

**MULTIFUNCTIONAL DIGITAL COLOR SYSTEMS /
MULTIFUNCTIONAL DIGITAL SYSTEMS**

Troubleshooting

e-STUDIO2020AC/2520AC/2021AC/2521AC

e-STUDIO2525AC/3025AC/3525AC/4525AC/5525AC/6525AC

e-STUDIO2528A/3028A/3528A/4528A/5528A/6528A

Preface

Thank you for purchasing our product. This manual describes how to troubleshoot the problems that could occur while you are using the equipment. Keep this manual within easy reach, and use it to configure an environment that makes the best use of the functions.

This equipment provides the scanning/printing function as an option. However, this optional scanning/printing function is already installed in some models.

■ How to read this manual

□ Symbols in this manual

In this manual, some important items are described with the symbols shown below. Be sure to read these items before using this equipment.

 WARNING	Indicates a potentially hazardous situation which, if not avoided, could result in death, serious injury, or serious damage, or fire in the equipment or surrounding objects.
 CAUTION	Indicates a potentially hazardous situation which, if not avoided, could result in minor or moderate injury, partial damage to the equipment or surrounding objects, or loss of data.
Note	Indicates information to which you should pay attention when operating the equipment.
Tip	Describes handy information that is useful to know when operating the equipment.
	References describing items related to what you are currently doing. See these references as required.

□ Target audience for this manual

This is a manual that is aimed at general users and administrators.

□ Model and series names in this manual

In this manual, each model name is replaced with the series name as shown below.

Model name	Series name
e-STUDIO2020AC/2520AC/2021AC/2521AC	e-STUDIO6525AC Series
e-STUDIO2525AC/3025AC/3525AC/4525AC/5525AC/6525AC	
e-STUDIO2528A/3028A/3528A/4528A/5528A/6528A	e-STUDIO6528A Series

□ Options

For available options, see the reference below:

Information About Equipment - Information About Equipment - Options

□ Screens in this manual

- The details on the screens may differ depending on your model and how the equipment is used, such as the status of the installed options, the OS version and the applications.
- The illustration screens used in this manual are for paper in the A/B format. If you use paper in the LT format, the display or the order of buttons in the illustrations may differ from that of your equipment.

❑ Abbreviations in this manual

In this manual, “Dual Scan Document Feeder” is referred to as “DSDF” and “Reversing Automatic Document Feeder” as “RADF”, and they are collectively referred to as “Automatic Document Feeder” (ADF).

❑ Trademarks

For trademarks, refer to the **Safety Information**.

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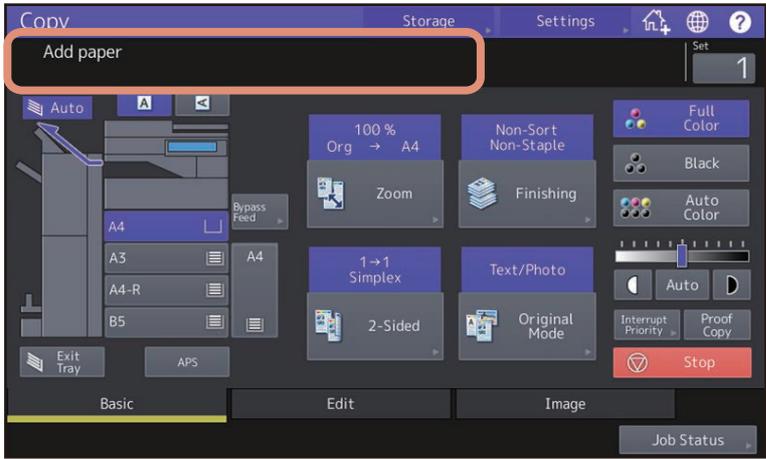
TROUBLESHOOTING FOR THE HARDWARE

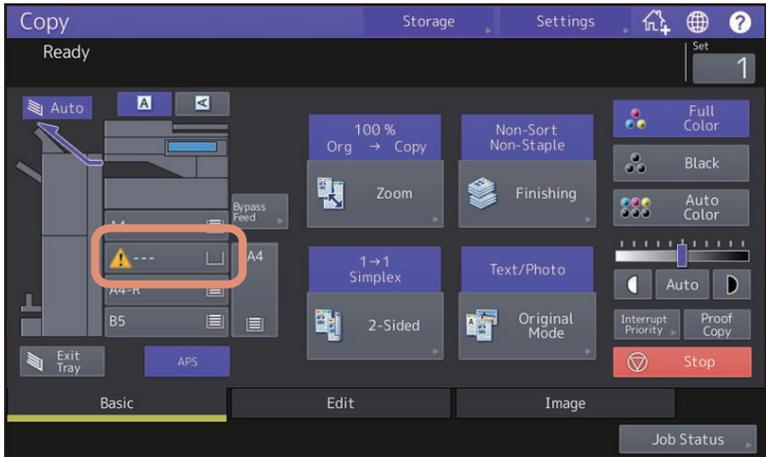
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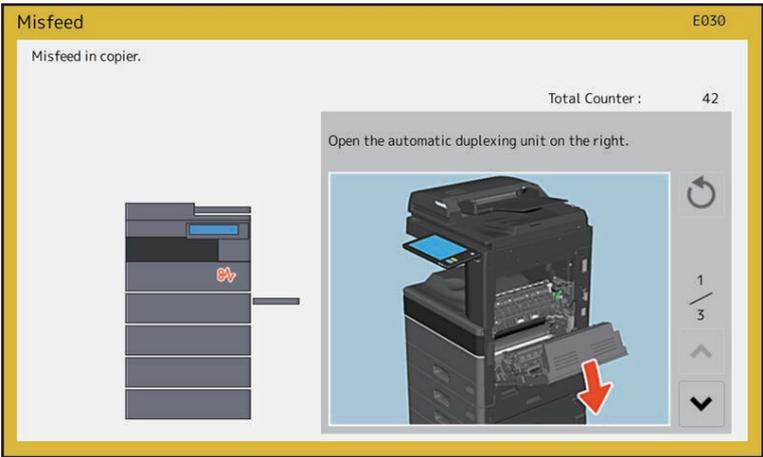
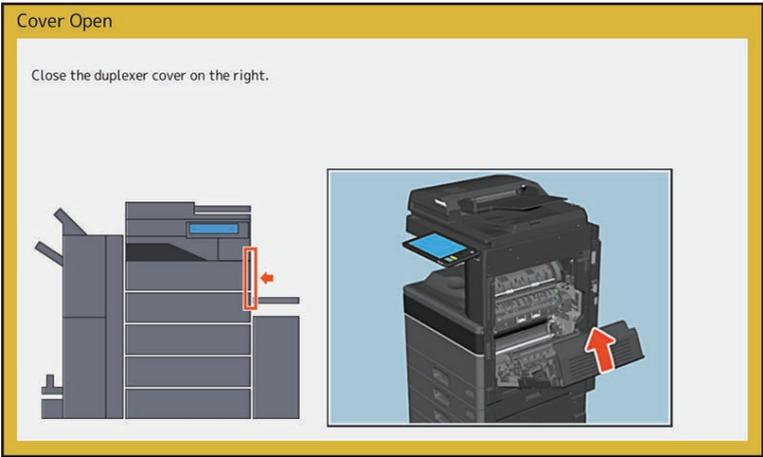
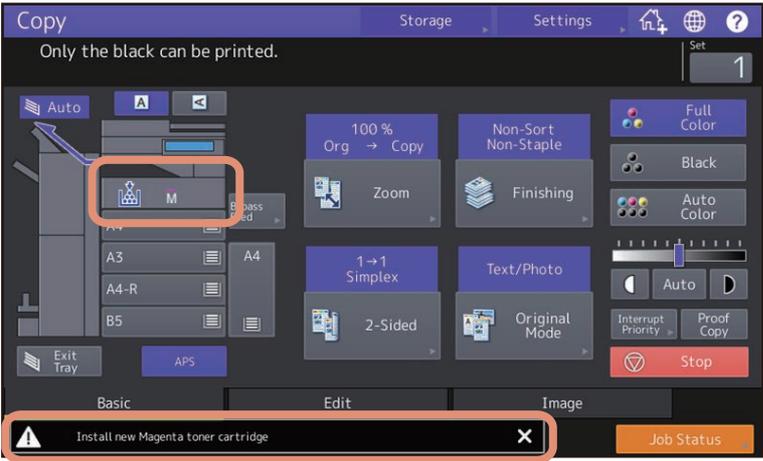
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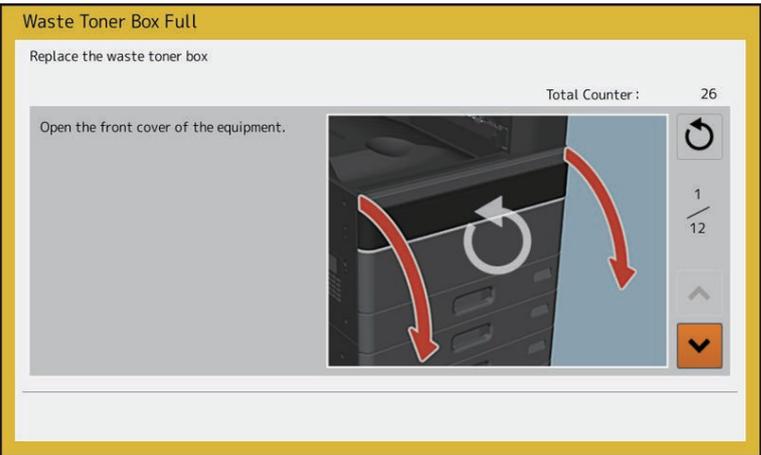
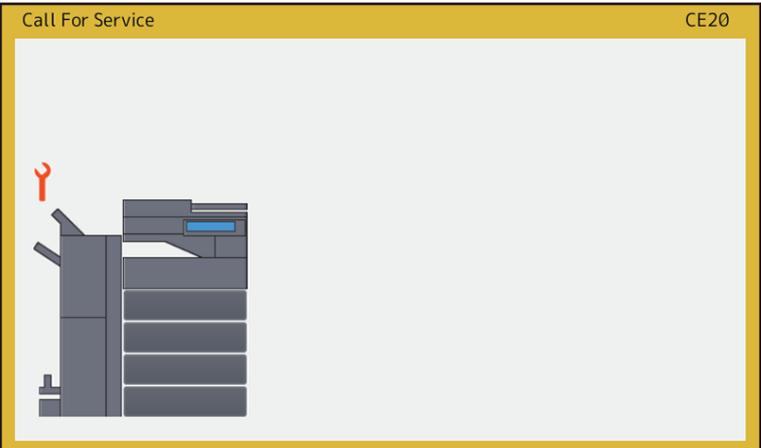
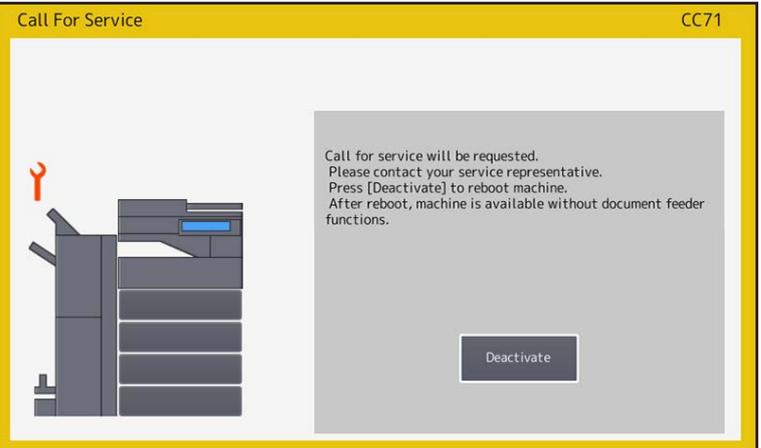
When This Screen Is Displayed

Various screens are displayed on the touch panel depending on the state of the equipment. This section describes how to solve problems with screen examples.

Screen	Description / Remedy
	<p>A message appears on the upper part of the screen to notify users of a problem, etc. For the major examples, see the reference below: Frequently Asked Questions - QUESTIONS FOR ERROR MESSAGES - Questions for Error Messages</p>

Screen	Description / Remedy
	<p>An incorrect paper size or “” indicates an unsuccessful paper size detection. In this case, check the following items.</p> <ul style="list-style-type: none"> • Check if the paper with an unacceptable size is placed in the drawer. For details about the acceptable paper size, see the reference below: Specifications - SPECIFICATIONS OF PAPER - Acceptable paper • Check if the paper with a non-standard size is placed in the drawer. Press [Custom] to set the paper size manually. • Check if there is too much space between the paper and the side and end guides of the drawer. Set the paper, the side guide and the end guide to the appropriate position again. • Check if [Auto (inch)] is selected even though A/B format paper has been placed. Check if [Auto (mm)] is selected even though LT format paper has been placed. Press the button which corresponds to the format of the paper set in the drawer and then set the paper again. If a different paper size is displayed even though a standard size paper has been placed, set the paper size manually. To do so, the change of the setting by the administrator is required. For details, see the reference below: User Functions - SETTING ITEMS (Admin) - Drawer

Screen	Description / Remedy
	<p>The original or copy paper is misfed. Remove it following the guidance on the touch panel. P.14 “Clearing a Paper Misfeed”</p>
	<p>A cover is open. Check which cover on the touch panel and then close it securely.</p>
	<p>Toner has run out. Replace the new toner cartridge. P.69 “Replacing a Toner Cartridge”</p>

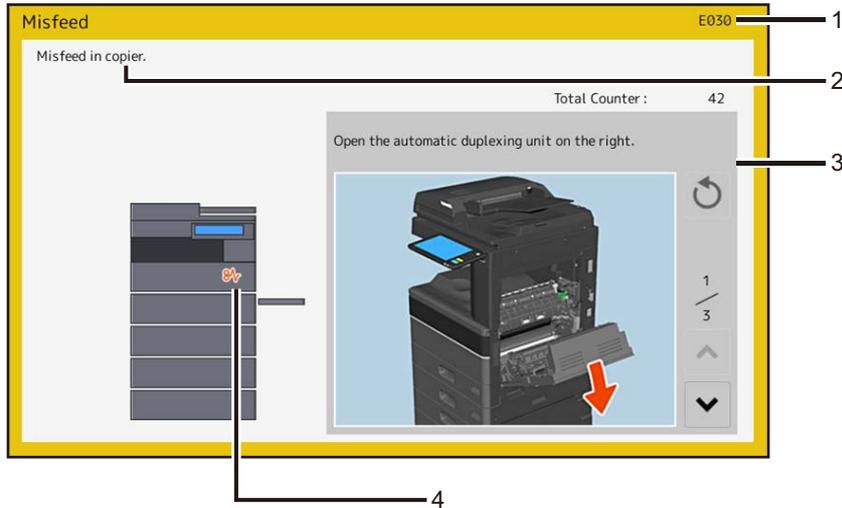
Screen	Description / Remedy
	<p>The waste toner box is full. Replace it following the guidance on the touch panel. 📖 P.76 “Replacing the Waste Toner Box”</p>
	<p>The equipment requires adjusting by a service technician. Contact your service representative with the error code displayed on the right side of the touch panel. Depending on the location where the problem has occurred, [Deactivate] will be displayed. When you press [Deactivate], you can use the equipment by excluding the separated functions. To release this separated status, adjustment by a service technician is required.</p>
	<p>⚠ WARNING</p> <p>Never attempt to repair, disassemble or modify the equipment by yourself. You could cause a fire or get an electric shock. Always contact your service representative for maintenance or repair of the internal parts of the equipment.</p>

Screen	Description / Remedy
<p>The screenshot shows the 'Copy' control panel with various settings. Two red circles highlight the 'Auto' button and the 'By-pass Feed' button, indicating they are not usable. A warning message at the bottom states 'Finisher is deactivated.'</p>	<p>The options with the mark indicated in the figure are not usable. To release the deactivation of the options, adjustment by a service technician is required.</p>
<p>The screenshot displays an error message: 'Double feed. Scan stopped due to double feed. Check the original and set it again.' Below the text is an illustration of the scanner with a lever being raised to open the upper cover, with numbered arrows 1 and 2 indicating the steps.</p>	<p>Two or more sheets of original are fed together. Remove the misfed originals and check their condition. Then replace them on the ADF. For details, see the reference below: P.16 "ADF" For details on how to set paper, see the reference below: Preparation of Paper (e-STUDIO6525AC Series/e-STUDIO6528A Series) - PLACING ORIGINALS - Placing Originals - Using the ADF</p>

Clearing a Paper Misfeed

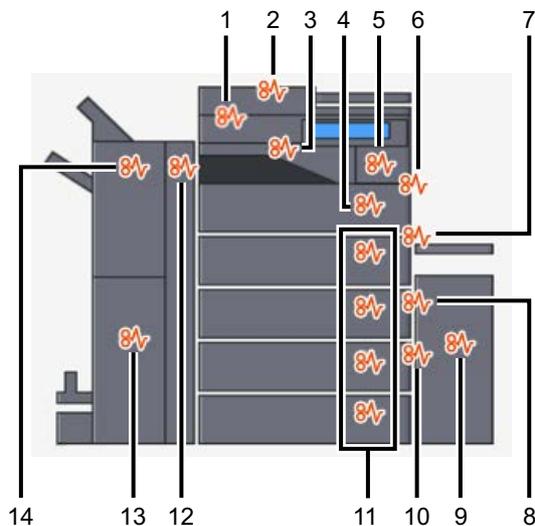
■ Locating a paper misfeed

The equipment stops copying when the original or copy paper is misfed. Paper misfeeds are notified on the touch panel as follows:



1. Error code
2. Error message
3. Guidance for clearing paper misfeeds
4. Paper misfeed symbols

The paper misfeed symbol helps you locate the paper misfeed.



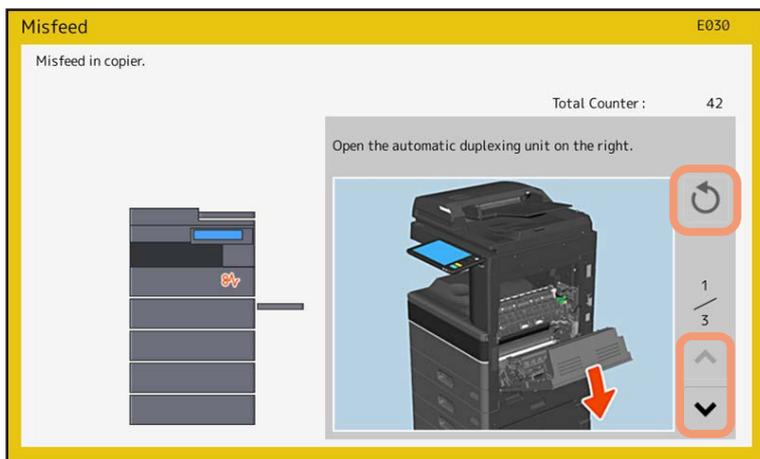
1. RADF or DSDF (lower) (📖 P.16)
2. RADF or DSDF (upper) (📖 P.17)
3. Job Separator, Offset Tray (📖 P.36) or Bridge Kit (📖 P.37)
4. Paper transport path (📖 P.33)
5. Fuser unit (📖 P.34)
6. Automatic duplexing unit (📖 P.32)
7. Bypass tray (📖 P.31)
8. Drawer feeding portion (📖 P.23)
9. External Large Capacity Feeder (2000 sheets) (📖 P.22)
10. Large Capacity Feeder (📖 P.25) or Paper Feed Pedestal (📖 P.26)
11. Drawers (📖 P.27, 📖 P.28), Envelope Drawer (📖 P.29) or drawer of the Large Capacity Feeder (📖 P.30)
12. Hole Punch Unit (📖 P.38, 📖 P.43, 📖 P.53)
13. Saddle stitch unit (📖 P.47)
14. Finisher (📖 P.38, 📖 P.43, 📖 P.53)

The picture of the hardware device shown on the touch panel differs depending on the options installed.

■ Clearing a paper misfeed

1 Clear the paper misfeed.

Clear the paper misfeed following the guidance shown on the touch panel. Press  or  to scroll the pages. You can play an animation from the beginning by pressing .



2 After clearing the misfeed, close all the opened covers.

The equipment starts the warm-up. Follow the guidance on the touch panel.

❑ Tips on removing the misfed paper

Note the following points in removing the misfed paper.

Remove the misfed paper carefully so as not to tear it.

To avoid tearing the misfed paper, remove the paper slowly with both hands. Using force may tear the paper, making it more difficult to remove. See also that no pieces of torn paper are left inside the equipment.

When the paper misfeed sign remains after removing the misfed paper:

Depending on the timing of the occurrence, no misfed paper may be found where the paper misfeed sign indicates. If the sign does not disappear after you have removed the misfed paper, follow the steps as instructed on the touch panel.

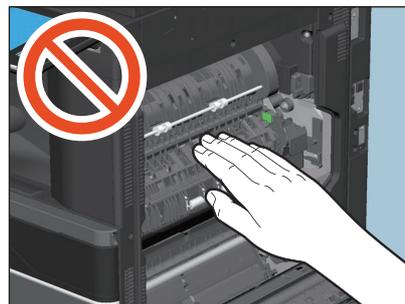
Do not touch the connectors and harnesses inside the equipment.

This could cause a malfunction.

Do not touch the fuser unit or the metal portion around it.

⚠ CAUTION

Do not touch the fuser unit or the metal portion around it when you remove the paper misfed in the right side of the equipment. This could burn you or the shock could cause you to get your hand injured in the machine.



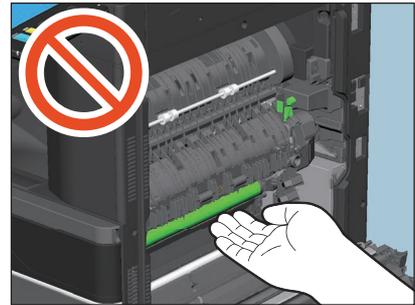
(e-STUDIO6525AC Series and e-STUDIO5528A/6528A) Do not touch the transfer belt.

When you remove the paper misfed in the right side of the equipment, be sure not to touch the transfer belt. This could stain copy images.



(e-STUDIO2528A/3028A/3528A/4528A) Do not touch the photoconductive drum.

When you remove paper which has been misfed in the right side of the equipment, be sure not to touch the photoconductive drum. This could stain the copy images.



❑ If paper misfeeds occur frequently

The following are the common causes of paper misfeeds. If the problem persists, check for the following situations.

- An unsuitable original is placed on the ADF.
- Unavailable paper with the equipment is used.
- Paper sizes are not consistent between the size in a drawer or the bypass tray and the size registered in the equipment.
- All the misfed paper has not been removed.
- There is too much of a gap between the paper and the side or end guide in the drawer.
- The amount of paper placed in a drawer exceeds the limit indicated on the side guide of the drawer.

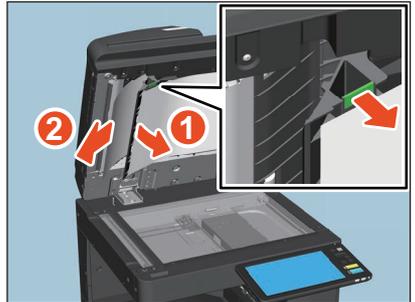
■ ADF

❑ RADF (Lower)

1 Open the RADF.



2 Lower the green lever, open the reverse cover and remove the original.

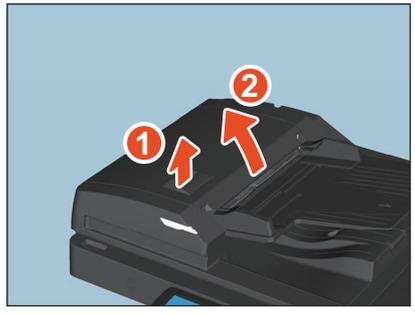


3 Close the RADF.

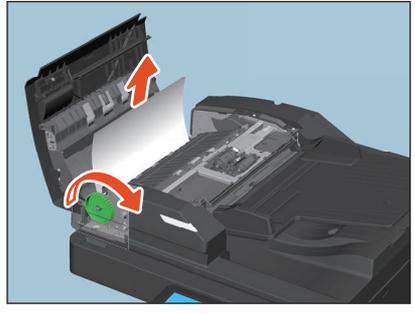


❑ RADF (Upper)

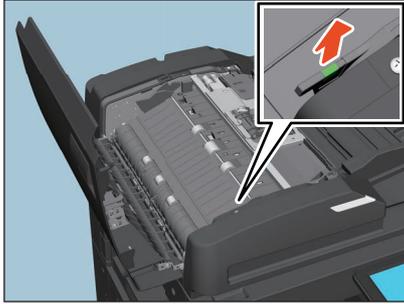
1 Raise the lever and open the upper cover.



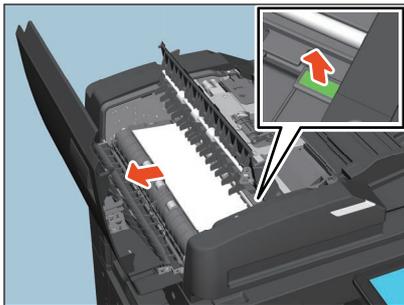
2 Turn the inner green dial and remove the misfed original.



-
- 3** Raise the green lever and open the transport guide.

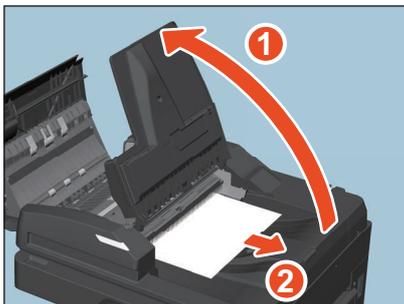


- 4** Raise the green lever under the transport guide, and remove the original under the guide plate.



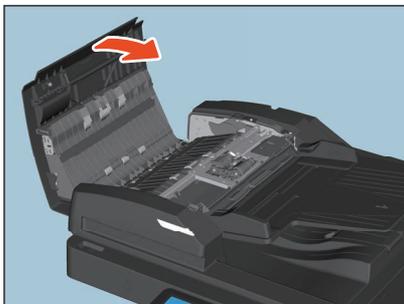
- 5** Close the transport guide.

- 6** Raise the original feeder tray, and remove the original under the tray.



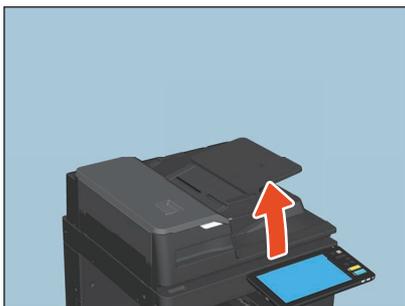
- 7** Lower the original feeder tray.

- 8** Close the upper cover.

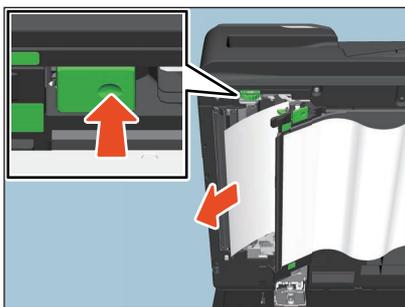


❑ **DSDF (Lower)**

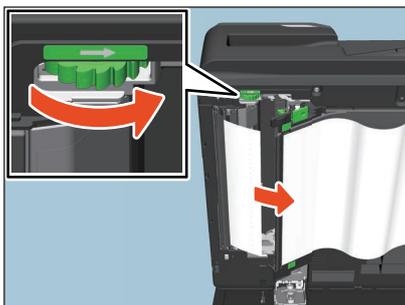
1 Remove the originals on the DSDF and open it.



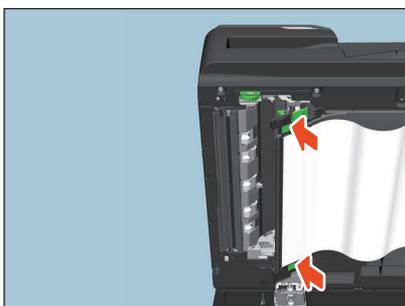
2 Push the green button to open the lower cover and then remove the misfed originals.



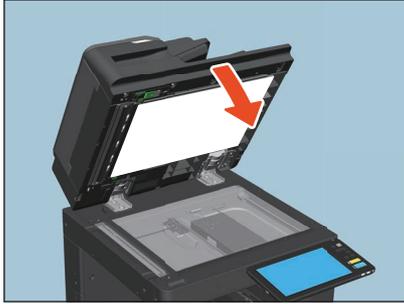
3 Turn the inner green dial and remove the misfed original.



4 Push the green part to close the lower cover.

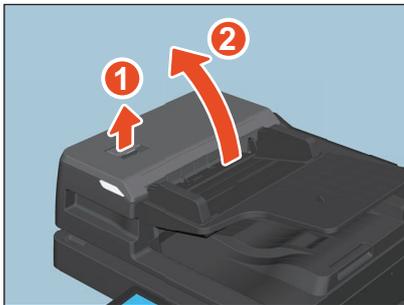


5 Close the DSDF.

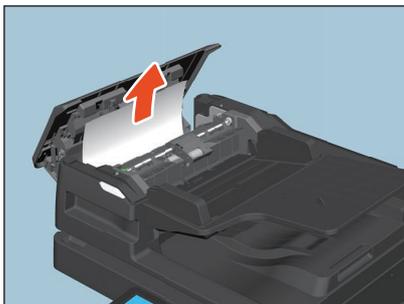


□ DSDF (Upper)

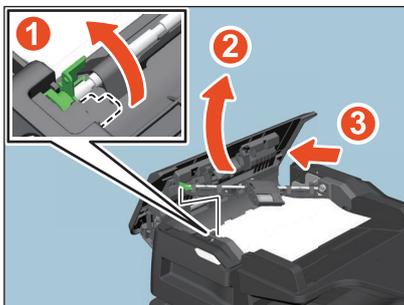
1 Raise the lever and open the upper cover.



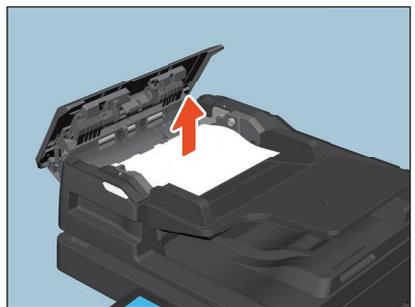
2 Remove the misfed originals.



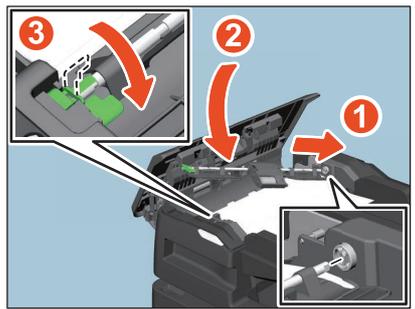
3 If it is not easy to remove the misfed originals under the feed roller unit, take it off.



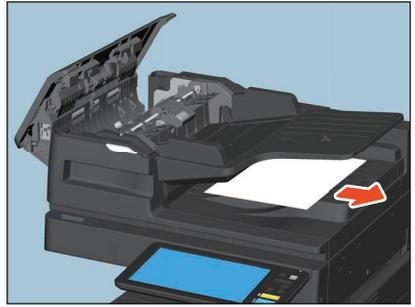
4 Remove the misfed originals under the feed roller unit.



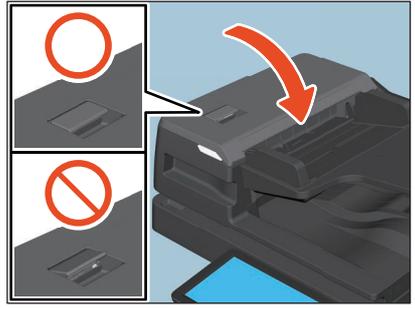
5 Attach the feed roller unit.



6 Remove the originals under the original feeder tray.



7 Close the upper cover.



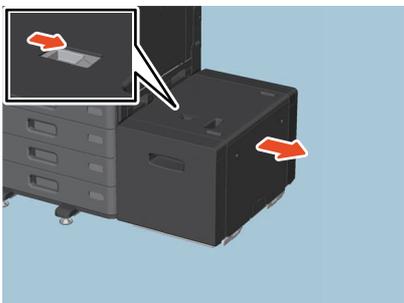
Note
Confirm that the lever of the upper cover is closed firmly.

■ External Large Capacity Feeder (2000 sheets)

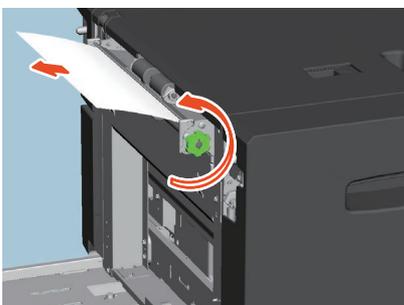
⚠ CAUTION

Be careful not to let your fingers be caught between the equipment and the External Large Capacity Feeder. This could injure you.

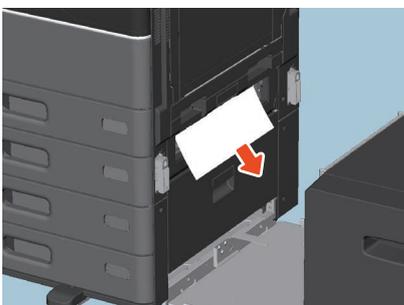
- 1 Pushing the lock lever, separate the External Large Capacity Feeder from the equipment.



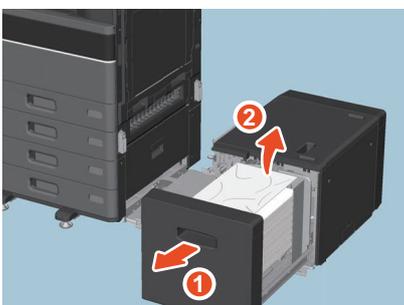
- 2 Remove the misfed paper by turning the green dial.



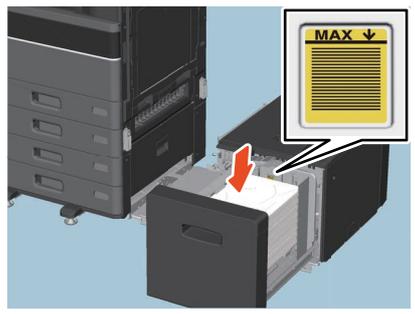
- 3 Remove the misfed paper from the equipment.



- 4 Pull out the feeder tray and remove the misfed paper.



5 Check there is no folded/curled paper or overloading, then close the feeder tray.



Note

Be sure that the height of the stacked paper does not exceed the line indicated on the rear side guide.

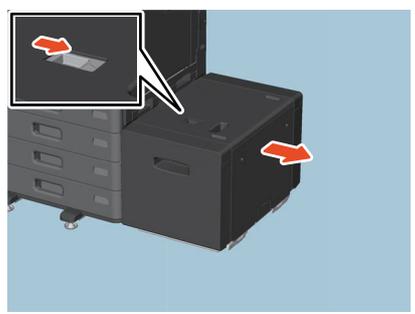
6 Connect the External Large Capacity Feeder to the equipment.

Slowly move the External Large Capacity Feeder placing your hands on the positions shown in the figure.



Drawer feeding portion

1 Pushing the lock lever, separate the External Large Capacity Feeder (if attached, optional) from the equipment.



2 Open the feeder cover on the right side.



3 Remove the misfed paper from the drawer and close the feeder cover.



If the paper is misfed on the cover side, remove it as shown in the figure below.



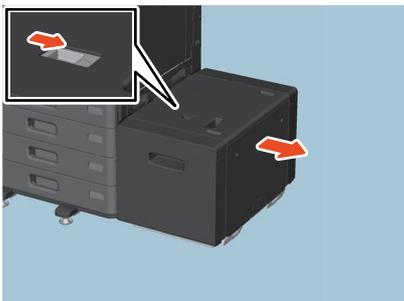
4 Connect the External Large Capacity Feeder (if attached, optional) to the equipment.

Move it slowly placing your hands on the point shown in the figure.



■ Large Capacity Feeder

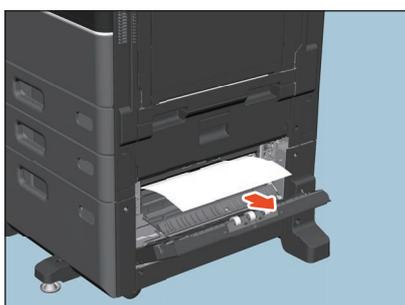
- 1 Pushing the lock lever, separate the External Large Capacity Feeder (if attached, optional) from the equipment.



- 2 Open the feeder cover of the Large Capacity Feeder on the right.



- 3 Remove the misfed paper and close the feeder cover.

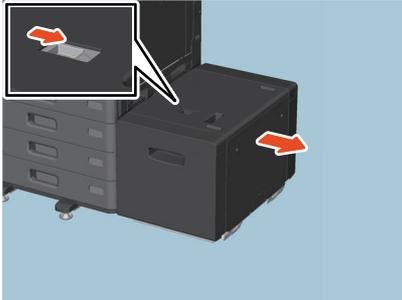


- 4 Connect the External Large Capacity Feeder (if attached, optional) to the equipment. Move it slowly placing your hands on the point shown in the figure.

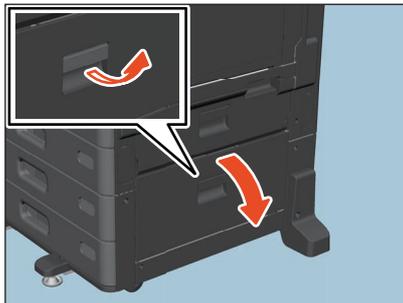


■ Paper Feed Pedestal

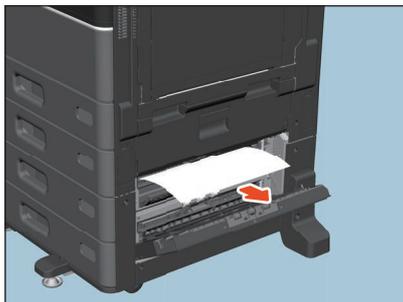
- 1 Pushing the lock lever, separate the External Large Capacity Feeder (if attached, optional) from the equipment.**



- 2 Open the feeder cover of the Paper Feed Pedestal on the right.**



- 3 Remove the misfed paper and close the feeder cover.**



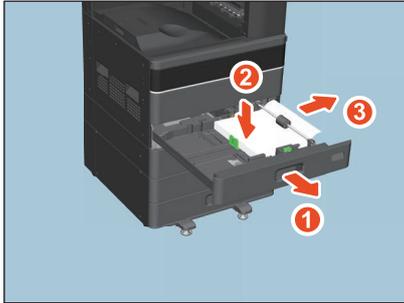
- 4 Connect the External Large Capacity Feeder (if attached, optional) to the equipment.**
Move it slowly placing your hands on the point shown in the figure.



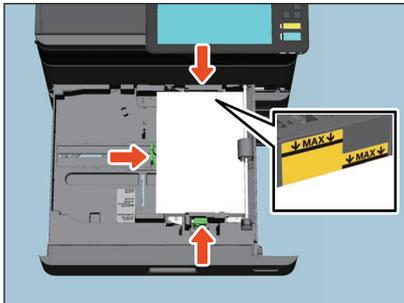
■ Drawers (e-STUDIO2020AC/2520AC/2021AC/2521AC)

□ The first drawer

1 Open the drawer, press the paper down until the plate clicks and remove the misfed paper.



2 Check that the guide width is correct, there is no folded/curled paper or overloading (especially for thick paper), and then close the drawer.

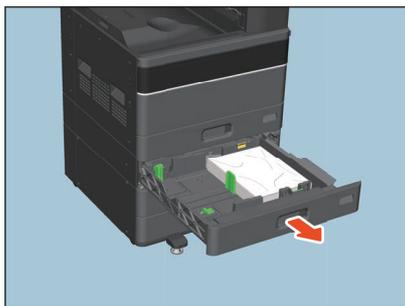


Note

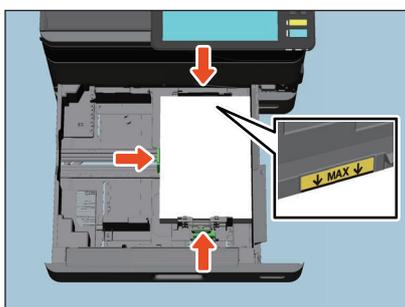
Be sure that the height of the stacked paper does not exceed the line indicated inside of the side guides. In particular, be sure that the upper limit for thick paper is not exceeded when placing thick paper in the first drawer. The amount of thick paper you can load in the drawer is lower than that for plain paper.

❑ **The second to fourth drawers**

- 1 **Open the paper source drawer, and remove the misfed paper.**

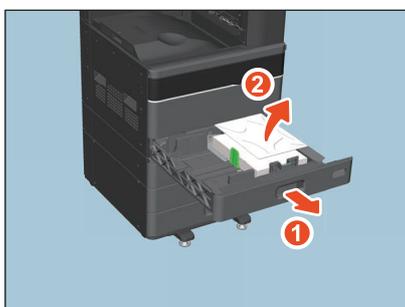


- 2 **Check that the guide width is correct, there is no folded/curled paper or overloading, and then close the drawer.**

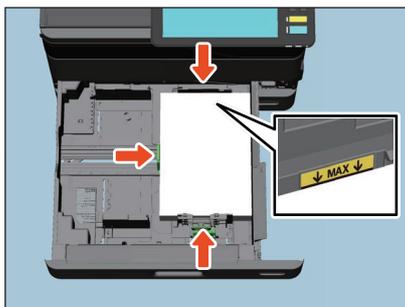


■ **Drawers (Except for e-STUDIO2020AC/2520AC/2021AC/2521AC)**

- 1 **Open the paper source drawer, and remove the misfed paper.**



- 2 **Check that the guide width is correct, there is no folded/curled paper or overloading, and then close the drawer.**

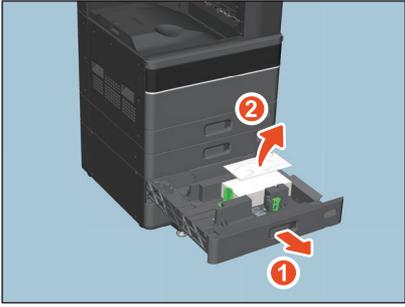


Note

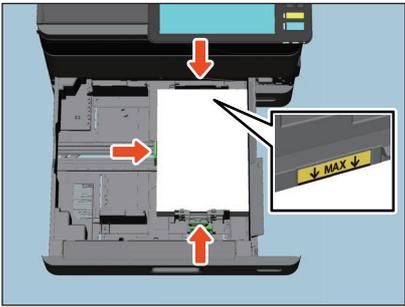
Be sure that the height of the stacked paper does not exceed the line indicated inside of the side guides.

■ Envelope Drawer

- 1 Open the paper source drawer, and remove the misfed paper.



- 2 Check that the guide width is correct, there is no folded/curled paper or overloading, and then close the drawer.

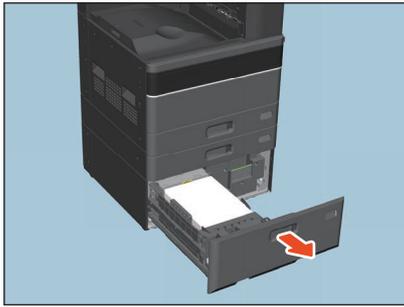


Note

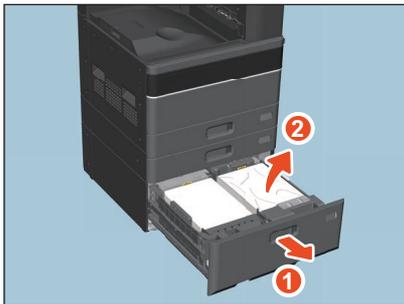
Be sure that the height of the stacked paper does not exceed the line indicated inside of the side guides. In particular, be sure that the upper limit for envelope is not exceeded when placing envelope in the Envelope Drawer. The amount of envelope you can load in the drawer is lower than that for plain paper.

■ Large Capacity Feeder

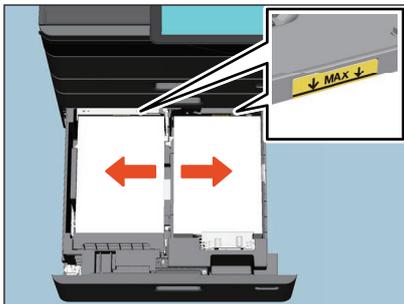
- 1 Open the drawer of the Large Capacity Feeder.



- 2 Pull out the right-hand tray and remove the misfed paper.



- 3 Check that there is no folded/curled paper or overloading, and then close the drawer of the Large Capacity Feeder.

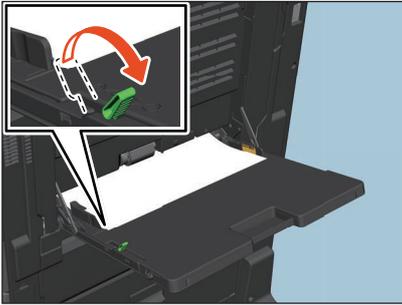


Note

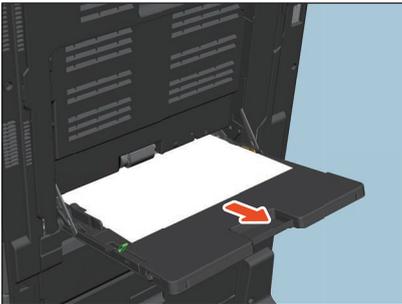
Be sure that the height of the stacked paper does not exceed the line indicated inside of the side guides.

■ **Bypass tray (e-STUDIO2020AC/2520AC/2021AC/2521AC, e-STUDIO2528A/3028A/3528A/4528A)**

- 1 Move the green paper holding lever toward the outside.**
The paper can now be removed.

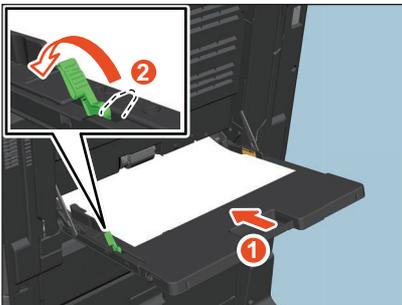


- 2 Pull out the misfed paper in the bypass tray.**



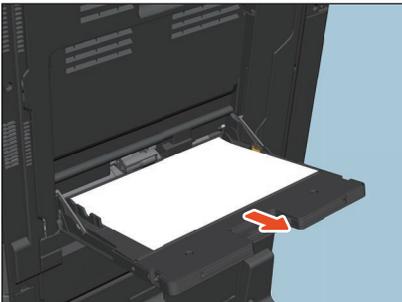
- 3 Place paper in the bypass tray again and then move the green paper holding lever toward the inside.**

If a sheet of paper is stained, folded or torn, replace it with a new one.



■ **Bypass tray (Except for e-STUDIO2020AC/2520AC/2021AC/2521AC, e-STUDIO2528A/3028A/3528A/4528A)**

- 1 Pull out the misfed paper in the bypass tray.**



■ Automatic duplexing unit

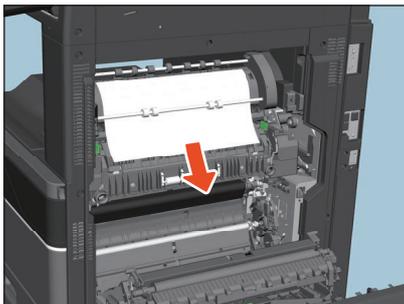
⚠ CAUTION

Be careful not to let your fingers be caught between the equipment and the automatic duplexing unit cover. This could injure you.

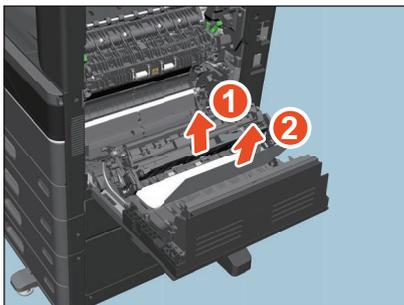
- 1 Open the automatic duplexing unit cover on the right.



- 2 Except for e-STUDIO2020AC/2520AC/2021AC/2521AC and e-STUDIO2528A/3028A, remove the misfed paper.



- 3 While holding the green lever, remove the misfed paper.



- 4 Lower the green lever carefully and then close the automatic duplexing unit cover.

■ Paper transport path

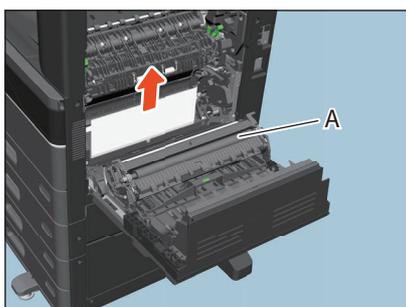
⚠ CAUTION

Be careful not to let your fingers be caught between the equipment and the automatic duplexing unit cover. This could injure you.

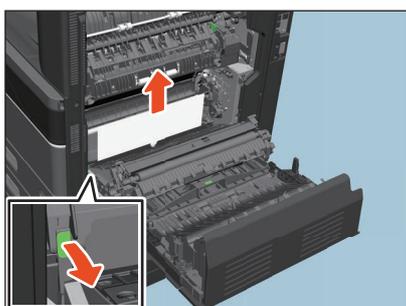
1 Open the automatic duplexing unit cover on the right.



2 Remove the misfed paper. e-STUDIO2020AC/2520AC/2021AC/2521AC



Except for e-STUDIO2020AC/2520AC/2021AC/2521AC



Note

- Be sure not to touch the transfer belt and the photoconductive drum when removing the misfed paper. This could stain copy images.
- Do not clean roller [A] though it may be stained. It will be automatically cleaned at the next printing.

3 Close the automatic duplexing unit cover.

■ Fuser unit

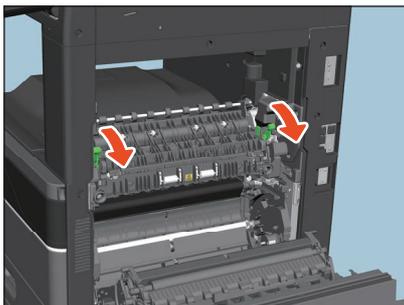
⚠ CAUTION

- **Be careful not to let your fingers be caught between the equipment and the automatic duplexing unit cover.** This could injure you.
- **Do not touch the fuser unit or the metal portion around it.** Since they are very hot, you could be burned or the shock could cause you to get your hand injured in the machine.

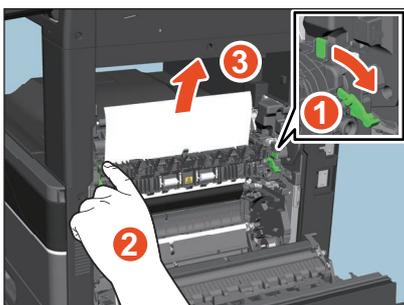
1 Open the automatic duplexing unit cover on the right.



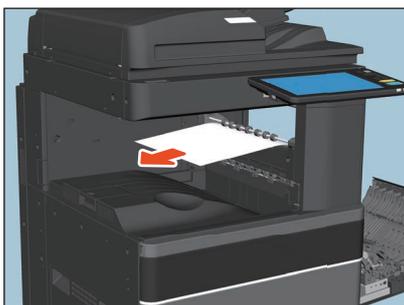
2 For e-STUDIO2020AC/2520AC/2021AC/2521AC and e-STUDIO2525AC/3025AC/3525AC/4525AC, press down the two green fuser pressure release levers until they stop.



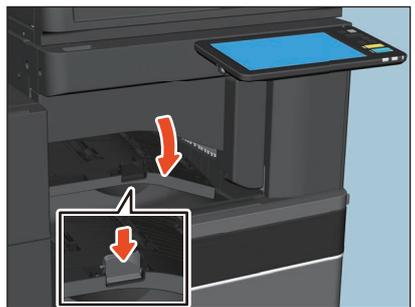
3 Open the transport guide holding the green knob and then release the misfed paper. Pull the misfed paper up or down as shown in the illustrations depending on the position of the paper.



4 Remove the paper from the exit section.



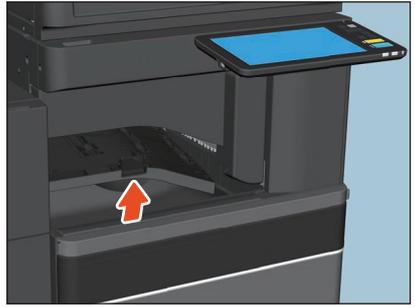
5 When the finisher is installed, open the Bridge Kit cover while holding the handle.



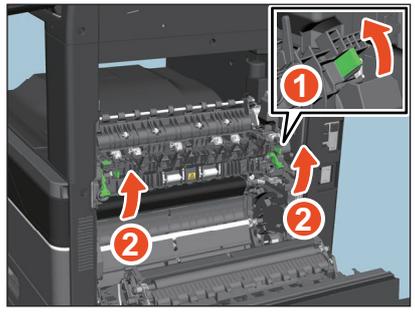
6 Remove the misfed paper.



7 When the finisher is installed, close the Bridge Kit cover.



8 For e-STUDIO2020AC/2520AC/2021AC/2521AC and e-STUDIO2525AC/3025AC/3525AC/4525AC, return the two green fuser pressure release levers to their original position.



9 Close the automatic duplexing unit cover.

■ Job Separator

The procedure below is for e-STUDIO2020AC/2520AC/2021AC/2521AC and e-STUDIO2528A/3028A with the Job Separator installed. However, it does not apply to e-STUDIO2525AC/3025AC/3525AC/4525AC/5525AC/6525AC and e-STUDIO3528A/4528A/5528A/6528A Series with the Job Separator installed.

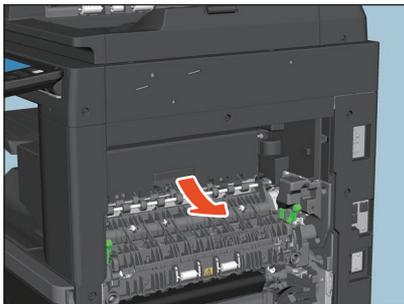
⚠ CAUTION

- **Be careful not to let your fingers be caught between the equipment and the automatic duplexing unit cover.**
This could injure you.
- **Do not touch the fuser unit or the metal portion around it.**
Since they are very hot, you could be burned or the shock could cause you to get your hand injured in the machine.

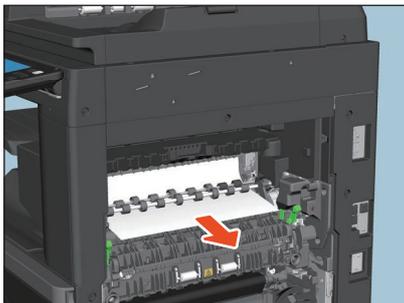
1 Open the automatic duplexing unit cover on the right.



2 Open the cover inside of the equipment.



3 Remove the misfed paper.

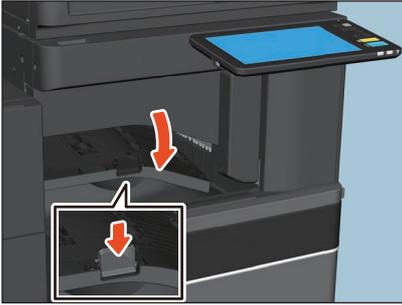


4 Close the cover inside of the equipment.

5 Close the automatic duplexing unit cover.

■ Bridge Kit

- 1 Open the cover holding the handle of the Bridge Kit.



- 2 Remove the misfed paper inside the Bridge Unit.



Tip

If the misfed paper cannot be removed because the right side is caught by the fuser unit, follow the steps below.

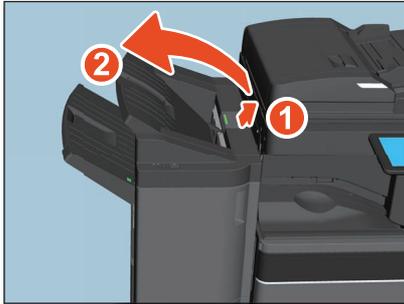
📖 P.34 “Fuser unit”

- 3 Close the Bridge Kit cover.

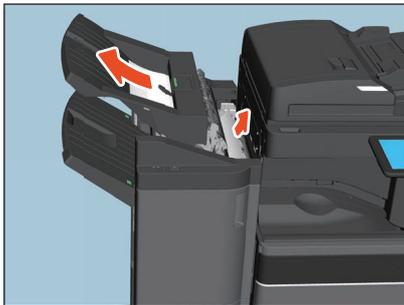
■ Finisher and Hole Punch Unit

Paper misfed in the upper receiving tray

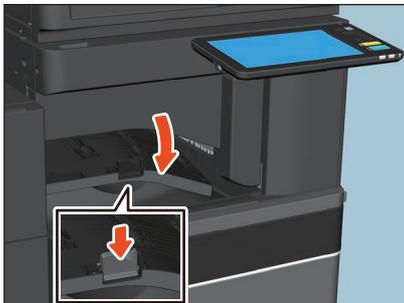
- 1** Raise the lever and open the upper receiving tray of the finisher.



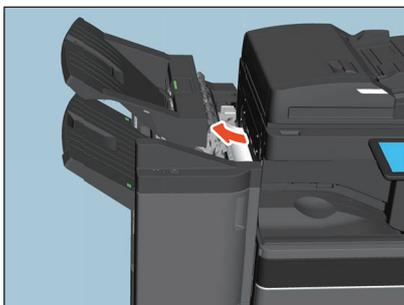
- 2** Remove the misfed paper.



- 3** Open the cover holding the handle of the Bridge Unit.
When the Hole Punch Unit is installed, proceed to step 5.

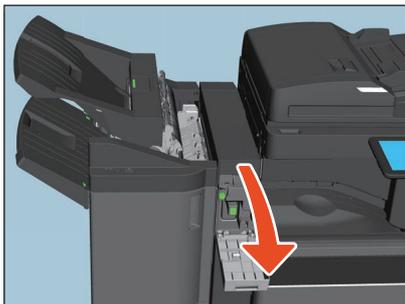


- 4** Remove the misfed paper.
Proceed to step 8.

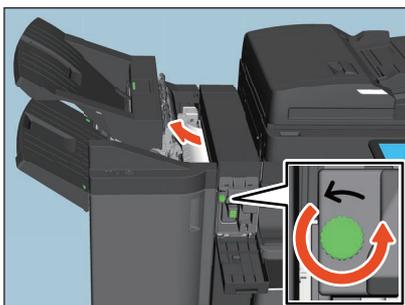


When the Hole Punch Unit is installed

5 Open the Hole Punch Unit cover.



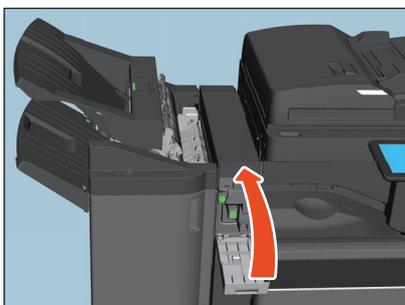
6 Turn the green knob to get the misfed paper out.



Note

Be sure to turn the knob to the direction indicated by the arrow to remove the misfed paper. If you pull out the paper forcibly without turning the knob, this may tear the paper.

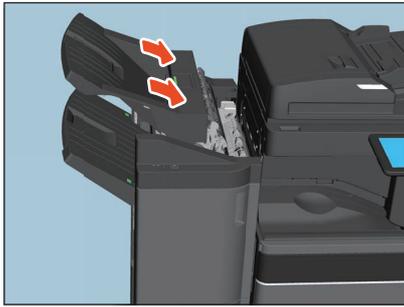
7 Close the Hole Punch Unit cover.



8 Close the Bridge Kit cover.

9 Close the upper receiving tray of the finisher.

Place your hands on the near and far side of the lever and push to close the tray until it clicks.

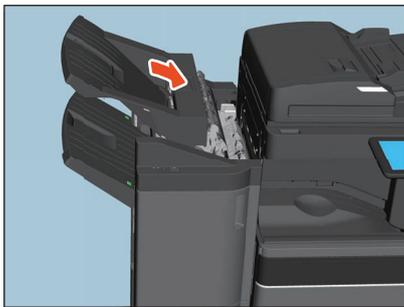


⚠ CAUTION

Be careful not to let your fingers be caught between the finisher body and the upper tray of the finisher.
This could injure you.

Tip

The upper receiving tray can also be closed by pressing the right side of the lever.

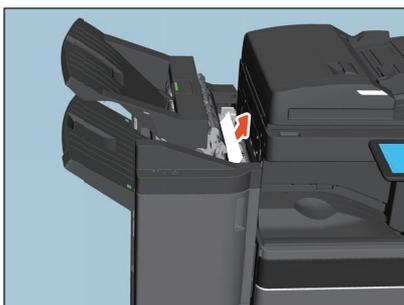


Paper misfed in the lower receiving tray

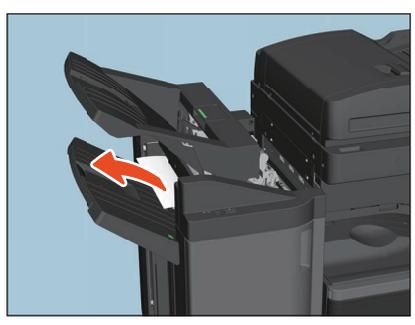
1 Raise the lever and open the upper receiving tray of the finisher.



2 Remove the misfed paper.

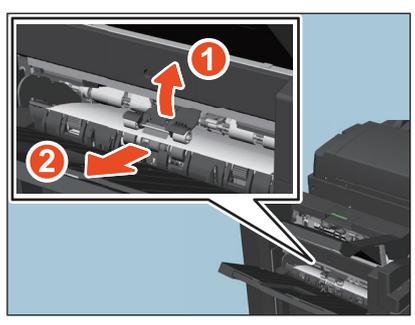


3 Remove the misfed paper.

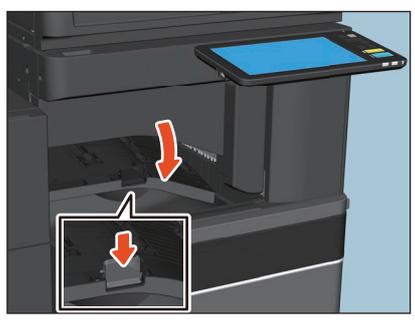


Tip

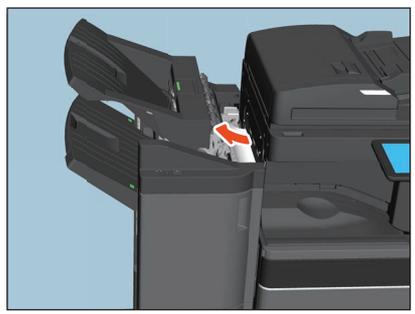
If the paper is caught by the roller in the exit section, remove it by lifting the roller up with your fingers.



4 Open the cover holding the handle of the Bridge Unit.
When the Hole Punch Unit is installed, proceed to step 6.

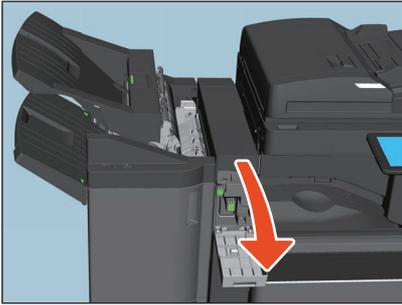


5 Remove the misfed paper.
Proceed to step 9.

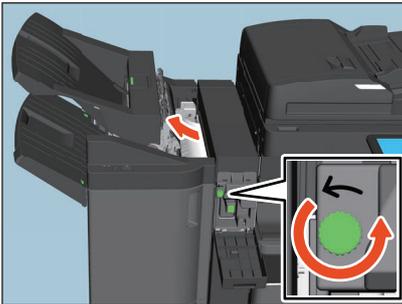


When the Hole Punch Unit is installed

6 Open the Hole Punch Unit cover.



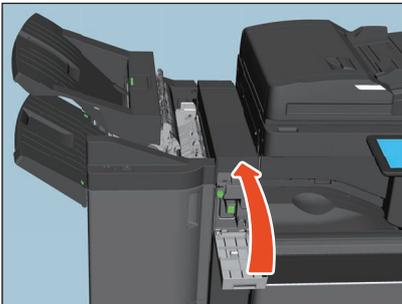
7 Turn the green knob to get the misfed paper out.



Note

Be sure to turn the knob to the direction indicated by the arrow to remove the misfed paper. If you pull out the paper forcibly without turning the knob, this may tear the paper.

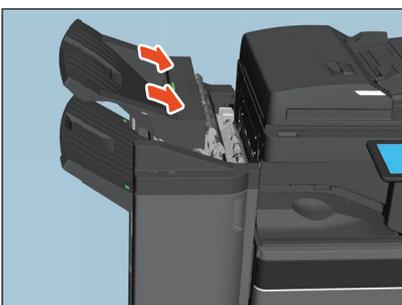
8 Close the Hole Punch Unit cover.



9 Close the Bridge Kit cover.

10 Close the upper receiving tray of the finisher.

Place your hands on the near and far side of the lever and push to close the tray until it clicks.



⚠ CAUTION

Be careful not to let your fingers be caught between the finisher body and the upper tray of the finisher.
This could injure you.

Tip

The upper receiving tray of the finisher can also be closed by pressing the right side of the lever.

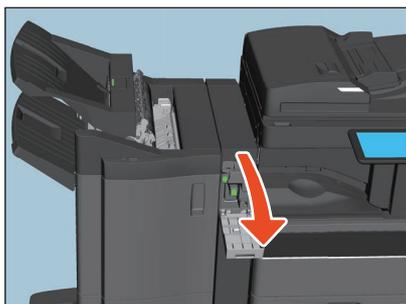


■ Saddle Stitch Finisher and Hole Punch Unit

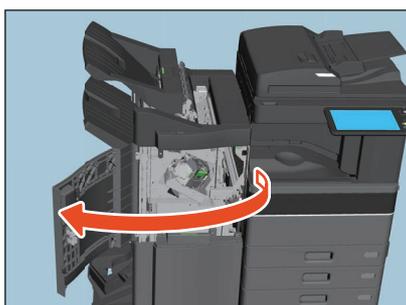
- 1** Raise the lever and open the upper receiving tray of the finisher.



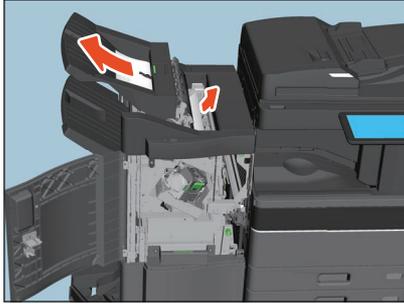
- 2** Open the cover of the Hole Punch Unit when it is installed.



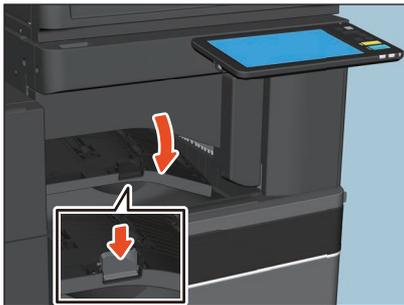
- 3** Open the front cover of the finisher.



4 Remove the misfed paper from the right or left.



5 Open the cover holding the handle of the Bridge Unit.



6 Remove the misfed paper inside the Bridge Unit.

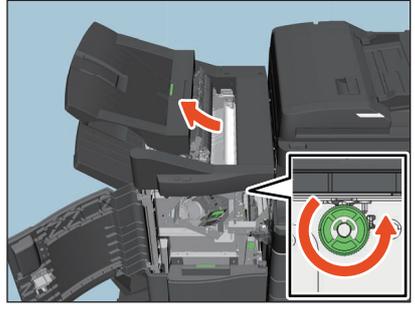


7 If the paper size is small, turn the knob shown in the following figures to send the paper, and then remove the misfed paper.

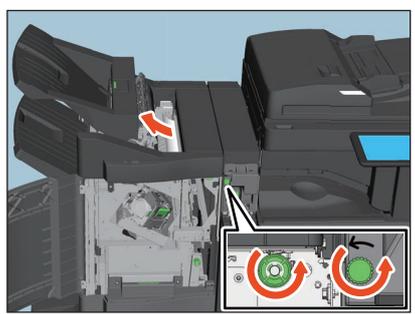
Note

When the Hole Punch Unit is installed, open the front cover of the finisher and turn the 2 knobs at the same time.

When the Hole Punch Unit is not installed

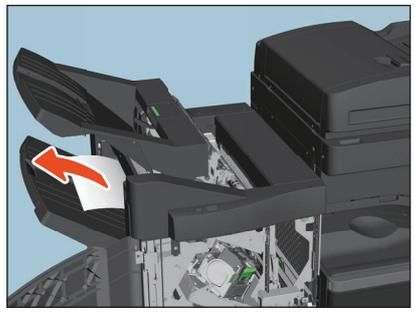


When the Hole Punch Unit is installed



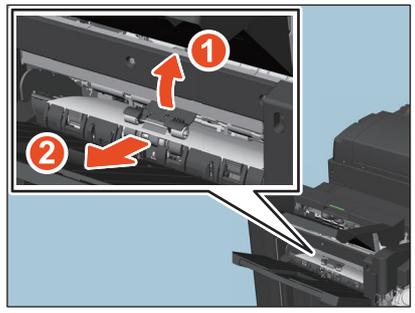
Be sure to turn the knob to the direction indicated by the arrow to remove the misfed paper. If you pull out the paper forcibly without turning the knob, this may tear the paper.

8 Remove the misfed paper.



Tip

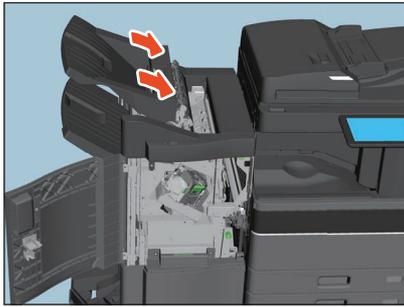
If the paper is caught by the roller in the exit section, remove it by lifting the roller up with your fingers.



9 Close the cover of the Bridge Unit.

10 Close the upper receiving tray of the finisher.

Place your hands on the near and far side of the lever and push to close the tray until it clicks.

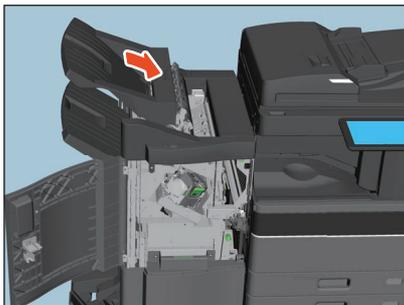


⚠ CAUTION

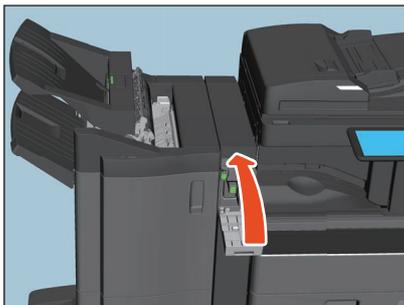
Be careful not to let your fingers be caught between the finisher body and the upper tray of the finisher.
This could injure you.

Tip

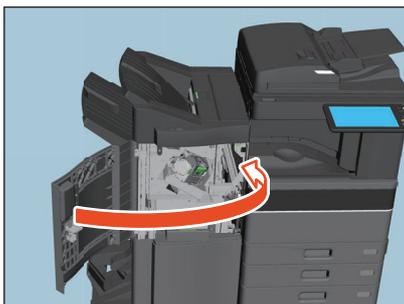
The upper receiving tray of the finisher can also be closed by pressing the right side of the lever.



11 Close the cover of the Hole Punch Unit when it is installed.

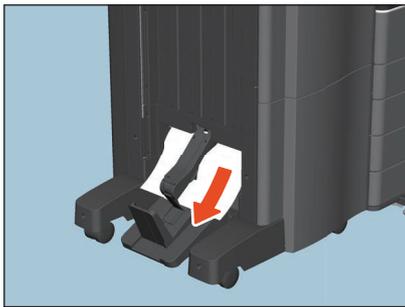


12 Close the front cover of the finisher.

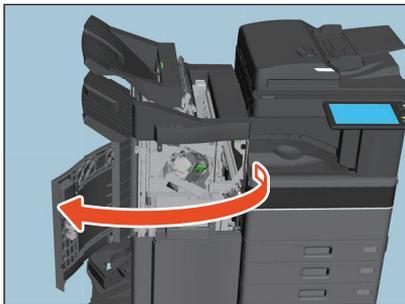


■ Saddle Stitch unit of the Saddle Stitch Finisher

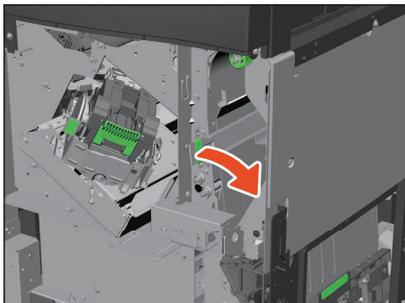
- 1 Remove the misfed paper from the exit side of the Saddle Stitch unit.



- 2 Open the front cover of the finisher.



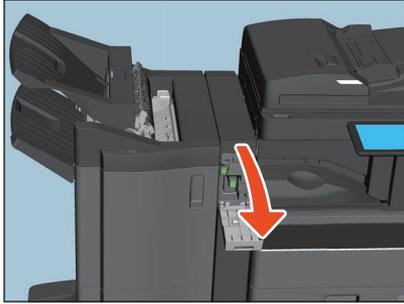
- 3 Holding the green knob, move the guide to the right.



- 4 Raise the lever and open the upper receiving tray of the finisher.



5 Open the cover of the Hole Punch Unit when it is installed.

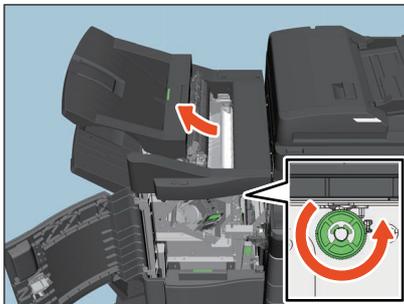


6 Turn the knob shown in the following figures to send the paper, and then remove the misfed paper.

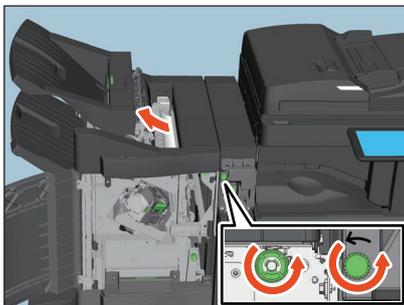
Note

When the Hole Punch Unit is installed, open the front cover of the finisher and turn the 2 knobs at the same time.

When the Hole Punch Unit is not installed



When the Hole Punch Unit is installed

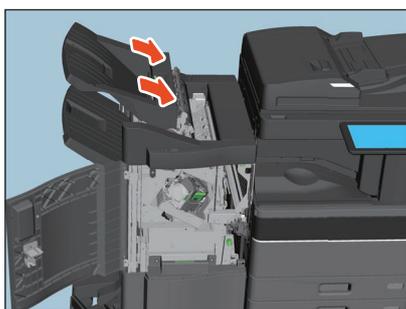


Be sure to turn the knob to the direction indicated by the arrow to remove the misfed paper. If you pull out the paper forcibly without turning the knob, this may tear the paper.

Some misfed paper may get inside of the Saddle Stitch unit depending on the location where the misfeeding occurs. In this case, follow step 7.

7 Close the upper receiving tray of the finisher.

Place your hands on the near and far side of the lever and push to close the tray until it clicks.

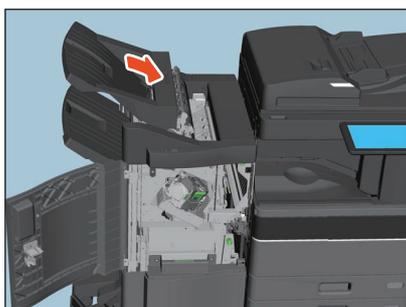


⚠ CAUTION

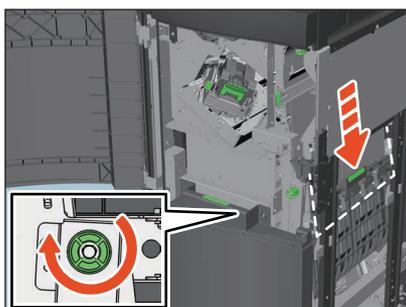
Be careful not to let your fingers be caught between the finisher body and the upper tray of the finisher.
This could injure you.

Tip

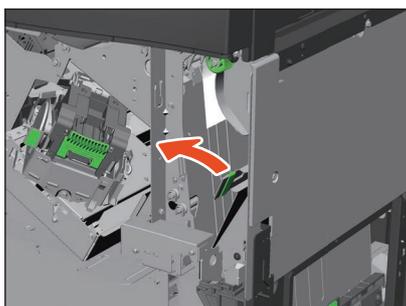
The upper receiving tray of the finisher can also be closed by pressing the right side of the lever.



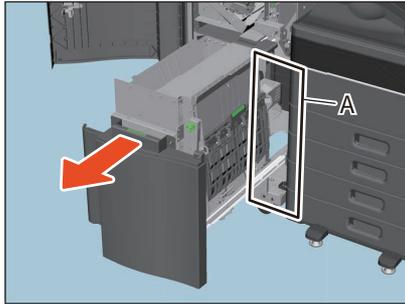
8 Turn the green knob to lower the paper until it is hidden.



9 Holding the green knob, return the guide to the left.



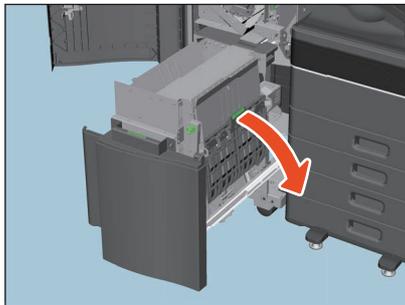
10 Pull out the Saddle Stitch unit until it stops.



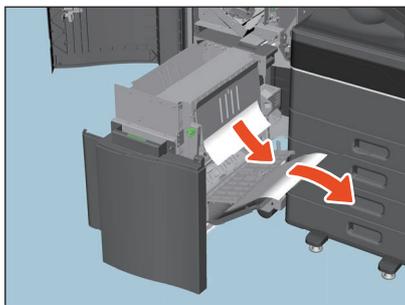
⚠ CAUTION

Do not put your hands in the opening section (A) which is located behind the Saddle Stitch unit.
Your hands may be caught, resulting in injury.

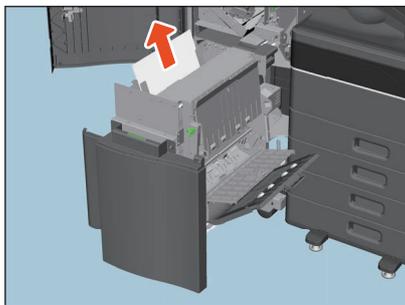
11 Open the transport guide on the right side.



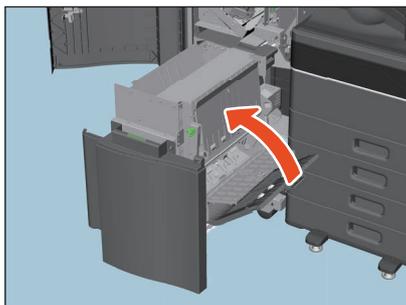
12 Remove the misfed paper.



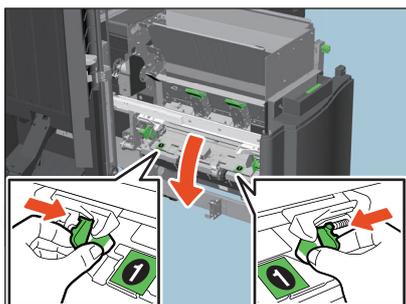
13 Remove the paper from the inside of the Saddle Stitch unit.



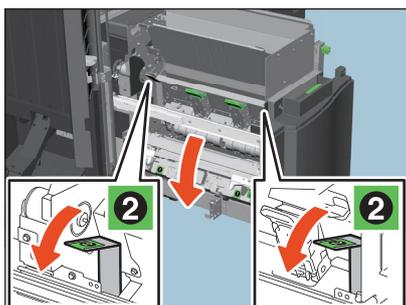
14 Close the transport guide.



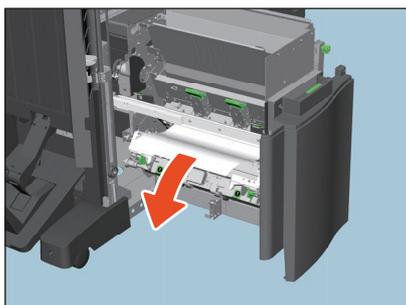
15 Holding both green knobs with your fingers, open the transport guide on the left.



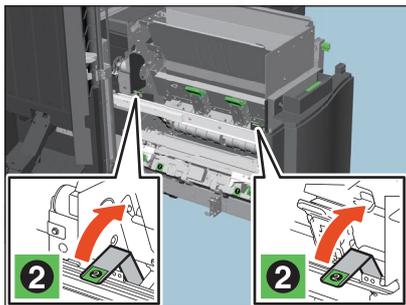
16 Lower the two green levers.



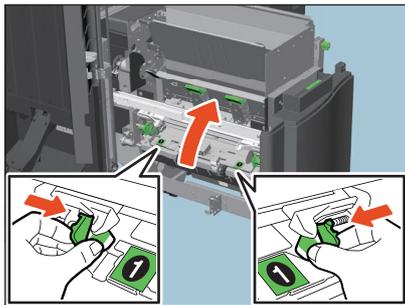
17 Remove the paper.



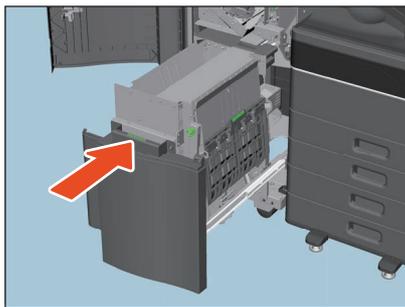
18 Raise the two green levers.



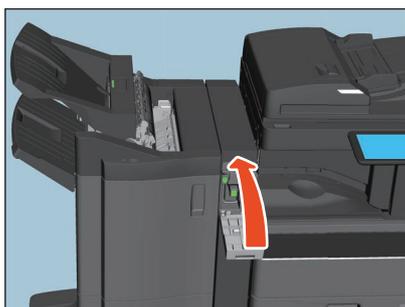
19 Holding both green knobs with your fingers, close the transport guide on the left.



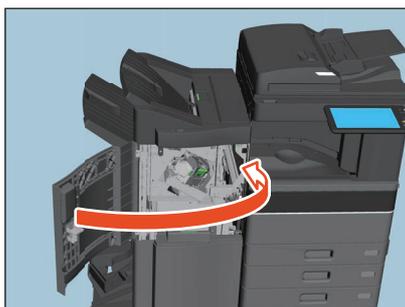
20 Return the Saddle Stitch unit to its original position.



21 Close the cover of the Hole Punch Unit when it is installed.



22 Close the front cover of the finisher.

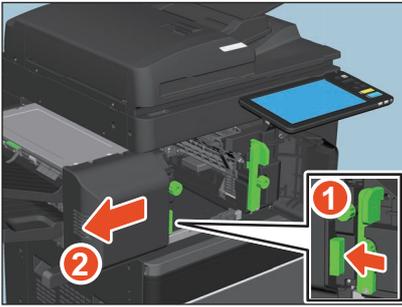


■ Inner Finisher and Hole Punch Unit

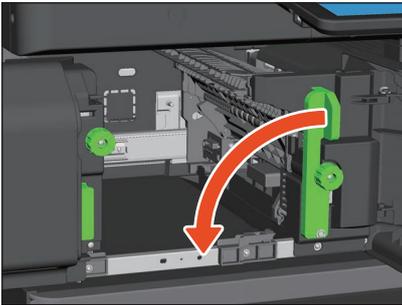
- 1 Lift up the control panel and then open the front cover of the finisher.



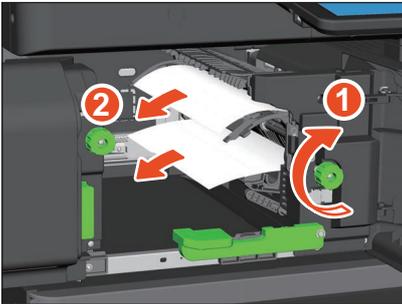
- 2 While holding the green lever, move the finisher to the left until it stops.



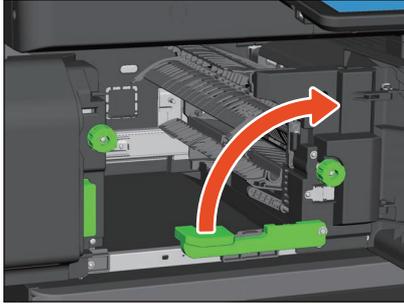
- 3 Pull down the green lever on the right-hand unit of the finisher. The paper exit of the equipment opens.



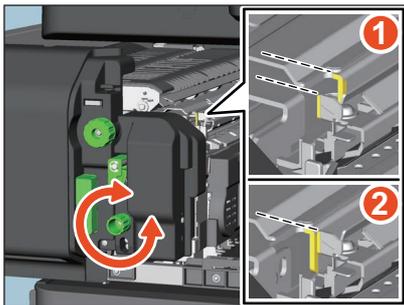
- 4 Turn the green dial clockwise to send the paper and remove it.



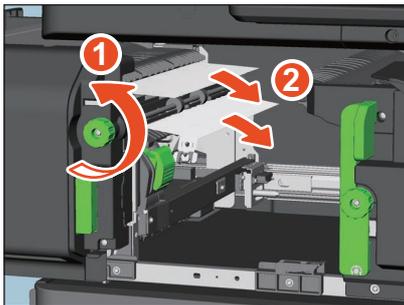
- 5** Return the green lever to its original position.



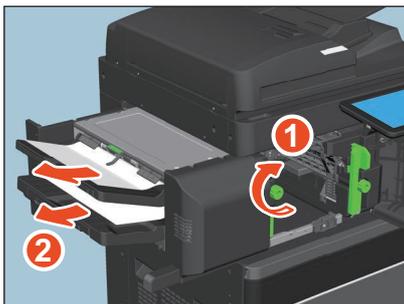
- 6** When the Hole Punch Unit is installed and used for punching holes, while pulling the green dial toward you, turn it to align the yellow marks on the parts.



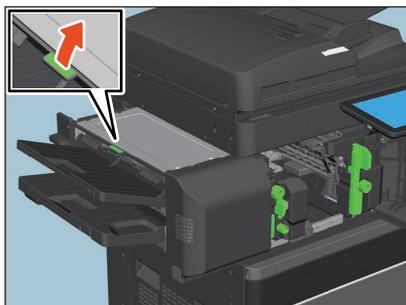
- 7** Turn the upper green dial counterclockwise to remove the misfed paper.



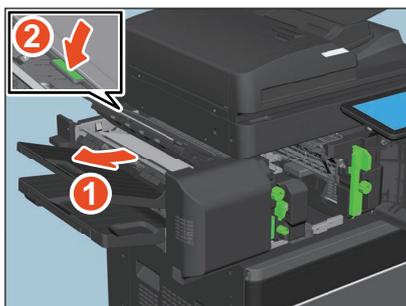
- 8** Turn the upper green dial clockwise to remove the misfed paper.



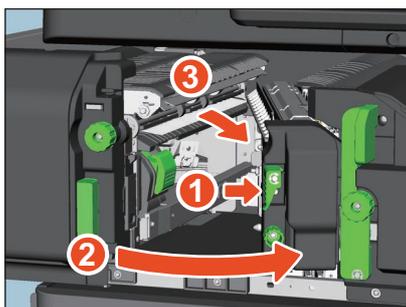
9 Holding the green knob, open the upper cover.



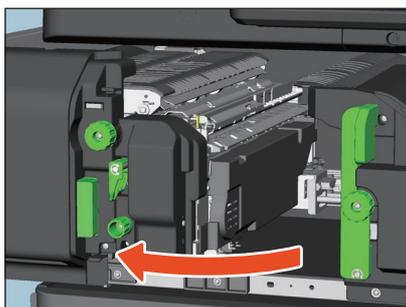
10 Remove the misfed paper and then close the upper cover.



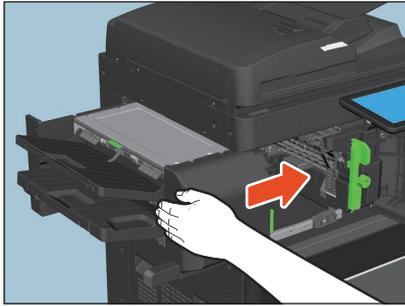
11 While holding the green lever, open the Hole Punch Unit to remove the misfed paper.



12 Return the Hole Punch Unit to its original position.



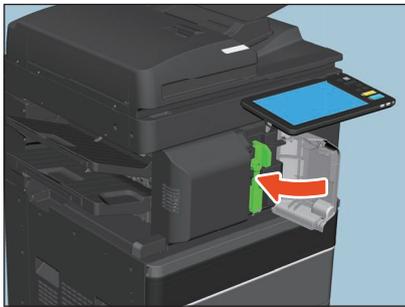
13 Carefully return the finisher to its original position.



⚠ CAUTION

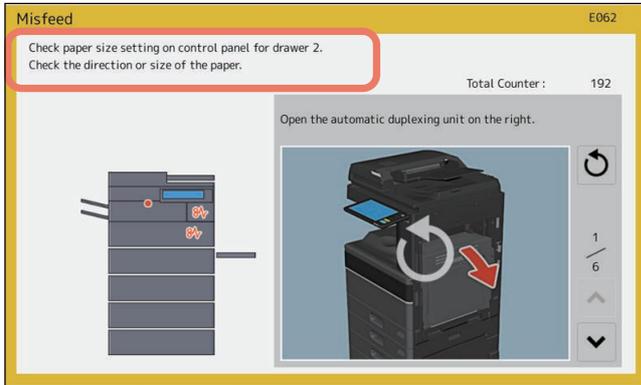
Do not put your hand or fingers on the top of the finisher when closing it.
They could be caught and this could injure you.

14 Close the front cover of the finisher.



■ Clearing paper misfeeds caused by a wrong paper size setting

Paper misfeeds occur when there is a mismatch between the size of the paper in a drawer or the bypass tray and the size registered for the corresponding drawer or the bypass tray in the equipment. The message “Check paper size setting on control panel for drawer N. Check the direction or size of the paper.” or “Check paper size setting on control panel for Bypass. Check the direction or size of the paper.” appears on the touch panel.



In this case, just clearing the misfed paper does not prevent another paper from being misfed. Be sure to follow the procedure below.

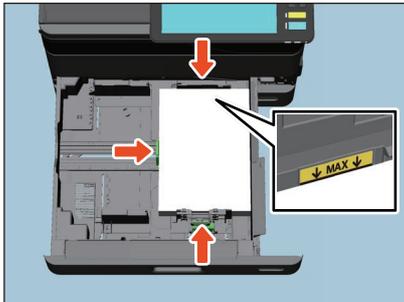
Troubleshooting differs depending on how the paper misfeed has occurred.

❑ Misfed when making copies or prints (using a drawer)

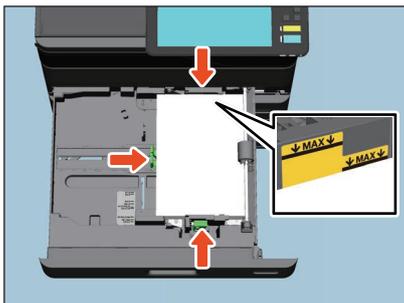
- 1 Clear the paper misfed following the guidance shown on the touch panel.
- 2 Open the paper source drawer, check that the guide width is correct and there is no folded/curled paper or overloading, and then close the drawer.

Note

Be sure that the height of the stacked paper does not exceed the line indicated inside of the side guides.



In particular, be sure that the upper limit for thick paper is not exceeded when placing thick paper in the first drawer of the e-STUDIO2020AC/2520AC/2021AC/2521AC. The amount of thick paper you can load in the drawer is lower than that for plain paper.



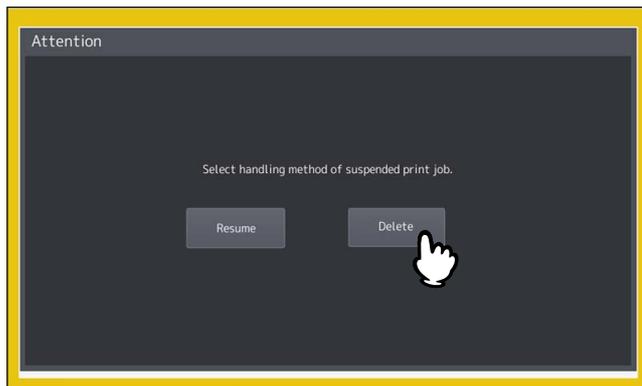
3 Close all the drawers or covers.

4 Press [Delete] when “Select handling method of suspended print job.” appears.
The print job is canceled.

Tip

When Job Skip Control is enabled, [Skip] is displayed. If [Skip] is selected, the print job remains paused. For details of Job Skip Control, see the reference below:

User Functions - SETTING ITEMS (Admin) - General - Setting the job control

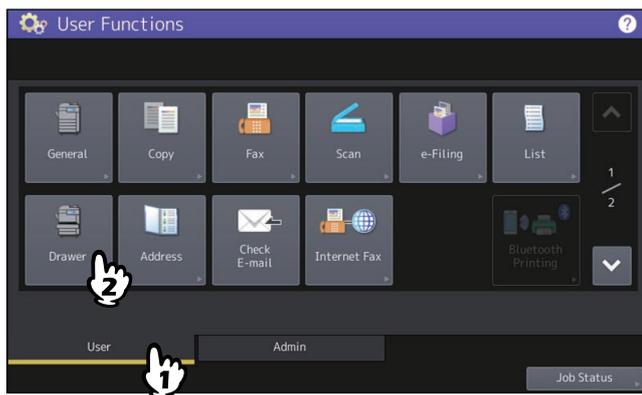


If you do not want to delete the print job

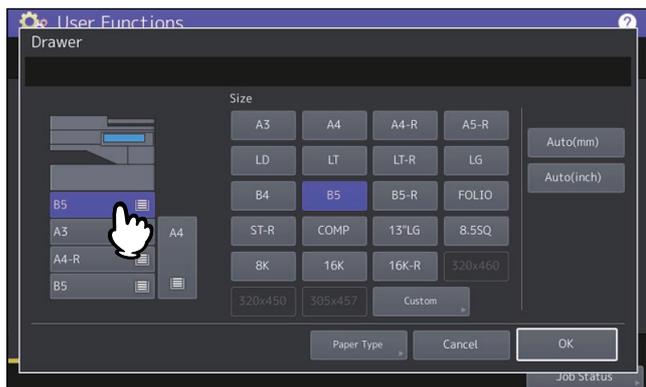
To restart the job without canceling it, replace the paper in the drawer with that corresponding to the size set in the equipment after the paper misfeed is cleared. After that, press [Resume] in Step 4. The print job can be resumed. In this case, it is not necessary to follow step 5 and later.

5 Press [User Functions - User-] on the touch panel to access the User Functions menu.

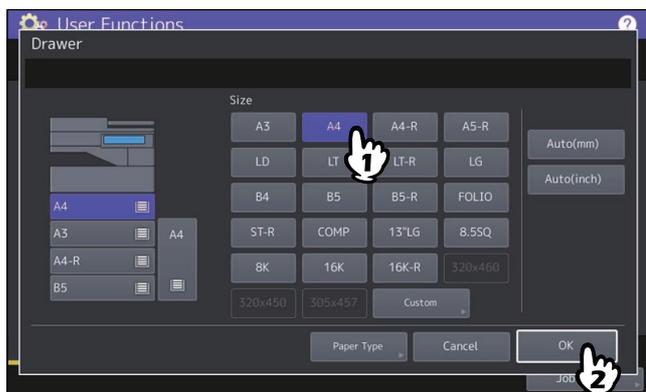
6 Press the [User] tab to enter the User menu and press [Drawer].



7 Press the drawer button indicated in the message.



8 Set the paper size again and press [OK].



Tip

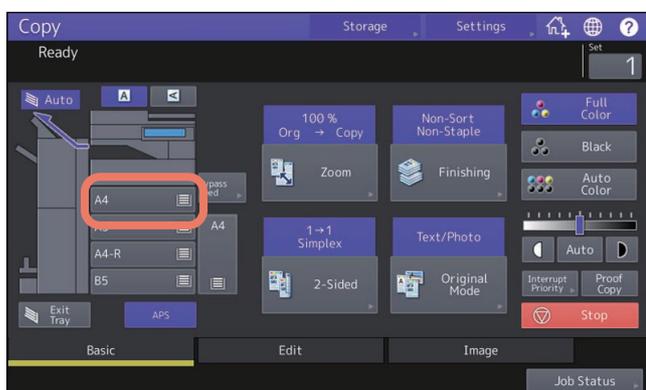
For details about how to set the paper size, see the reference below:

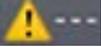
Preparation of Paper (e-STUDIO6525AC Series/e-STUDIO6528A Series) - LOADING PAPER - Doing Paper Settings - Setting paper size

9 Press the [HOME] button to return to the basic menu. Then press [Copy] to enter the copy menu.

10 Confirm that the paper size is correctly detected if you selected [Auto (mm)] or [Auto (inch)] in step 8.

The detected paper size is indicated on the drawer button in the equipment status indication area on the left.



An incorrect paper size or “” indicates an unsuccessful detection. In this case, see the reference below:
 P.9 “When This Screen Is Displayed”

11 Try copying or printing again.

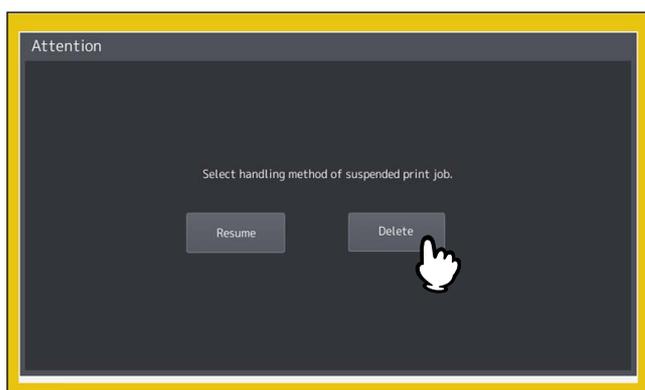
❑ Misfeed when making copies or prints (using the bypass tray)

- 1 Clear the paper misfeed following the guidance shown on the touch panel. Then close all the covers.**
- 2 Press [Delete] when “Select handling method of suspended print job.” appears.**
The print job is canceled.

Tip

When Job Skip Control is enabled, [Skip] is displayed. If [Skip] is selected, the print job remains paused. For details of Job Skip Control, see the reference below:

User Functions - SETTING ITEMS (Admin) - General - Setting the job control



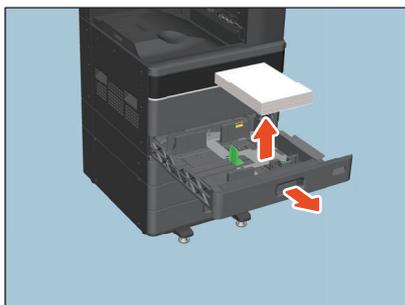
If you do not want to delete the print job

To restart the job without canceling it, replace the paper on the bypass tray with that corresponding to the size set in the equipment after the paper misfeed is cleared. After that, press [Resume] in Step 2. The print job can be resumed. In this case, it is not necessary to follow step 3 and later.

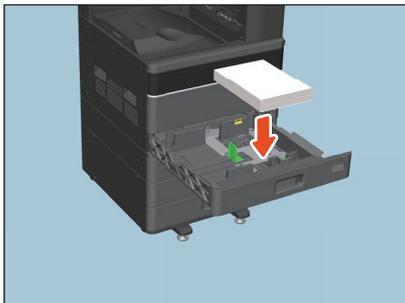
- 3 Place the paper on the bypass tray and set the paper size.**
- 4 Try copying or printing again.**

❑ Misfeed when printing from the Fax

- 1 Pull out the drawer in which paper misfeeds occurred and remove all the paper from it.**
If such paper misfeeds occur although [Auto (mm)] or [Auto (inch)] has been selected as the paper size, this is caused by the incorrect size detection of the paper placed in the drawer. In this case, do not remove the paper and proceed to step 3.



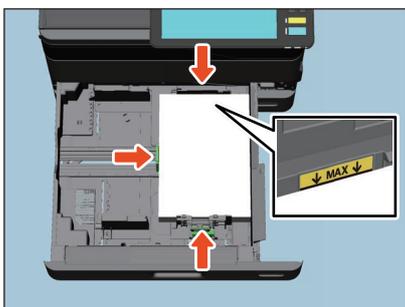
2 Place the paper corresponding to the set size in the drawer.



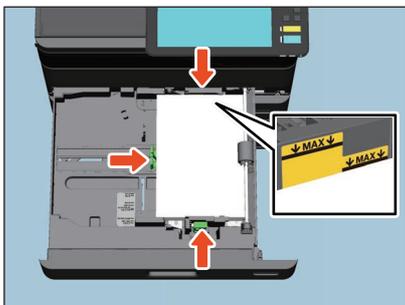
3 Check that the guide width is correct and there is no folded/curled paper or overloading, and then close the drawer.

Note

Be sure that the height of the stacked paper does not exceed the line indicated inside of the side guides.



In particular, be sure that the upper limit for thick paper is not exceeded when placing thick paper in the first drawer of the e-STUDIO2020AC/2520AC/2021AC/2521AC. The amount of thick paper you can load in the drawer is lower than that for plain paper.



4 Clear the paper misfeed following the guidance shown on the touch panel. Then close all the drawers and covers.

Printing resumes.

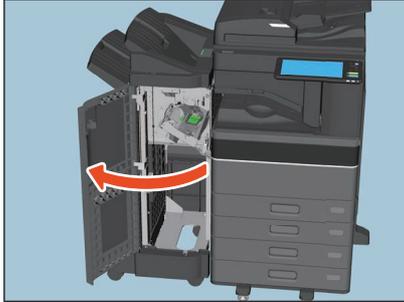
Clearing a Staple Jam

When a staple jam has occurred in the stapler of the finisher or saddle stitch unit, clear the jam following the procedure below.

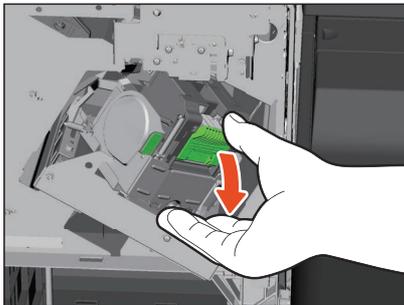
■ Finisher

□ Finisher / Saddle Stitch Finisher

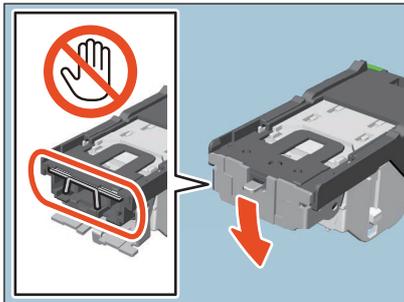
- 1 Open the front cover of the finisher.



- 2 Remove the staple cartridge.



- 3 Lower the guide while holding the knob.

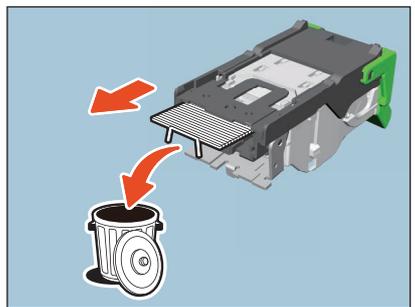


⚠ CAUTION

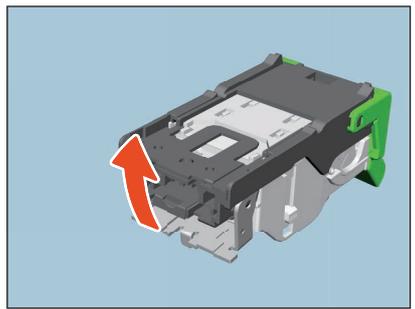
Do not touch the stapling area.

The actual needle point could cause you personal injury.

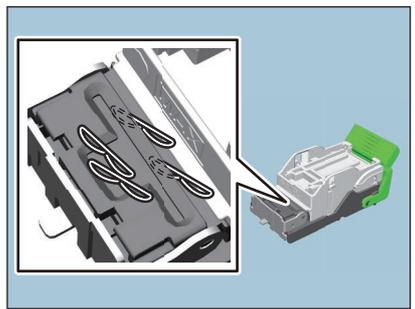
4 Remove the top staple sheet.



5 Holding the knob, raise the guide, and return it to its original position.

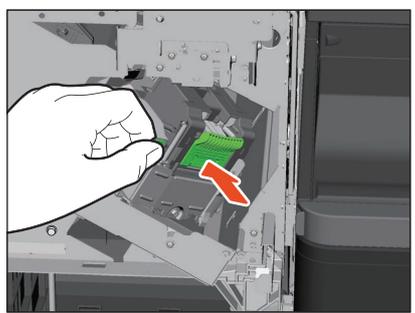


6 Remove the staples if they have fallen between the staple cartridge and the staple case or in the staple receiver.



7 Fit the staple cartridge into the stapler.

When fitting the staple cartridge, hold the green-labeled portion of the bracket securely so that the bracket will not move. Insert the cartridge until it is caught by the latch and fixed with a click.



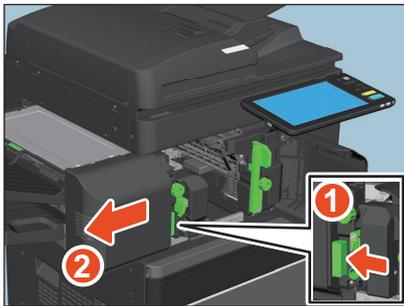
8 Close the front cover of the finisher.

❑ Inner Finisher

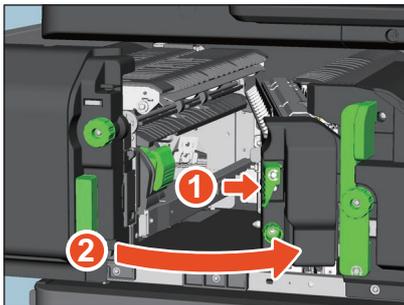
- 1 Lift up the control panel and then open the front cover of the finisher.



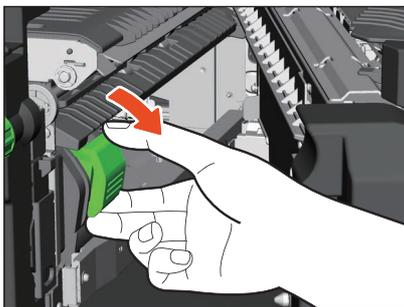
- 2 While holding the green lever, move the finisher to the left until it stops.



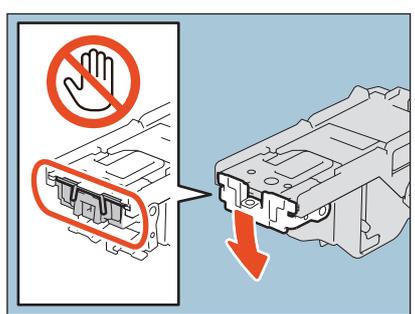
- 3 Open the Hole Punch Unit while pushing the green lever.



- 4 Remove the staple cartridge.



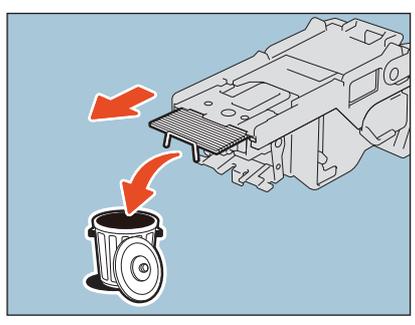
5 Lower the guide while holding the knob.



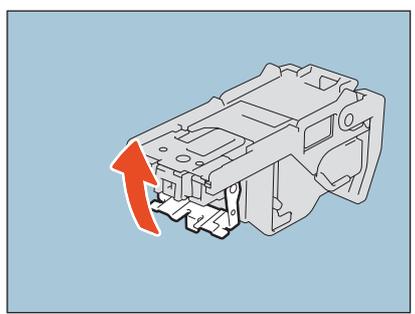
⚠ CAUTION

Do not touch the stapling area.
The actual needle point could cause you personal injury.

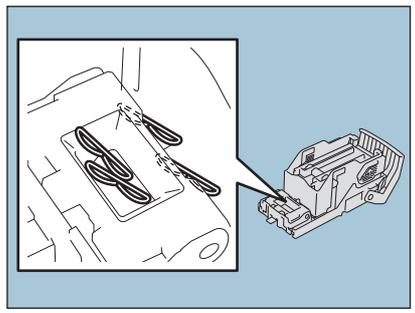
6 Remove the top staple sheet.



7 Holding the knob, raise the guide, and return it to its original position.

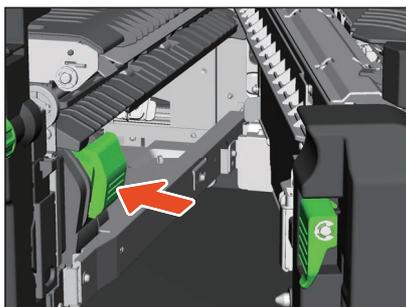


8 Remove the staples if they have fallen between the staple cartridge and the staple case or in the staple receiver.

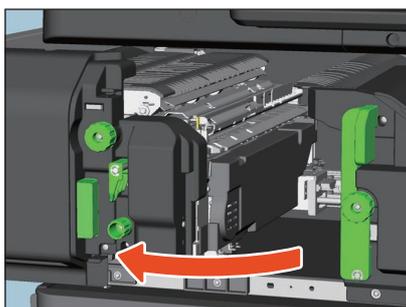


9 Fit the staple cartridge into the stapler.

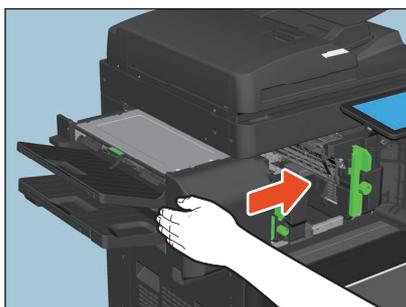
Insert the cartridge until it is caught by the latch and fixed with a click.



10 Return the Hole Punch Unit to its original position.



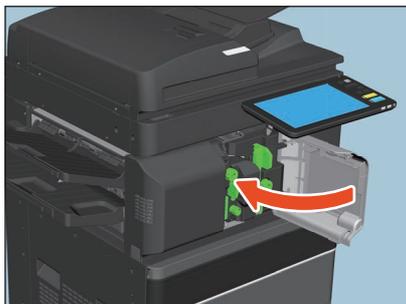
11 Carefully return the finisher to its original position.



⚠ CAUTION

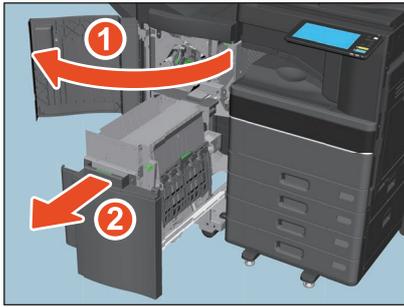
Do not put your hand or fingers on the top of the finisher when closing it.
They could be caught and this could injure you.

12 Close the front cover of the finisher.

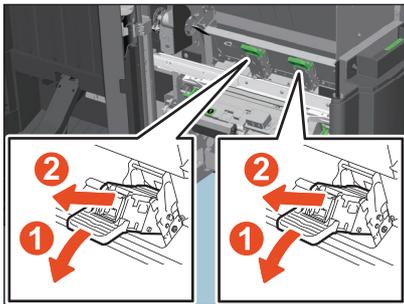


■ Saddle Stitch unit

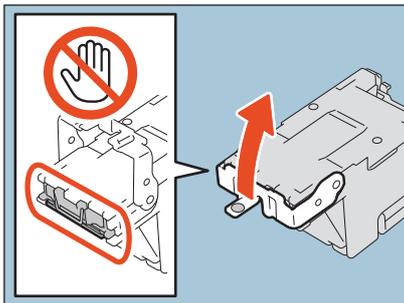
- 1 Open the front cover of the finisher, and pull out the Saddle Stitch unit until it stops.



- 2 Remove the staple cartridge.



- 3 Raise the guide while holding the knob.

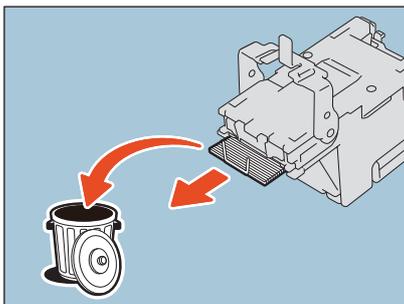


⚠ CAUTION

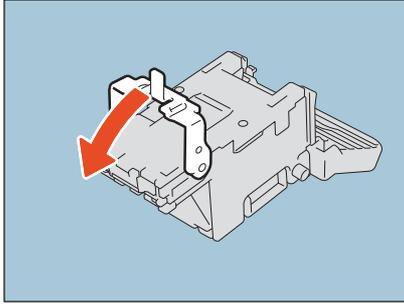
Do not touch the stapling area.

The actual needle point could cause you personal injury.

- 4 Remove the top staple sheet.

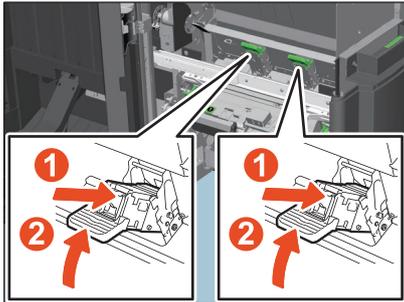


5 Holding the knob, lower the guide, and return it to its original position.

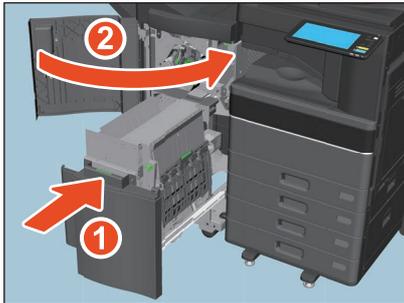


6 Fit the staple cartridge.

Insert the cartridge until it is caught by the latch and secured with a click.



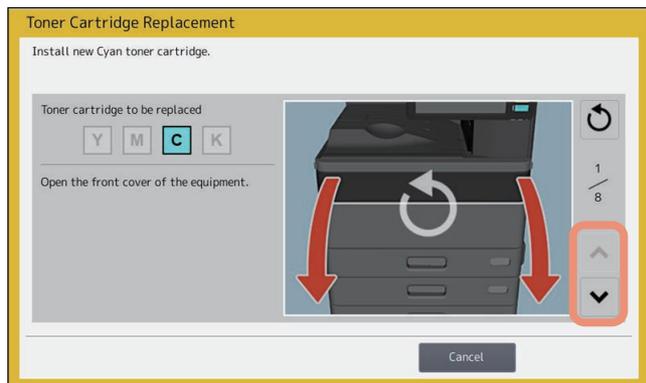
7 Return the Saddle Stitch unit to its original position. Close the front cover of the finisher.



Replacing a Toner Cartridge

When the toner cartridge runs out, the message “Install New *** (color name) toner cartridge” appears. Replace the toner cartridge following the procedure below when you see this message.

The guidance is displayed on the touch panel. Press  or  to scroll the pages.



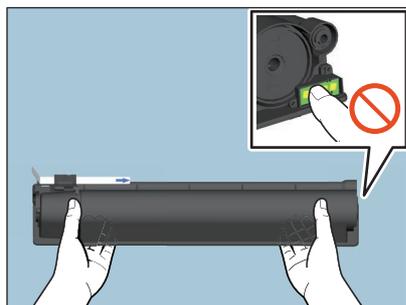
WARNING

Never attempt to incinerate toner cartridges.

Dispose of used toner cartridges and waste toner boxes in accordance with local regulations.

Do not touch the terminal of the toner cartridge.

This may cause the equipment not to recognize the toner cartridge or may damage the terminal.



Tip

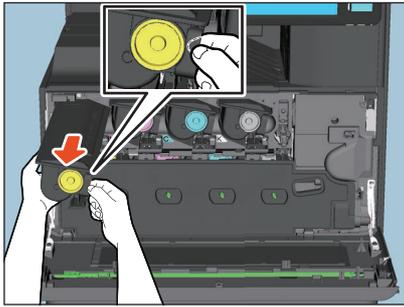
Some toner is still left in the toner cartridge while the message “Toner near Empty” is displayed. You do not have to replace the toner cartridge yet.

■ Color models

1 Open the front cover of the equipment.



- Put your fingers on the right side of the toner cartridge and pull it out supported with your left hand.

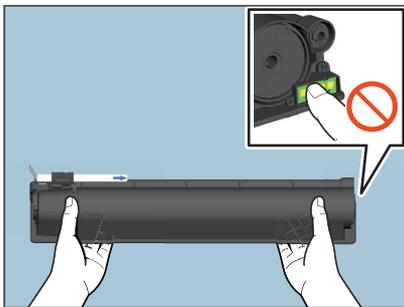


⚠ WARNING

Never attempt to incinerate toner cartridges.

Dispose of used toner cartridges and waste toner boxes in accordance with local regulations.

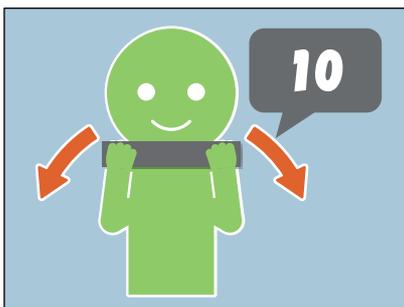
- Hold the new toner cartridge with its seal side up.



Note

Do not touch the metal contact on a circuit board.

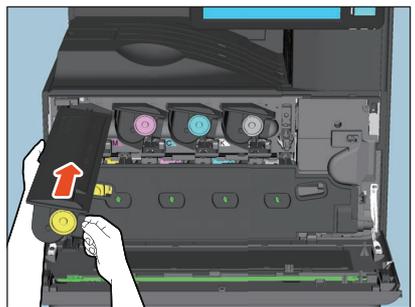
- Shake the new toner cartridge strongly with its seal side up to loosen the toner inside.



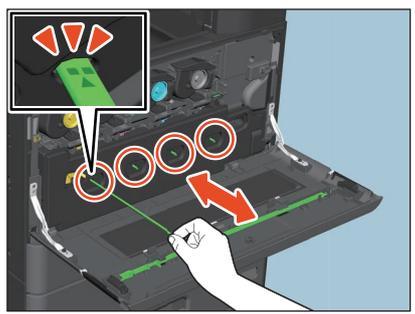
- Pull the seal straight out in the direction of the arrow.



6 Align the new toner cartridge to the guide. Insert it up to the black line.



7 Pull out the cleaner until the mark appears and return it. Repeat this 3 times for each of the 4 colors.



Note

The cleaner cannot be removed by design. Pulling it out forcibly may cause malfunction.

8 Close the front cover pressing both edges.



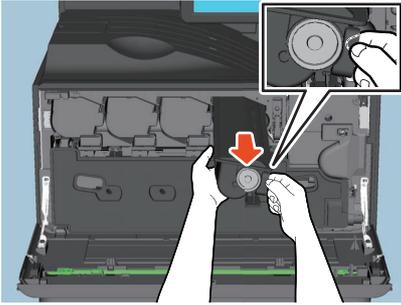
■ Monochromatic models

□ e-STUDIO5528A/6528A

1 Open the front cover of the equipment.



- Put your fingers on the right side of the toner cartridge and pull it out supported with your left hand.

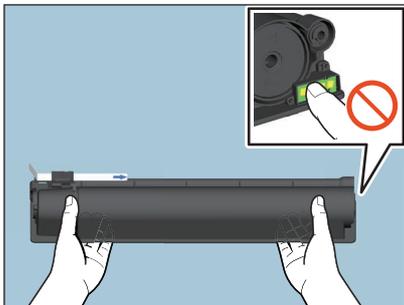


⚠ WARNING

Never attempt to incinerate toner cartridges.

Dispose of used toner cartridges and waste toner boxes in accordance with local regulations.

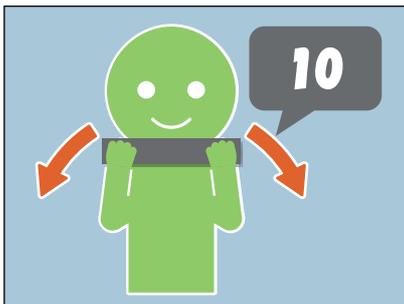
- Hold the new toner cartridge with its seal side up.



Note

Do not touch the metal contact on a circuit board.

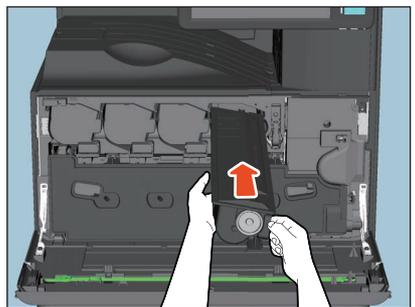
- Shake the new toner cartridge strongly with its seal side up to loosen the toner inside.



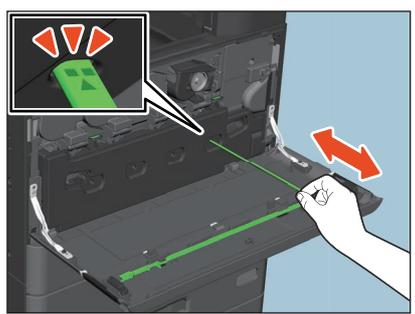
- Pull the seal straight out in the direction of the arrow.



6 Align the new toner cartridge to the guide. Insert it up to the black line.



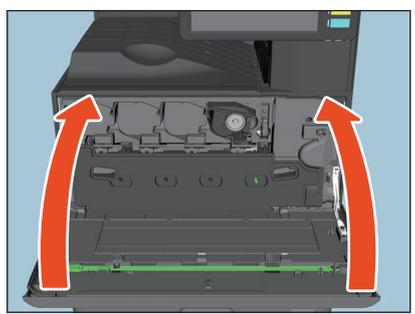
7 Pull out the cleaner until the mark appears and return it. Repeat this 3 times.



Note

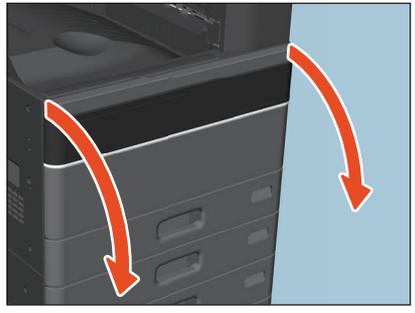
The cleaner cannot be removed by design. Pulling it out forcibly may cause malfunction.

8 Close the front cover pressing both edges.

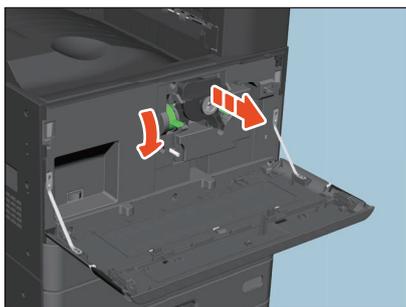


□ e-STUDIO2528A/3028A/3528A/4528A

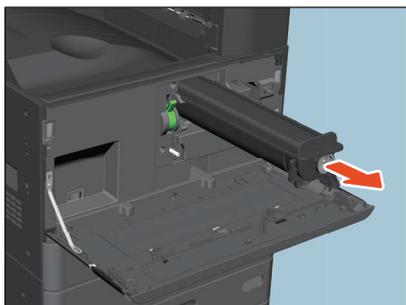
1 Open the front cover of the equipment.



-
- 2 Hold down the green lever.**
The toner cartridge is slightly pushed out.



- 3 Pull out the toner cartridge.**

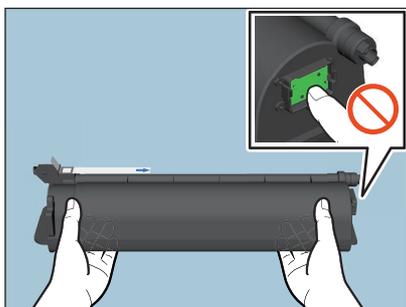


⚠ WARNING

Never attempt to incinerate toner cartridges.

Dispose of used toner cartridges in accordance with local regulations.

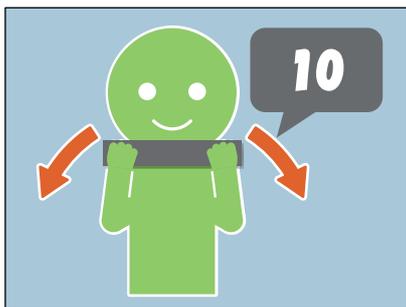
- 4 Hold the new toner cartridge with its seal side up.**



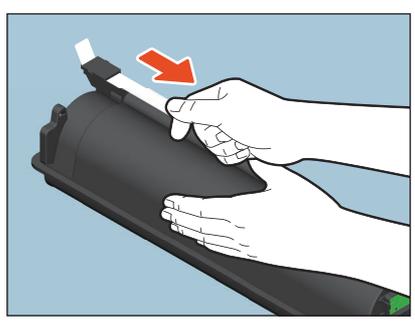
Note

Do not touch the metal contact on a circuit board.

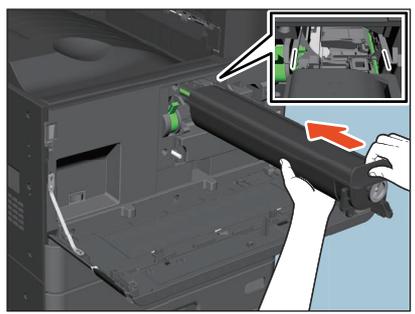
- 5 Shake the new toner cartridge strongly with its seal side up to loosen the toner inside.**



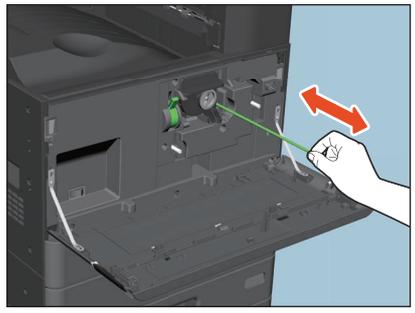
6 Pull out the seal in the direction of the arrow.



7 Insert the toner cartridge along the rail.
Insert the toner cartridge until it clicks.



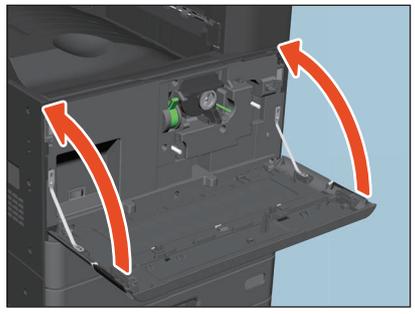
8 Carefully pull the cleaner out until it comes to a stop, and then carefully reinsert it straight into its original position. Repeat this step a couple of times.



Note

Check that the cleaner's knob is fully inserted after cleaning.

9 Close the front cover pressing both edges.

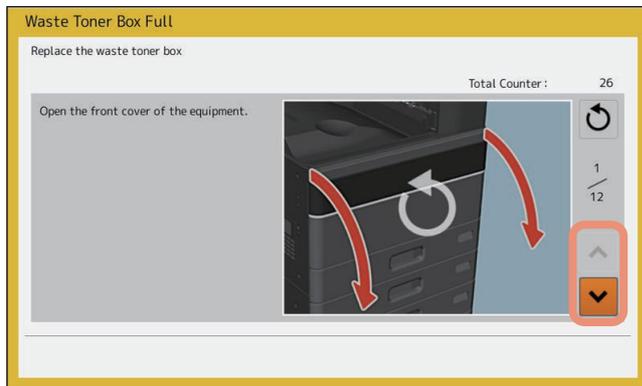


Replacing the Waste Toner Box

(e-STUDIO6525AC Series and e-STUDIO5528A/6528A)

When the waste toner box becomes full, the symbol for replacement of the waste toner box blinks and the message “Dispose of used toner” appears. Replace the waste toner box following the procedure below.

The guidance is displayed on the touch panel. Press  or  to scroll the pages.

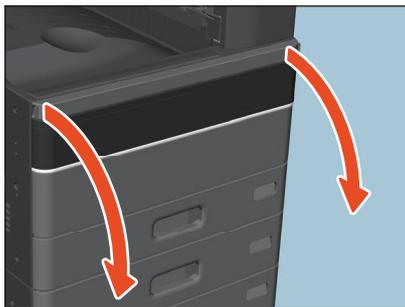


WARNING

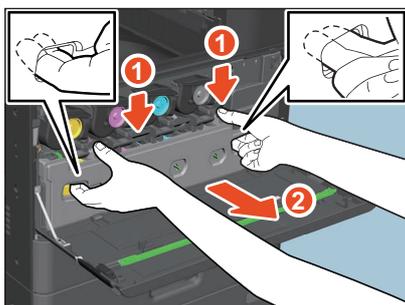
Never attempt to incinerate waste toner boxes.

Dispose of used toner cartridges and waste toner boxes in accordance with local regulations.

1 Open the front cover of the equipment.



2 Put your fingers in the waste toner box front grooves and take it out toward you pushing down the top latch.

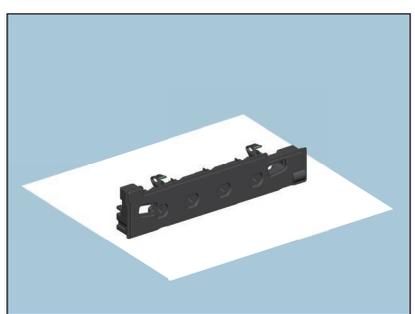


WARNING

Never attempt to incinerate waste toner boxes.

Dispose of used toner cartridges and waste toner boxes in accordance with local regulations.

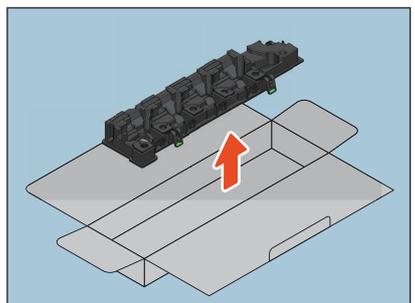
3 Place the waste toner box on a large sheet so as not to dirty the floor.



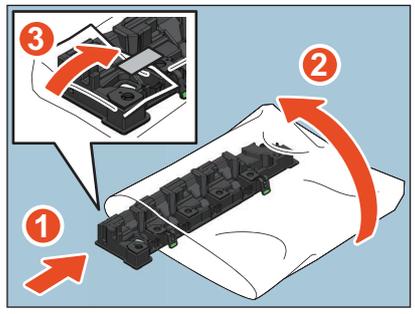
Note

Do not place the waste toner box with its toner collecting holes face down.
The waste toner may spill out from the box's toner collecting holes.

4 Take the new waste toner box out of the carton.



5 Put the used waste toner box in the plastic bag and seal it with adhesive tape.

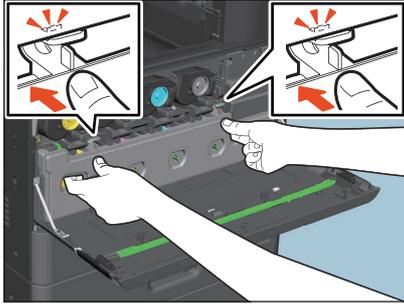


6 Clean the LED print head (for e-STUDIO2020AC/2520AC) or the slit glass (except for e-STUDIO2020AC/2520AC).

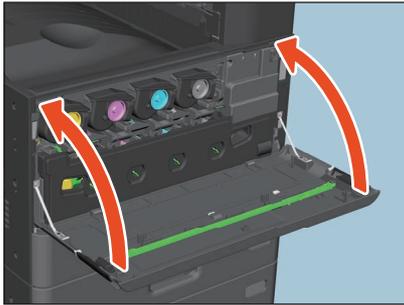
e-STUDIO2020AC/2520AC: Perform steps 5 to 11 on P.85 “The Main Chargers and LED Print Heads (e-STUDIO2020AC/2520AC)”.

Except for e-STUDIO2020AC/2520AC: Perform steps 5 to 9 on P.89 “The Main Chargers and Slit Glass (e-STUDIO2021AC/2521AC, e-STUDIO2525AC/3025AC/3525AC/4525AC/5525AC/6525AC and e-STUDIO5528A/6528A)”.

7 Push the new waste toner box securely until the upper latches click.



8 Close the front cover pressing both edges.



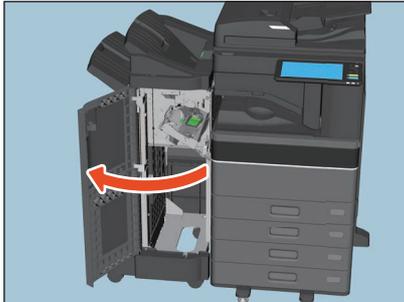
Refilling With Staples

Refill with staples according to the following procedures when the staples in the stapler of the finisher and saddle stitch unit run out.

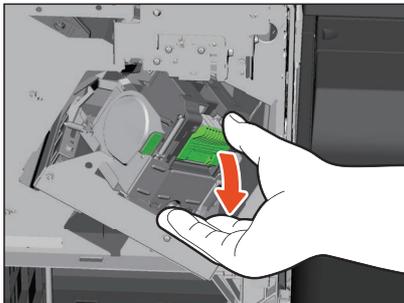
■ Finisher

□ Finisher / Saddle Stitch Finisher

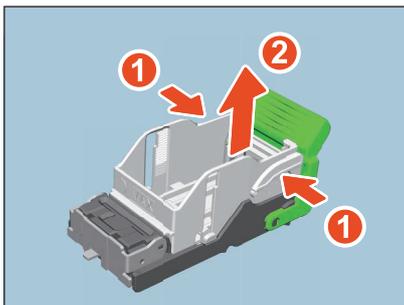
- 1 Open the front cover of the finisher.



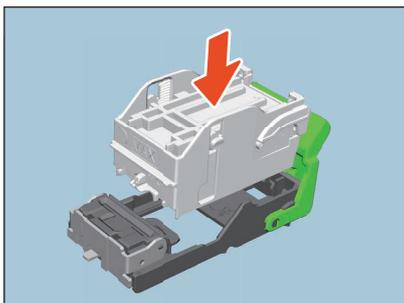
- 2 Remove the staple cartridge.



- 3 Take the empty staple case out of the staple cartridge. Pull up the empty staple case while pushing both sides as shown in the figure.



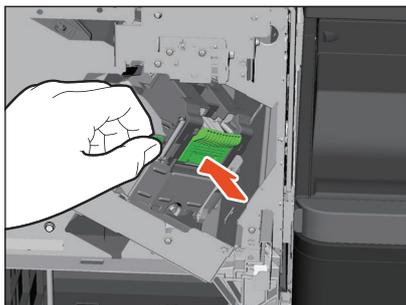
- 4 Fit a new staple case on the staple cartridge. Push the staple case hook into the staple cartridge socket until you hear a click.



5 Fit the staple cartridge into the stapler.

When fitting the staple cartridge, hold the green-labeled portion of the bracket securely so that the bracket will not move.

Insert the cartridge until it is caught by the latch and fixed with a click.



6 Close the front cover of the finisher.

Tip

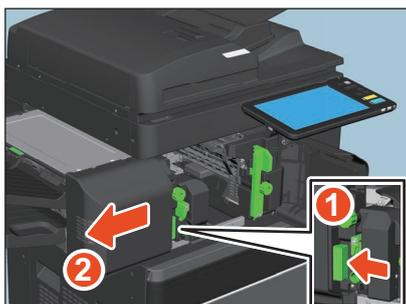
If the message “Check staple cartridge” remains, repeat the procedure above from steps 1 to 6.

❑ Inner Finisher

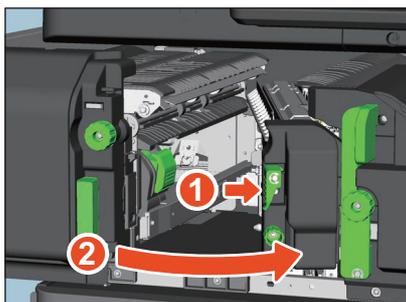
1 Lift up the control panel and then open the front cover of the finisher.



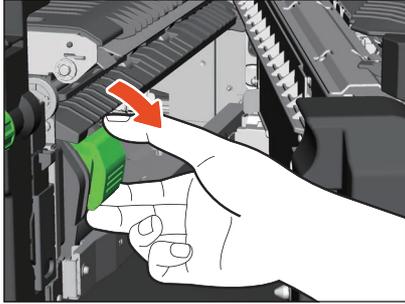
2 While holding the green lever, move the finisher to the left until it stops.



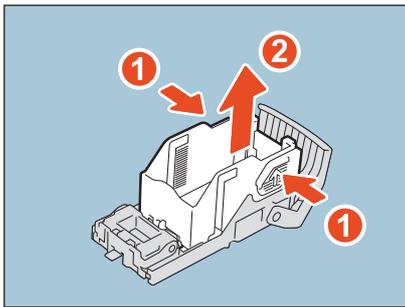
3 Open the Hole Punch Unit while pushing the green lever.



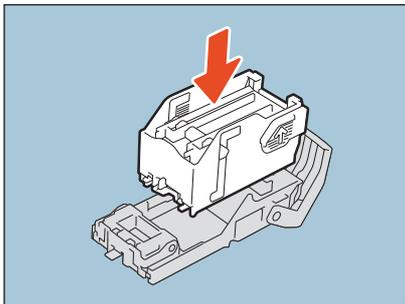
4 Remove the staple cartridge.



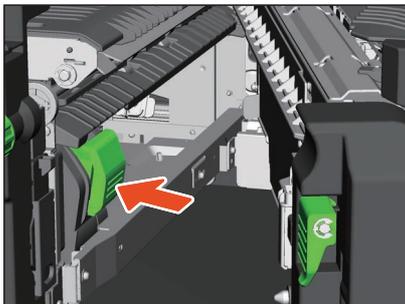
5 Take the empty staple case out of the staple cartridge.
Pull up the empty staple case while pushing both sides as shown in the figure.



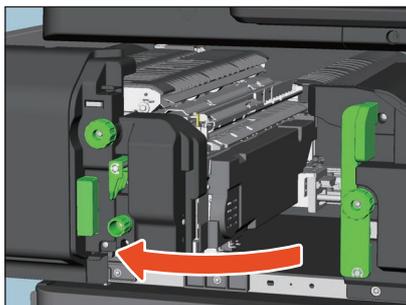
6 Fit a new staple case on the staple cartridge.
Push the staple case hook into the staple cartridge socket until you hear a click.



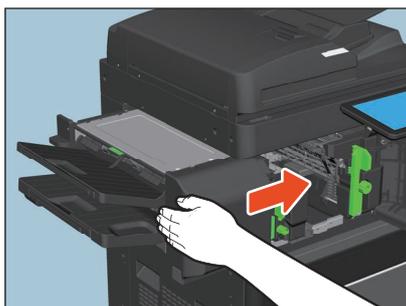
7 Fit the staple cartridge into the stapler.
Insert the cartridge until it is caught by the latch and fixed with a click.



8 Return the Hole Punch Unit to its original position.



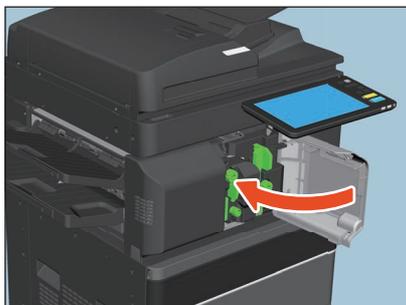
9 Carefully return the finisher to its original position.



⚠ CAUTION

Do not put your hand or fingers on the top of the finisher when closing it.
They could be caught and this could injure you.

10 Close the front cover of the finisher.

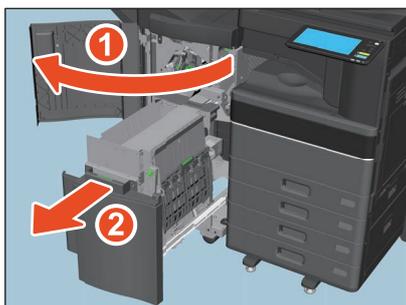


■ Saddle Stitch unit

Note

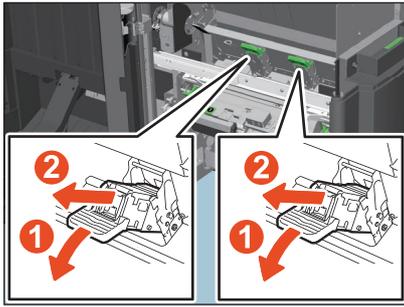
Do not use the Saddle Stitch Finisher without having reattached the staple cartridges.

1 Open the front cover of the finisher, and pull out the Saddle Stitch unit until it stops.



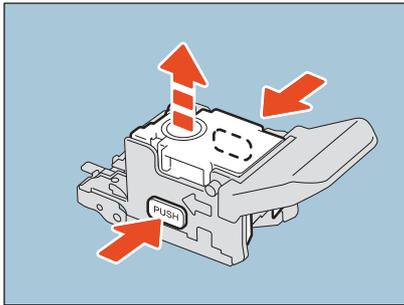
2 Remove the staple cartridges.

Replace both cartridges at a time.

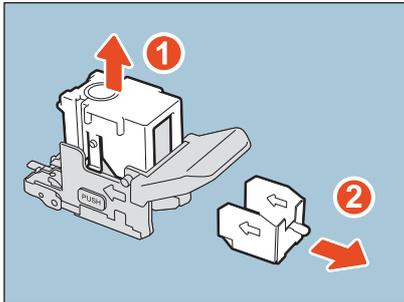


3 Press the buttons on both sides of the cartridge.

The transparent cover of the cartridge is lifted.

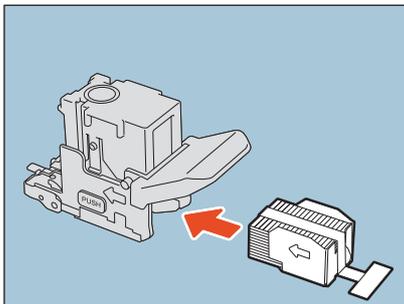


4 After the transparent cover is lifted, take the empty staple case out of the cartridge.



5 Fit the new staple case into the staple cartridge.

Insert it to the rear until it clicks.

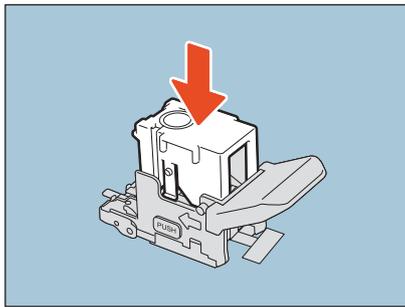


Note

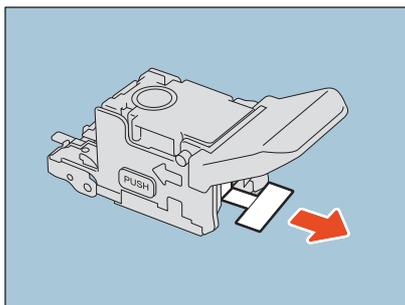
In this step, do not remove the seal bundling the staples.

6 Press down the transparent cover of the cartridge.

Press it down until it clicks.

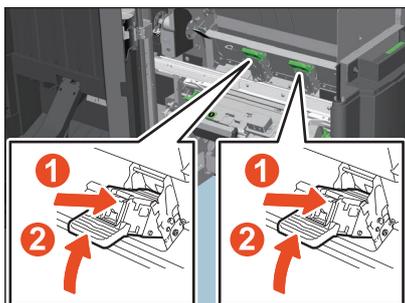


7 Pull out straight the seal bundling the staples.

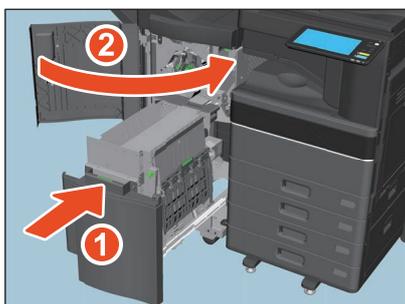


8 Fit the staple cartridge.

Insert the cartridge until it is caught by the latch of the staple cartridge and is fixed with a click.



9 Return the Saddle Stitch unit to its original position. Close the front cover of the finisher.

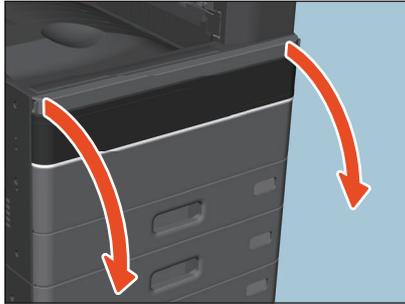


Cleaning the Inside of the Equipment

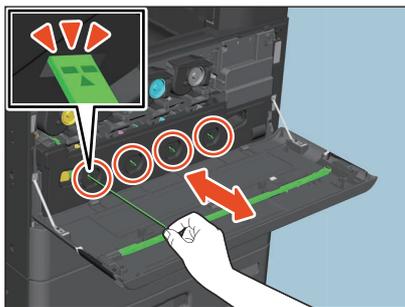
When the inside of the equipment needs to be cleaned, the message “Time for cleaning. Open the front cover and follow the guidance.” is displayed. In this case, clean the inside of the equipment following the guidance displayed on the touch panel. (Depending on the model, this message may not be displayed.) In addition to this, even if this message is not displayed, perform cleaning when the copied images are uneven and/or have white or color streaks in the horizontal direction.

■ The Main Chargers and LED Print Heads (e-STUDIO2020AC/2520AC)

- 1 Open the front cover of the equipment.



- 2 Pull out the cleaner until the mark appears and return it. Repeat this 3 times for each of the 4 colors.

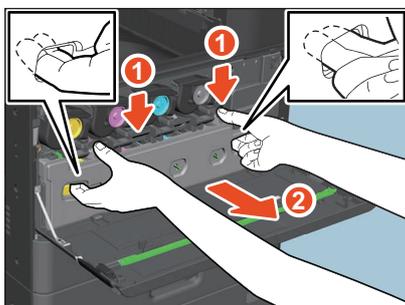


Note

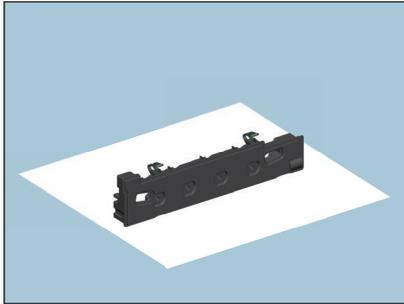
The cleaner cannot be removed by design. Pulling it out forcibly may cause malfunction.

When only the main chargers need to be cleaned, steps 3 to 12 are unnecessary. Proceed to step 13.

- 3 Put your fingers in the waste toner box front grooves and take it out toward you pushing down the top latch.



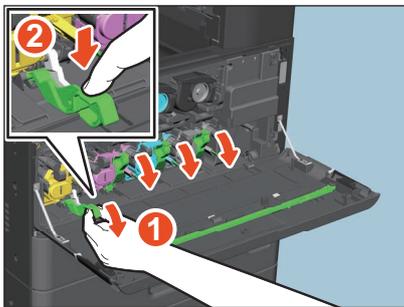
4 Place the waste toner box on a large sheet so as not to dirty the floor.



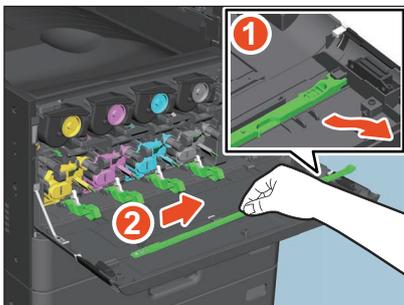
Note

Do not place the waste toner box with its toner collecting holes face down.
The waste toner may spill out from the box's toner collecting holes.

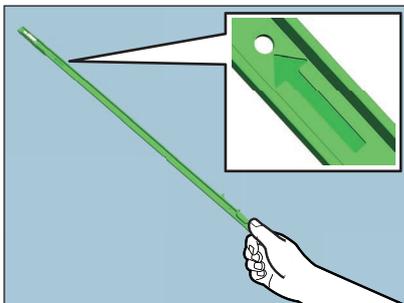
5 Pull down the 4 green levers located under the toner cartridges until they are positioned as shown in (2).



6 Take out the green cleaner inside the cover.



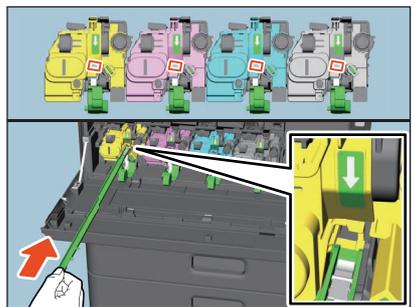
7 Hold the cleaner with the arrow mark side up.



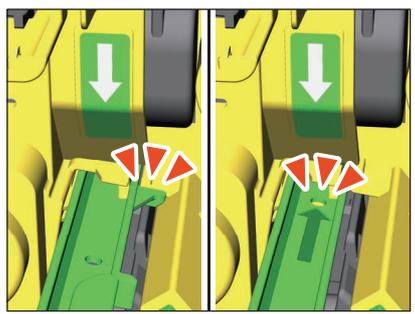
Note

Do not touch the pad at the top of the cleaner, because the toner on the pad may stick to your hands and the cleaner pad may be stained.

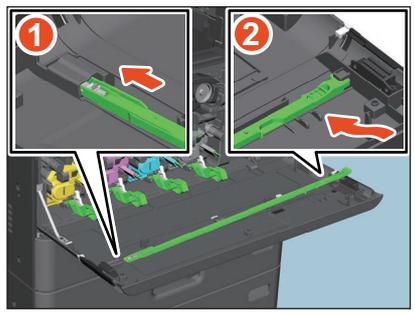
8 Insert the cleaner through the service hole of the developer under the arrow to the end.



9 Pull the cleaner back out until the round hole appears. Repeat this 3 times for each of the 4 colors.



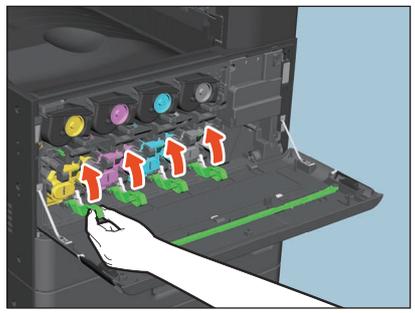
10 Attach the cleaner with its top on the left and its holding side on the right.



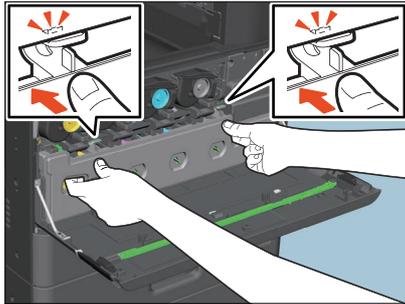
Note

Check that the cleaner is fixed to the cover.

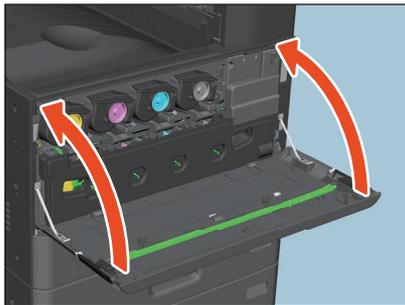
11 Return the 4 green levers located under the toner cartridges.



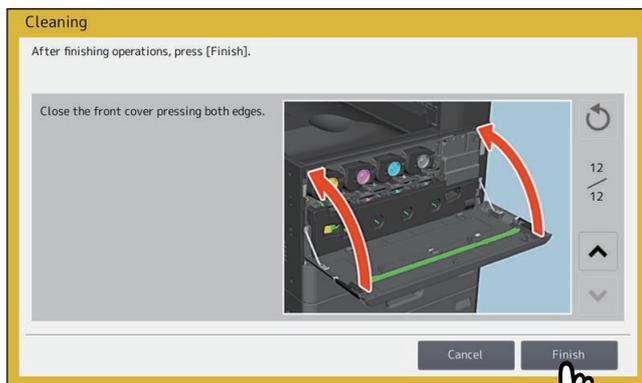
12 Push the waste toner box securely until the upper latches click taking care not to tilt it.



13 Close the front cover pressing both edges.



14 Press [Finish].



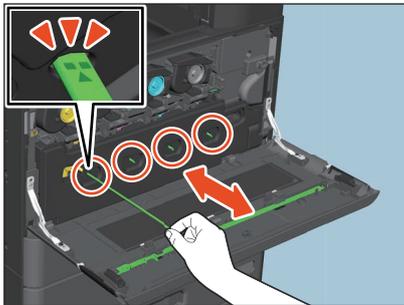
■ **The Main Chargers and Slit Glass (e-STUDIO2021AC/2521AC, e-STUDIO2525AC/3025AC/3525AC/4525AC/5525AC/6525AC and e-STUDIO5528A/6528A)**

- 1** Open the front cover of the equipment.

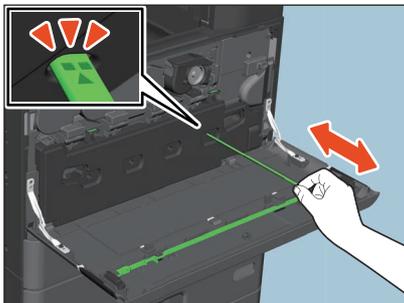


- 2** Pull out the cleaner until the mark appears and return it. For monochromatic models, repeat this 3 times. For color models, repeat this 3 times for each unit.

For color models



For monochromatic models

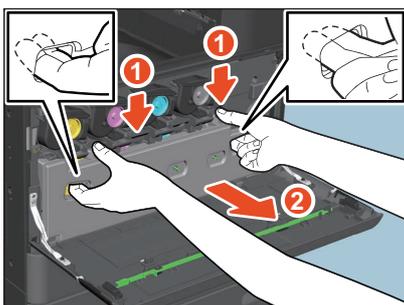


Note

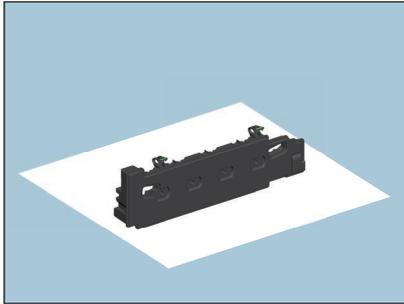
The cleaner cannot be removed by design. Pulling it out forcibly may cause malfunction.

When only the main chargers need to be cleaned, steps 3 to 10 are unnecessary. Proceed to step 11.

- 3** Put your fingers in the waste toner box front grooves and take it out toward you pushing down the top latch.



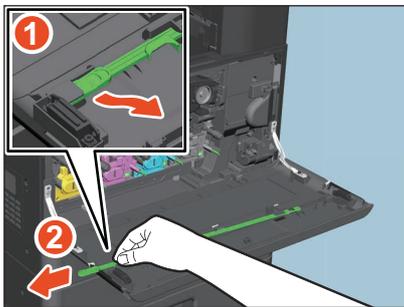
4 Place the waste toner box on a large sheet so as not to dirty the floor.



Note

Do not place the waste toner box with its toner collecting holes face down.
The waste toner may spill out from the box's toner collecting holes.

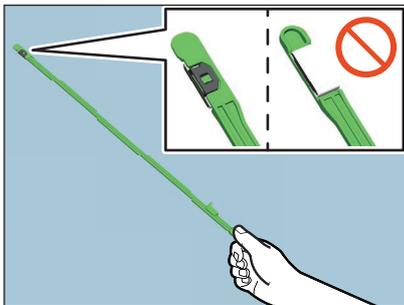
5 Take out the green cleaner inside the cover.



Note

For e-STUDIO2021AC/2521AC, the cleaner is attached so that its grip is on the right-hand side.

6 Hold the cleaner with the black part on the top of the cleaner upwards.

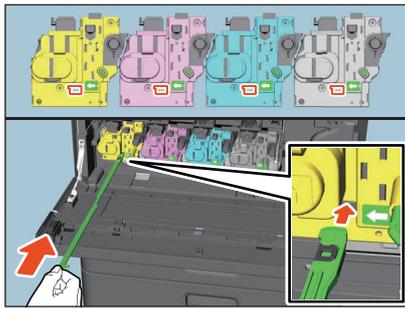


Note

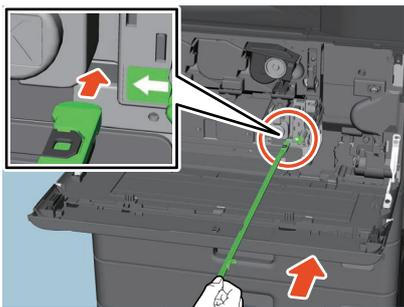
Do not touch the pad at the top of the cleaner, because the toner on the pad may stick to your hands and the cleaner pad may be stained.

7 Insert the cleaner through the service hole of each developer unit to clean it.

For color models

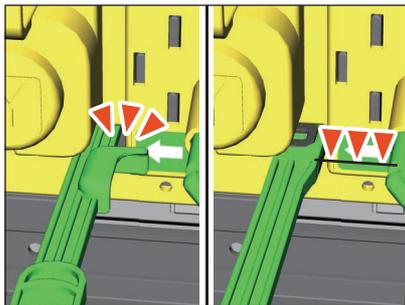


For monochromatic models

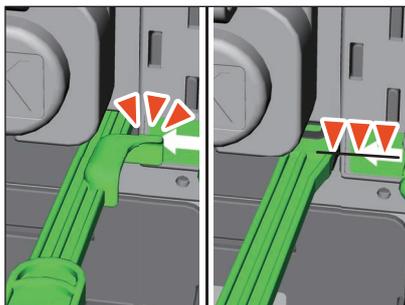


8 Insert the cleaner all the way in, and then pull it back out. For monochromatic models, repeat this 3 times. For color models, repeat this 3 times for each unit.

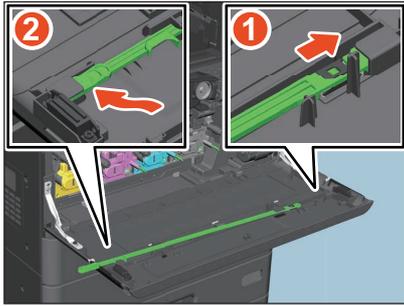
For color models



For monochromatic models



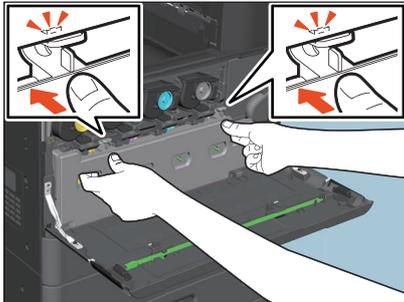
9 Attach the cleaner with its top on the right and its holding side on the left.



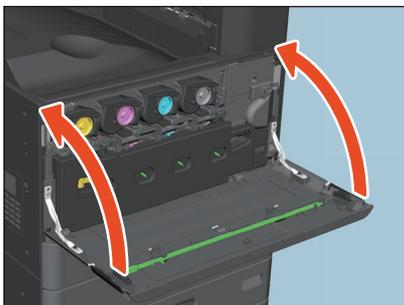
Note

- Check that the cleaner is fixed to the cover.
- For e-STUDIO2021AC/2521AC, attach the cleaner so that its top is on the left-hand side and its grip is on the right-hand side.

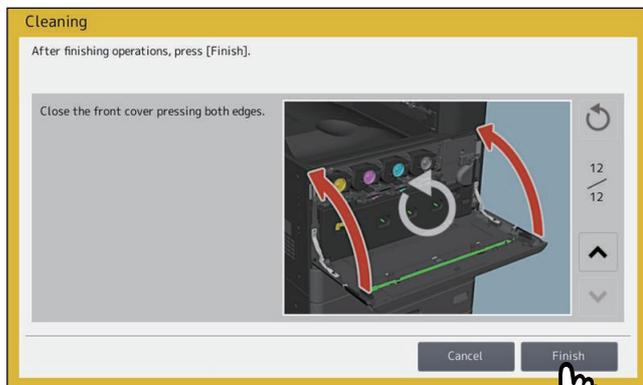
10 Push the waste toner box securely until the upper latches click taking care not to tilt it.



11 Close the front cover pressing both edges.

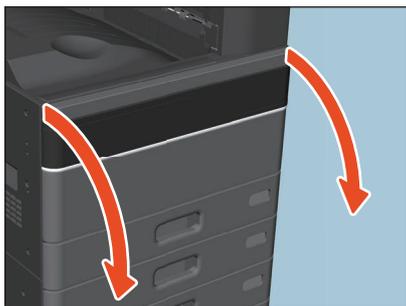


12 Press [Finish].

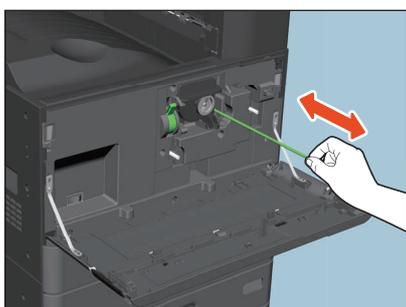


■ The Main Chargers (e-STUDIO2528A/3028A/3528A/4528A)

- 1 Open the front cover of the equipment.



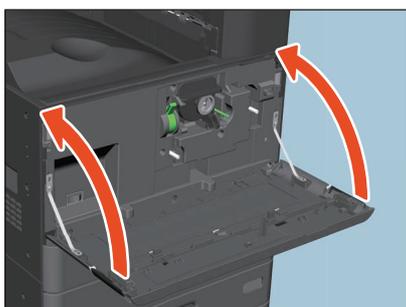
- 2 Carefully pull the cleaner out until it comes to a stop, and then carefully reinsert it straight into its original position. Repeat this step a couple of times.



Note

Check that the cleaner's knob is fully inserted after cleaning.

- 3 Close the front cover pressing both edges.

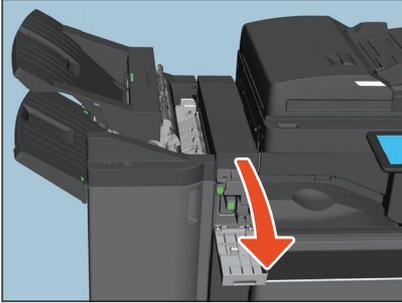


Cleaning the Hole Punch Dust Bin

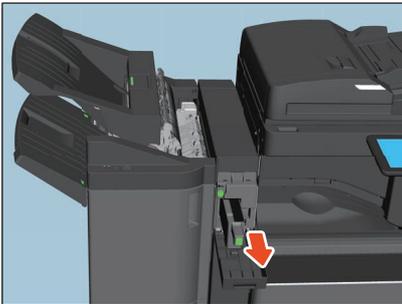
When the hole punch dust bin becomes full, dispose of the paper punchings following the procedure below.

■ Finisher / Saddle Stitch Finisher Hole Punch Unit

- 1** Open the Hole Punch Unit cover.



- 2** Pull out the hole punch dust bin.



- 3** Dispose of the paper punchings.

- 4** Push back in the hole punch dust bin.

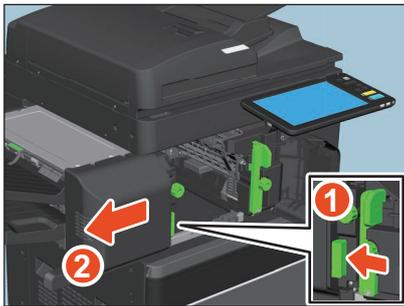
- 5** Close the Hole Punch Unit cover.

■ Inner Finisher Hole Punch Unit

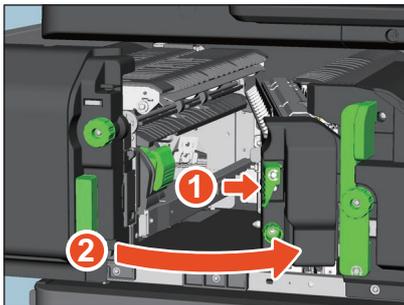
- 1 Lift up the control panel and then open the front cover of the finisher.



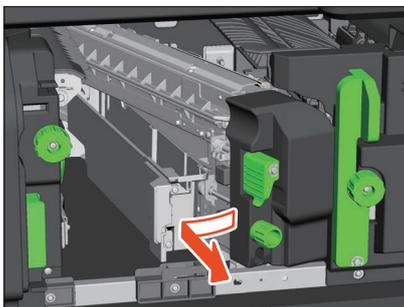
- 2 While holding the green lever, move the finisher to the left until it stops.



- 3 Open the Hole Punch Unit while pushing the green lever.

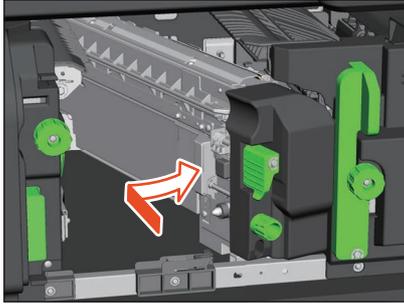


- 4 After moving the hole punch dust bin to the left, pull it toward you.

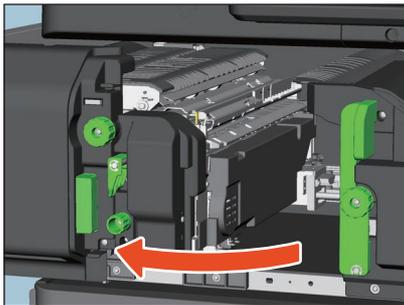


- 5 Dispose of the paper punchings.

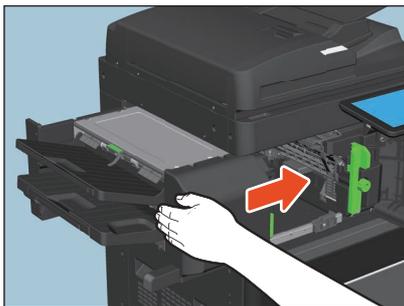
6 Push back in the hole punch dust bin.



7 Return the Hole Punch Unit to its original position.



8 Carefully return the finisher to its original position.



⚠ WARNING

Do not put your hand or fingers on the top of the finisher when closing it.
They could be caught and this could injure you.

9 Close the front cover of the finisher.

When Printed Sheets Overflow from the Exit Tray

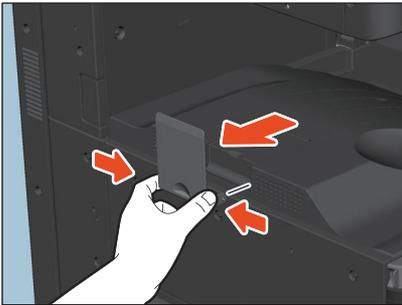
When thin, small size paper (A4-R/LT-R or smaller) is used, the end of the sheets may get stuck in the exit tray walls. If 300 or more sheets are printed under such condition, some printed sheets may be pushed out of the exit tray. In the case above, installing the paper exit stopper at the designated location of the exit tray will increase the amount of recommended plain paper that can be loaded on to the exit tray to about 500 sheets.

Note

- When printing a large number of large size sheets such as A3 and A4/LD and LG, place the paper exit stopper back in its original location.
- When the finisher is installed in the equipment, use the paper exit stopper installed in its original location.
- When the Job Separator is installed in the equipment, attach the paper exit stopper at the designated location of the exit tray.
- When a large number of large size sheets such as A3 are output to the exit tray of the equipment while the finisher is installed, remove them in more than one time.

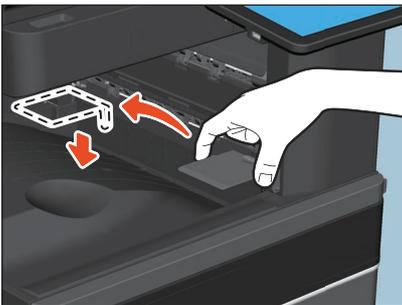
Removing the paper exit stopper from its original location

- 1 **Unfold the paper exit stopper located on the left of the exit tray and remove it from its groove while pushing the fulcrum inward.**



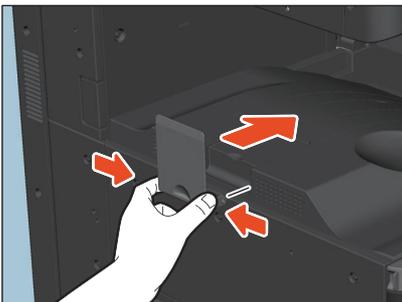
Installing the paper exit stopper in the designated location for improving paper exit

- 1 **Turn the tip of the paper exit stopper to the left and insert the paper exit stopper fulcrum into the groove on the exit tray.**



Placing the paper exit stopper back in its original location

- 1 **Remove the paper exit stopper from the groove on the exit tray while pushing its fulcrum inward.**
- 2 **Install the paper exit stopper in the groove on the left of the exit tray.**



When Paper Has Been Curled

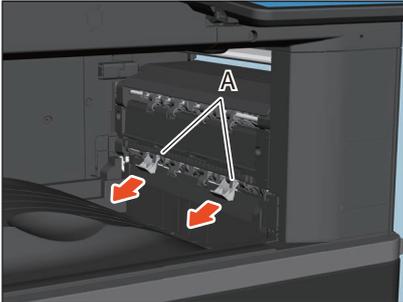
If you use e-STUDIO2525AC/3025AC/3525AC, the output paper may be curled on the exit tray when printing of a large number of sheets of thin and small size paper (A4-R or smaller) is performed. In such a case, remove the parts (“A” indicated in the figure) from the paper exiting section of the equipment.

Note

When printing of a large number of large size sheets such as A3 and A4/LD and LG is performed, return those parts (“A” indicated in the figure) to their original location.

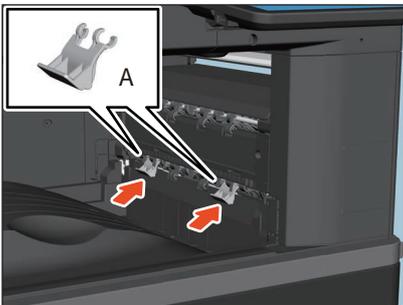
Removing the parts (“A” indicated in the figure)

- 1 Turn off the power of the equipment.**
- 2 Remove the parts (“A” indicated in the figure) attached to the paper exiting section.**
Keep the removed parts.



Returning the parts (“A” indicated in the figure) to their original location

- 1 Turn off the power of the equipment.**
- 2 Install the parts (“A” indicated in the figure) in the paper exiting section in the direction of the figure.**



REGULAR MAINTENANCE

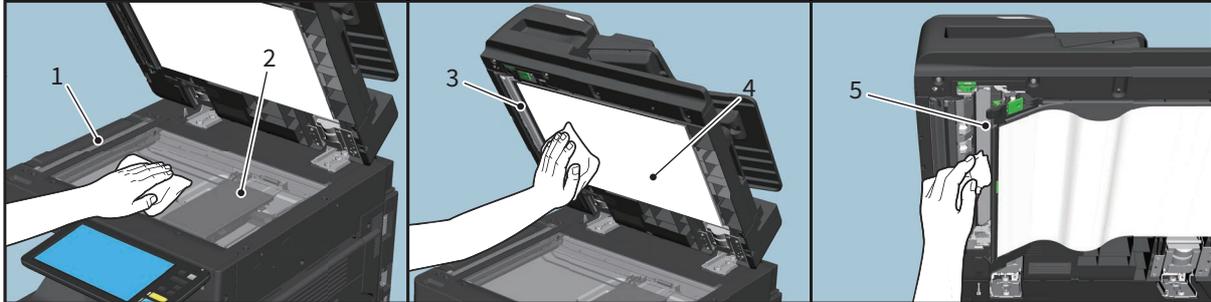
Regular Maintenance 100

Regular Maintenance

We recommend that you clean the following portions weekly so that the originals can always be scanned in unsoiled conditions.

Note

- Be careful not to scratch the portions when cleaning them.
- When cleaning the surface of the equipment, do not use such organic solvents as thinner or benzene.
 - This could warp the shape of the surface or leave it discolored.
 - When using a chemical cleaning pad to clean it, follow the instructions.



1. Scanning area (surface of the long rectangular glass) / 2. Original glass

Wipe it with a soft dry cloth. If there are still stains remaining, clean with a piece of soft cloth which has been moistened with water and then squeezed well. Do not use liquids other than water (such as alcohol, organic solvents or neutral detergent).

3. Guide / 4. Platen sheet

Clean the surface as follows depending on the extent of the staining.

- Clean it with a soft cloth.
- Clean it with a soft cloth lightly moistened with water.
- Clean it with a soft cloth lightly moistened with alcohol, and then wipe with a dry cloth.
- Clean it with a soft cloth lightly moistened with watered-down neutral detergent, wipe with a cloth moistened with water, and then wipe with a dry cloth.

5. Scanning area of Dual Scan Document Feeder (surface of the long rectangular glass)

Wipe it with a soft dry cloth. If there are still stains remaining, wipe clean with a piece of soft cloth which has been moistened with water and then squeezed well. Do not use liquids other than water (such as alcohol, organic solvents or neutral detergent).

Cleaning for the front cover

When the front cover has got dirty, lightly wipe it clean with a soft cloth.

Note

- Be careful not to scratch the parts to be cleaned.
- Do not use a hard cloth or dirty cloth or a tissue.

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**MULTIFUNCTIONAL DIGITAL COLOR SYSTEMS /
MULTIFUNCTIONAL DIGITAL SYSTEMS**

Troubleshooting

e-STUDIO2020AC/2520AC/2021AC/2521AC

e-STUDIO2525AC/3025AC/3525AC/4525AC/5525AC/6525AC

e-STUDIO2528A/3028A/3528A/4528A/5528A/6528A

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