# Service Guide

## about the Imaging unit streak defect

# Contents

# 1. Imaging unit Repair Process

## 1.1 Repair Process Map

```
┌────────────┐      ┌────────────┐
│  Customer  │─────▶│    Call    │
└────────────┘      └────────────┘
      ▲                   │
      │                   ▼           No
      │            ┌────────────┐  ─────▶  ┌──────────┐     ┌────────────┐     ┌──────────────────┐
      │            │ Pick Up info.│        │ On Site  │────▶│ I/U repla. │────▶│  Repair complete │
      │            └────────────┘          └──────────┘     └────────────┘     └──────────────────┘
      │                   │  Yes                ▲                 │
      │                   ▼                     │                 ▼
      │            ┌────────────┐               │          ┌────────────┐
      │            │    TNT     │               │          │  I/U return│
      │            └────────────┘               │          └────────────┘
      │                   │                     │                 │
      │                   ▼                     │                 ▼
      │            ┌────────────┐               │          ┌────────────┐
      └────────────│ ASC repair │               │          │BK Deve repair│
                   └────────────┘               │          └────────────┘
                                                │                 │
                                                │                 ▼
                                                │          ┌────────────┐
                                                └──────────│Parts collect│
                                                           └────────────┘
```
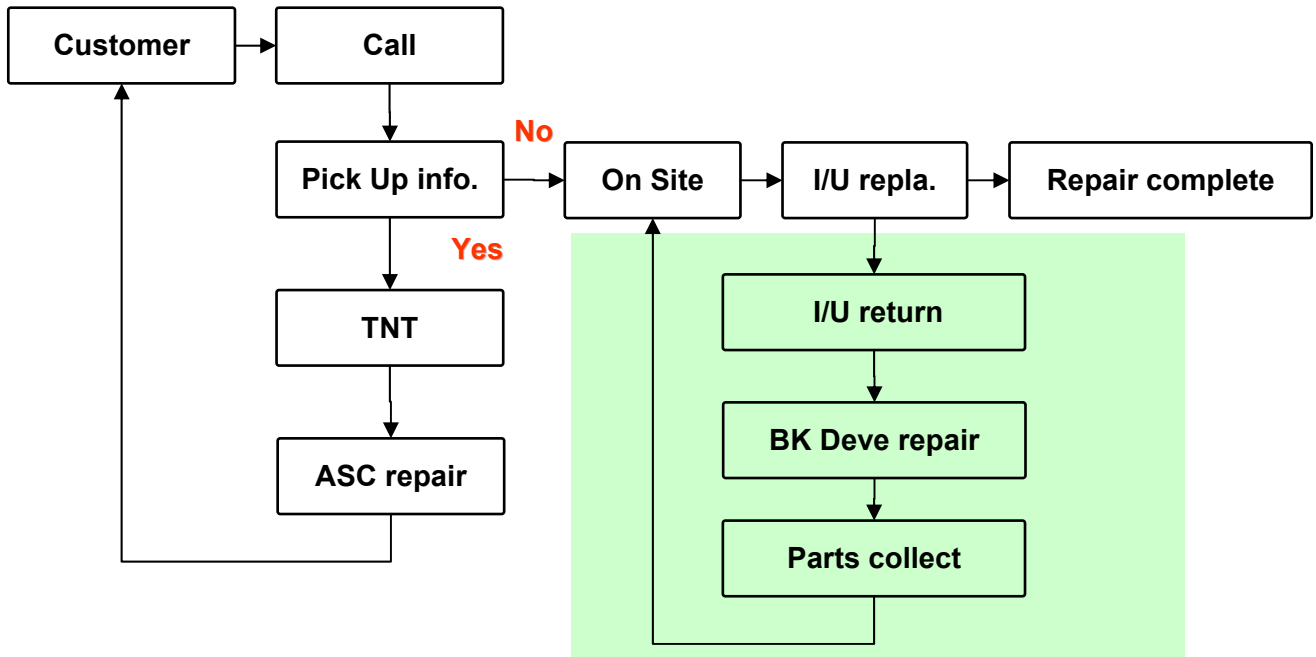
**[ Cost Allowance Standard ]**

| SVC type | Labor cost | Part Cost | reference |
|----------|-----------|-----------|-----------|
| On-site | MN/AE | Non paid | OPC Ass'y FOC supply Buffer |
| Pick Up | MJ | BK Deve cost paid | BK Deve replacement |

## 1.2 Applied model



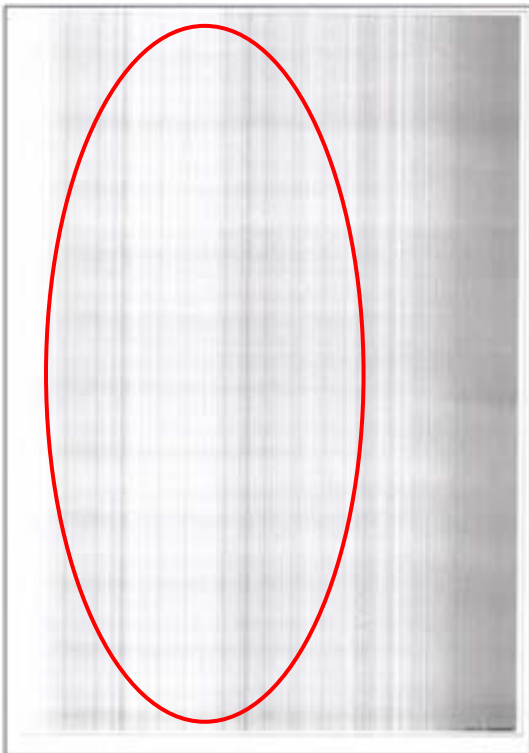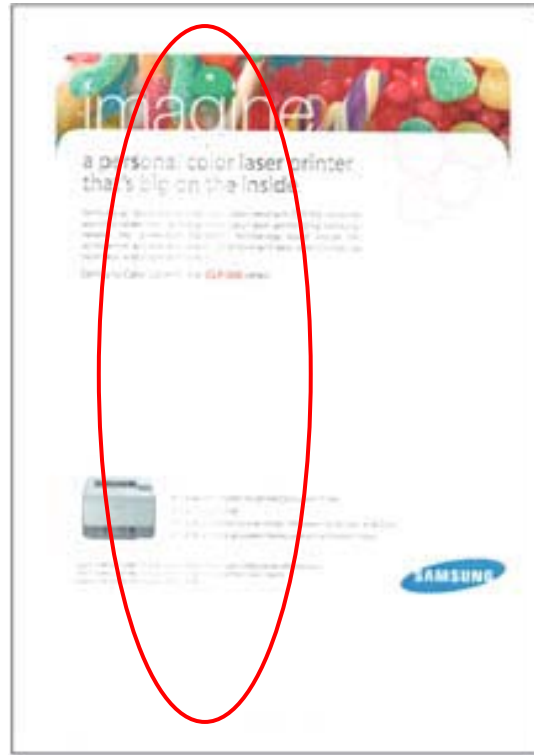**CLX-2160 series**          **CLP-300 series**          **CLP-350 series**          **CLX-3160 series**

# 1.3 Problem description(Symptom)

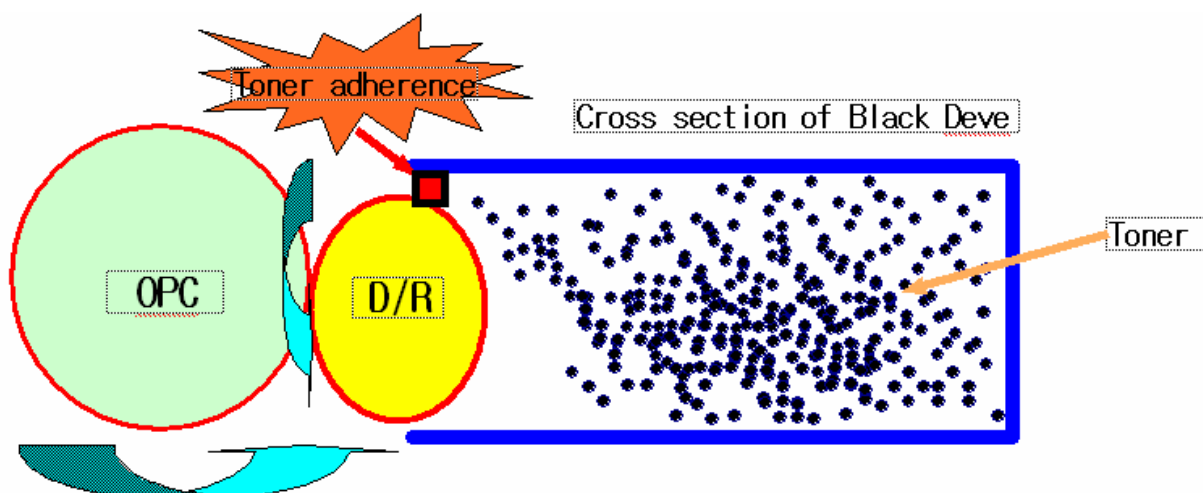The printed page has a vertical streak defect.

When printing, a abnormal noise occurs.

■ **Example of vertical streak image**

# 1.4 Cause

Black toner was adhered to Dr-Blade, because of Toner stress
As a result, toner couldn't be transferred to Deve-Roller.
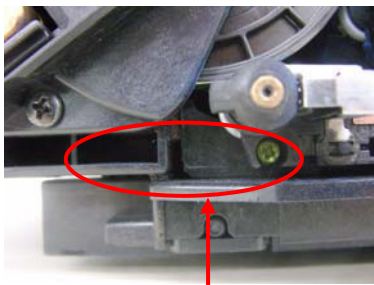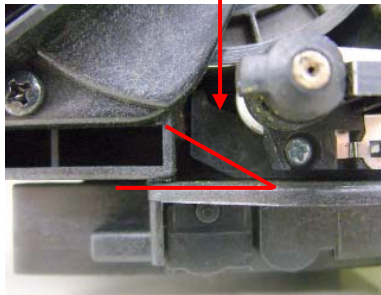
# 2. Service Countermove Method

## 2.1 Solution

1. Clean the LSU window and do Firmware upgrade on that machine.

   If this issue couldn't improve that carry out the next step.

2. Check the serial number of imaiging unit. and prepare compatable with BK deve unit

   - Manufactured Imaging unit before July 2007 : BK deve unit(JC97-02616E)

   - Manufactured Imaging unit before August 2007 : BK deve unit(JC97-02616A)

3. Replace BK Deve Unit and do Firmware upgrade

## 2.2 How to treat the BK Deve Unit

**Note**

   We need to consider the manufacturing date of imaging unit to replace the BK Deve unit

| Parts Name | Parts code | Distinction of BK deve unit | Check Method. |
|---|---|---|---|
| MEA UNIT-DEV K(old) | JC97-02616E | Manufactured before July. 2007<br><br>Initial Imaging Unit :<br><br>CNE3JC9603610CCD5G9P7xxxxxx ~<br><br>After market Imaging Unit :<br><br>BY74BQGP7xxxxxx ~ |  |
| MEA UNIT-DEV K(new) | JC97-02616A | Manufactured after August 2007<br><br>Initial Imaging Unit :<br><br>~ CNE3JC9603610CCD5G9P8xxxxxx<br><br>After market Imaging Unit :<br><br>~ BY74BQGP8xxxxxx |  |

## 2.3 How the S/N is composed of Imaging Unit.
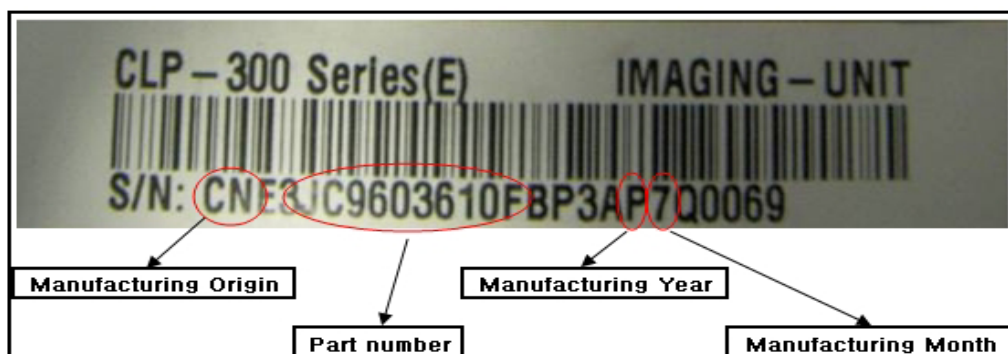


• **Manufacturing Origin** :CN means China, KR is for Korea, if you can see CN, the units was manufactured in China

• **Part number** :This is the SAMSUNG parts number.

• **Manufacturing Year** : L → '2006, P → '2007, Q → '2008

• **Manufacturing Month**

| Month | Letter |
|---|---|
| Jan~Sep | 1 ~ 9 |
| Oct | A |
| Nov | B |
| Dec | C |

## 2.4  Firmware Upgrade Method

1) Connect PC and printer with USB cable.

2) Turn on the power of printer.(Ready Status)

3) Drag the f/w file and Drop down on the usbprn2.exe. And then f/w update will be started automatically.

4) Please wait until end reboot.

## 2.5 How to replace the black deve of Imaging unit

1. Remove the 2 screws as shown below.
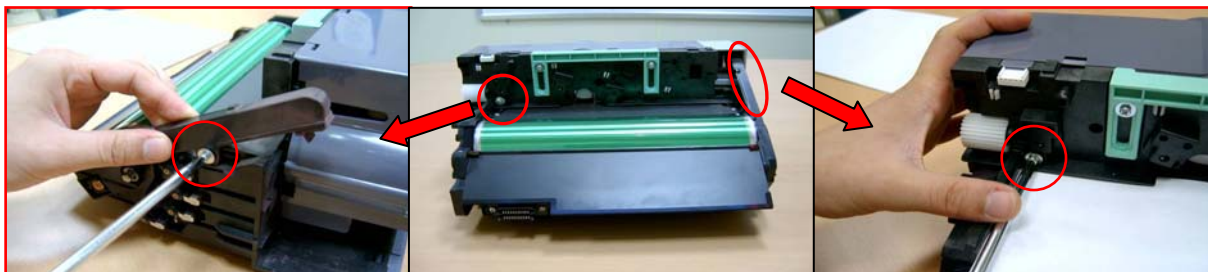


Caution – When removing the screws, spread out the paper to protect the OPC surface.



2. Release the hook from the right side of the OPC unit by pulling out the lever.
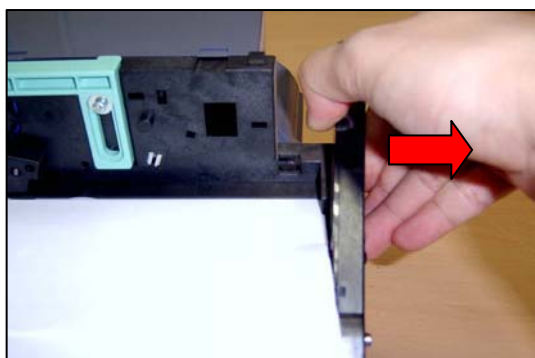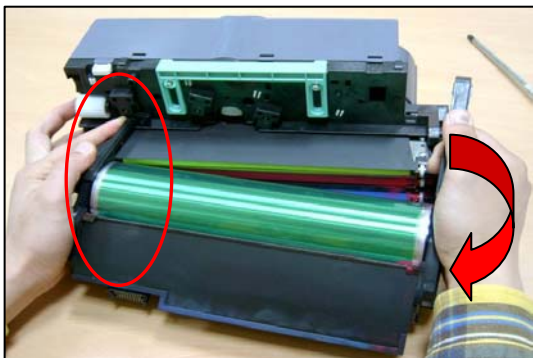
3. Release the hook from the left side of the OPC unit





4. Pull the waste toner device of the OPC unit in the direction of arrow and then lift it up.
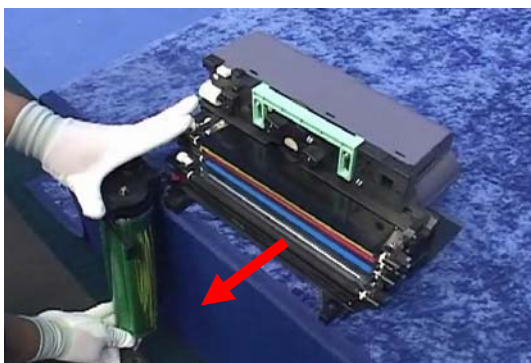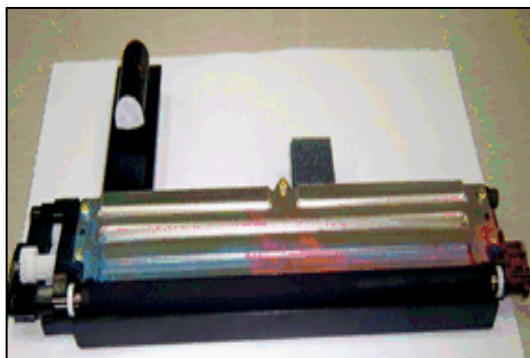
5. Release the OPC unit.



<span style="color:red">Caution</span>
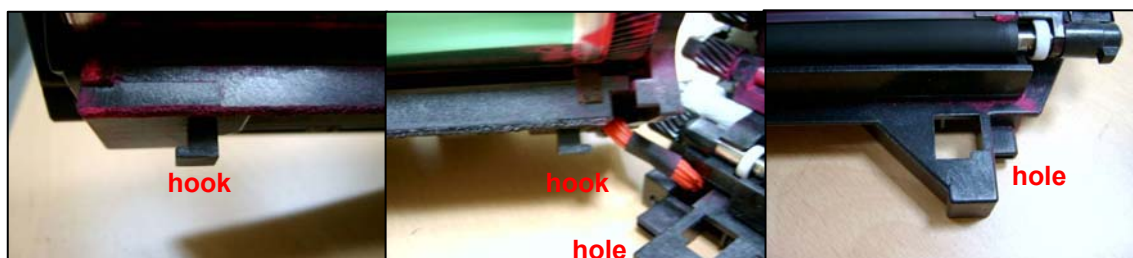There is the spring on the yellow
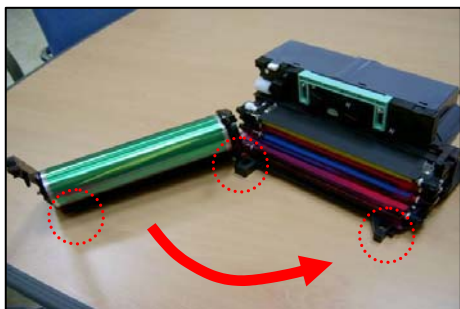deve unit. Avoid missing it.

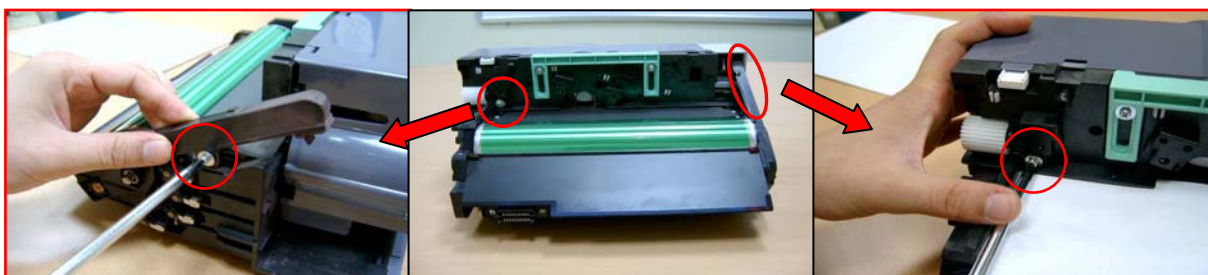6. Take out the defective deve unit.
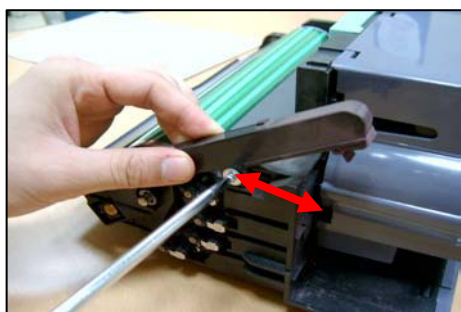


7. Done. ( Black deve unit)

8. After replace the new deve unit, assemble the OPC unit.  When assembling, take care of the hooks and holes as shown below.





9. Tighten the 2 screws.



10. Check whether OPC unit is assembled or not properly.

# 3. Packing Guide for pick up or exchanger

If you send imaging unit without packing toner bottle hole, imaging unit is a mess because of toner leakage. So, You should put the plug.(Cap deve) when move imaging unit. If you have not cap deve then you may pack the hole using toner bottle, waste paper,etc

## 3.1 In case of not packing the hole

Imaging unit is a mess like below picture.



## 3.2  Paking Method

**CAUTION - You must plug the hole by seeing below method when move imaging unit.**

■  In case of putting the cap deve.



**Cap deve**

■  In case of putting the cap bottle in waste bottle.