CALL FLOW

INITIAL ACTION

This step is used to gather information about the reason for the call, to determine the machine condition, and to run print samples.

SYSTEM CHECKS

This step is used to suggest a direction for using the information, obtained during Initial Action. You can then repair and verify the repair of the problem. This step may also provide information to assist in the identification of new problems and suggest actions to take to repair/resolve them.

EVERY CALL ACTIVITIES

This step consists of every call cleaning and maintenance activities.

SCHEDULED MAINTENANCE

This step is used to check the life remaining on the CRU's.

FINAL ACTIONS

This step is used to ensure that the print quality, the printer performance, and the printer appearance is satisfactory. It will also provide direction to help complete administrative tasks.

INITIAL ACTION

Purpose

To suggest how to gather information about the service call, the machine condition, and to direct the user through the call.

PROCEDURE

1. Ask the customer to describe the problem that causes the service call and the job being run when the problem occurred.

2. Inspect any rejected prints for evidence of defects.

3. Switch the printer power Off/On and check for and note/record any fault codes in the Control Panel Display.

4. Examine the Machine Service Log (under the Left Side Cover) for previous problems or activities that may be related to this service call.

5. Go to (SYSTEM CHECKS).

SYSTEM CHECKS

Purpose

To suggest a direction for effective repair and verification of repair of problems found in Initial Action.

PROCEDURE

1. Select the appropriate situation from a-g below, then diagnose and repair the problem.

    a. Replace any obviously broken parts.

    b. If this is an Image Quality problem, go to IQ1 Image Quality Entry RAP in Section 3.

    c. If there is a Fault Code, go to Section 2 Table of Contents. Locate and perform the RAP associated with the Fault Code.

    d. If there is NO fault code associated with the problem, go to Section 2 Table of Contents. Locate and perform the RAP which most closely matches the problem described by the customer.

    e. If the problem is not repeatable, operate the printer in the same job conditions the customer used and recheck for a problem in the categories listed here.

    f. If the problem still is not reproduced, check the printer Fault History.

    (C55/C55mp)
    Off Line, Menu, then scroll to <SERVICE>, <ERROR LOGS>, <FAULT HISTORY>. Scroll through the Fault History and note any repeating faults. Refer to the RAP for these fault codes in Section 2 and read the fault code description to see if the code relates to the customer problem. If so, perform the RAP

    [NC60]
    Menu Up until Print Menu. **Item Up** until Fault History then press **Enter**. Look through the Fault History and note any repeating faults. Refer to the RAP for these fault codes in Section 2 and read the fault code description to see if the code relates to the customer problem. If so, perform the RAP.

    g. If none of the above situations applies go to EVERY CALL ACTIVITIES.

2. Verify that the problem is corrected and go to EVERY CALL ACTIVITIES.

EVERY CALL ACTIVITIES

Purpose

To list service activities required for specific subsystems.

PROCEDURE

1. Open the printer and Clean the Charge Scorotron using the Scorotron cleaner.

2. Clean the toner loading area.

3. Remove the Following:

    a. Print Drum Module. (GP I)

    b. Color Developer Module. (GP 2)

    c. Black Developer Module (GP 3)

    d. Toner Collector. (GP 4)

4. Vacuum the Drum, Developer, and Toner Collector areas.

5. Replace the Toner Collector if required.

6. Reinstall the following:

    a. Black Developer Module (GP 3)

    b. Color Developer Module. (GP 2)

    c. Print Drum Module. (GP I)

    d. Toner Collector. (GP 4)

7. Use Film Remover to clean the Feed Rollers. Do not rotate the Feed Rollers more than 270° while cleaning. Apply Rubber restore if available.

8. Check the Transfer Drum Nip Adjustment (ADJ 11.1)

9. Wipe the outside of the printer.

SCHEDULED MAINTENANCE

Purpose

To check the life remaining on the CRUs.

PROCEDURE

1. Check the life of the Customer Replaceable Units (CRUs).

    a. **(C55/C55mp)**
       Enter the Off Line mode, press **Menu** and scroll to <MAINTENANCE>.

       [NC60]
       Menu Up until Service Menu, **Item Up** until CRU Usage, **Value Up** to see % remaining on the CRUs.

    b. Check the life remaining on the following:

       • Black Developer Cartridge.

       • Color Developer Cartridge.

       • Print Drum.

       • Fuser Module.

2. If any of the CRUs are near end of life, notify the customer.

FINAL ACTION

Purpose

To ensure the image quality is acceptable, printer performance and appearance is satisfactory and to complete administrative tasks.

PROCEDURE

1. Install/close all covers and doors.

2. Run the Print Quality sample set.

   a. **(C55/C55mp)**
      Enter the Off Line mode, press **Menu** and scroll to <SERVICE>. Select <TEST PATTERNS>, and print the PQ set.

      [NC60]
      Menu Up until Service Menu, **Item Down** until Print PQ Set and press **Enter.**

3. If possible, ask the customer to print one of their representative prints to examine and comment on.

Wrap-Up Procedure

1. Record your service activities in the service log.

2. Record the Total meter reading (from the Diagnostic Test Pattern) in the service log.

3. Record the ESS software level (from the Diagnostic Test Pattern) in the service log.

4. **(C55/C55mp)**
   (Off Line, Print, Settings). Record the NIC software level (from the Settings page) in the service log.

5. Put the Printer PQ set and service log into the service log folder.

NOTE: It is very important to save the PQ set. There is information on the Diagnostic sheet (Toner Concentration setpoints) which will be needed if the NVM is reset or the PCU PWB is replaced.

Notes: