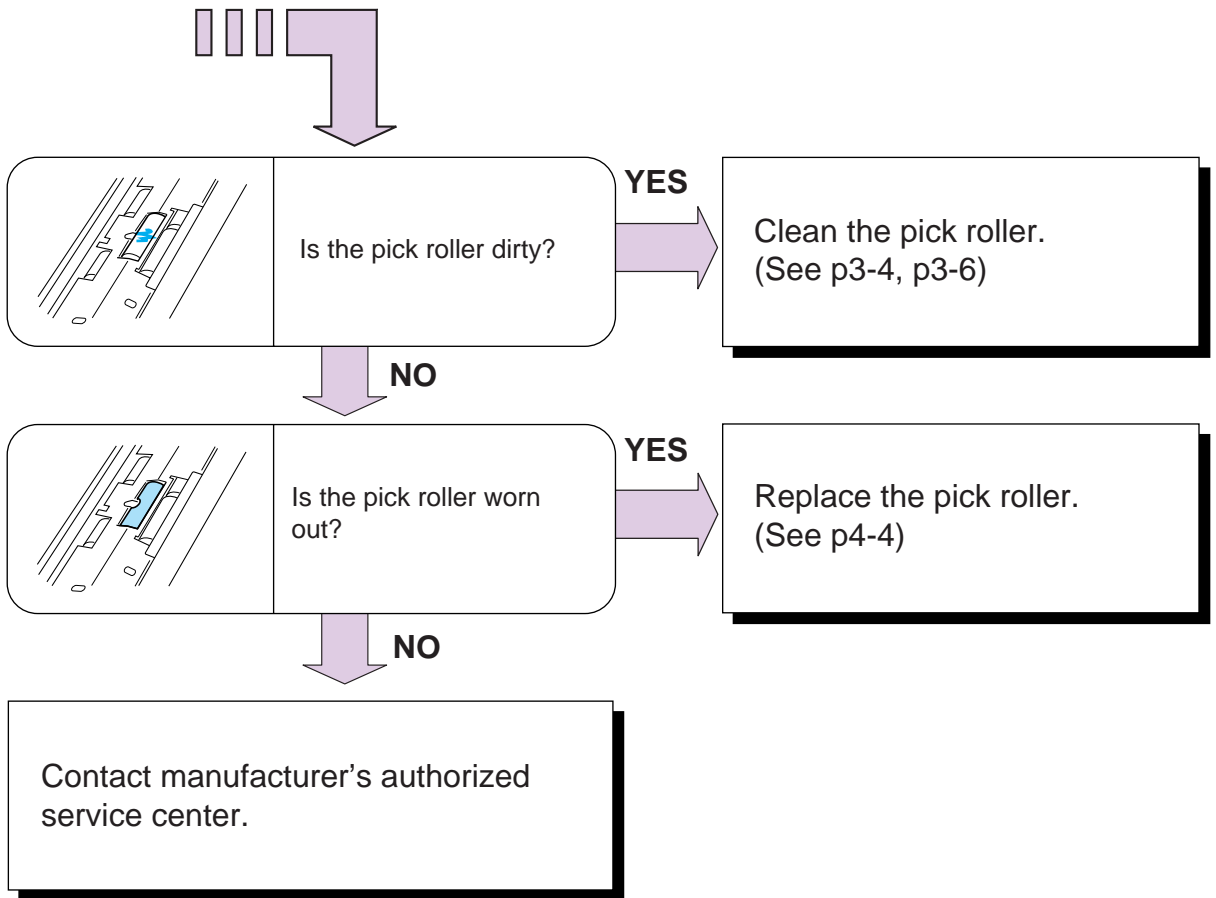


Contact manufacturer's authorized service center.

Symptom9

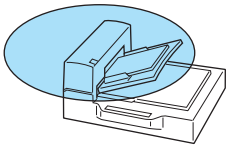
Miss pick occurs frequently.





Symptom 10

Paper jam occurs frequently.

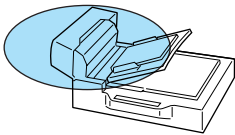


Does the condition of the document satisfy the requirements on page 5-11.

YES

Flatten the curl or use the flatbed to read the document.

NO



Is there any foreign particles in the ADF?

YES

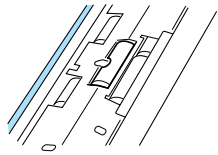
Clean the ADF (See p3-4) or remove the foreign particles.

NO

Contact manufacturer's authorized service center.

Symptom 11

"Please clean ADF glass" is displayed.



Is the ADF glass dirty?

YES

Clean the ADF glass.
(See p3-5)

NO

Contact manufacturer's authorized
service center.

Problem Checklist

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

General																																												
Model	(Example) M3097DE																																											
Part number	(Example) CA04235-4202																																											
Serial number	(Example) 900002																																											
Manufactured data	(Example) 1997-12																																											
Version	<div style="display: flex; align-items: center;"> <table border="1" style="margin-right: 20px;"> <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>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>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> <div> <p>The version is printed on the version label located at the left of the rear of the equipment.</p> <p>The version is checked with the double line.</p> <p>This example is for A2 version.</p> </div> </div>											A	0	1	2	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	0	1	2	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?																																												

The image features the Fujitsu logo centered on a background of horizontal stripes. The stripes are composed of alternating bands of light blue and white, with a solid dark blue stripe at the top. The logo itself consists of the word "FUJITSU" in a bold, black, sans-serif font, with a stylized infinity symbol (∞) positioned above the letter 'I'.

FUJITSU