

Issued by Canon Europa N.V.

Model:

iR3570
iR4570

Ref No.:

iR4570-010
(F1-T01-0M4-10032-01)

Date:

25-02-05

Location:

Fixing Assembly

Subject:

Preventive measure against display of E014 and abnormal sound generated from fixing assembly.

Detail:

<Symptom>

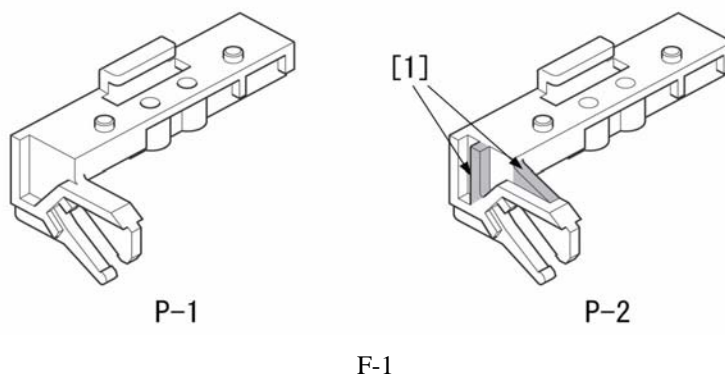
A display of E014 and abnormal sound generated from the fixing assembly

<Cause>

A cleaning roller mount, which is used to fix the cleaning roller, is damaged by a shock given in transport, and the cleaning roller is detached, that causes a malfunction.

<Factory measures>

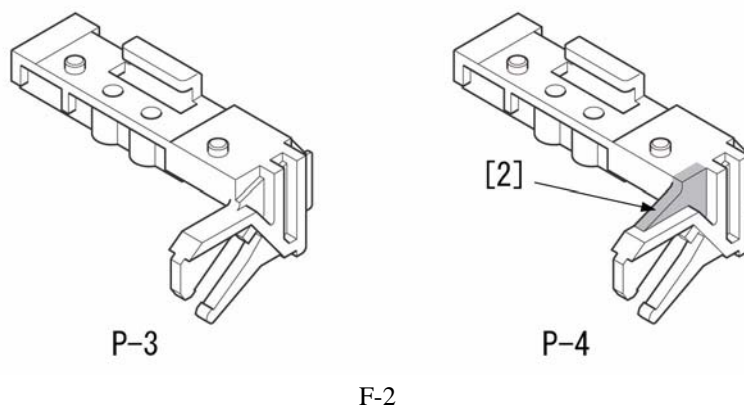
The shape of cleaning roller mount is changed as shown below to increase its strength so as to prevent the cleaning roller mount from being damaged and prevent the cleaning roller from becoming a malfunction.



P-1 Old type cleaning roller mount unit (front)

P-2 New type cleaning roller mount unit (front)

[1] Added parts to increase the strength



P-3 Old type cleaning roller mount unit (rear)

P-4 New cleaning roller mount unit (rear)

[2] Added part to increase the strength

Service work:

When the symptom described above occurs, replace the cleaning roller mount unit to new one. Be sure to replace both (front/rear) of the cleaning roller mount unit even when only one side (front or rear) has been damaged, so as to prevent recurrence in future.

Service parts:

No		DESCRIPTION	PARTS NO.	Q'TY	I.C.	P.C.
1	OLD	CLEANING ROLLER MOUNT UNIT,F.	FM2-1775-000	1->0	N	810
	NEW	CLEANING ROLLER MOUNT UNIT,F.	FM2-1775-020	0->1	Y	
2	OLD	CLEANING ROLLER MOUNT UNIT,R.	FM2-1776-000	1->0	N	810
	NEW	CLEANING ROLLER MOUNT UNIT,R.	FM2-1776-020	0->1	Y	
3	OLD	FIXING ASSEMBLY	FM2-1774-000	1->0	N	810
	NEW	FIXING ASSEMBLY	FM2-1774-030	0->1	Y	

Affected Machines:

iR4570 230V EUR KFQ00106 AND LATER

iR3570 230V EUR KFW00424 AND LATER