

TECHNICAL SERVICE BULLETIN

LANIER RICOH SAVIN®

BULLETIN NUMBER: D062/D063/D065/D066 – 033 REISSUE ★

7/14/2014

APPLICABLE MODEL:

GESTETNER – MP6001/MP6001 SP/MP 7001/MP 7001SP/MP 8001/MP 8001SP/
MP 9001/MP 9001SP

LANIER – LD360/LD360sp/LD370/LD370sp/LD380/LD380sp/LD390/LD390sp

RICOH - AFICIO MP 6001/MP 6001 SP/MP 7001/MP 7001 SP/MP 8001/MP 8001 SP
MP 9001/MP 9001 SP

SAVIN - 9060/9060sp/9070/9070sp/9080/9080sp/9090/9090sp

SUBJECT: LIGHT IMAGES, TONER DUSTING AND OVER TONING ISSUES

SYMPTOMS:

One of the following symptoms may occur before the developer reaches its replacement cycle:

- Light copies (image)
- Toner Dusting
- Over toning causing toner dusting inside the machine

CAUSES:

One or more may be the possible cause for the above symptoms:

- Excessive toner
- Uneven pressure
- Defective Development Unit

SOLUTION:

Perform the following procedure:

Step 1:

For MP 6001 series units, make sure the System firmware is 1.24 and the Engine firmware is 1.71 or higher. Then check the following SP Modes are enabled:

- a) SP2978-1 set it to 255 min
- b) SP 3990-1 set to 1
- c) SP 2901 -1 set to 1

Step 2:

- a) All filters must be replaced.
- b) Machine clearance and ventilation should be within specifications.
- c) Developer replacement procedure should be followed per the service manual instructions.

Note

- Developer must be replaced for both Steps 1 and 2.

...continued

Step 3:

Clean the Mag Roller thoroughly. Please follow the steps given in TSB D062/D063/D065/D066 - 26 for Mag Roller Cleaning Procedure.

http://rfg-esource.ricoh-usa.com/oracle/groups/bw_digital_copier/documents/bulletins/rfg049691.pdf

Step 4:

To get an idea of what coverage your customer is printing **look at SP8851-11, 21 31 41** which will tell you the number of prints in that coverage range.

You **must** see 95% of your prints in the 5% coverage and above range. If you do not, then the customer is running a job that is low coverage.

The excess toner will sit in the developer and not be removed, As the customer continues to run low coverage jobs, the bad toner will accumulate.

This accumulated toner loses it's chargeability until the customer notices light print, which is often accompanied by dusting.

⇒ **For the above scenario replace developer.**

Step 5:

If the above 4 steps do not resolve the issue, replace the Development Unit (P/N - D0623051). We have confirmed the Development Unit serial number starting with C4511304001 or higher has been modified. Consider only the numeric number. Alphabet C is going to remain same.

Location of the serial number is show below:

