

TECHNICAL INFORMATION

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A. Doc category : General

B. Content category : Technical Information

C. T/I Rank : Rank B : Information

D. Security level : NA

E. Title : L8180 Series/ET-8550 Series Abnormal Sound and Paper feeding problem on R-ASF

F. Related product

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

G. Attached file

Movie_Phenomenon1.mov

Movie_Phenomenon2.mp4

PR23-GNE-1880_L8180 Series the replacement procedure for SPUR GER,22.4.pdf

H. Overview

[\[History\]](#)

[Rev.B](#)

[18.6 Improved ASP P/N and part name : Correction of miss description](#)

[Phenomenon]

It occurs abnormal sound (Gear teeth skipping noise) or paper feeding problem (Non feeding, Paper nothing error)

[Occurrences]

Although some printers were occurred from the market, most of the occurrence were ASP mecha-unit during repair (there was also a lot bias).

[Cause]

(Direct cause) The amount of gear(SPUR GER,22.4 of D/E) engagement is not enough

(Root cause) Several reasons are assumed.

One of the causes was that the inner diameter rib of the gear opened toward the outer circumference due to the shrinkage effect during part molding (this is out of spec). This results in a tilt.

Other cause is unknown.

[Countermeasure]

Changed the mold structure to assume opening due to shrinkage (adding a taper assuming opening)

I. Problem list

Inkjet (Consumer/Business IJ) -Error-Error code

Inkjet (Consumer/Business IJ) -Abnormal sound-Abnormal sound (ASF operation)

Inkjet (Consumer/Business IJ) -Paper feeding problem-Paper jam error

Inkjet (Consumer/Business IJ) -Paper feeding problem-No feed

J. Problem

It occurs abnormal sound (Gear teeth skipping noise) or paper feeding problem (Non feeding, Paper nothing error)

Refer the attached movie.

Movie of phenomenon 1 : Abnormal sound and Paper feeding problem

Movie of phenomenon 2 : Gear teeth skipping noise (First occurrence = 0:47~、 Second occurrence 5:24~)

K. Cause

(Direct cause) The amount of gear(SPUR GER,22.4 of D/E) engagement is not enough

(Root cause) Several reasons are assumed.

One of the causes was that the inner diameter rib of the gear opened toward the outer circumference due to the shrinkage effect during part molding (this is out of spec). This results in a tilt.

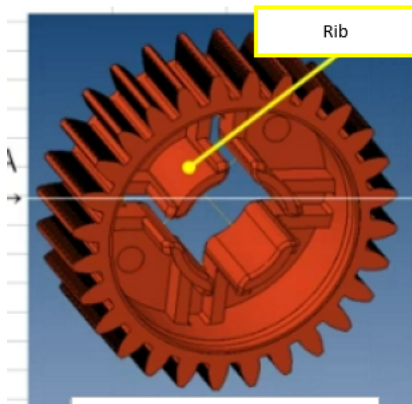


Fig.1 SPUR GER,22.4

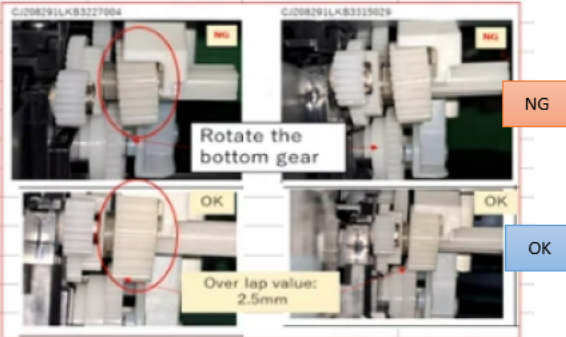
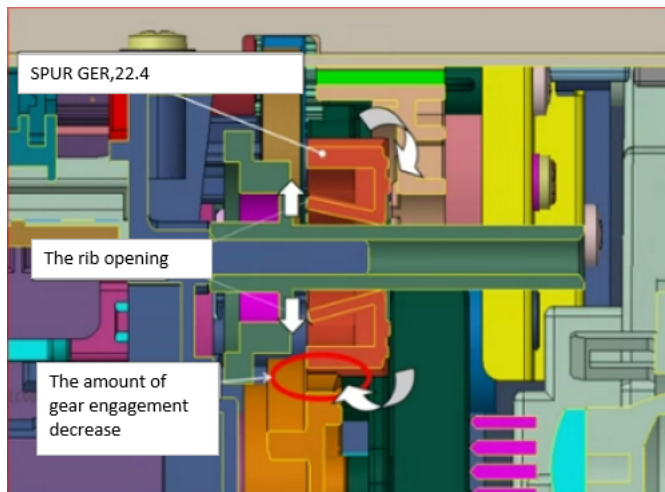


Fig.2 Comparison of OK and NG on the amount of gear(SPUR GER,22.4 of D/E) engagement



L. Affected product (Main unit)

L8180
L8188
ET-8550

M. Affected product (ASP)

1913552 PRINTER MECHA UNIT,CJ21,ASP;J;IEI
1913553 PRINTER MECHA UNIT,CJ21,ASP;K;IEI
1931001 PRINTER MECHA UNIT,ASP;CJ20;K;IEI
1931002 PRINTER MECHA UNIT,ASP;CJ20;L;IEI

N. Affected product (Main unit S/N)

NA

O. Temporary countermeasure

O.1 Improved point / Difference before and after

NA

O.2 Schedule of Mass production

NA

O.3 Start S/N of improved main unit

NA

O.4 Improved ASP P/N and part name

NA

O.5 New & old ASP interchangeability

NA

P. Permanent countermeasure

P.1 Improved point / Difference before and after

Changed the mold structure to assume opening due to shrinkage (adding a taper assuming opening)

P.2 Schedule of Mass production (Main unit)

23 February 2024

P.3 Schedule of Mass production (ASP)

23 February 2024

P.4 Start S/N of improved main unit

NA

P.5 Improved ASP P/N and part name

Before		After			Remarks
Part code	Part name	Part code	Part name	SB No.	
-	-	1932135	SPUR GER,22.4;B	SB040110	New issued
-	-	1932135	SPUR GER, 22.4;B	SB040414	New issued.
-	-	1795369	COMBINATION GEAR,24,18	SB040414	This part was issued because as the parts configuration is the same as the new product L8100 Serie. This part is not a fix for this defect, and there is no change in shape
-	-	1795375	COMPRESSION SPRING,0.326	SB040414	the same as the above
1913552	PRINTER MECHA UNIT,CJ21,ASP;J;IEI	1936142	PRINTER MECHA UNIT,CJ21,ASP,L;IEI	SB039814	
1913553	PRINTER MECHA UNIT,CJ21,ASP;K;IEI	1936143	PRINTER MECHA UNIT,CJ21,ASP;M;IEI	SB039814	
1931001	PRINTER MECHA UNIT,ASP;CJ20;K;IEI	1936218	PRINTER MECHA UNIT,ASP;CJ20;M;IEI	SB039825	
1931002	PRINTER MECHA UNIT,ASP;CJ20;L;IEI	1936219	PRINTER MECHA UNIT,ASP;CJ20;N;IEI	SB039825	

P.6 New & old ASP interchangeability

Compatible.

Q. Field treatment

Q.1 Policy : Carry out when target problem occurs.

NA

Q.2 Work procedure

Please refer attached file regarding the replacement procedure for SPUR GER,22.4.

Q.3 Working time : 15min.

R. T/I Revision history

PR23-GNE-1880-ETS-A 11 April 2024

S. Other

NA