

Model: Mojito		Date: 04-Jul-00	No.: RA293007
Subject: SC740 and Jam indicator turns on.		Prepared by: M. Tsuyuki	
From: Technical Services Dept., GTS Division			
Classification:	<input checked="" type="checkbox"/> Troubleshooting	<input type="checkbox"/> Part information	<input checked="" type="checkbox"/> Action required
	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Electrical	<input type="checkbox"/> Service manual revision
	<input type="checkbox"/> Paper path	<input type="checkbox"/> Transmit/receive	<input type="checkbox"/> Retrofit information
	<input type="checkbox"/> Other (      )		

Some booklet finishers (A763) may exhibit the following problem. Please check the machine at installation or at the next customer site visit.

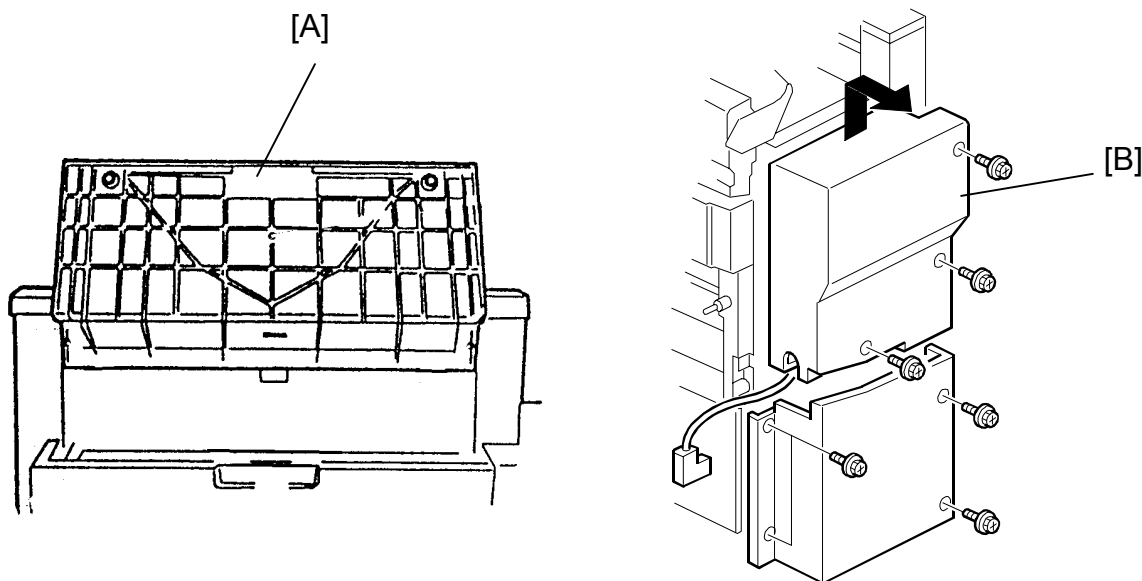
## SYMPTOM

When making copies in staple mode, an IC on the finisher board shorts and SC740 is displayed. After the main switch is turn off and on, a jam is indicated.

## CAUSE

The cable of the guide plate motor is caught between the guide plate unit and frame. In the worst case, the cable covering peels off and the +24V line is shorted to ground. These two factors combine to cause the finisher board to be damaged.

## ACTION

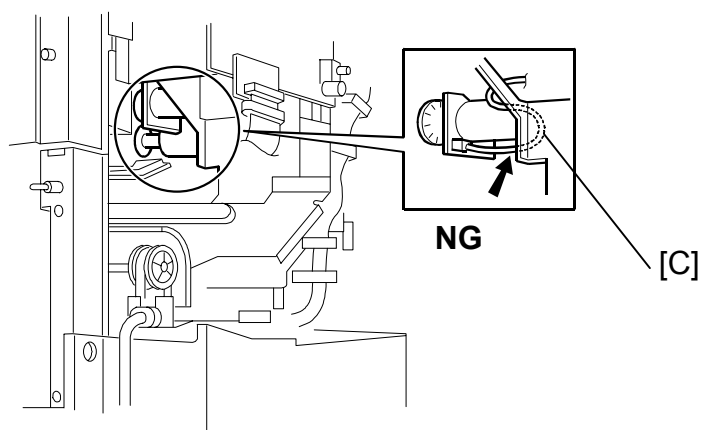


1. Hold up the proof tray and open the top cover [A].
2. Unhook the upper rear cover [B] and remove it (3 screws).

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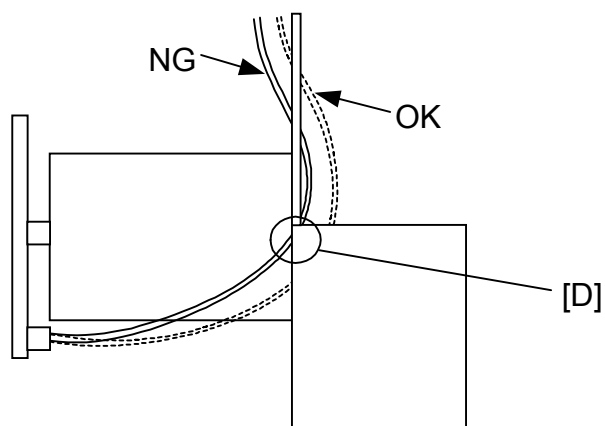
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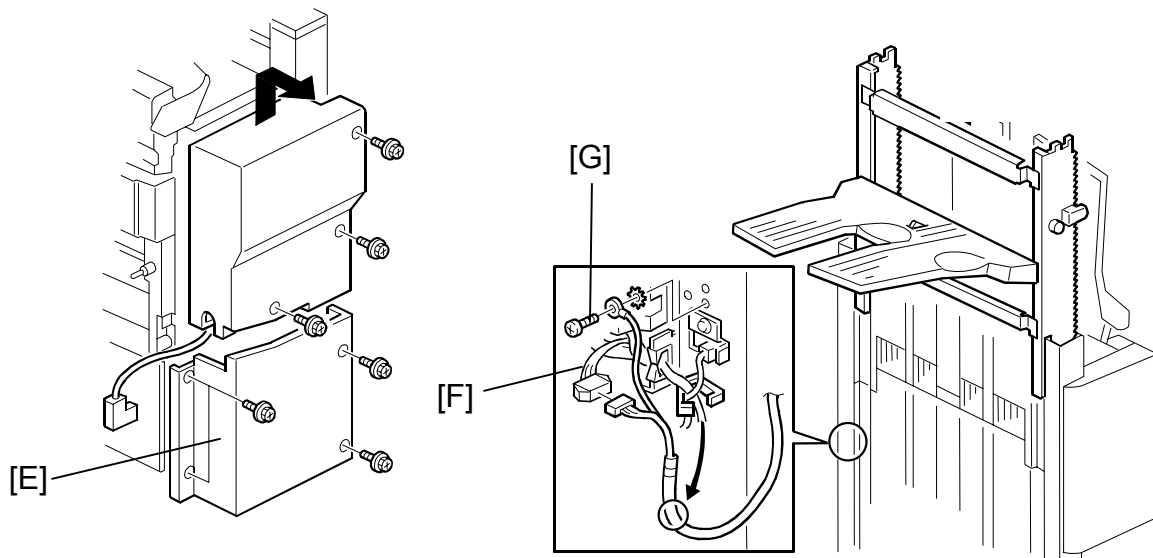


3. Check to see if the cable [C] is caught.

4. If it is not caught, the finisher is Ok. If it is caught, go on to the next step.

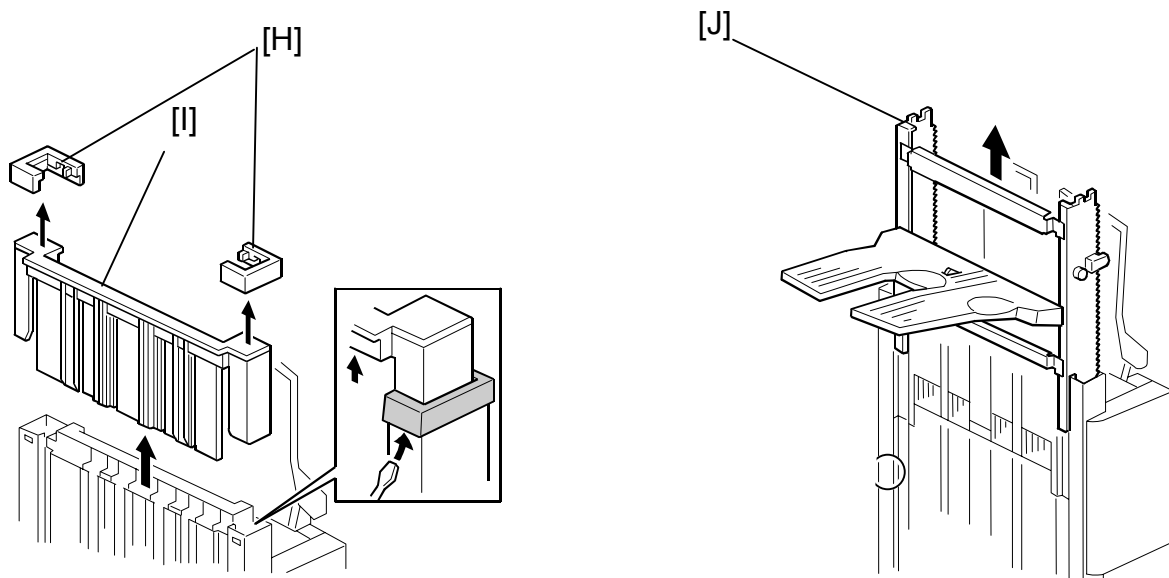


5. If the cable is caught at area [D], go on to the next step. If not, the finisher is OK.



6. Remove the lower rear cover [E] (4 screws).

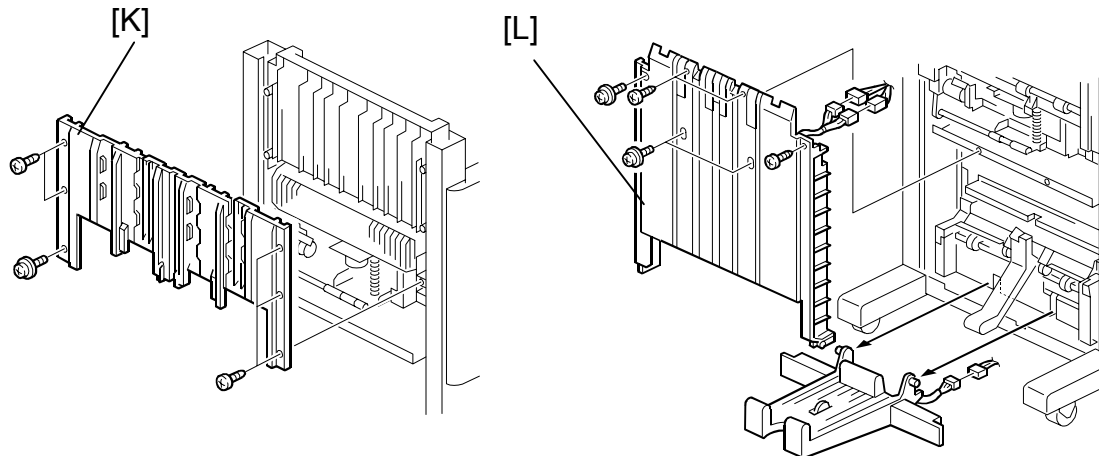
7. Disconnect the connector [F] and remove the grounding wire [G] (1 screw).



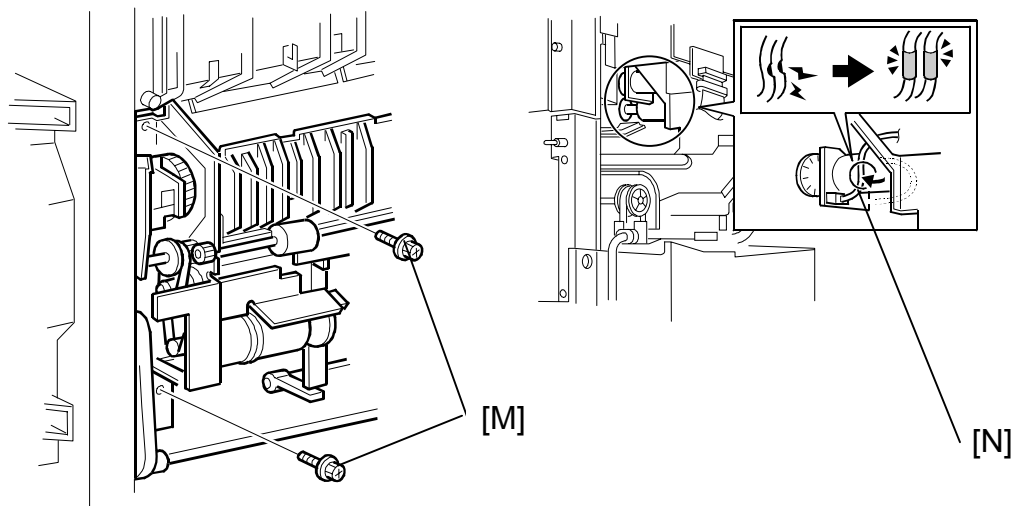
8. Unhook the two stoppers [H] and remove them.

9. Remove the slide guide [I] by pulling it up.

10. Remove the shift tray unit [J] by pulling it up.



10. Remove the upper shift guide [K] (6 screws (5 x M4, 1 x M3)).
11. Remove the lower shift guide [L] (2 connectors, 6 screws [3 x M4, 3 x M3]).

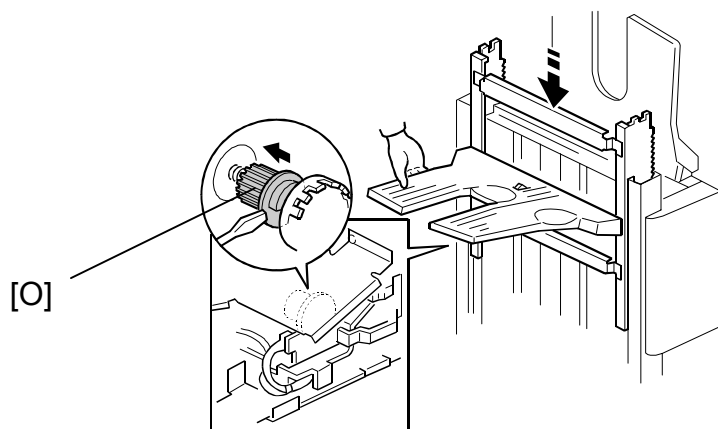


12. Loosen the rear side screws [M] of the exit unit.
13. Free the cable [N].
14. Check the surface of the cable.
15. If the cable wires are visible, wrap them with vinyl tape.

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16. Reassemble the machine.

**Note:** When reinstalling the shift tray unit, release the clutch gear [O] of the tray lift motor by carefully inserting a screwdriver.

## COUNTERMEASURE

The length of the cable has been decreased and the route of the cable has been modified.

### Serial numbers of finishers which may have this problem:

Model Code    Serial Number:

A763-14        : From first production to L0740030077

A763-17        : From first production to H5000400375

A763-22        : From first production to H5000300440

A763-26        : From first production to 4D80300090

A763-27        : From first production to H5000300571

## Page A763-1 Correction

### 1.1 SPECIFICATIONS

#### Incorrect

Paper Capacity (80 g/m<sup>2</sup>, 20 lb):

Tray	Modes	Paper size	Capacity
Proof tray		A4-S, LT-S or shorter	150 sheets
		A4-L, LT-L or longer	75 sheets
Shift tray	No staple	A4-S, LT-S or shorter	<u>1000 sheets</u>
		A4-L, LT-L or longer	<u>500 sheet</u>
	Staple	A4-S, LT-S or shorter	<u>750 sheets</u>
		A4-L, LT-L or longer	<u>500 sheets</u>
Staple tray	One size Mixed sizes	1-5 sheets	25 sets
		6-10 sheets	15 sets
		11-15 sheets	10 sets

(-L": Lengthwise ,-S: Sideways)

#### Correct

Paper Capacity (80 g/m<sup>2</sup>, 20 lb):

Tray	Modes	Paper size	Capacity
Proof tray		A4-S, LT-S or shorter	150 sheets
		A4-L, LT-L or longer	75 sheets
Shift tray	No staple	A4-S, LT-S or shorter	<u>147mm stack height or 1000 sheets (*)</u>
		A4-L, LT-L or longer	<u>74mm stack height or 500 sheet (*)</u>
	Staple	A4-S, LT-S or shorter	<u>110mm stack height or 30 sets or 750 sheets (*)</u>
		A4-L, LT-L or longer	<u>74mm stack height or 30 sets or 500 sheets (*)</u>
Staple tray	One size Mixed sizes	1-5 sheets	25 sets
		6-10 sheets	15 sets
		11-15 sheets	10 sets

(-L": Lengthwise ,-S: Sideways)

\* The machine will inform the operator that the tray is full when any of the listed conditions are met (whichever occurs first).