

*MJ-1101 Service Manual Addendum*  
Supplement to the Troubleshooting Section



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EA20

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EA70 /CC41

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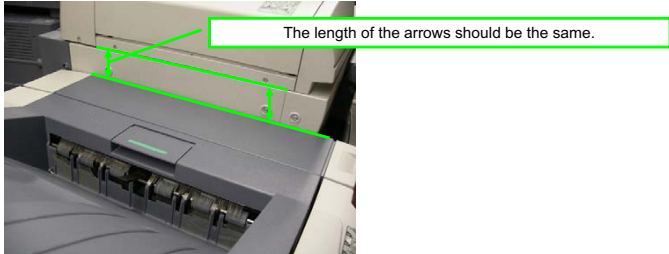
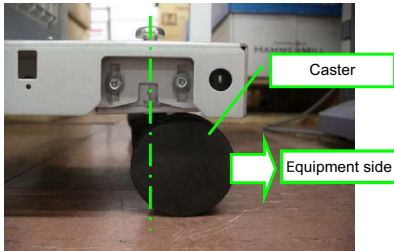
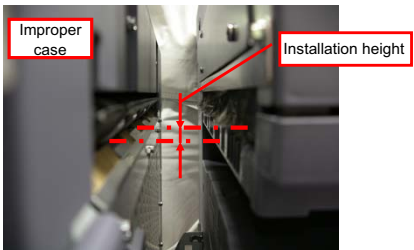
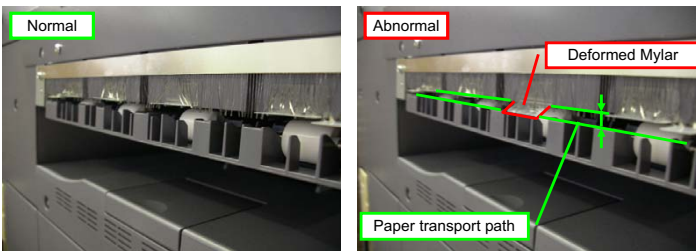
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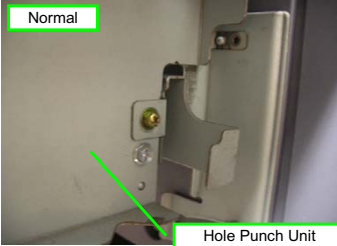

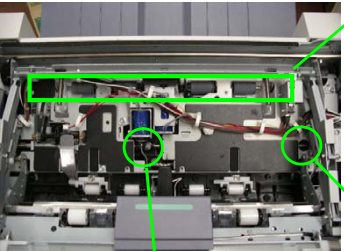
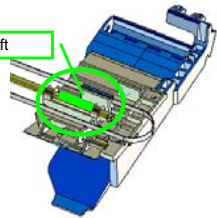
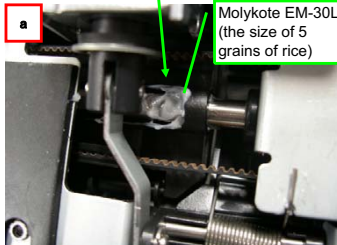
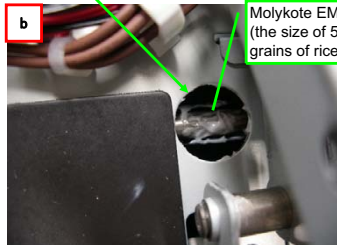
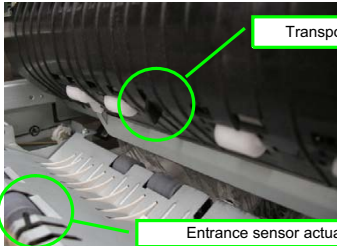
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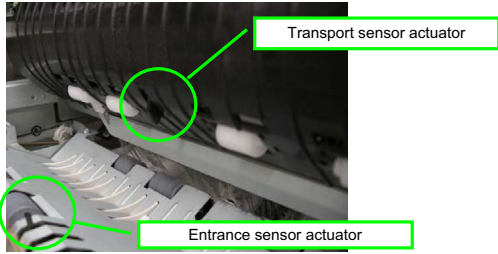
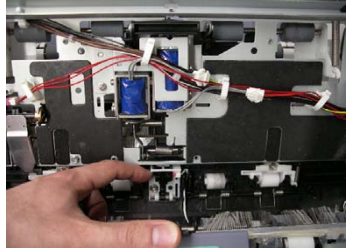
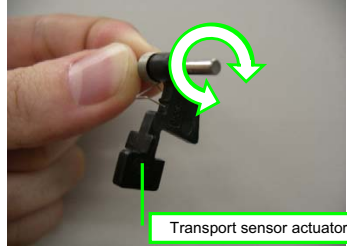
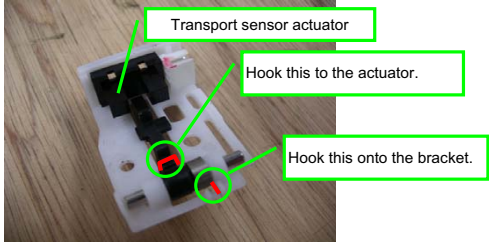
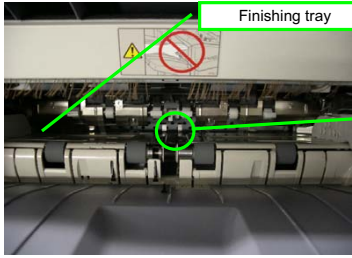
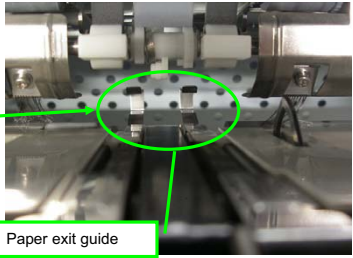

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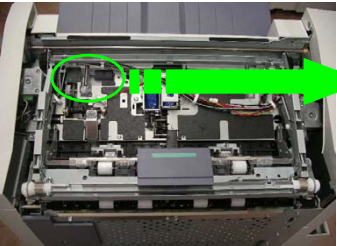
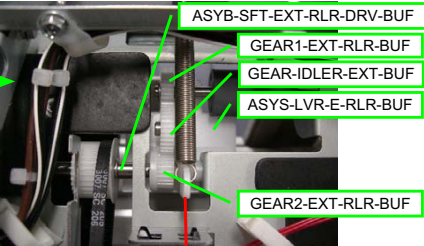
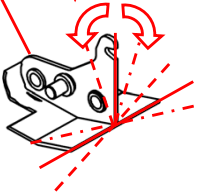
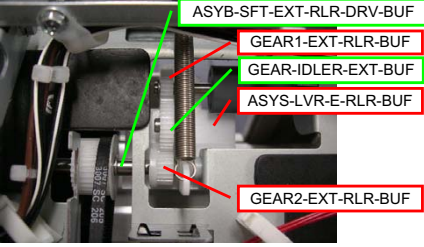
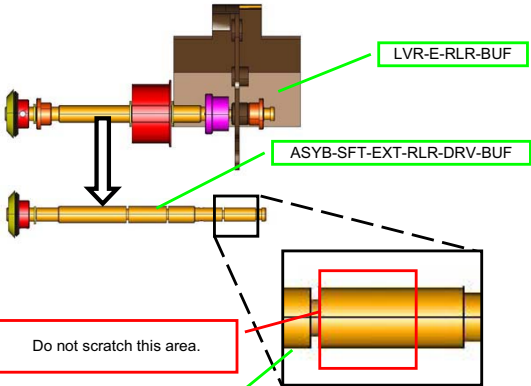
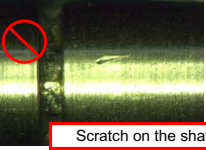
\*Recommended Lubricant

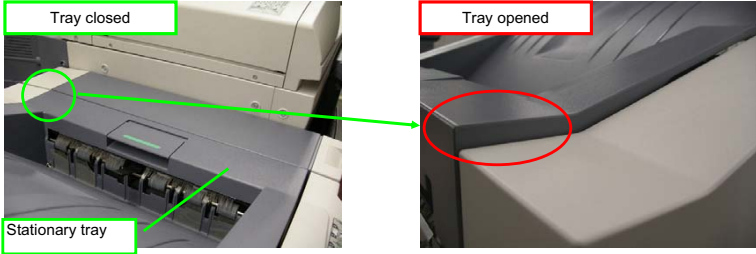
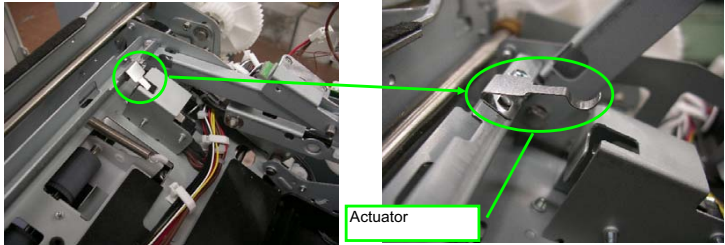
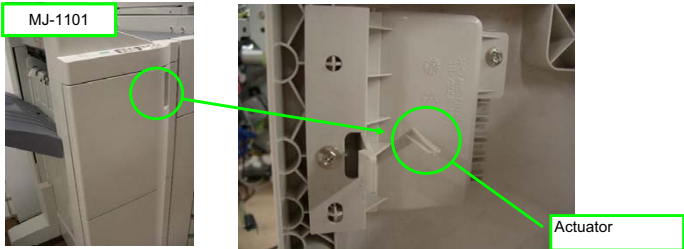
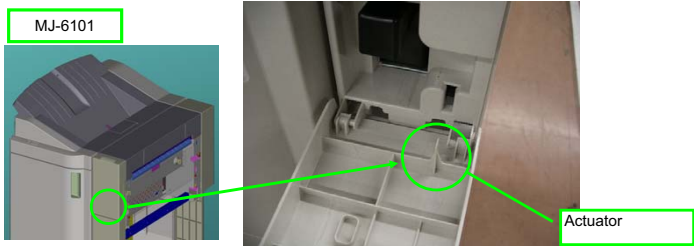
Molykote EM-30L - 6LE36904000

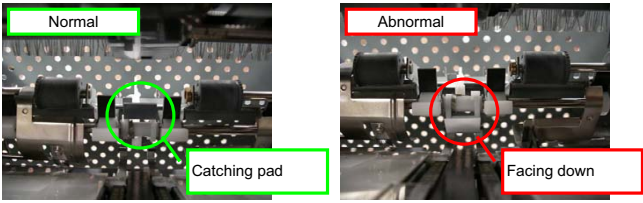
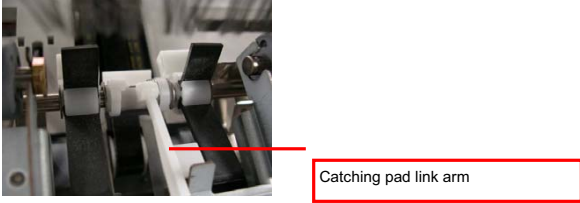
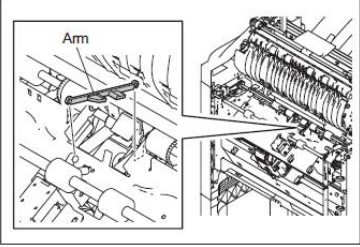
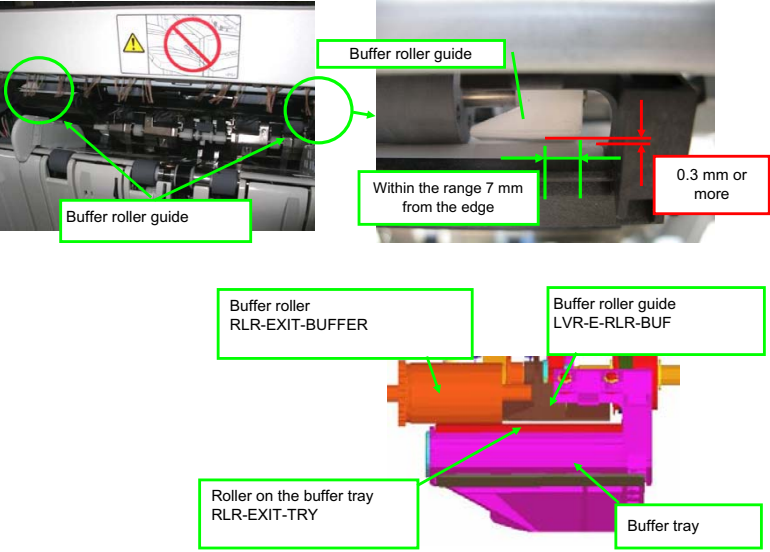
Error code	Phenomenon	Possible cause	Items to confirm / Countermeasures	Precautions / Remarks
EA20	<ul style="list-style-type: none"> <li>- Paper jams at the entrance section of the Finisher (or the Hole Punch Unit)</li> <li>- Folded paper edge</li> <li>- Paper jams C2in the buffer tray section</li> <li>- C2Paper exit problems on the finishing tray</li> </ul>	<p>1. Improper installation height (Paper is not properly transported from the equipment to the Finisher if each height is improper.)</p>	<p>A. Confirm that the Finisher is installed horizontally (the height of its front side and that of its rear side are the same).</p> 	<ul style="list-style-type: none"> <li>- Note that the height should be different between the cases when the Finisher is installed in e-STUDIO281c/351c/451c and when installed in e-STUDIO352/452 or e-STUDIO2500c/3500c/3510c.</li> <li>- Confirm the height every time you move the equipment.</li> </ul>
			<p>B. To keep the installation height of the Finisher stable, it is preferable that the casters are faced to the equipment side.</p> 	
			<p>C. When installing the Finisher in the equipment, make sure that the height of the Finisher is proper. If it is not, the Bridge Unit exit Mylar may be deformed, and thus the deformed Mylar may obstruct the paper transport path.</p> 	
		<p>2. Bridge Unit exit Mylar deformed Correct it if deformed.</p>	<p>Check if the Mylar attached to the exit of the Bridge Unit is deformed and obstructing the paper transport path.</p> 	<ul style="list-style-type: none"> <li>- Note that the height should be different between the cases when the Finisher is installed in e-STUDIO281c/351c/451c and when installed in e-STUDIO352/452 or e-STUDIO2500c/3500c/3510c.</li> </ul>

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		<p>4. False operation of the buffer guide</p> <p>(Paper jams may occur if the load is applied to the buffer guide during its opening or closing movement.)</p>	<p>Remove the stationary tray and apply grease "Molykote EM-30L" (the size of 5 grains of rice) to the buffer guide shaft.</p> <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;">  <p>Buffer roller</p> <p>Buffer guide shaft</p> </div> <div style="text-align: center;">  </div> </div> <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;">  <p>a</p> <p>Molykote EM-30L (the size of 5 grains of rice)</p> </div> <div style="text-align: center;">  <p>b</p> <p>Molykote EM-30L (the size of 5 grains of rice)</p> </div> </div>	<p>a: Slide the buffer guide to the center and lubricate between the shafts of the front buffer guide.</p> <p>b: Slide the buffer guide forward or backward and lubricate between the shafts of the rear buffer guide.</p> <p>* Be sure to lift up the buffer roller before sliding the guide.</p>
		<p>5. False operation of the entrance sensor or the transport sensor</p> <p>(An error may occur when the entrance sensor or the transport sensor does not perform proper detection.)</p>	<p>A. Check if the wires of the entrance sensor or the transport sensor are being caught or short circuited, or any of their connectors is disconnected.</p> <div style="text-align: center;">  <p>Transport sensor actuator</p> <p>Entrance sensor actuator</p> </div>	<p>If the entrance sensor does not retract quickly, replace the spring with a new one P/N 6LB09015000 SPG-FEED-SNSR-1.</p>

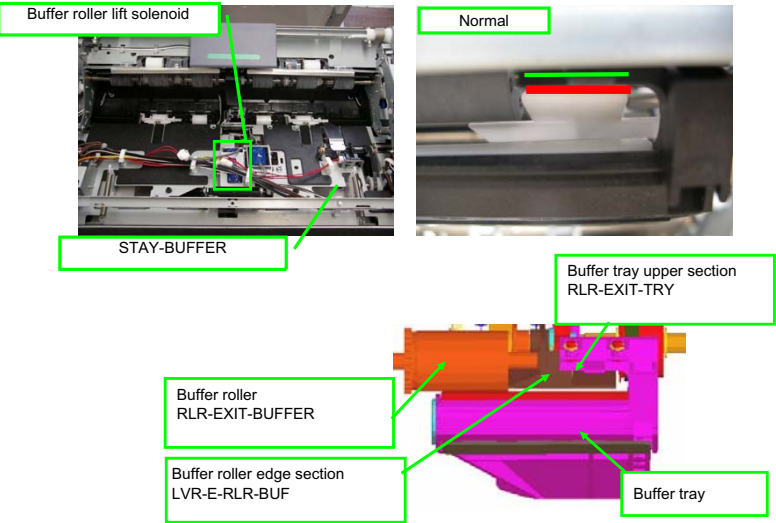
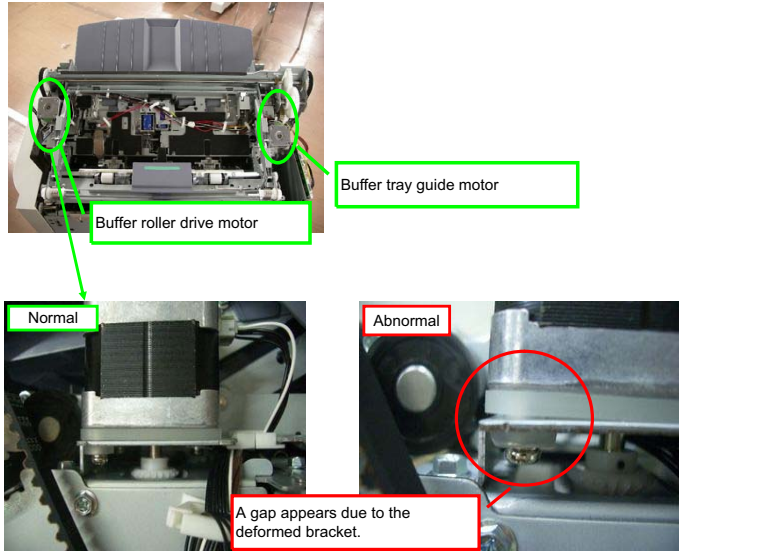
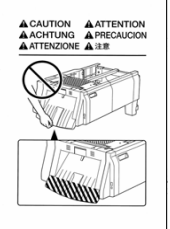
Error code	Phenomenon	Possible cause	Items to confirm / Countermeasures	Precautions / Remarks
EA20	<p>- Paper jams at the entrance section of the Finisher (or the Hole Punch Unit)</p> <p>- Folded paper edge</p> <p>- Paper jams C2in the buffer tray section</p> <p>- C2Paper exit problems on the finishing tray</p>	<p>5. False operation of the entrance sensor or the transport sensor</p> <p>(An error may occur when the entrance sensor or the transport sensor does not perform proper detection.)</p>	<p>B. Check if the actuators of the entrance sensor and the transport sensor are operating smoothly. If they are not, remove the actuator and check if there is any paper dust or foreign matter between the shaft and the hole. Clean if there is.</p> 	
			<p>Operation check of the transport sensor actuator: Rotate the shaft slowly. If the actuator is not rotated together, its operation is normal.</p>  	
		<p>6. False operation of the paper exit guide</p> <p>(An error may occur when the paper exit guide is not operating properly because paper may remain on the finishing tray or not exit properly during sort or stapling exit.)</p>	<p>Replace SPG-SFFD-SUPT-SF (6LB090140) if the paper exit guide is not operating properly.</p> 	
		<p>7. Paper not placed properly in the drawer</p> <p>(Paper may be skewed if there is extra gap between the paper and the side wall in the drawer and thus may cause a jam on the Finisher transport path.)</p>		<p>Be sure to lock the side wall.</p> 

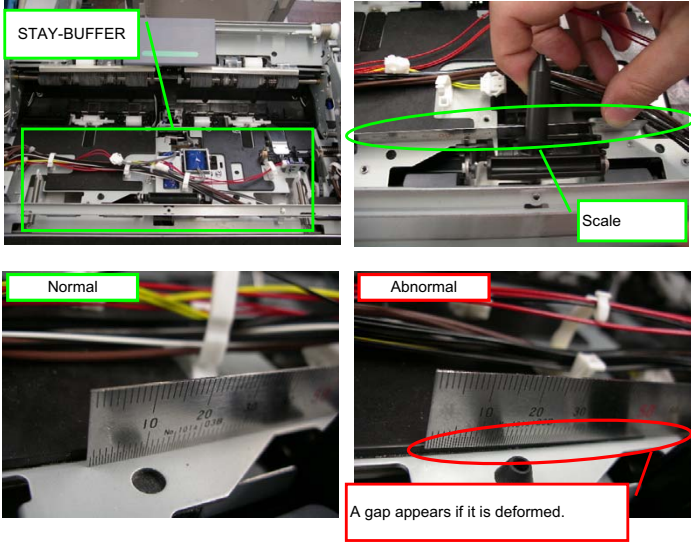
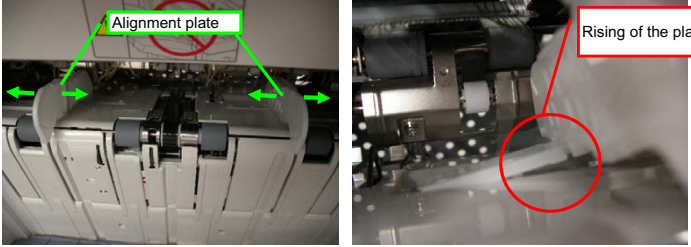
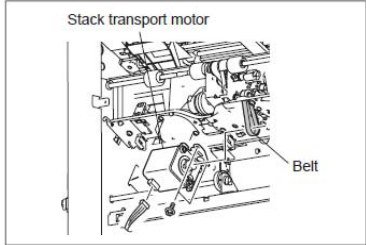
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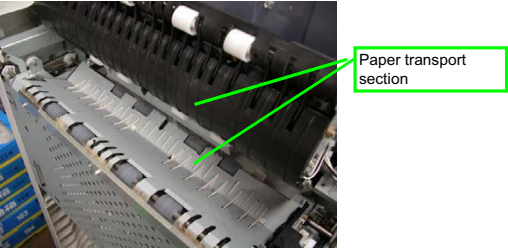
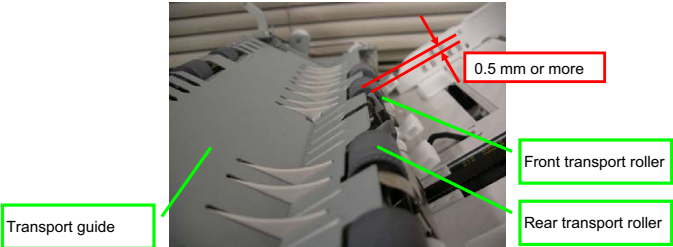
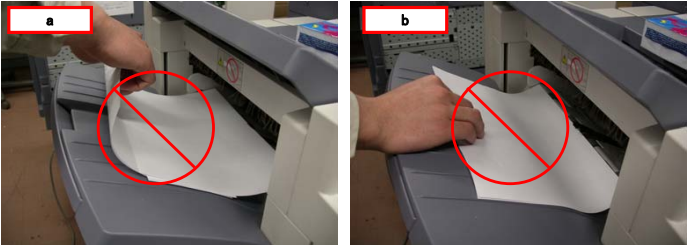
Error code	Phenomenon	Possible cause	Items to confirm / Countermeasures	Precautions / Remarks
EA40	Paper jamming	<p>1. Stationary tray left open</p> <p>(A cover-open error occurs if the stationary tray is left open because the stationary tray opening/closing switch performs false detection during operation.)</p>	<p>Close the stationary tray securely if it is open.</p> 	
		<p>2. Stationary tray opening/closing switch actuator deformed</p> <p>(A cover-open error occurs if the actuator is deformed because the stationary tray opening/closing switch cannot be turned and performs false detection.)</p>	<p>Replace PLT-OPEN-SW-BUF if the actuator is deformed.</p> 	
		<p>3. Front cover switch actuator deformed (MJ-1101)</p> <p>(A cover-open error occurs if the actuator is deformed because the front cover switch cannot be turned and it performs false detection.)</p>	<p>Replace HNDL-DOOR if the actuator is deformed or damaged.</p> 	
		<p>3. Front cover switch actuator deformed (MJ-6101)</p> <p>(A cover-open error occurs if the actuator is deformed because the front cover switch cannot be turned and performs false detection.)</p>	<p>Replace COVER-F-DOOR-P if the actuator is deformed or damaged.</p> 	

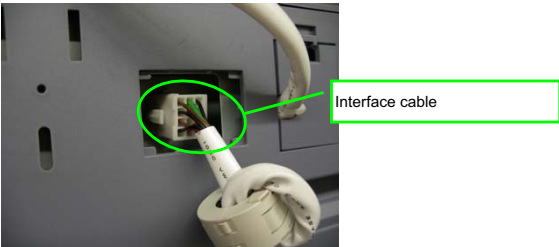
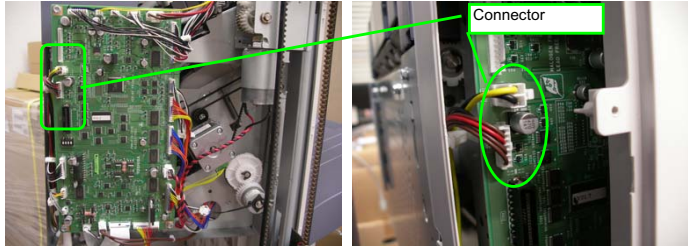
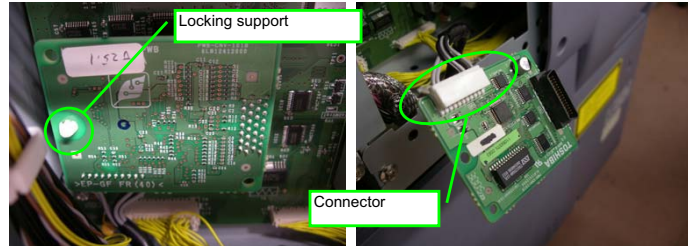
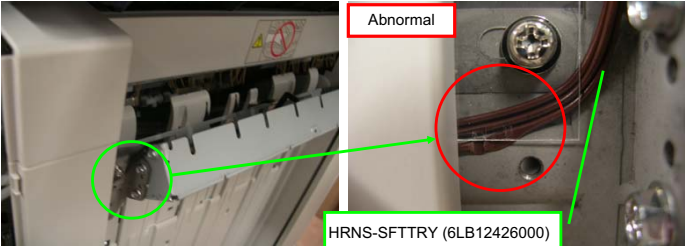
Error code	Phenomenon	Possible cause	Items to confirm / Countermeasures	Precautions / Remarks
EA70 EA60 CC30 CC41	<p>- When more than one sheet of paper is loaded on the buffer tray, the first sheet is pushed out of the tray by the second sheet.</p> <p>- When more than one sheet of paper is loaded on the buffer tray, the leading edge of the second sheet is caught and thus a paper jam occurs.</p> <p>- When paper is transported from the buffer tray to the finishing tray, the paper is run on the front or rear alignment plate.</p> <p>- When paper is loaded on the finishing tray, the front and rear alignment plates excessively push the paper.</p> <p>- When paper is transported from the finishing tray to the movable tray, the paper exit guide catches the paper and thus a motor error occurs because the paper cannot exit.</p>	<p>1. Catching pad deformed or damaged</p> <p>(Paper is not aligned properly due to the deformed or damaged catching pad.)</p>	<p>Check if the catching pad in the Finisher paper exit section is properly attached. Replace it if it is deformed or damaged.</p> 	
		<p>2. Catching pad link arm deformed, damaged or removed</p> <p>(Paper is not aligned properly because the link arm of the catching pad is deformed, damaged or removed.)</p>	<p>Check if the catching pad in the Finisher paper exit section is properly attached. If its link arm is deformed, damaged or removed, replace ARM-SOL-ALIGN (6LB100080).</p> 	
		<p>3. Improper roller gap on the buffer roller guide and buffer tray</p>	<p>Turn the power OFF. Then check the gap between rollers on the buffer roller guide and the buffer tray while the buffer roller is left lowered. If the gap does not reach 0.3 mm, replace the buffer roller guides (LVR-E-RLR-BUF) on both front and rear sides.</p> 	<p>Check the gap within the range 7 mm from the edge of the buffer roller guide.</p>

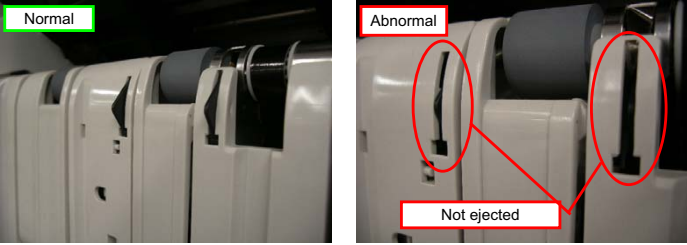
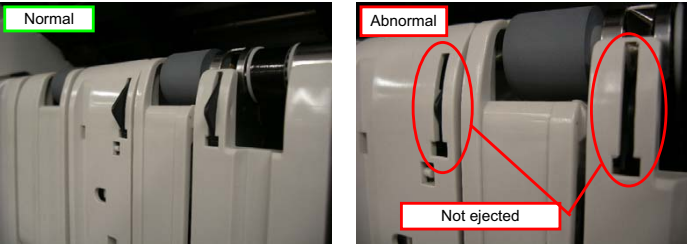
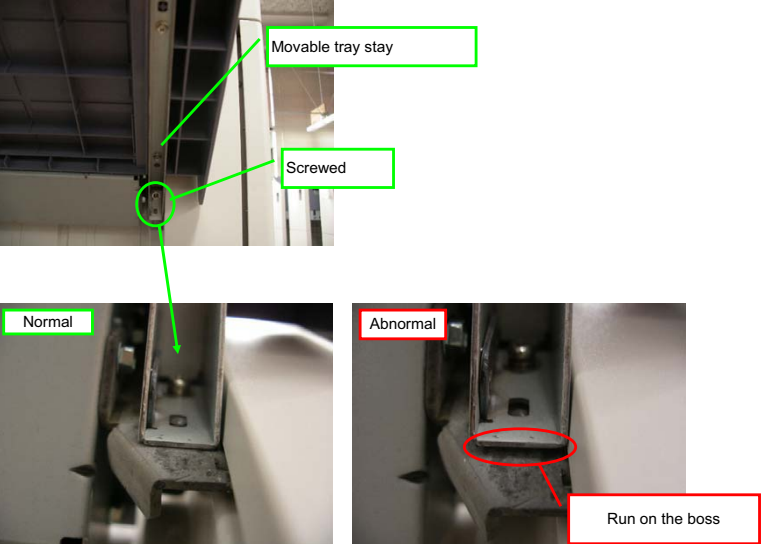


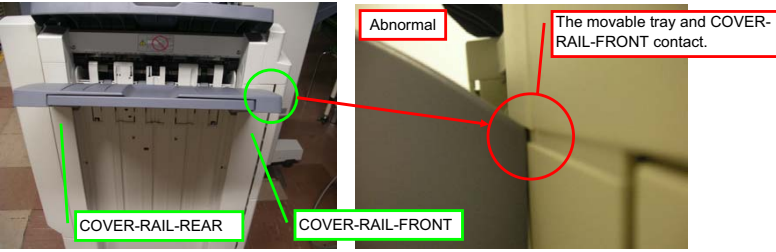
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		<p>5. Motor bracket deformed</p> <p>(The bracket of the buffer tray guide motor or the buffer roller drive motor is deformed and thus drive is not transmitted.)</p>	<p>If the buffer tray guide motor bracket (HLDR-TRAY-BUF) or the buffer roller drive motor bracket (HLDR-MOTR-BUFFER) is deformed, replace it.</p> 	<p>- If the joint surfaces of the stationary tray and the rear lower cover (or the control panel unit) are shifted 4 mm or more, the motor bracket may be deformed.</p> <p>- Do not hold the stationary tray when unpacking.</p> 

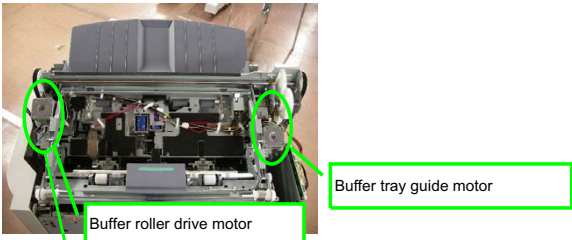
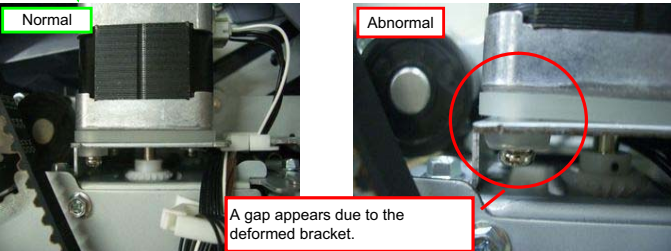
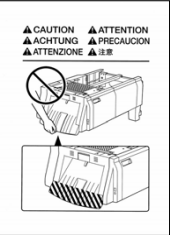
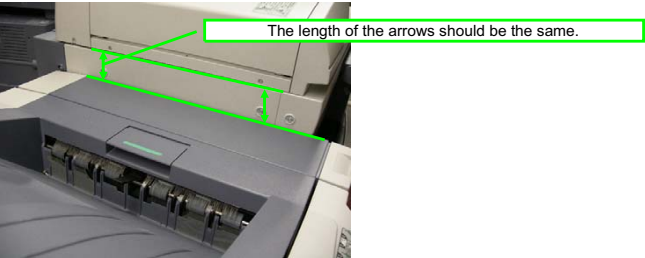
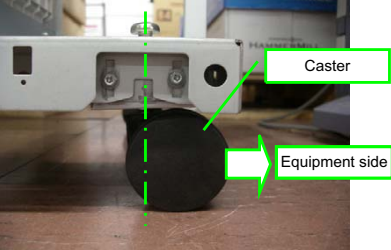
Error code	Phenomenon	Possible cause	Items to confirm / Countermeasures	Precautions / Remarks
EA70 EA60 CC30 CC41	<p>- When more than one sheet of paper is loaded on the buffer tray, the first sheet is pushed out of the tray by the second sheet.</p> <p>- When more than one sheet of paper is loaded on the buffer tray, the leading edge of the second sheet is caught and thus a paper jam occurs.</p> <p>- When paper is transported from the buffer tray to the finishing tray, the paper is run on the front or rear alignment plate.</p> <p>- When paper is loaded on the finishing tray, the front and rear alignment plates excessively push the paper.</p> <p>- When paper is transported from the finishing tray to the movable tray, the paper exit guide catches the paper and thus a motor error occurs because the paper cannot exit.</p>	6. STAY-BUFFER deformed	<p>Remove the bracket of the buffer roller lift solenoid. Then check that STAY-BUFFER is not deformed using a scale or other straight tool. Replace it if it is deformed.</p> 	
		7. Improper installation of alignment plates	<p>If the front or rear alignment plate is removed or its installation is improper, reinstall it. (The alignment plates must not be risen even if they are tilted to the right or left.)</p> 	
		8. Stack transport motor belt out of gear	<p>If the stack transport motor belt is loose, retighten it, or replace the motor bracket (BRKT-MOTR-SF) to retighten the belt.</p> 	

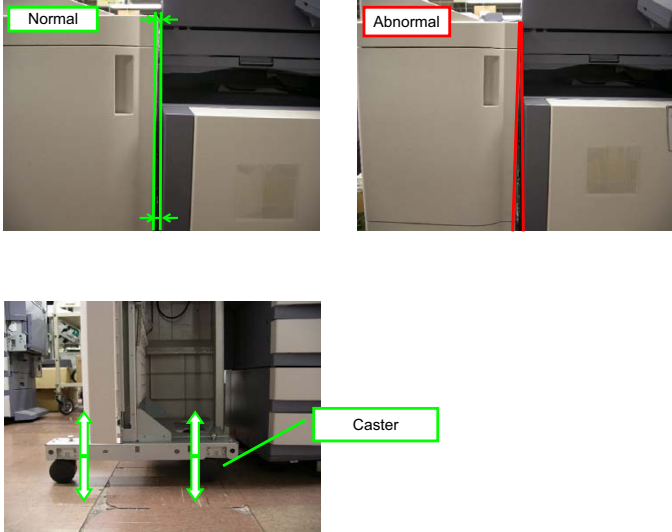
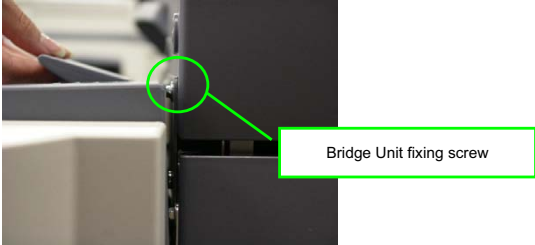
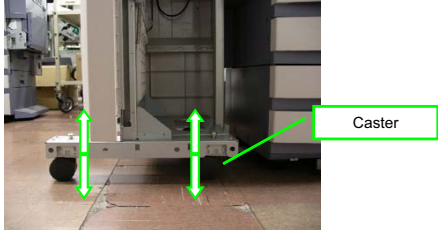
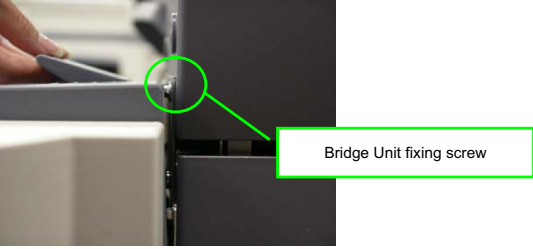
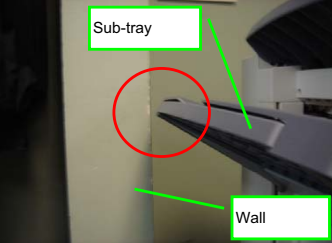

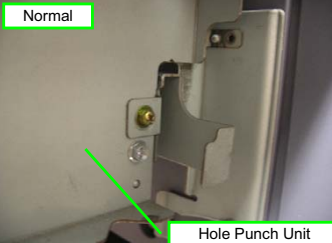

Error code	Phenomenon	Possible cause	Items to confirm / Countermeasures	Precautions / Remarks
EA70 EA60 CC30 CC41	<p>- When more than one sheet of paper is loaded on the buffer tray, the first sheet is pushed out of the tray by the second sheet.</p> <p>- When more than one sheet of paper is loaded on the buffer tray, the leading edge of the second sheet is caught and thus a paper jam occurs.</p> <p>- When paper is transported from the buffer tray to the finishing tray, the paper is run on the front or rear alignment plate.</p> <p>- When paper is loaded on the finishing tray, the front and rear alignment plates excessively push the paper.</p> <p>- When paper is transported from the finishing tray to the movable tray, the paper exit guide catches the paper and thus a motor error occurs because the paper cannot exit.</p>	<p>10. Abnormalities in paper transport section</p>	<p>Check if there is any scratch, foreign matter, paper dust or remained paper that disturb the paper transport in the paper transport section. Remove if any.</p> 	
		<p>11. Insufficient ejection of front/rear transport roller</p>	<p>If the front and rear transport rollers are not ejected from the transport guide at 0.5 mm or more, replace the transport guide (GUIDE-FEED-LOW).</p> 	
		<p>12. Wrong operation by users during printing</p>	<p>An EA70 error may occur if paper exit is disturbed during printing.</p> 	

Error code	Phenomenon	Possible cause	Items to confirm / Countermeasures	Precautions / Remarks
EAE0	Paper jamming	1. Loose connection (Loose connection may cause false operation or detection.)	A. Check if the interface cable of the Finisher is connected securely. Reconnect it if not. 	
			B. Check if the connectors (CN12 and CN14) of the Finisher control PC board are connected securely. Reconnect them if not. 	
			C. Check if the connectors (CN1 and CN2) of the CNV board are connected securely and the locking support is installed properly. Reconnect them if not. 	
		2. Movable tray paper exist sensor harness (HRNS-SFTTRY) short circuited (Loose connection may cause false operation or detection.)	Check if the harness (HRMS-SFTTRY) of the movable tray paper exist sensor is short circuited or if its wiring is proper. Replace the harness if it is short circuited. 	The harness wiring must be under the screw and inside of the Mylar, and the harness must be wired along with the groove of the plate as shown on the left. Be sure that the harness is covered by the Mylar.

Error code	Phenomenon	Possible cause	Items to confirm / Countermeasures	Precautions / Remarks
CB31	<p>- The movable tray is lifted up after the power is turned ON. An error occurs when it stops at the upper limit position. (Initialization does not finish.)</p> <p>- The movable tray is lowered after the power is turned ON. An error occurs before it is lowered to the specified position. (Initialization finishes.)</p>	<p>1. False detection of the movable tray paper-full sensor due to its deformed/damaged actuator (The actuator not ejected)</p>	<p>If the actuator cannot be ejected due to its deformation or damage, replace ACTR-01-SNSR-VER01-TRAY.</p>  <p>The image shows two side-by-side views of the actuator. The left view is labeled 'Normal' and shows the actuator fully extended. The right view is labeled 'Abnormal' and shows the actuator retracted, with a red circle and the text 'Not ejected' pointing to it.</p>	
		<p>2. False detection caused by the removed actuator spring of the movable tray paper-full sensor (The actuator not ejected)</p>	<p>Reinstall SPG-ACTR-01-TRAY if it is removed.</p>  <p>The image shows two side-by-side views of the actuator. The left view is labeled 'Normal' and shows the actuator fully extended. The right view is labeled 'Abnormal' and shows the actuator retracted, with a red circle and the text 'Not ejected' pointing to it.</p>	
		<p>3. Improper installation of the movable tray</p> <p>(An error occurs if the actuator of the movable tray paper-full sensor cannot be pushed due to the improper installation of the movable tray.)</p>	<p>The movable tray may not be installed properly (the stay of the movable tray may run on the boss). Reinstall the movable tray.</p>  <p>The image shows two parts. The top part is a close-up of the movable tray assembly with labels 'Movable tray stay' and 'Screwed' pointing to a screw. The bottom part shows two side-by-side views of the tray's movement. The left view is labeled 'Normal' and shows the tray moving smoothly. The right view is labeled 'Abnormal' and shows the tray's stay hitting a boss, with a red circle and the text 'Run on the boss' pointing to it.</p>	

Error code	Phenomenon	Possible cause	Items to confirm / Countermeasures	Precautions / Remarks
CB31	An error occurs because the movable tray cannot be lowered (or lifted up) to the specified position after printing operation.	1. The movable tray cannot be lowered or lifted up because the load is applied to the movable tray by the contact of the tray and COVER-RAIL-FRONT (or COVER-RAIL-REAR).	<p data-bbox="602 206 1381 245">Check if the inner hooks of COVER-RAIL-FRONT and COVER-RAIL-REAR are properly latched. Reinstall them if not.</p> 	

Error code	Phenomenon	Possible cause	Items to confirm / Countermeasures	Precautions / Remarks
CC41 EA20 EA40 EA70	<p>- Paper jams at the entrance section of the Finisher (or the Hole Punch Unit)</p> <p>- Folded paper edge</p> <p>- Improper closing of the stationary tray</p>	<p>1. Motor bracket deformed</p> <p>(The bracket of the buffer tray guide motor or the buffer roller drive motor is deformed and thus drive is not transmitted.)</p>	<p>If the buffer tray guide motor bracket (HLDR-TRAY-BUF) or the buffer roller drive motor bracket (HLDR-MOTR-BUFFER) is deformed, replace it.</p>  	<p>- If the joint surfaces of the stationary tray and the rear lower cover (or the control panel unit) are shifted 4 mm or more, the motor bracket may be deformed.</p> <p>- Do not hold the stationary tray when unpacking.</p> 
		<p>2. Improper installation height</p> <p>(Paper is not properly transported from the equipment to the Finisher if each height is improper.)</p>	<p>A. Confirm that the Finisher is installed horizontally (the height of its front side and that of its rear side are the same).</p>  <p>B. To keep the installation height of the Finisher stable, it is preferable that the casters are faced to the equipment side.</p> 	<p>- Note that the height should be different between the cases when the Finisher is installed in e-STUDIO281c/351c/451c and when installed in e-STUDIO352/452 or e-STUDIO2500c/3500c/3510c.</p> <p>- Confirm the height every time you move the equipment.</p>

Error code	Phenomenon	Possible cause	Items to confirm / Countermeasures	Precautions / Remarks
CC41 EA20 EA40 EA70	<ul style="list-style-type: none"> <li>- Paper jams at the entrance section of the Finisher (or the Hole Punch Unit)</li> <li>- Folded paper edge</li> <li>- Improper closing of the stationary tray</li> </ul>	3. Tilted Finisher  (Paper is not properly transported from the equipment to the Finisher if the Finisher is tilted.)	<p>If the Finisher is tilted as shown below, adjust the height of each caster to make the Finisher horizontal to the equipment.</p> <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;">  <p>Normal</p> </div> <div style="text-align: center;">  <p>Abnormal</p> </div> </div> <div style="text-align: center; margin-top: 20px;">  <p>Caster</p> </div>	<p>If the Finisher is tilted, the fixing screw of the Bridge Unit and the stationary tray may be contacted when the stationary tray is opened or closed.</p> <div style="text-align: center; margin-top: 20px;">  <p>Bridge Unit fixing screw</p> </div>
		4. Improper exit of large paper	<p>Secure enough space for drawing out the sub-tray when installing the Finisher. If the Finisher is installed as shown in the picture below, the trailing edge of large paper may be jammed when it is exiting.</p> <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;">  <p>Sub-tray</p> <p>Wall</p> </div> <div style="text-align: center;">  </div> </div>	<p>Be sure to draw out the sub-tray when large paper is used. Otherwise false stacking, paper dropping or an EA70 error may occur.</p>
		5. Improper connection between the equipment and the Hole Punch Unit  (Paper is not properly transported from the equipment to the Hole Punch Unit if they are not connected correctly.)	<p>When the Hole Punch Unit is installed, check if the connection point is shifted forward or backward.</p> <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;">  <p>Normal</p> <p>Hole Punch Unit</p> </div> <div style="text-align: center;">  <p>Abnormal</p> </div> </div>	





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