Model: NAD 30S/30/40 (1000-sheet Finisher)	Date: 30-Jun-98	No: 6
Subject: Paper rolled up on the shift tray	Prepared by: M.Mimura	
From: QAC Field Information Dept.		

Classification:	☒ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☐ Other ( )		

SYMPTOM

When a large number of sheets, such as thirty, are stapled in the multiple copy mode, a couple of the bottom sheets in the stapled stack may be rolled up on the shift tray.

CAUSE

If the paper facedown-curls excessively, the stapled set of paper will not slide back all the way to the extreme right position on the shift tray. If this happens, the lower leading edge of the next set may catch on the trailing edge of the set already on the tray, causing a couple of the bottom sheets to roll up.

This symptom could occur with a thick stapled set when the copies have piled up high on the tray. Heavy paper sets will generate stronger friction with the paper set underneath, and as the copies pile up, the angle of the top copies will level off and make sliding back more difficult.

Note: 1. Non-staple mode copies will not exhibit this symptom because single sheets of paper are delivered to the shift tray at a time.

2. Due to the nature of the copy job type in which this problem occurs, this symptom would more likely occur with heavy volume users such as copy shops, rather than with casual users.

SOLUTION

1. The copy paper has a characteristic that one side creates more curl than the other side. Therefore, instruct the customer to flip over the paper in the paper tray to reduce the amount of paper curl.
   For those customers who have a wide selection of paper brands, recommending a paper brand which creates less curl might be more beneficial for the customer. (See page 23 of the NAD Copy Reference manual for related remarks.)

2. This symptom may occur more with A4/11" x 8.5" sideways feed. This is because the paper can slide up the tray further than other paper sizes. (Larger sizes of paper will not go that far because of the friction with the lower set of copies.)

   If that is the case, install the new version ROM (#A6815103E). The new version ROM decreases the exit speed of A4/11" x 8.5" sideways paper to drop the paper close to the right frame for easy switch back. (This happens for stapling more than 11 sheets.)

Model: NAD 30S/30/40 (1000-sheet Finisher)	Date: 30-Jun-98	No: 6

Cut-in Serial Numbers

The new version ROM will be implemented into the production from July '98. The cut-in serial numbers are as follows:

Code	Brand	Cut-in Serial #s
-15	GES. US / SAVIN	1B48070001
-17	RICOH	A7728070001
-22	NRG	AR2807000
-26	INFOTEC	3R0780001
-55	LANIER	From 1st Production

Model: NAD 30S/30/40(1000 Finisher)	Date: 30-Nov-99	No.: RA230050

Subject: Software Replacement Information	Prepared by: E. Fukuyama
From: Technical Services Dept., GTS Division	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other ( )		

Below please find the modification history for the main board up to suffix K for the 1000-sheet finisher.

A6815103F
1. Stapled paper did not stack straight.

A6815103G
1. The jam detection timing has been changed so that the finisher can also be used with the Russian. This will have no effect on the NAD.

A6815103H
1. The mainframe freezes up during jam recovery. The frequency of occurrence is extremely low.
2. The user cancels the staple job when there is only one sheet in the staple tray, and the sheet is automatically removed from the tray. A paper jam occurs when the next sheet is fed for stapling.

A6815103J
1. A jam occurs when the door is opened during a staple job.
2. After the power is turned on, the machine reaches copy ready status even though the shift tray lower limit sensor is on (and the stack is full). A jam occurs if a copy job is started.

A6815103K
1. Paper jam due to an error in the vertical movement of the tray.

Model: NAD 30S30/40	Date: 3-Jul-02	No.: RA681001

Subject: Software Release Information	Prepared by: Y.Urushihara
From: Technical Services sec. Service Planning Dept.	

Classification:	☐ Troubleshooting	☐ Part information	☐ Action required
	☐ Mechanical	☐ Electrical	☐ Service manual revision
	☐ Paper path	☐ Transmit/receive	☐ Retrofit information
	☒ Other ( )		

1000-sheet finisher firmware history.

A6815103	Version	C. SUM
L	2.19	FF40DBBB
A6815120	**2.20**	**2ED6**

Symptom Corrected	Suffix
After the tray becomes full and the stack is removed (Stapling mode only), the machine begins feeding out the remaining copies before the tray can lift up to the proper position.	***P/N changed***
The initialization routines for the Shift Motor and Exit Guide Plate Motor have been deleted for adaptation with ZESM (Zero Energy Standby Mode).	L
Paper jam due to an error in the vertical movement of the tray.	K
Jam occurs when the door is opened during a staple job.	J
After the power is turned on, the machine reaches copy ready status even though the shift tray lower limit sensor is on (and the stack is full). A jam occurs if a copy job is started.	J
The mainframe freezes up during jam recovery (frequency of occurrence extremely low).	H
The user cancels the staple job when there is only one sheet in the staple tray, and the sheet is automatically removed from the tray. A paper jam occurs when the next sheet is fed for stapling.	H
The jam detection timing has been changed so that the finisher can also be used with the Russian. This will have no effect on the NAD (specification change for use on the Russian).	G
Stapled paper did not stack straight.	F