

Confidential

No.PR22-GNE-0127-ETS RevisionB

Issue Date: 4 May 2022

TECHNICAL INFORMATION

Authorized by

Approved by

Issued by Paul Hughes

Doc category : General

T/I Rank : Rank B : Information

Title : Abnormal noise or no feeding when feeding from upper tray (Shaft breaks at upper tray driving gear)

Attached file

Overview

The phenomenon of abnormal noise or not feeding (no paper error) occurs when feeding from the upper tray from Japanese market problem.
We inform about countermeasure of this problem.

Problem list

Inkjet (Consumer/Business IJ) -Abnormal sound-Abnormal sound (ASF operation)
Inkjet (Consumer/Business IJ) -Paper feeding problem-No feed

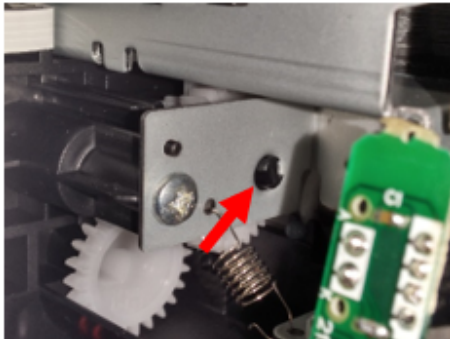
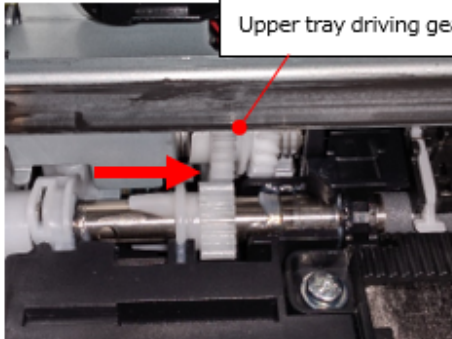
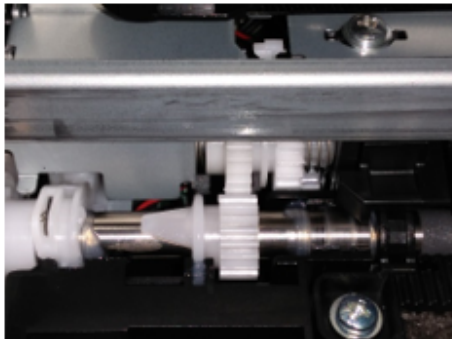
Problem

Abnormal noise or not feeding (no paper error)

Cause

Shaft of gear that drives the upper tray was broken.
 As the result, the meshing of the gears became abnormal, and drive was not transmitted.
 So, occur abnormal noise or the upper tray did not operate, and a paperless error occurred.

-It is estimated that the R of the shaft base is not suitable, and it is due to insufficient strength.

	Photo from left back of Frame base	Photo from Front side
NG	 This axis is tilted.	 Upper tray driving gear Not connected normally
OK		 Connected correctly

Affected product (Main unit)

L8160, L8168, ET-8500 / L8180, L8188, ET-8550

Affected product (ASP)

NA

Affected product (Main unit S/N)

NA

Temporary countermeasure

Improved point / Difference before and after

NA

Schedule of Mass production

NA

Start S/N of improved main unit

NA

Improved ASP P/N and part name

NA

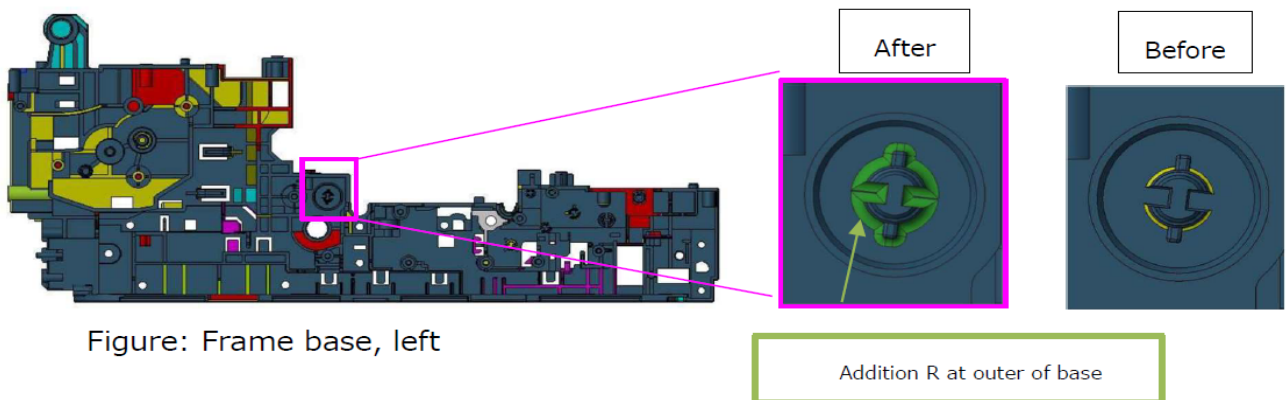
New & old ASP interchangeability

NA

Permanent countermeasure

Improved point / Difference before and after

Adding R of the axis on the left side of the frame base by modifying the mold.



Schedule of Mass production (Main unit)

NA

Schedule of Mass production (ASP)

NA

Start S/N of improved main unit

NA

Improved ASP P/N and part name

Old code/Part name	New code/ Part name
1887734 PRINTER MECHA UNIT,ASP;CJ20;E;IEI	1890240 PRINTER MECHA UNIT,ASP;CJ20;G;IEI
1887735 PRINTER MECHA UNIT,ASP;CJ20;F;IEI	1890241 PRINTER MECHA UNIT,ASP;CJ20;H;IEI
1887736 PRINTER MECHA UNIT,CJ21,ASP;F;IEI	1890249 PRINTER MECHA UNIT,CJ21,ASP;H;IEI
1887737 PRINTER MECHA UNIT,CJ21,ASP;G;IEI	1890250 PRINTER MECHA UNIT,CJ21,ASP;I;IEI

New & old ASP interchangeability

Compatible

Field treatment

Policy : Carry out when target problem occurs.

After receiving a new ASP (countermeasure ASP), please use new part for repairs when repairing about this phenomenon.

Work procedure

NA

Working time : NA

T/I Revision history

PR22-GNE-0127-ETS-A 4 May 2022