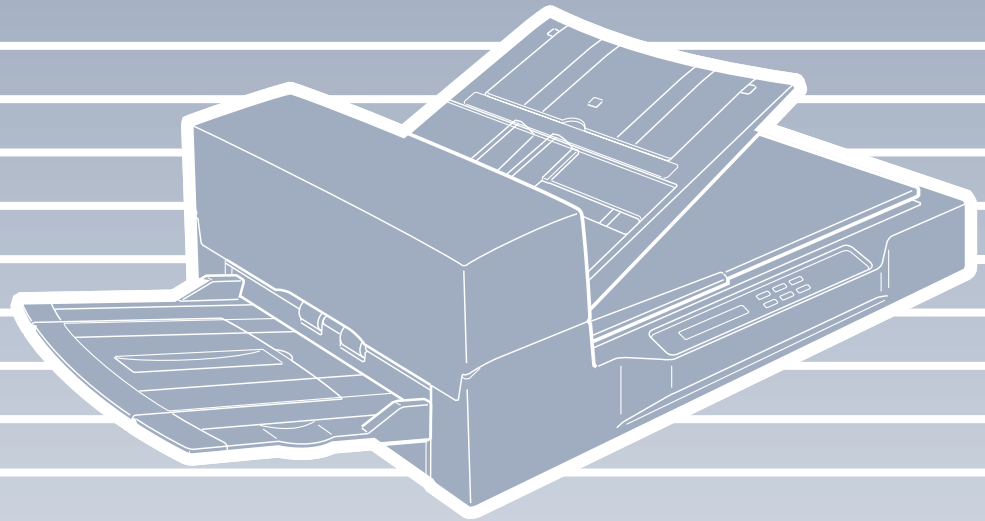


C150-E147-03EN

# M4097D Image Scanner

## Cleaning and Maintenance



**FUJITSU**

# Revisions, Disclaimers

## Revisions

Edition	Date published	Revised contents
01	February, 2000	First edition
02	February, 2000	Second edition
03	June, 2000	Third edition
Specification No. C150-E147-03EN		

**FCC declaration:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. 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. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

**FCC warning:** Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

 **NOTE**

- The use of a non-shielded interface cable with the referenced device is prohibited. The length of the parallel interface cable must be 3 meters (10 feet) or less. The length of the serial interface cable must be 15 meters (50 feet) or less.
- The length of the power cord must be 3 meters (10 feet) or less.

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

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As an ENERGYSTAR® Partner, Fujitsu Limited declares that this scanner meets the ENERGYSTAR® guidelines for energy efficiency. ENERGYSTAR® is a U. S. registered mark.

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# Preface

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This manual explains how to clean and maintain the M4097D image scanner.

The M4097D is a 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 the Operator's Guide for basic information about the M4097D.

# Conventions

---

Important information that requires special attention is indicated as follows:



## **WARNING**

WARNING indicates that personal injury like pinching of fingers or hands 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.

Official Fujitsu 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.

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**CHAPTER 1**

**DESCRIPTION**

DESCRIPTION

**CHAPTER 2**

**CLEANING**

CLEANING

**CHAPTER 3**

**REPLACEMENT OF PARTS**

REPLACEMENT  
OF PARTS

**CHAPTER 4**

**TROUBLESHOOTING**

TROUBLESHOOTING

# DESCRIPTION

---

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

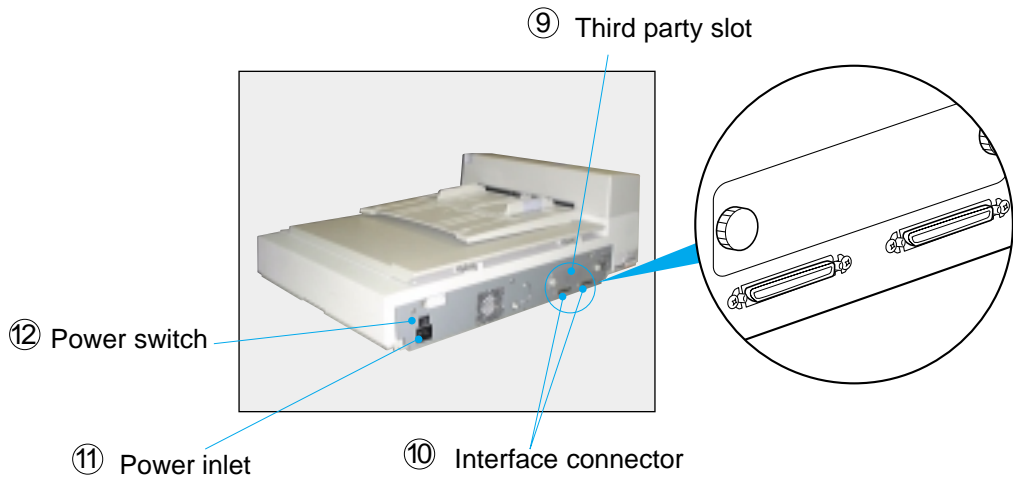
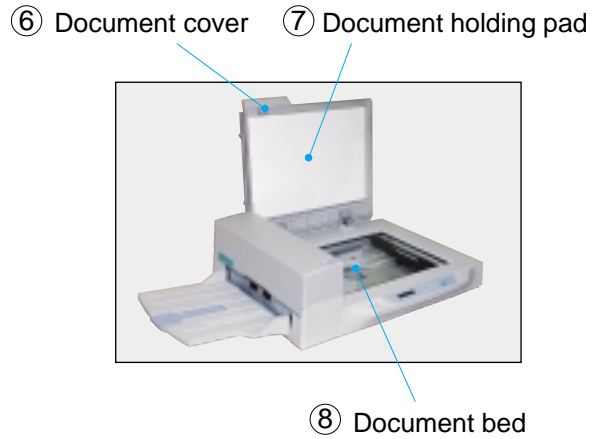
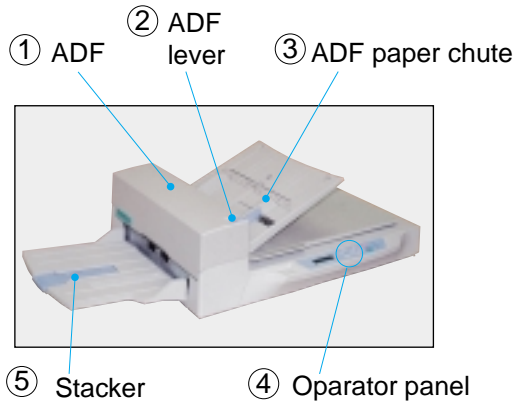
**Units**

**Assemblies**

**Operator Panel**

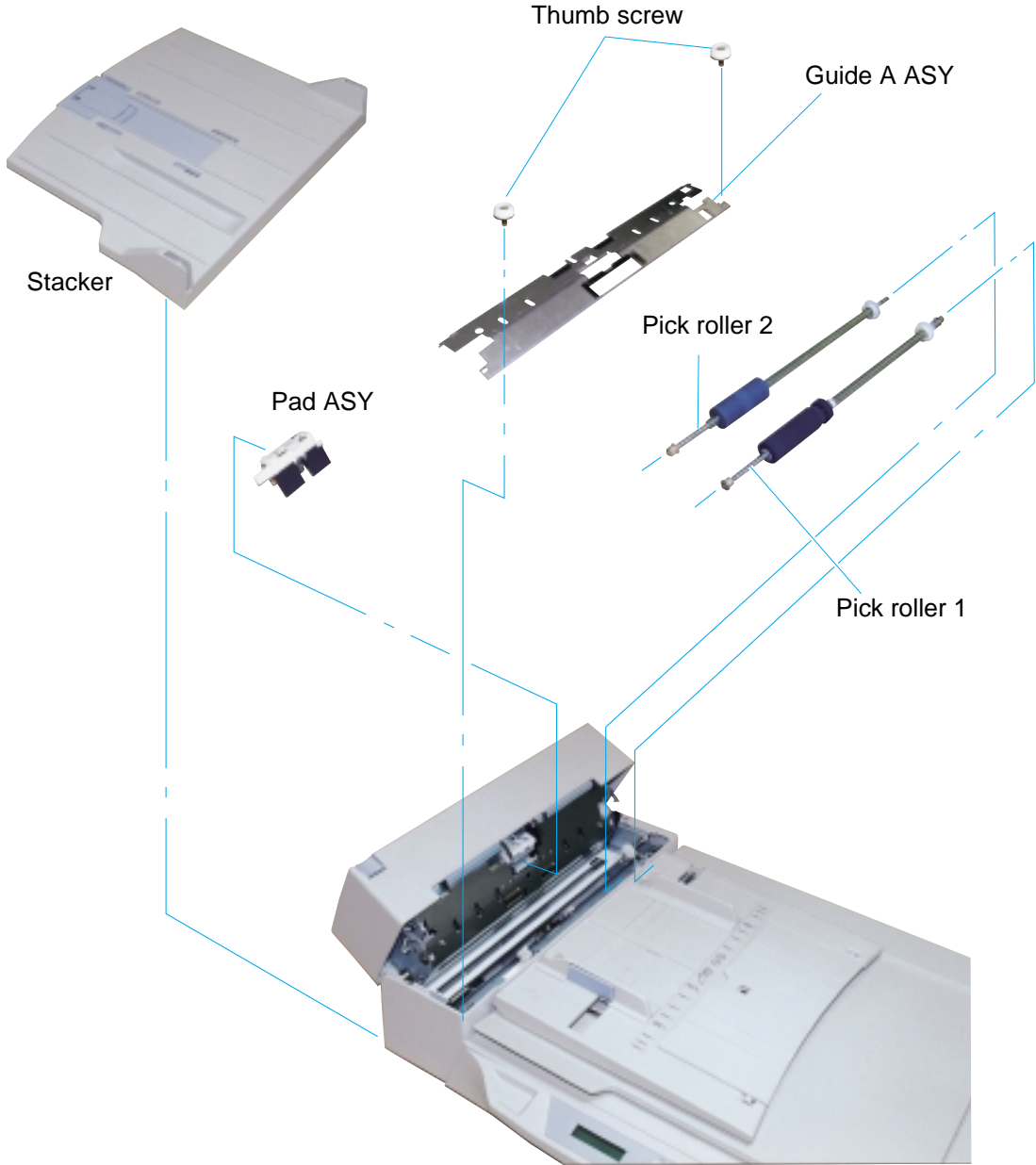
**Panel Display**

# Units



Nº	Function
①	Automatically feeds documents to the reading position.
②	Opens/closes ADF to enable the removal of jammed documents.
③	Holds the documents to be fed by ADF.
④	Displays the status of the scanner. Also displays buttons that enable the operator to change settings in Feed mode, Manual Feed mode, and Setup mode.
⑤	Stacks the read documents.
⑥	Covers the document to be read.
⑦	Presses the document to the Document bed.
⑧	Holds the document to be read. Also called Flatbed (FB).
⑨	Third party slot.
⑩	Connects to the host system with interface cables.
⑪	Connect the power cable from an AC power outlet here.
⑫	Power switch.

# Assemblies



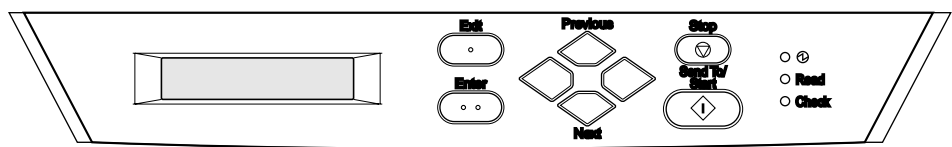
# Operator Panel

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

## ■ Arrangement



Operator panel



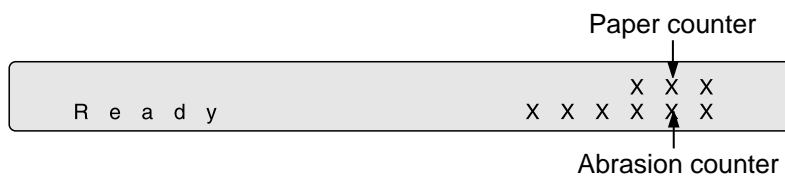
# Panel Display



## ■ 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 (blinking part) to the left
	◊	Moves the cursor (blinking part) 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	Starts the reading. while Manual start mode is set or "the Read" lamp lights when the video interface option is used. Some application software packages might use 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). Stops the reading while reading when the video interface option is used. Also turns off the "Check" lamp.
LED	Ⓞ	Indicates the scanner is ON.
	Read	Indicates the scanner is reading or ready to read.
	Check	<ul style="list-style-type: none"> <li>• If lit, indicates an alarm occurred. Pressing the "Stop" button turns the "Check" lamp off.</li> <li>• If it blinks at one second intervals, this indicates a jam or double feed has been detected. If the problem is jammed paper, removing paper turns off the "Check" lamp. If the problem is double feed, pressing the "Stop" button turns off the "Check" lamp.</li> <li>• If it blinks at four second intervals, this indicates cleaning the ADF is necessary.</li> </ul>

## Counter Display

The scanner is provided with a counter display.



Counter	Function	
Paper counter	When the  button is pressed	The paper counter counts the number of scanned sheets from the start of reading until Paper Empty or until 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 time.
	When the  button is pressed	This counter increments each time a document is scanned. The counter 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	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.	

### 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>

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

(Only When the Video Interface Option is installed.)

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 A D F G l a s s  
N o w R e a d i n g !

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

C l e a n P i c k r o l l e r  
N o w R e a d i n g !

Clean the Pick roller or the ADF glass in accordance with the instructions given in chapter 2, Cleaning the ADF, and chapter 3, Pick Roller.

## ■ Temporary error

<Hopper empty>

P a p e r   E m p t y

This message is displayed if there is no more paper on the ADF paper chute during a read operation in ADF mode. Fill the ADF paper chute with paper. 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 “Cleaning and Maintenance” 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 (Shipping Lock) that holds the carrier in place.

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>

I m g T r a n s 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

### 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.

# CLEANING

---

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

## Cleaning Supplies and Areas Requiring Cleaning

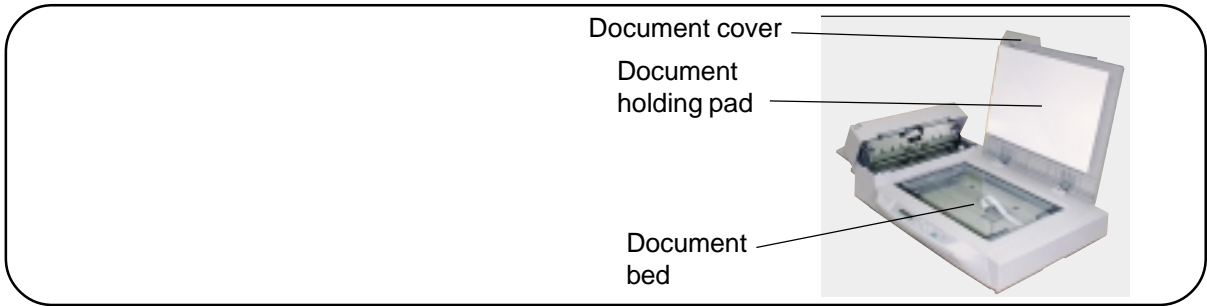
Supplies

Areas Requiring Cleaning



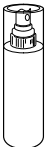

Cleaning the ADF

Cleaning the Flatbed

# Cleaning Supplies and Areas Requiring Cleaning



## Supplies

Cleaning 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 assembly 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 If the display on the operator panel shows "Please clean Pick-roller", then clean it regardless of the frequencies recommended here.



### CAUTION

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



### NOTE

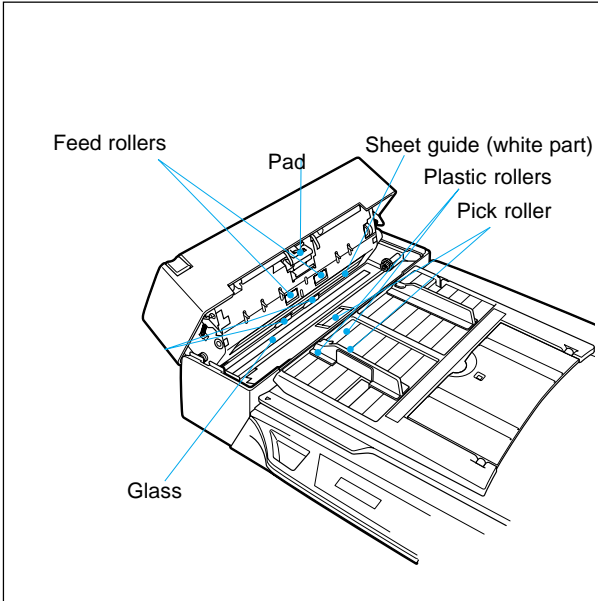
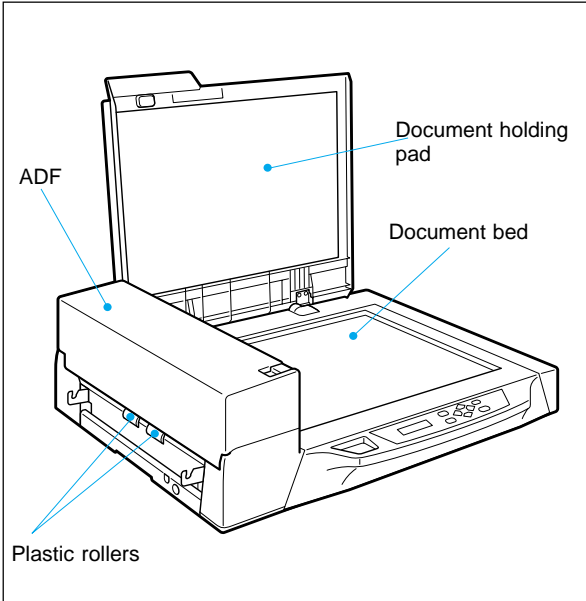
When the following paper types are used, it may be necessary to clean more frequently:

- Paper with a smooth surface, such as coated paper.
- Paper almost entirely covered with printing.
- Paper with special chemical coatings, such as carbonless paper.

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

## Areas Requiring Cleaning

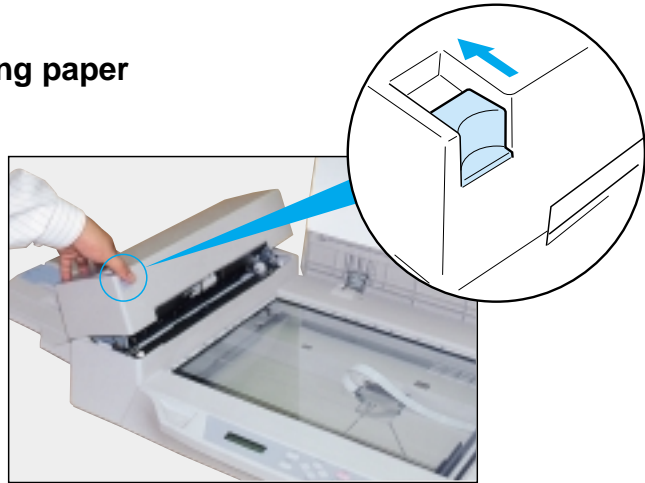
Area	Name	Cleaning paper with Cleaner F1	Dry cloth with Cleaner F1	Cotton swab with Cleaner F1 or F2
Flatbed	Document holding pad		○	
	Document bed		○	
ADF	Pad	○	○	
	Glass/Sheet guide	○	○	
	Pick roller	○	○	
	Plastic rollers	○	○	○
	Feed rollers	○	○	
	Pick Arm Rollers		○	○



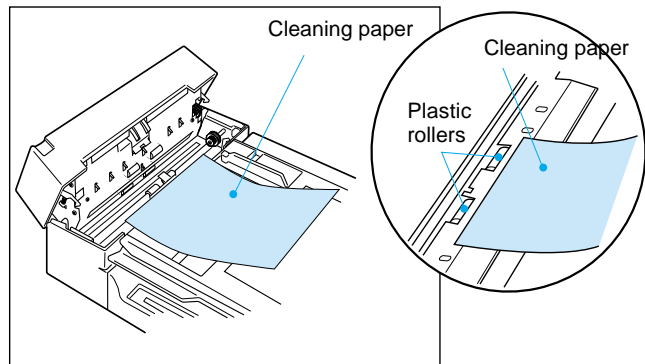
## Cleaning the ADF

### 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 ADF 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 assembly :

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



Glass:

Wipe the glass lightly.



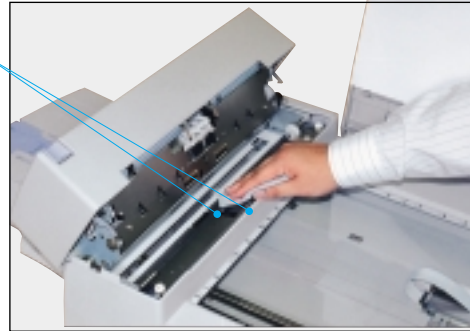
### NOTE

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

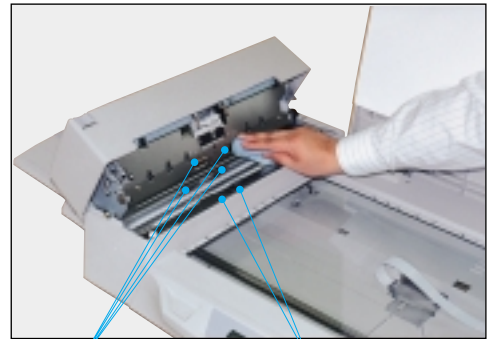


Pick roller:  
Wipe the roller.  
Be careful not to damage the surface  
of the roller and the mylar strip above  
the Pick roller.

Pick roller

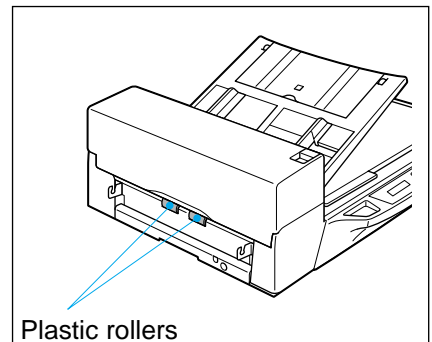


Feed rollers  
and Plastic rollers:  
Wipe the rollers.  
Be careful not to damage the surface  
of the rollers.



Feed rollers

Plastic rollers



Plastic rollers

Sheet guide (white part):  
Wipe the sheet guide.



**NOTE**

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

Sheet guide (white part)



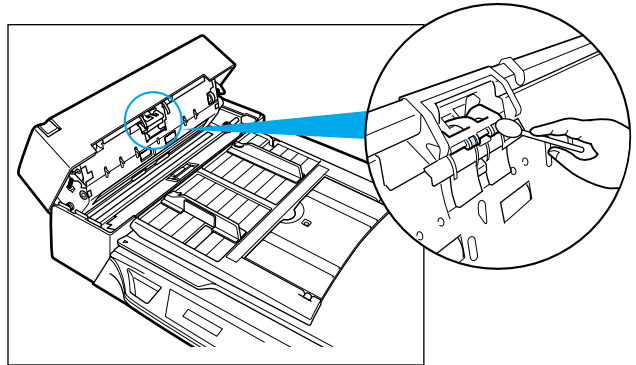
**3**

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.

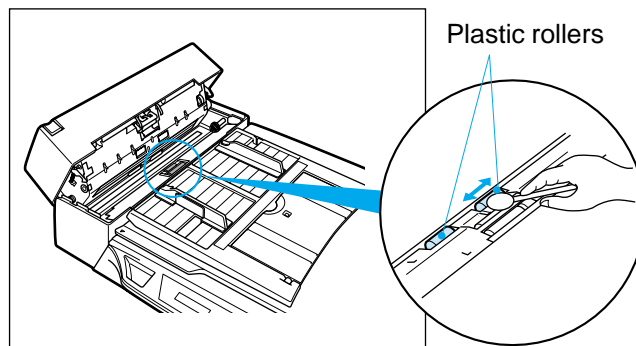


### CAUTION

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

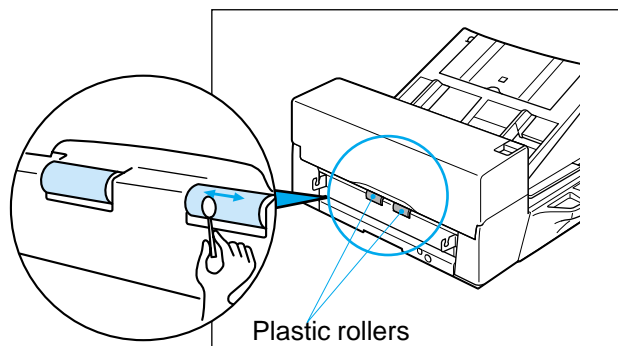
- 1** Pull the ADF lever to open the ADF.
- 2** Moisten a cotton swab with Cleaner F2.
- 3** Wipe the Plastic roller surfaces.



### CAUTION

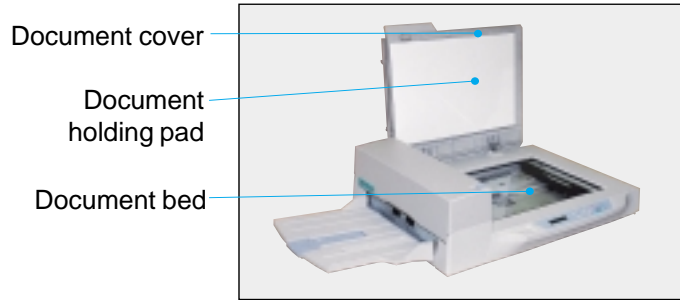
Don't wipe the Pick Rollers with a cotton swab using cleaner F2.

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



# Cleaning the Flatbed

## Cleaning the Flatbed with a Cloth and Cleaner F1



### NOTE

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

- 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 PARTS

---

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

**Pad Assembly**

**Pick Roller**

## Pad Assembly

ADF lever  
Pad ASY (PA03951-0151)



### NOTE

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



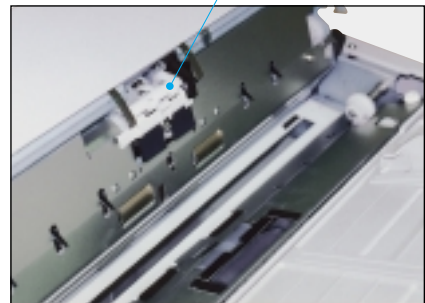
### WARNING

Turn off the power before replacing the Pad Assembly.



Pick Arm

- 1** Pull the ADF lever to open the ADF.
- 2** Push the Pick Arm carefully.

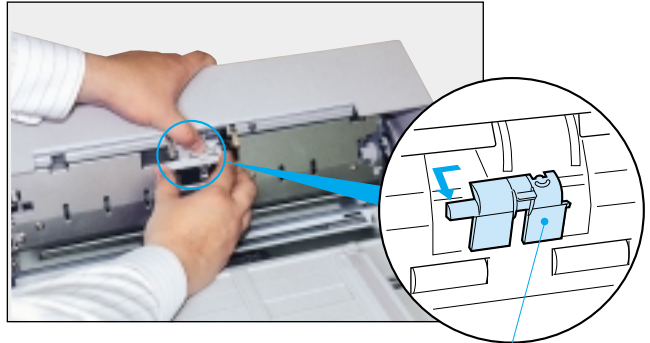




- 3** Slide the Pad Assembly to the left and pull it towards you. Then, being careful not to hook the Pad spring, remove the Pad Assembly.

**NOTE**

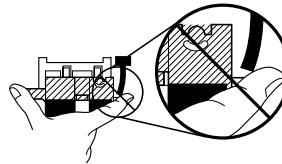
Hold both ends of the Pad assembly as shown in the left photo.



Pad assembly

**CAUTION**

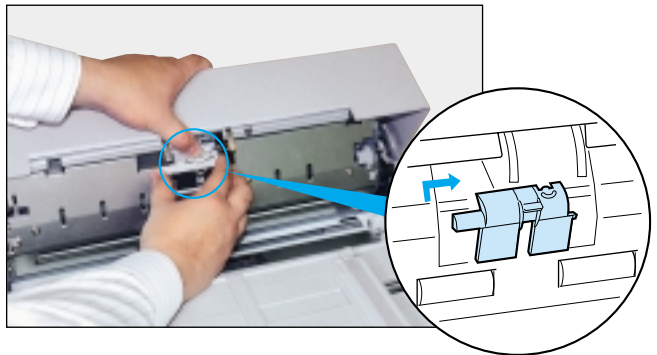
Don't hold the sensor arm with the Pad assembly.



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

**NOTE**

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



- 5** Close the ADF.



# Pick Roller

Pick rollers (PA03951-0153)  
(Two rollers are included)



## 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

Remove the two Thumb screws.



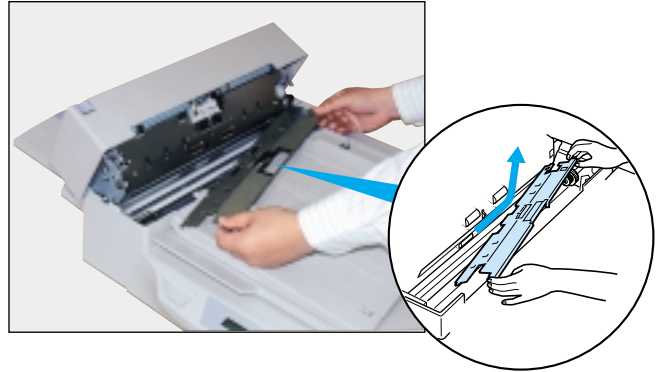
## NOTE

Use a Phillips screwdriver if they are tight.

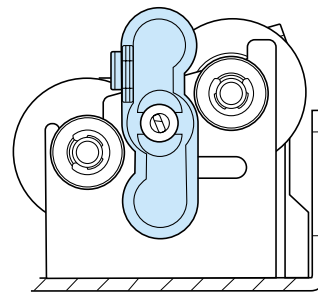
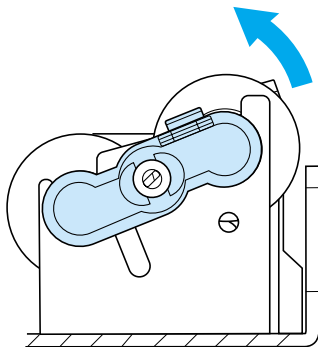
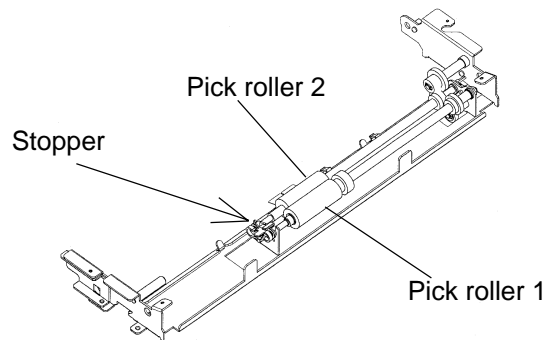


Thumb screws

- 3** With both hands, lift up Guide A and disengage its tip from the right hole. Then lift the right side of the cover and remove it.

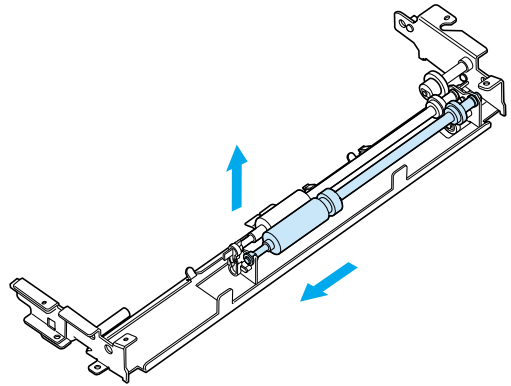


- 4** To remove the Pick rollers, turn the stopper counter-clockwise.

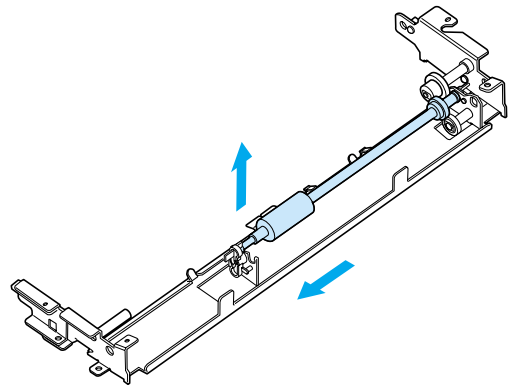


Position for Replacement


- 5** To remove the Pick roller 1, move it to the left and then lift it.

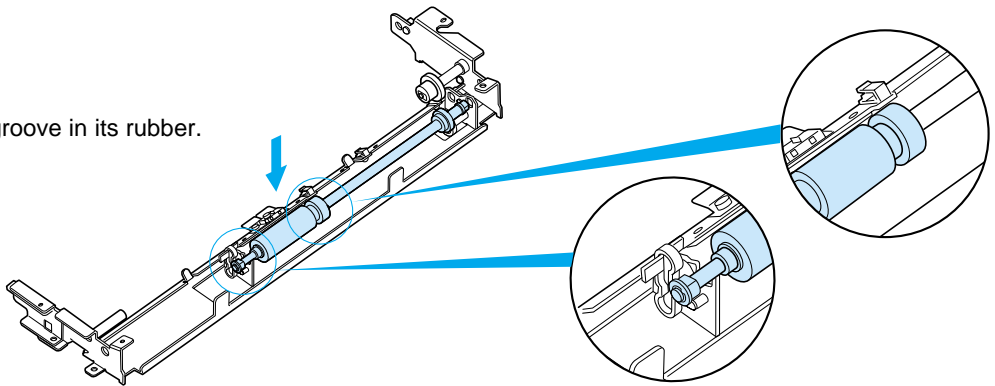


- 
- 6** Immediately after removing the Pick roller 1, remove the Pick roller 2 in the same way.

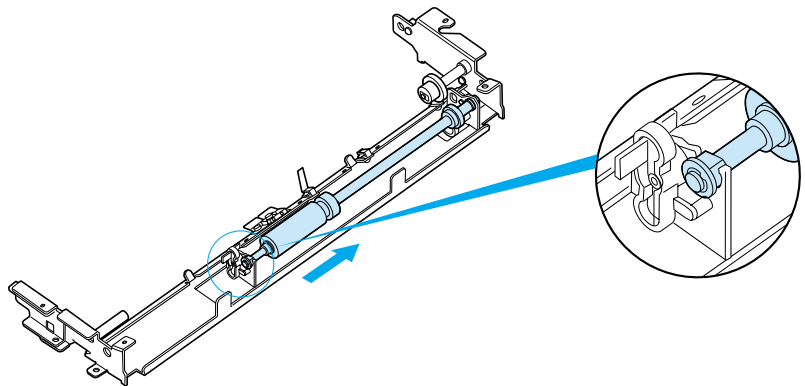



- 7** To attach the new Pick rollers, place Pick roller 1 from the right side above the bearing for Pick roller 1.

 **NOTE**  
Pick roller 1 has a groove in its rubber.

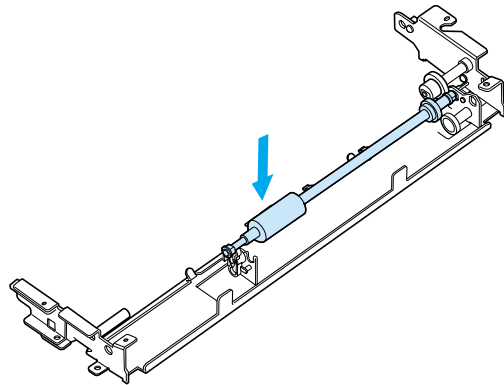


Put the shaft of Pick roller 1 into the bearing. Then, slide Pick roller 1 toward the right side.

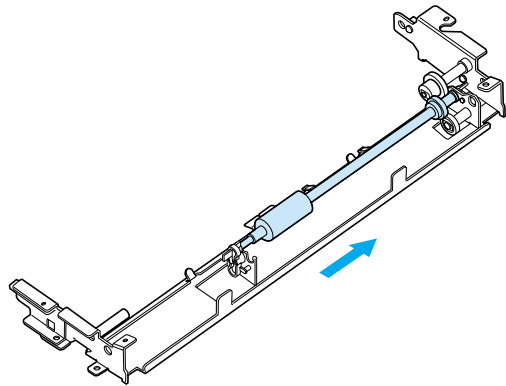


 **NOTE**  
Make sure that the shaft is securely fixed to the bearings.

- 8** Attach Pick roller 2, in the same way as Pick roller 1 as shown in step **7**.



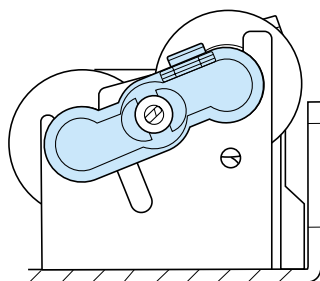
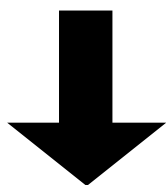
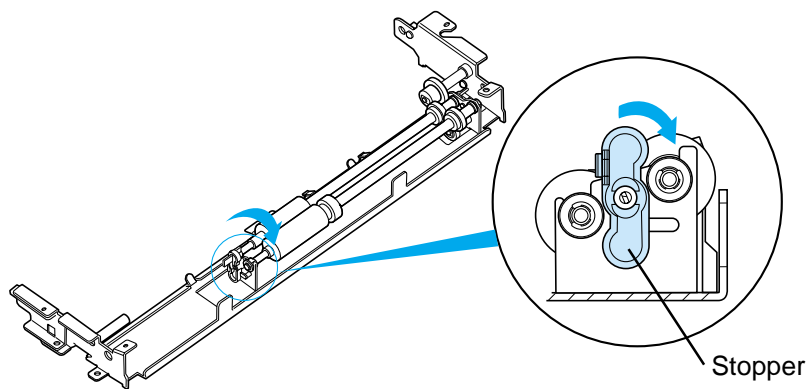
Then slide the Pick roller 2 toward right side.



 **NOTE**

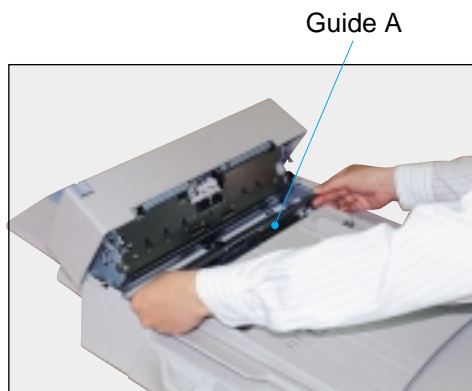
Make sure that the shaft is securely fixed to the bearings.

- 9** Turn the stopper clockwise to secure the Pick rollers.



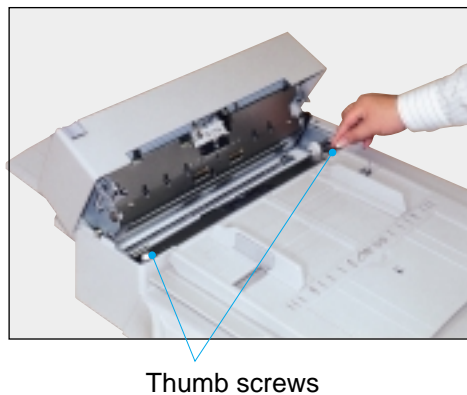
Operating Position

- 10** Attach Guide A in the reverse sequence of step 3 and align the screw hole. See the graphic on page 1-4.



- 11** Tighten the thumb screws.

- 12** Close the ADF unit.





# TROUBLESHOOTING

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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

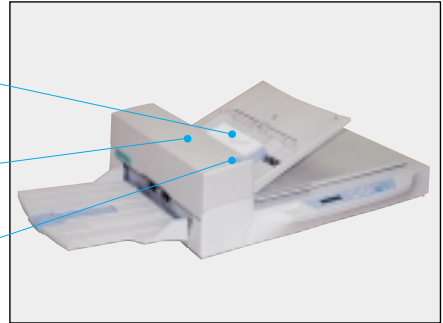
## Problem Checklist

## Clearing Paper Jams

Document

ADF

ADF lever



- 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

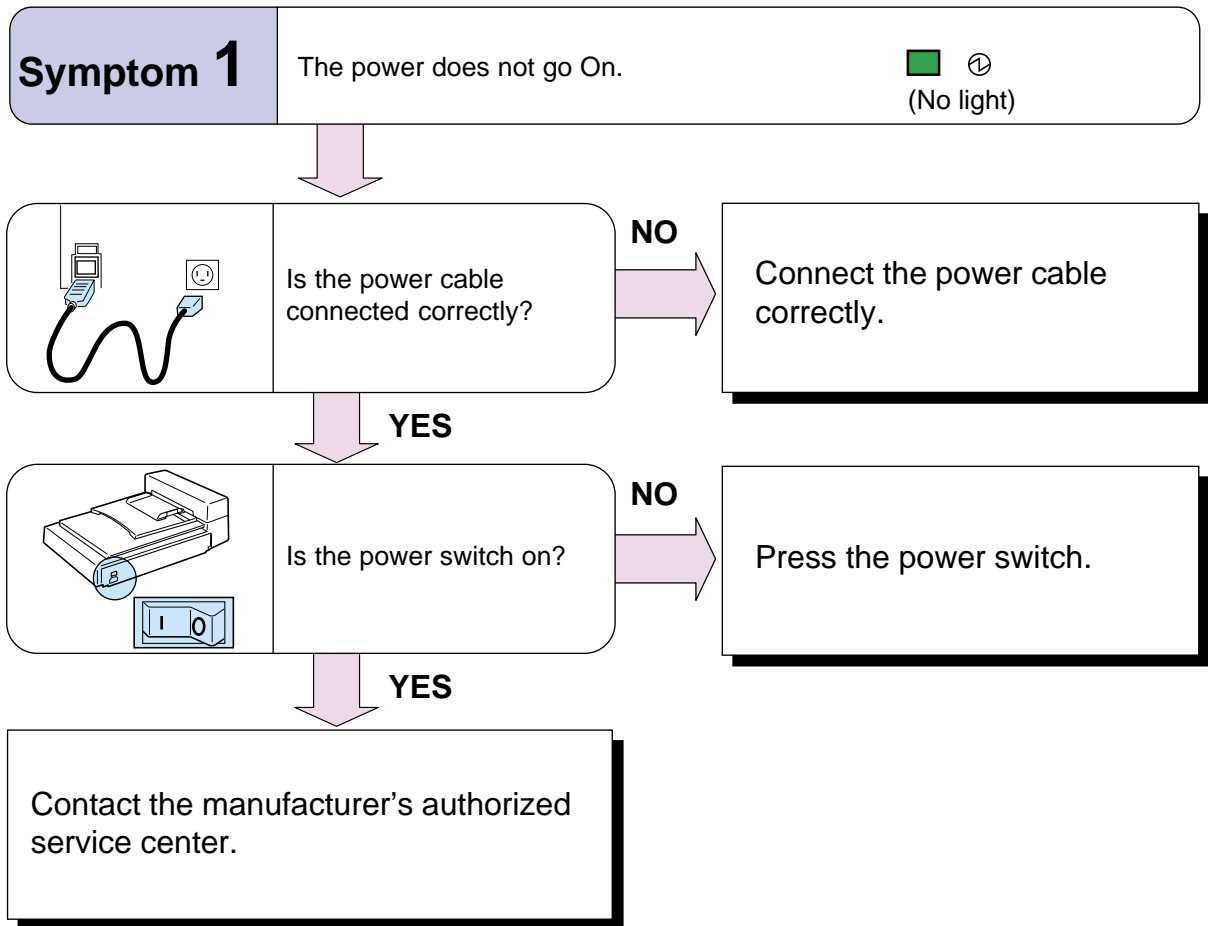
- Inspect the paper and the paper path. Make sure no staples, paper clips or other materials caused the jam. All staples and paper clips should be removed from all documents before scanning.
- Be careful not to pull the pad spring while removing a jammed document.

- 4** Close the ADF so that the ADF lever locks.



# Initial Checks

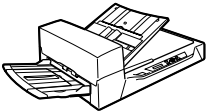
If a problem occurs, check the following items before contacting the manufacturer's authorized service center.



## Symptom 2

The operator panel turns "Off".

⌚  
Power "On"

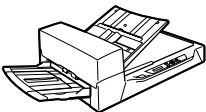


Has it been a long time since the scanner was last used?

**YES**

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

**NO**

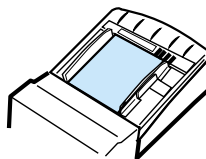


Did the scanner enter this state quickly?

**YES**

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

**NO**

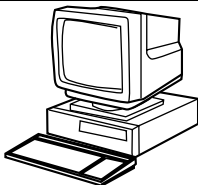


Did you load the paper on the ADF?

**YES**

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

**NO**



Have 10 seconds passed since the PC instructed a scan?

**YES**

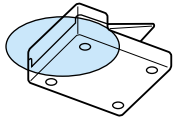
Wait for at least 10 seconds.

**YES**

Contact the manufacturer's authorized service center.

### Symptom 3

Read operation does not start.

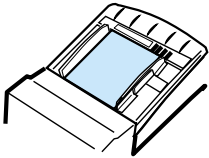


Is the Shipping Lock placed in an operating position?

NO

Place the Shipping Lock correctly.  
(See the Operator's Guide, p. 2-4)

YES

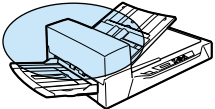


Are the documents loaded correctly on the ADF paper chute?

NO

Insert the documents into the slot.

YES

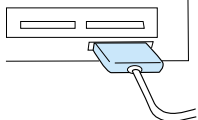


Is the ADF completely closed?

NO

Completely close the ADF.

YES

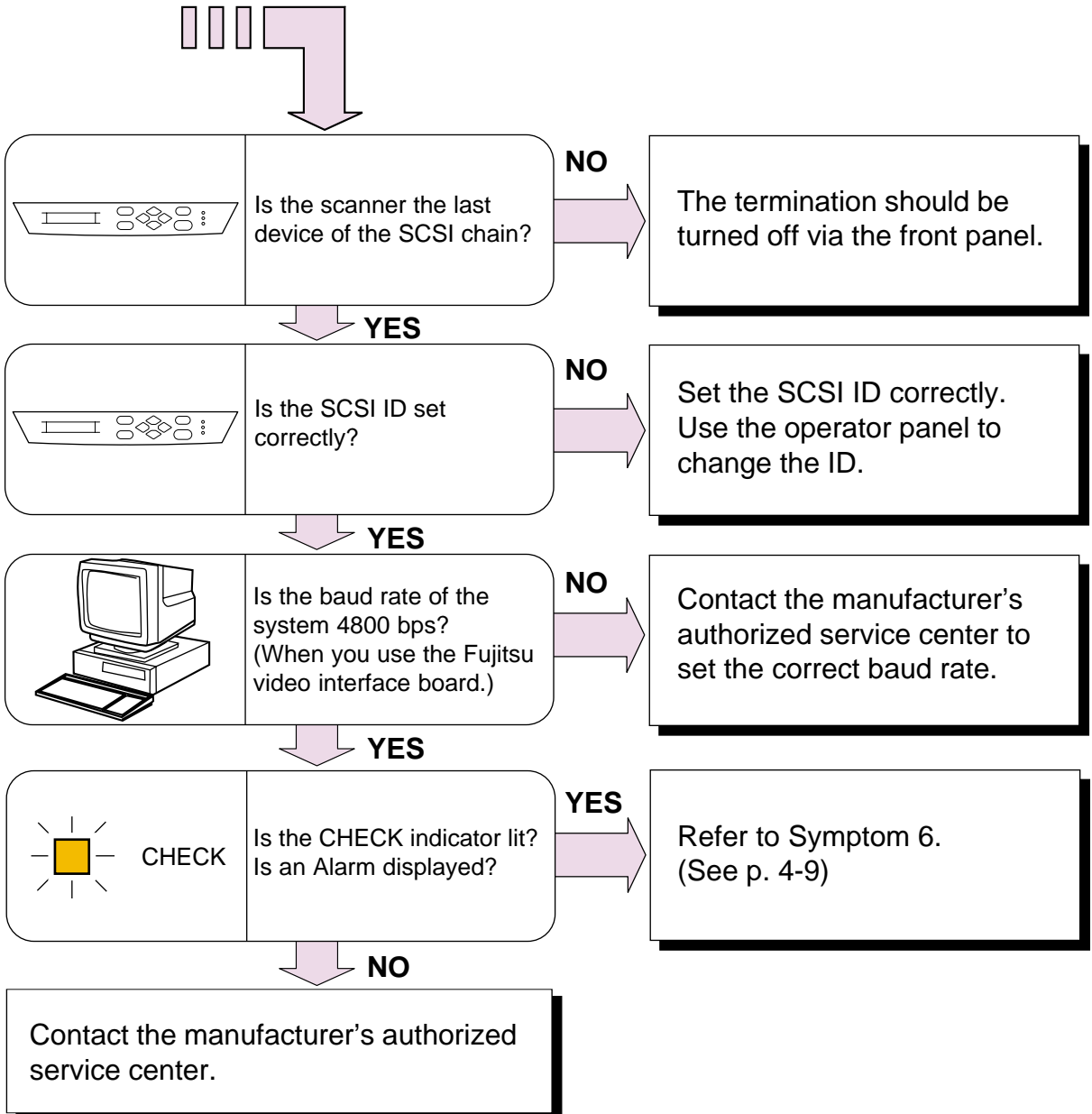


Is the interface cable connected correctly?

NO

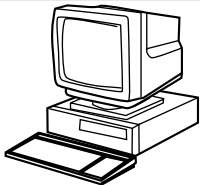
Connect the interface cable correctly.

YES



## Symptom 4

Pictures and photographs are not read correctly.

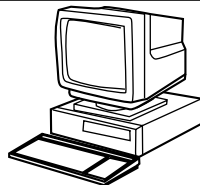


Is the "Photo" mode selected?

NO

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

YES

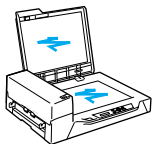


Is halftone or dither processing selected?

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

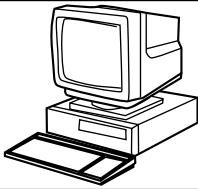
Clean the dirty parts. (See p. 2-5, p. 2-7, p. 2-10)

YES

Contact the manufacturer's authorized service center.

## Symptom 5

Characters and lines are not read correctly.

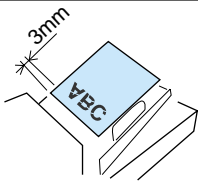


Is the "Line Art" mode selected?

**NO**

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

**YES**

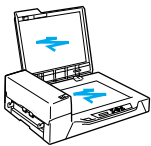


Is there any printed text on the first 3mm of the document?

**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. 2-5, p. 2-7, p. 2-10)

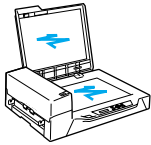
**YES**

Contact the manufacturer's authorized service center.



## Symptom 6

Images are distorted or unclear.

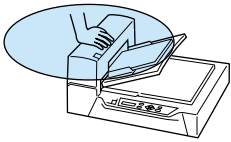


Are the Document bed, Document holding pad, glass and sheet guides clean?

**NO**

Clean the dirty parts.  
(See p. 2-5, p. 2-7, p. 2-10)

**YES**

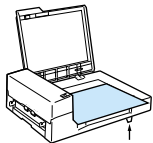


During rear read operation with the ADF, is the top of the ADF being pressed or is there anything heavy on it?

**YES**

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

**NO**



missing

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

**NO**

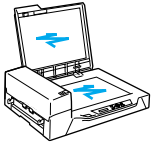
Place the scanner on a flat, even surface or attach the rubber feet.

**YES**

Contact the manufacturer's authorized service center.

## Symptom 7

Images have vertical lines.

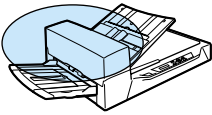


Did you scan the document using the Flatbed?  
Are the lines white?

**YES**

Contact the manufacturer's authorized service center.

**NO**



Are the lines black?

**YES**


Clean the ADF Glass.

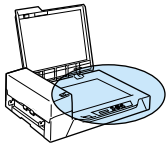
**NO**

Contact the manufacturer's authorized service center.

## Symptom 8

The Check indicator is on.

 CHECK

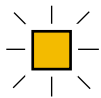


Is the Shipping Lock placed in operating position?

NO

Place the Shipping Lock correctly.  
(See Operator's Guide.)

YES



CHECK

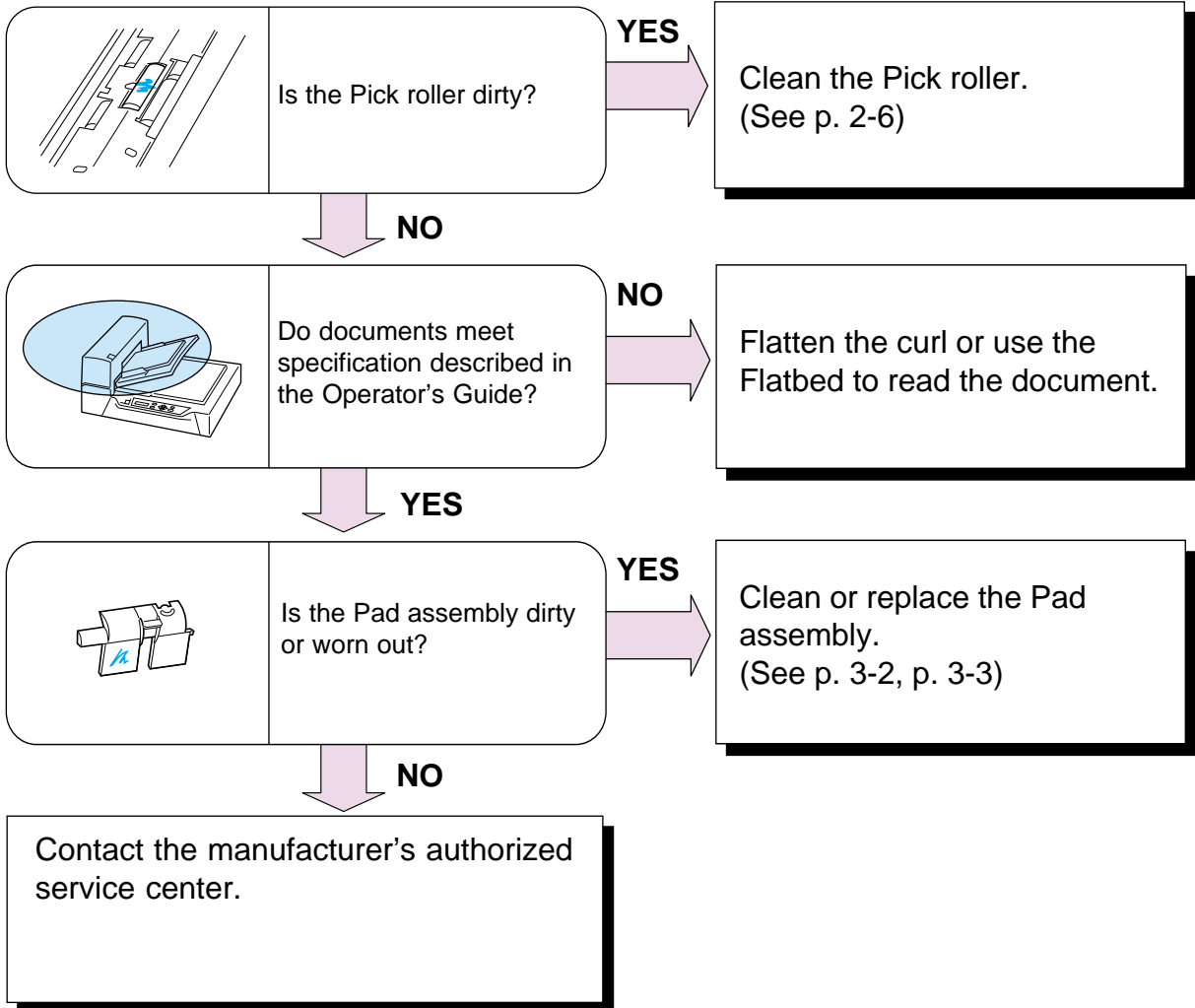
Turn off the power once and then try to turn on the power again. Is the CHECK lamp still on? Or is an Alarm displayed?

YES

Contact the manufacturer's authorized service center.

## Symptom 9

"Please clean Pick-roller" is displayed.

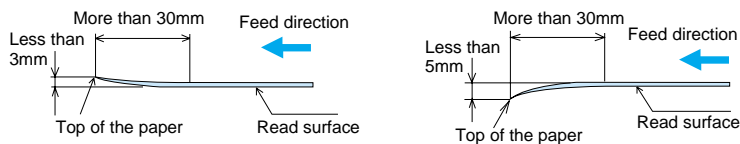


## NOTES

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



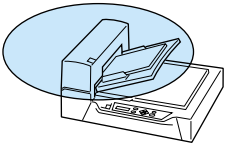
- Read the following types of documents using the Flatbed:
  - Paper with clips or staples.
  - Paper with wet ink.
  - Paper of uneven thickness (for example, envelopes).
  - Paper with large rumples or curls.
  - Paper with folds or tears.
  - Tracing paper.
  - Coated paper.
  - Carbon paper.
  - Paper smaller than A6 size or wider than A3.
  - Materials other than paper (for example, cloth, sheet metal, or OHP film).
  - Photographic paper.
  - Paper with perforations on its sides.
  - Non-rectangular paper.
  - Very thin paper.
- The leading edge of all documents fed by the ADF should be straightened so the curl of the paper meets the specifications below:



- Do not mix documents of different widths.

## Symptom 10

Paper double feed occurs frequently.

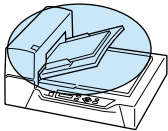


Does the condition of the documents meet the requirements described in the Operator's Guide?

**NO**

Flatten the curl or use the Flatbed to read the documents.

**YES**

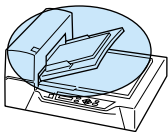


When double feed detection is ON, are all the documents of the same length?

**NO**

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

**YES**

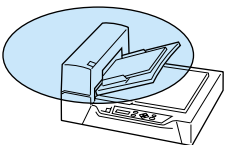


Are the documents fanned before being loaded on the ADF paper chute?

**NO**

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

**YES**

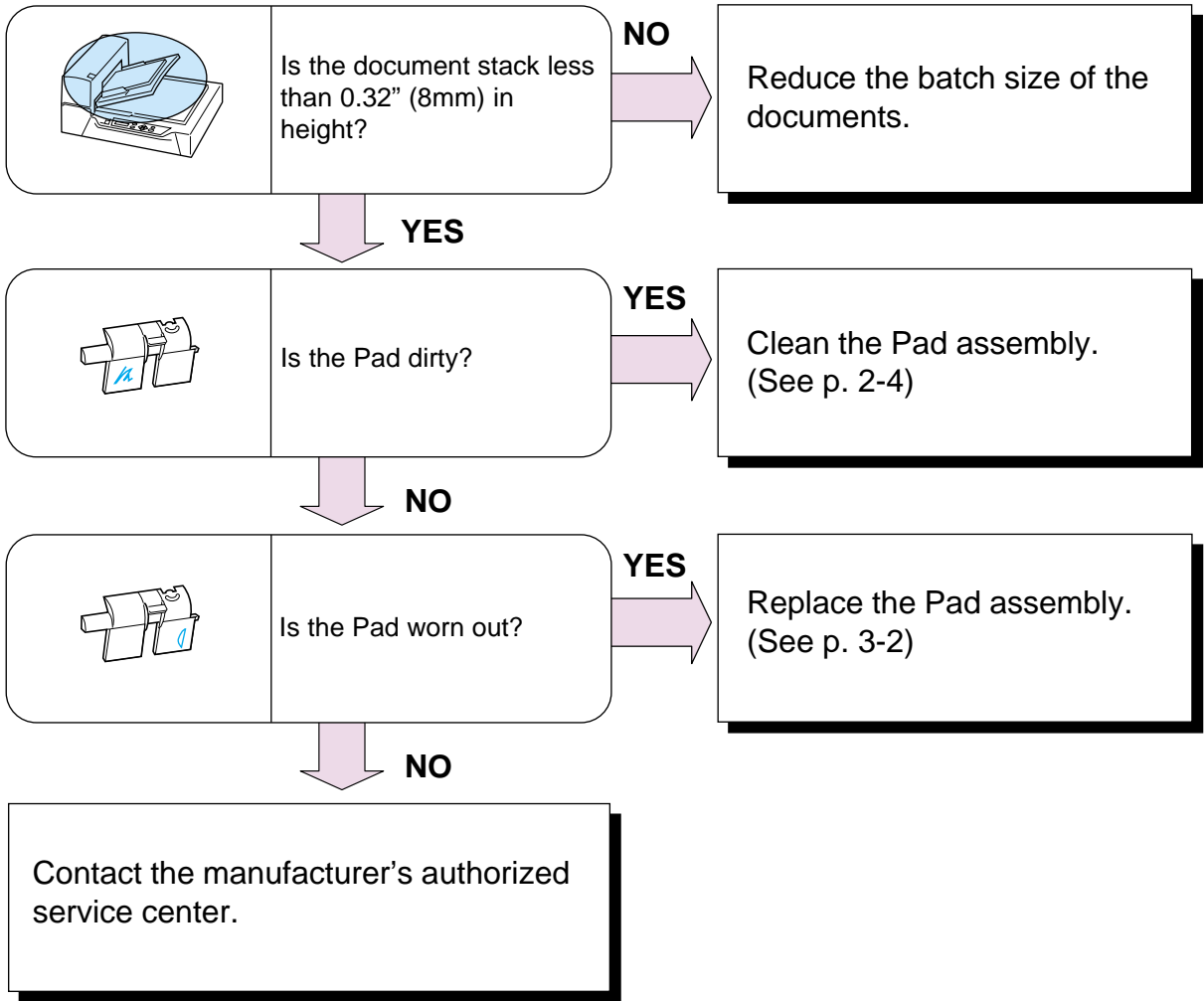
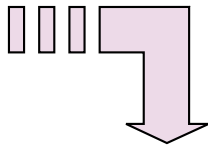


Have the documents recently been printed by copier or laser printer?

**YES**

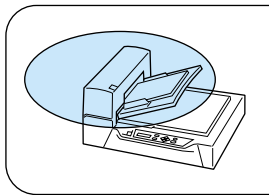
Fan the stack 3 or 4 times to remove the static charge applied to the paper.

**NO**



# Symptom 11

Mispick occurs frequently.



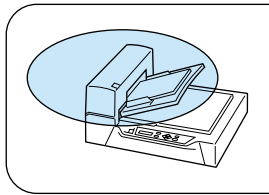
Do the conditions of the documents meet the requirements described in the Operator's Guide?

NO

Flatten the curl or use the Flatbed to read the documents.



YES



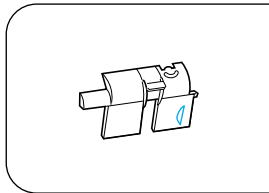
Have the documents been fanned before loading them on the ADF paper chute?

NO

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



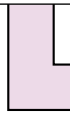
YES



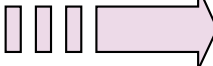
Is the Pad assembly installed correctly?

NO

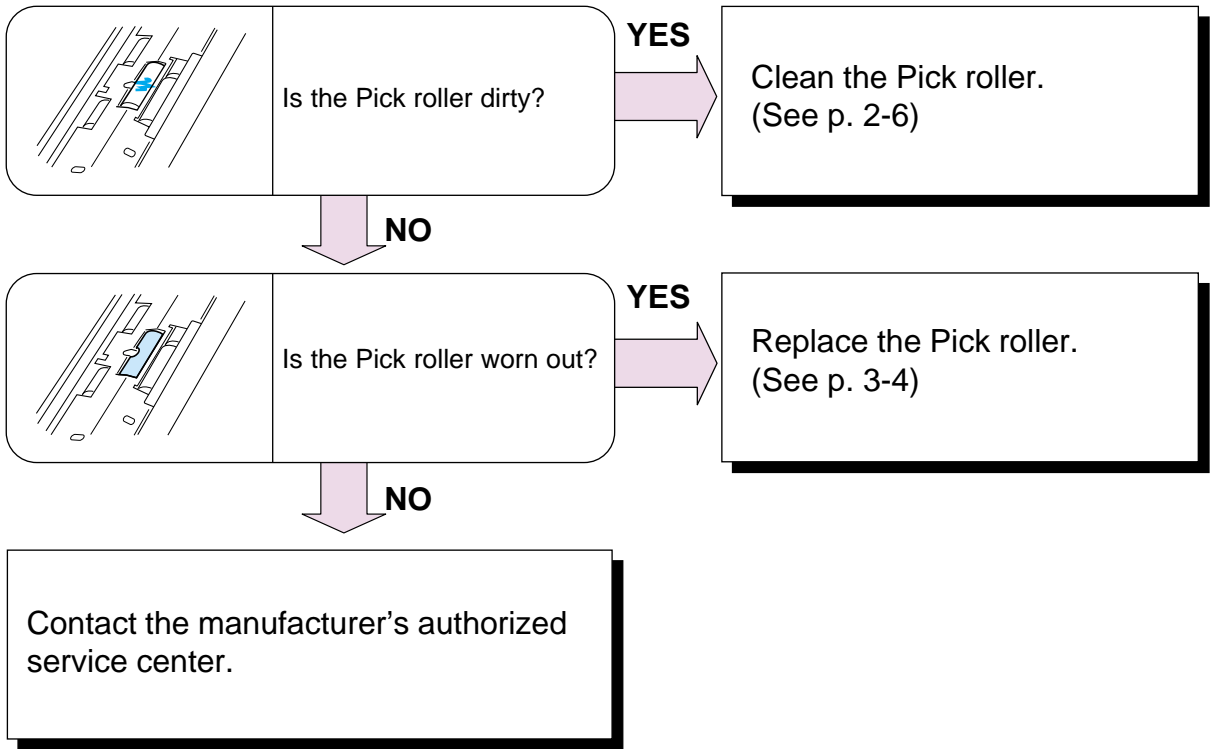
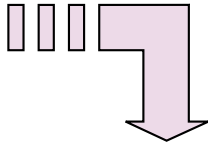
Install it correctly. (See p. 3-2)



YES

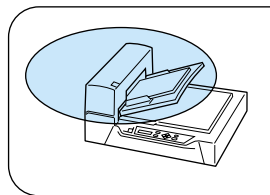






## Symptom 12

Paper jams occur frequently.

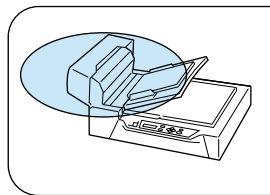


Does the condition of the document meet the requirements on page 4-13?

**YES**

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

**NO**



Are there any foreign particles in the ADF?

**YES**

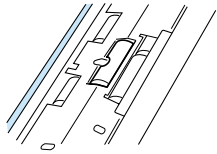
Clean the ADF (see p. 2-4) or remove the foreign particles.

**NO**

Contact the manufacturer's authorized service center.

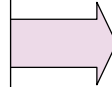
## Symptom 13

"Please clean ADF glass" is displayed.



Is the ADF glass dirty?

**YES**



Clean the ADF glass.  
(See p. 2-5)

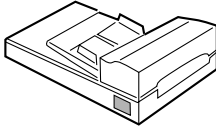
**NO**



Contact the manufacturer's authorized  
service center.

# Problem Checklist

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

<b>■ General</b>																																												
Model																																												
Part number																																												
Serial number																																												
Manufactured data																																												
Revision	<table border="1" data-bbox="267 696 554 850"> <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>											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																																		
<p>The revision is printed on the label located at the left corner of the back.</p> <p>The revision is indicated by the double line.</p> <p>This example shows the revision A2.</p>																																												
Date of purchase																																												
Symptoms																																												
Persistent problem?																																												
Serviced before (when and how)?																																												
Error status																																												
<b>■ Transport error</b>																																												
Type of document.																																												
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Can you send the original and output of sheet by facsimile or by mail?																																												



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