

# SERVICE BULLETIN

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Product: ColorQube 8570 8870

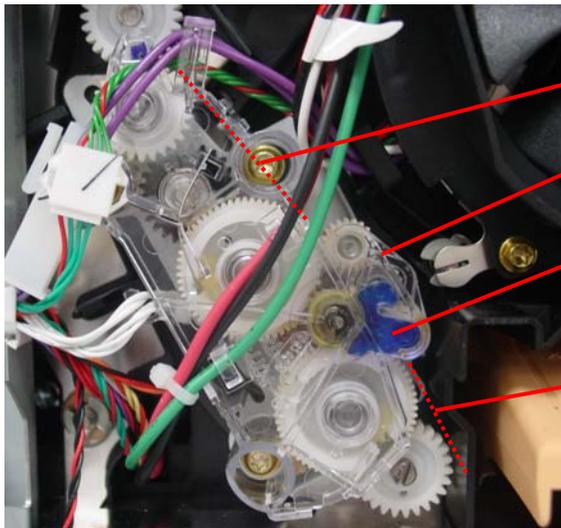
Operational Groups: All

## Jam at Front Door with code 89,121 (C3T) recorded in Jam History

A Process Drive Assembly manufacturing tolerance issue may yield loud, intermittent noises during transfixing. Jams reporting at the control panel as "Jam at the Front Door" may occur. The lead edge of the sheet paper will be in the drum/transfix nip and the media z-folded in front of the preheater. Jam code 89, 121 (C3T) will be recorded in the machine's jam history.

At this time, it is estimated 10-15% of process drive assemblies may have this tolerance issue, FRU stock included.

The process drives swing-arm directs the process motor's motion either to the drum maintenance gear train or to the transfix gear train. If the swing arm does not shift from the drum maintenance position to the transfix position quickly enough a jam may occur



Transfix Gear Train

Swing-arm

Spacer - colored blue for clarity

Drum Maintenance Gear Train

## What to do

When a jam occurs (as with any jam) obtain the relevant error code.

1. At the control panel, scroll to **Troubleshooting > Service Tools > Jam History...**
2. Look for the jam code *89,121 (C3T)*. This error occurs when the print fails to transfix and the media path's strip sensor is not tripped.
3. If you find jam code 89,121, ensure the process module is properly timed as described in the service manual topic *ADJ 1.3 Process Drive Alignment*. If correctly timed, go to the following topic *What to do if you see chronic 89,121 (CT3) fault codes*.

If you do not find jam code 89,121 (CT3) look for another cause for the jam. Such as:

- Incorrect media
- Worn-out pick rollers
- Worn out y-axis motor (extremely high print count)
- Worn or damaged transfix rollers (extremely high print count)
- Damaged Deskew clutch in the media drive assembly. Check the clutch resistance (185 ohms +/- 15%) to verify the clutch is good.

Failure analysis has found that -- with a small percentage of process drive assemblies -- tolerance stack-ups may restrict the movement of the swing-arm.

## What to do if you see chronic 89,121 (C3T) fault codes

For a machine – with a properly timed process drive – that is intermittently making noises during transfixing or *chronically* jamming at the left door with jam code C3T recorded, remove the spacer (colored blue in the illustrations for clarity) from the swing arm. With the spacer removed tolerances are opened up and the swing arm can shift back and forth quicker. It is not necessary to remove the process drive to remove the spacer.

**Caution:** *Only remove the spacer from a process drive's swing-arm if you see a history of 89,121 (C3T) jams.*

1. With a pair of forceps or fine-tip needle-nose pliers, gently pry up the left edges of the spacer. (A dental pic can also help pry it up.) The spacer is held in place with low-tack adhesive. Lift it free of the swing-arm and discard.



2. Test the printer by making several two-sided prints.

## PART INVENTORY STRATEGY

When dealing with chronic jamming with fault code 89,121 (C3T), first attempt to resolve the problem by removing the swing-arm spacer. If that fails to resolve the problem, replace the process drive.

When responding to a service call for a Jam at Front Door, stock a process drive assembly.

Process Drive Assembly 007K20020

TME