

|   |  |   |   |
|---|--|---|---|
| Model: NAD 30S/30/40 DF (DF67)          |  | Date: 15-Oct-98   | No.: 1  |
| Subject: Original MIsfeed               |  | Prepared by: S. Hizen   |   |
| From: GTS and S Field Information Dept. |  |   |   |
| Classification:                         | <input checked="" type="checkbox"/> Troubleshooting<br><input type="checkbox"/> Mechanical<br><input type="checkbox"/> Paper path<br><input type="checkbox"/> Other (      ) | <input type="checkbox"/> Part information<br><input type="checkbox"/> Electrical<br><input type="checkbox"/> Transmit/receive | <input type="checkbox"/> Action required<br><input type="checkbox"/> Service manual revision<br><input type="checkbox"/> Retrofit information |

## SYMPTOM

Original feed jam: The original is jammed just after the front edge is fed about 10 cm (A4/LT size) onto the exposure glass.

## POSSIBLE CAUSE

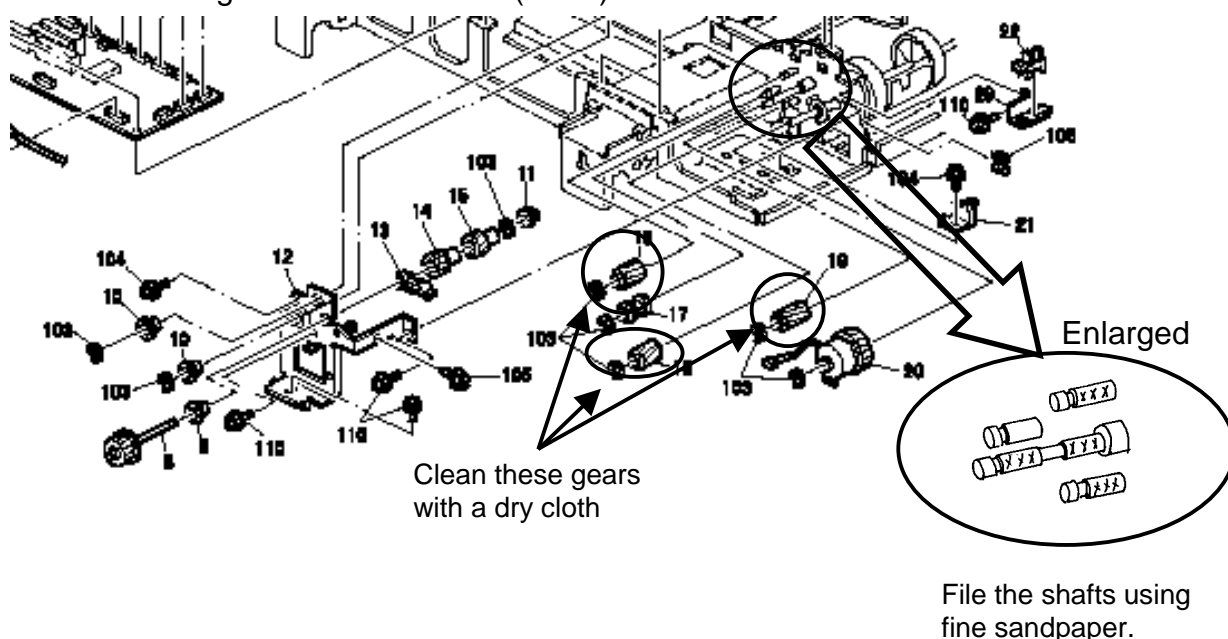
The friction between the 16Z gear and its shaft increases and exceeds the maximum torque of the feed motor. This is due to tiny burrs on the shaft.

## SOLUTION

File off the tiny burrs on the shaft and lubricate as shown in the following procedure.

### Procedure

1. Take off the retaining rings for the 16Z gears.
  2. File the shafts using fine sandpaper. (Do not use a metal file to file the shaft because this will increase the friction.)
  3. Clean the shafts and the inside of the gears with a dry cloth.
  4. Lubricate the shafts and the inside of the gears with plastic grease (white resin based grease for plastic parts).
  5. Reassemble the gears and the rings.
- Parts Catalog: 7. Drive Section 2 (A680) -



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**Note:**

The burrs on the shaft may be too tiny to be visible. You can check for burrs by removing the retaining rings and moving the 16Z gears back and forth slowly by hand. If the gear seems to be stuck, then burrs exist.

**Temporary Countermeasure at the Factory****Burr inspection and lubrication****Start Serial Numbers**

A680-15: 1B38830946

A680-57: A7718830467

A680-62: AS08840001

A680-26: 3Q78480001

**Final Countermeasure**

Increase the inside diameter of the gear. (An MB will be issued as soon as the parts are available.)

**Start Serial Numbers**

A680-15: 1B38870001

A680-57: A7718870228

A680-62: AS08870001

A680-26: 3Q78780001

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|--|--|--------------------------|---------------|
| Model: NAD 30S/30/40 (DF67)                  |  | Date: 17-Apr-00          | No.: RA230058 |
| Subject: Software Release Information        |  | Prepared by: E. Fukuyama |               |
| From: Technical Services Dept., GTS Division |  |                          |               |
| Classification:                              | <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required<br><input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision<br><input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information<br><input checked="" type="checkbox"/> Other (      ) |                          |               |

Below please find the modification history from the first production for the Main Board up to Suffix J for the DF67.

## Corrections Version D

| No, | Details of Errors  |
|-----|--|
| 1   | Stamp not possible during a free run.  |
| 2.  | After modification, the machine will use the maximum value for the registration adjustment if the command received is above the maximum. |
| 3.  | Noise occurs when the motor is stopped.  |
| 4.  | If paper is fed from the bypass tray following jam recovery, the clutch remains on after the job is completed.                           |

## Corrections Version E

|    |  |
|----|--|
| 1. | A job stops while copying an original set on the exposure glass. |
|----|--|

## Corrections Version F

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| 1. | If the left cover has not been completely shut, the output of the feed cover sensor fluctuates and the DF continuously repeats initial warm-up. |
| 2. | The machine sometimes does not detect the size of the original when sending a fax.  |
| 3. | If a jam occurs in duplex mode, it is not possible to clear the job even after the jam itself has been cleared.                                 |
| 4. | When punch holes in the original pass the exit sensor, the sensor mistakenly interprets this as the trailing edge. This causes a jam to occur.  |

## Corrections Version G

|    |  |
|----|--|
| 1. | If a business card or other small-sized original is left on the exposure glass, the machine will allow ADF feed since the small original is not detected. At the next ADF feed, a jam occurs and the original is not fed out normally. The machine does not detect the jam and displays 'Copy in progress' until the jammed original is removed. |
|----|--|

## Corrections Version H

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|----|---|
| 1. | If a jam occurs at the exit area when the ADF upper tray has been selected, the copier displays 'Copy in progress' even if the jam itself is cleared and the Start button is pressed. As a result, the next original cannot be fed. |
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## Corrections Version J

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| 1. | If an odd number of copies has been selected for a scanning job (1,3,5...) or the job is cancelled from within a scanner application, the original is not fed out normally. |
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|--|--|--------------------------|---------------|
| Model: NAD 30S/30/40 DF (DF67)               |  | Date: 23-Mar-01          | No.: RA230068 |
| Subject: Multi-sheet feeding                 |  | Prepared by: E. Fukuyama |               |
| From: Technical Services Dept., GTS Division |  |                          |               |
| Classification:                              | <input checked="" type="checkbox"/> Troubleshooting <input type="checkbox"/> Part information <input type="checkbox"/> Action required<br><input type="checkbox"/> Mechanical <input type="checkbox"/> Electrical <input type="checkbox"/> Service manual revision<br><input type="checkbox"/> Paper path <input type="checkbox"/> Transmit/receive <input type="checkbox"/> Retrofit information<br><input type="checkbox"/> Other (      ) |                          |               |

## Symptom

The DF 67 will not completely separate the originals. Multiple sheets feed onto the glass usually cause the DF 67 to jam. In some cases, the DF will not indicate a jam and will continue to feed additional sheets of paper.

## Cause

Multi-sheet feeding occurs when there is a large contact surface area between the feed belt and the separation roller.

## Countermeasure

The contact surface area between the feed belt and separation roller has been reduced by changing the shape of the belt drive roller holder and the pick-up lever.

**Note:** The new holder and pick-up lever must be installed together as a set. This is because, if the new holder (A6801822) is used with the old lever (A6801871), the decreased friction between the roller and paper may cause misfeeds.

| Old part number | New part number | Description                | Q'ty | Int | Page | Index |
|-----------------|-----------------|----------------------------|------|-----|------|-------|
| A6801821        | A6801822        | Holder – Belt Drive Roller | 1-1  | X/O | 7    | 28    |
| A6801871        | A6801872        | Pick-up Lever              | 1-1  | X/O | 7    | 18    |