Treatment of This Manual
READ ALL OF THIS MANUAL CAREFULLY BEFORE USING THIS PRODUCT, IF NOT USED CORRECTLY, UNEXPECTED INJURY MAY BE CAUSED TO USERS OR BYSTANDERS.

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Conventions for Alert Messages
This manual uses alert messages to prevent users and bystanders from being injured or from suffering damage to their property. An alert message consists of an alert signal and alert statements. The alert signals and their meanings are as follows.

⚠️ WARNING
WARNING indicates that personal injury like pinching of fingers or hands may result if you do not follow a procedure correctly.

⚠️ CAUTION
CAUTION indicates that damage to the scanner may result if you do not follow a procedure correctly.

💡 NOTE
A NOTE provides “how-to” tips or suggestions to help you perform a procedure correctly.
Preface

This manual explains how to clean and maintain the M4097D image scanner.

The M4097D is a highly functional image scanner developed for volume filing, using charge-coupled device (CCD) image sensors. This scanner features duplex scanning and high quality image processing with an automatic document feeder (ADF).

Refer to the Operator’s Guide for basic information about the M4097D.

<table>
<thead>
<tr>
<th>Edition</th>
<th>Date published</th>
<th>Revised contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>February, 2000</td>
<td>First edition</td>
</tr>
<tr>
<td>02</td>
<td>February, 2000</td>
<td>Second edition</td>
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This chapter describes units, assemblies, indicators and LED functions.

Units

Assemblies

Operator Panel

Panel Display
Units

① ADF  ② ADF lever  ③ ADF paper chute  ④ Operator panel  ⑤ Stacker  ⑥ Document cover  ⑦ Document holding pad  ⑧ Document bed  ⑨ Third party slot  ⑩ Interface connector  ⑪ Power inlet  ⑫ Power switch
<table>
<thead>
<tr>
<th>№</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>①</td>
<td>Automatically feeds documents to the reading position.</td>
</tr>
<tr>
<td>②</td>
<td>Opens/closes the ADF to enable the removal of documents jammed in the feeder.</td>
</tr>
<tr>
<td>③</td>
<td>Holds the documents to be fed by the automatic document feeder (ADF).</td>
</tr>
<tr>
<td>④</td>
<td>Contains indicator panel that indicates scanner status.</td>
</tr>
<tr>
<td>⑤</td>
<td>Stacks the read documents.</td>
</tr>
<tr>
<td>⑥</td>
<td>Closes over and keeps in place the document to be read.</td>
</tr>
<tr>
<td>⑦</td>
<td>Presses document to the Document bed.</td>
</tr>
<tr>
<td>⑧</td>
<td>Holds document to be read. Also called Flatbed (FB).</td>
</tr>
<tr>
<td>⑨</td>
<td>A Fujitsu Video Interface Option Board is installed.</td>
</tr>
<tr>
<td>⑩</td>
<td>Connects to the host system with interface cables.</td>
</tr>
<tr>
<td>⑪</td>
<td>Connects to an AC power outlet with the power cable.</td>
</tr>
<tr>
<td>⑫</td>
<td>Turns the power On or Off.</td>
</tr>
</tbody>
</table>
Assemblies

Stacker

Guide A ASY

Thumb screw

Pad ASY

Pick roller 2

Pick roller 1
The Operator panel is located on the upper right hand side of the scanner. The panel consists of an LCD (16 characters x 2 lines), LEDs, and buttons.

### Arrangement

![Operator panel](image)
## Button/LED Function

<table>
<thead>
<tr>
<th>Name of the button and LED</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Button</strong></td>
<td><strong>Previous</strong> Displays the previous LCD screen.</td>
</tr>
<tr>
<td></td>
<td><strong>Next</strong> Displays the next LCD screen.</td>
</tr>
<tr>
<td></td>
<td><strong>Moves the cursor to the left.</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Moves the cursor to the right.</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Exit</strong> When you are entering settings on the Operator panel, pressing this button returns you immediately to the &quot;Scanner Ready&quot; screen.</td>
</tr>
<tr>
<td></td>
<td><strong>Enter</strong> Enters the parameter currently selected by the cursor.</td>
</tr>
<tr>
<td></td>
<td><strong>Send To/Start</strong> Operational only when Manual start mode is set or the &quot;Read&quot; lamp lights; Starts the reading when video interface option is used. Some application software packages make use of this button.</td>
</tr>
<tr>
<td></td>
<td><strong>Stop</strong> When the &quot;Check&quot; LED lights, pressing this button releases the error status (turns off &quot;Check&quot; and returns to the &quot;Scanner Ready&quot; screen). Operational only during the reading operation; stops the reading when the video interface option is used. Also turns off the &quot;Check&quot; lamp.</td>
</tr>
<tr>
<td><strong>LED</strong></td>
<td><strong>Indicates that the scanner is On.</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Read</strong> Indicates the scanner is reading or ready to read.</td>
</tr>
<tr>
<td></td>
<td><strong>Check</strong> If lit, this indicates that an alarm occurred. Pressing the &quot;Stop&quot; button turns the &quot;Check&quot; lamp Off. If it blinks at one second intervals, this means that a jam or double feed has been detected. If the problem is jammed paper, removing the jammed paper turns off the &quot;Check&quot; lamp. If the problem is double feed, pressing the &quot;Stop&quot; button turns off the &quot;Check&quot; lamp. If it blinks at four seconds intervals, this means that cleaning the ADF is necessary.</td>
</tr>
</tbody>
</table>
Counter Display

Batch counter and Abrasion counters are shown below:

Simultaneously press the both \( \triangleleft \) (Left) and \( \triangleright \) (Right) button for at least one second, to switch to the Life counter panel display as shown below:

To return from “Fig.2” to “Fig.1”, press the both \( \triangleleft \) (Left) and \( \triangleright \) (Right) button for at least one second.
### Counter | Function
---|---
**Paper counter** | When the ◇ button is pressed  
The paper counter counts the number of scanned sheets from the start of reading until Paper Empty or an error is detected. The counter is automatically reset at the start of reading. The counter is used for checking the number of the sheets scanned in one batch.  
When the ◇ button is pressed  
This counter increments each time a document is scanned. It is not initialized until the power is turned off. The counter can be used, for example, for checking the number of sheets that have been scanned in one day.
**Abrasion counter** | The abrasion counter counts the accumulated number of scanned sheets. This counter increments every 10 sheets. It is useful to check the cleaning cycle or the parts replacement cycle. How to reset it is described in Chapter 6.
**Life counter** | keeps a cumulative count of the number of scans made after shipping. This counter is increased by one per sheet and may be used to estimate of the device's remaining scan life. This counter cannot be reset.

**NOTE**
When the counter value is 0, no number is displayed.
### Operation status

The operation status is indicated by the following messages:

- **<Not Ready>**
  - **Warming - up Now!!**

- **<Reading>**
  - **Now Reading!**

- **<Waiting for Start>**
  - **Start SW ON!**
  - The scanner displays the following screen when waiting for the Start button to be pressed:

- **<Reading>** (Cleaning request)
  - When the Pick roller cleaning is necessary, the scanner displays the following on the upper line:
    - **Clean ADF Glass Now Reading!**
  - When the ADF glass cleaning is necessary, the scanner displays the following on the LCD:
    - **Clean Pick roller Now Reading!**
  - Clean the Pick roller or the ADF glass in accordance with the manual, “Cleaning and Maintenance”.

(Only When the Video Interface Option is installed.)
<Power-on>
(Preparing the print cartridge)

Please prepare a new Ink

<Waiting>

When the messages of LCD on the Operation panel disappears and the Power LED lamp lights, the scanner is in Low power mode.

<Reading>
(Preparing the print cartridge)

Please a new Ink
Now Reading!

<Waiting>
(Pick roller cleaning request)

Clean Pick roller
Ready xxxxxxx 0

<Waiting>
(ADF glass cleaning request)

Clean ADF Glass
Ready xxxxxxx 0

<Waiting>
(Pick roller and ADF glass cleaning request)

Clean Pick roller
Clean ADF Glass

NOTICE
One of the following will wake up the scanner:
• Pressing any button.
• Setting the paper on the ADF.
• Sending a command from the host computer.
### Temporary error

**<Hopper empty>**

This message is displayed if there is no more paper on the ADF paper chute during a read operation in ADF mode. Fill the ADF paper chute with paper. To enable the read operation, press the stop button.

**<Jam>**

This message is displayed if a document is jammed in the ADF. See the “Cleaning and Maintenance” manual for removing jammed documents.

**<ADF cover open>**

This message is displayed when the ADF detects the Double feed error. Check the document and re-scan the document.

**<Double feed error>**

This message is displayed if the ADF is not closed completely. Close the ADF completely, and enable the read operation.

**<Waiting>**
(When double feed occurs)

**<Reading>**
(When double feed occurs)
<Hopper empty error>
(When the double feed error is displayed)

Double Feed Paper Empty

Ink cartridge empty error

No Ink Cartridge

Print disition/document error
(Paper empty)

Print Alarm
### Alarm

One of the following messages is displayed if an error occurs in the scanner. If one of the following error messages is displayed, turn the power Off and then On again. If the same message is displayed, contact your service representative.

- **<Optical alarm front>**
  - Front Side Optical Alarm

- **<Optical alarm back>**
  - Back Side Optical Alarm

- **<FB mechanism alarm>**
  - Flatbed Mechanical Alarm

---

**NOTICE**

When the total number of sheets scanned by the ADF is less than 100, the message above and the message below are displayed alternately. Remove the bracket (Shipping Lock) that holds the carrier in place.

- **<Motor fuse alarm>**
  - Motorfuse Alarm

- **<Lamp fuse alarm>**
  - Lampfuse Alarm
CHAPTER 2
CLEANING

This chapter describes cleaning supplies, areas that require cleaning, and procedures for cleaning the ADF and the flatbed.

Cleaning Supplies and Areas Requiring Cleaning

Supplies

Areas Requiring Cleaning

Cleaning the ADF

Cleaning the Flatbed
Cleaning Supplies and Areas Requiring Cleaning

Supplies

<table>
<thead>
<tr>
<th>Cleaning Supplies</th>
<th>Type No.</th>
<th>Frequencies (*1)(*3)</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cleaning sheet</td>
<td>Contact your dealer or distributor</td>
<td>Every 5,000 sheets</td>
<td></td>
</tr>
<tr>
<td>Cleaner F2</td>
<td></td>
<td>• Plastic rollers (*2)</td>
<td>1 bottle Apply Cleaner F2 to cotton swab.</td>
</tr>
<tr>
<td>Cleaner F1 or Isopropyl alcohol</td>
<td></td>
<td>• PAD assembly Every 5,000 sheets • Pick roller/Feed rollers/ Glass/Sheet guide Every 5,000 sheets</td>
<td>1 bottle. Apply Cleaner F1 to cloth.</td>
</tr>
<tr>
<td>Cotton swab</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dry cloth</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*1 If the display on the operator panel shows "Please clean Pick-roller", then clean it regardless of the frequencies recommended here.

** CAUTION **

*2 Do not clean the rubber rollers with cleaner F2.

** NOTE **

When the following paper types are used, it may be necessary to clean more frequently:
- Paper with a smooth surface, such as coated paper.
- Paper almost entirely covered with printing.
- Paper with special chemical coatings, such as carbonless paper.

*3 Refer to the Abrasion counter on the Operator panel to estimate when the next cleaning is necessary.
## Areas Requiring Cleaning

<table>
<thead>
<tr>
<th>Area</th>
<th>Name</th>
<th>Cleaning paper with Cleaner F1</th>
<th>Dry cloth with Cleaner F1</th>
<th>Cotton swab with Cleaner F1 or F2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flatbed</td>
<td>Document holding pad</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Document bed</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ADF</td>
<td>Pad</td>
<td>☐</td>
<td>☐</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Glass/Sheet guide</td>
<td>☐</td>
<td>☐</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Pick roller</td>
<td>☐</td>
<td>☐</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Plastic rollers</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td></td>
<td>Feed rollers</td>
<td>☐</td>
<td>☐</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Pick Arm Rollers</td>
<td>☐</td>
<td>☐</td>
<td></td>
</tr>
</tbody>
</table>

![Diagram of flatbed and ADF areas](image_url)
Cleaning the ADF

Cleaning the ADF with cleaning paper

1. Pull the ADF lever to open the ADF.

2. Apply cleaner F1 to a new piece of cleaning paper.

3. Place the cleaning paper on the ADF so that the edge of the short side touches the Plastic roller.

4. Close the ADF and turn the power on to start the cleaning.

5. Turn the power off.

6. Repeat steps 1 through 5.
Cleaning the ADF with a Dry cloth or a Cloth with Cleaner F1

1. Pull the ADF lever to open the ADF.
2. Use a dry cloth or a cloth moistened with Cleaner F1 to softly remove dirt and dust as follows.

*Pad assembly:*

Wipe the pad in a downward direction (as indicated by the arrow). Be careful not to catch the Pick spring when wiping.

*Glass:*

Wipe the glass lightly.

**NOTE**

If the glass is dirty, the image may include black vertical stripes.
**Pick roller:**

Wipe the roller. Be careful not to damage the surface of the roller and the mylar strip above the Pick roller.

**Feed rollers and Plastic rollers:**

Wipe the rollers. Be careful not to damage the surface of the rollers.
Sheet guide (white part): Wipe the sheet guide.

NOTE
If the Sheet guide is dirty, the front image may show vertical stripes.

3 Close the ADF to lock the ADF lever.
Cleaning the Pick Arm Rollers

1. Pull the ADF lever to open the ADF.
2. Moisten a cotton swab or Dry cloth with F1 or F2 Cleaner.
3. Wipe the small Plastic rollers at the tip of the Pick Arm.
4. Wipe the small Plastic rollers and the Pick Arm with a clean, dry cloth to dry them.

NOTE
When non-carbon paper is used, the Pick Arm rollers may become dirty with a black substance. Use Cleaner F2 to remove the contamination.

CAUTION
1. Don’t wipe the pad rubbers with the F2 cleaner.
2. Don’t apply the F2 cleaner to the pad rubber.
Cleaning the Plastic rollers with Cleaner F2

1. Pull the ADF lever to open the ADF.
2. Moisten a cotton swab with Cleaner F2.
3. Wipe the Plastic roller surfaces.

⚠️ CAUTION
Don’t wipe the Pick Rollers with a cotton swab using cleaner F2.

4. Wipe the Plastic roller surface with a clean, dry cloth. Allow it to dry.
Cleaning the Flatbed

Cleaning the Flatbed with a Cloth and Cleaner F1

NOTE
Window or glass cleaner can be used instead of cleaner F1. However, do not use organic solvents.

1. Open the Document cover.
2. Apply Cleaner F1 to a clean cloth.
4. Allow them to dry.

NOTE
Be sure to prevent liquid from seeping through the opening between the Document bed and the plastic cover.
CHAPTER 3

REPLACEMENT OF PARTS

This chapter describes how to replace the pad assembly and the pick roller.

Pad Assembly

Pick Roller
Pad Assembly

NOTE
The life span of the pad assembly is about 100,000 sheets or one year. Use the Abrasion counter on the Operator panel to estimate when the Pad assembly needs replacement. The life span may be decreased by as much as half when carbonless paper is read frequently.

CAUTION
Turn off the power before replacing the Pad Assembly.

1 Pull the ADF lever to open the ADF.

2 Push the Pick Arm carefully.
3 Slide the Pad Assembly to the left and pull it towards you. Then, being careful not to hook the Pad spring, remove the Pad Assembly.

NOTE
Hold both ends of the Pad assembly as shown in the left photo.

CAUTION
Don’t hold the sensor arm with the Pad assembly.

4 Attach the Pad Assembly to the ADF in the reverse sequence of step 3.

NOTE
Fit the Pad assembly pin into the larger hole, then slide it to the right until it stops.

5 Close the ADF.
Pick Roller

**NOTE**
The life span of the Pick roller is about 200,000 sheets or one year. Use the Abrasion counter on the operator panel to estimate when the Pick roller needs replacement. The life span may be decreased by as much as half when carbonless sheets are frequently read.

**WARNING**
Turn off the power before replacing the Pick Rollers.

---

1. Pull the ADF lever to open the ADF.
2. Remove the two Thumb screws.

**NOTE**
Use a Phillips screwdriver if they are tight.
With both hands, lift up Guide A and disengage its tip from the right hole. Then lift the right side of the cover and remove it.

To remove the Pick rollers, turn the stopper counterclockwise.
5. To remove the Pick roller 1, move it to the left and then lift it.

6. Immediately after removing the Pick roller 1, remove the Pick roller 2 in the same way.
To attach the new Pick rollers, place Pick roller 1 from the right side above the bearing for Pick roller 1.

**NOTE**
Pick roller 1 has a groove in its rubber.

Put the shaft of Pick roller 1 into the bearing. Then, slide Pick roller 1 toward the right side.

**NOTE**
Make sure that the shaft is securely fixed to the bearings.
8 Attach Pick roller 2, in the same way as Pick roller 1 as shown in step 7.

Then slide the Pick roller 2 toward right side.

NOTE
Make sure that the shaft is securely fixed to the bearings.
Turn the stopper clockwise to secure the Pick rollers.
10 Attach Guide A in the reverse sequence of step 3 and align the screw hole. See the graphic on page 1-4.

11 Tighten the thumb screws.

12 Close the ADF unit.
This chapter describes how to clear paper jams and run initial checks. It also contains a Problem Checklist that should be completed before you call a service representative.

Clearing Paper Jams

Initial Checks

Problem Checklist
Clearing Paper Jams

1. Remove all the documents from the ADF paper chute.
2. Pull the ADF lever to open the ADF.
3. Remove the jammed document(s).

će NOTES
- Inspect the paper and the paper path. Make sure no staples, paper clips or other materials caused the jam. All staples and paper clips should be removed from all documents before scanning.
- Be careful not to pull the pad spring while removing a jammed document.

4. Close the ADF so that the ADF lever locks.
Initial Checks

If a problem occurs, check the following items before contacting the manufacturer’s authorized service center.

**Symptom 1**
The power does not go On.

(No light)

Is the power cable connected correctly?  

- **NO**  
  Connect the power cable correctly.

- **YES**  
  Is the power switch on?  
    - **NO**  
      Press the power switch.
    - **YES**  
      Contact the manufacturer’s authorized service center.
Symptom 2 The operator panel turns “Off”.

Has it been a long time since the scanner was last used?

- YES: Press any button on the operator panel to wake up the system.
- NO: Extend the time for entering "Low Power Mode" in Set Up Mode.

Did the scanner enter this state quickly?

- YES: Load the paper again, or press any button on the operator panel.
- NO: Have 10 seconds passed since the PC instructed a scan?

- YES: Wait for at least 10 seconds.
- NO: Contact the manufacturer’s authorized service center.
Symptom 3: Read operation does not start.

- Is the Shipping Lock placed in an operating position?
  - NO: Place the Shipping Lock correctly. (See the Operator’s Guide, p. 2-4)
  - YES

- Are the documents loaded correctly on the ADF paper chute?
  - NO: Insert the documents into the slot.
    - YES: Completely close the ADF.

- Is the ADF completely closed?
  - NO: Completely close the ADF.
    - YES: Connect the interface cable correctly.

- Is the interface cable connected correctly?
  - NO: Connect the interface cable correctly.
    - YES
Is the scanner the last device of the SCSI chain?

- NO: The termination should be turned off via the front panel.
- YES: Is the SCSI ID set correctly?

- NO: Set the SCSI ID correctly. Use the operator panel to change the ID.
- YES: Is the baud rate of the system 4800 bps? (When you use the Fujitsu video interface board.)

- NO: Contact the manufacturer's authorized service center to set the correct baud rate.
- YES: Is the CHECK indicator lit? Is an Alarm displayed?

- NO: Contact the manufacturer's authorized service center.
- YES: Refer to Symptom 6. (See p. 4-9)
Symptom 4 Pictures and photographs are not read correctly.

Is the “Photo” mode selected? NO

Select the “Photo” mode (White level following “Off”) through the scanner setting menu in the software.

YES

Is halftone or dither processing selected? NO

Select the halftone or dithering mode from the host computer.

YES

Are the Document bed, Document holding pad, glass, and sheet guides clean? NO

Clean the dirty parts. (See p. 2-5, p. 2-7, p. 2-10)

YES

Contact the manufacturer’s authorized service center.
Symptom 5: Characters and lines are not read correctly.

- Is the “Line Art” mode selected? 
  - NO: Select the “Line Art” mode from the host computer.
  - YES: Is there any printed text on the first 3mm of the document?
    - NO: Are the Document bed, Document holding pad, glass, and sheet guides clean?
      - NO: Clean the dirty parts. (See p. 2-5, p. 2-7, p. 2-10)
      - YES: Contact the manufacturer’s authorized service center.
    - YES: Select the “Photo” mode (White level following “Off”) via software.

Contact the manufacturer’s authorized service center.
Symptom 6  Images are distorted or unclear.

- Are the Document bed, Document holding pad, glass and sheet guides clean?
  - NO: Clean the dirty parts. (See p. 2-5, p. 2-7, p. 2-10)
  - YES: During rear read operation with the ADF, is the top of the ADF being pressed or is there anything heavy on it?
    - YES: Do not press the top of the ADF or put anything heavy on it.
    - NO: Is the scanner on an even and flat surface or are any rubber feet of the scanner missing?
      - NO: Place the scanner on a flat, even surface or attach the rubber feet.
      - YES: Contact the manufacturer’s authorized service center.
Symptom 7: Images have vertical lines.

Did you scan the document using the Flatbed? Are the lines white?

- YES: Contact the manufacturer’s authorized service center.
- NO:
  - Are the lines black?
    - YES: Clean the ADF Glass.
    - NO: Contact the manufacturer’s authorized service center.
**Symptom 8**  The Check indicator is on.

Is the Shipping Lock placed in operating position?

- **NO**  Place the Shipping Lock correctly. (See Operator’s Guide.)

- **YES**  Turn off the power once and then try to turn on the power again. Is the CHECK lamp still on? Or is an Alarm displayed?

- **YES**  Contact the manufacturer’s authorized service center.
Symptom 9: “Please clean Pick-roller” is displayed.

- **Is the Pick roller dirty?**
  - **YES**: Clean the Pick roller. (See p. 2-6)
  - **NO**: Continue.

- **Do documents meet specification described in the Operator’s Guide?**
  - **NO**: Flatten the curl or use the Flatbed to read the document.
  - **YES**: Continue.

- **Is the Pad assembly dirty or worn out?**
  - **YES**: Clean or replace the Pad assembly. (See p. 3-2, p. 3-3)
  - **NO**: Contact the manufacturer’s authorized service center.
NOTES

- Remove paper clips and staples. Flatten the staple holes.
- A preliminary document feed test may be necessary to avoid unexpected errors.
  - Paper with clips or staples.
  - Paper with wet ink.
  - Paper of uneven thickness (for example, envelopes).
  - Paper with large rumple or curls.
  - Paper with folds or tears.
  - Tracing paper.
  - Coated paper.
  - Carbon paper.
  - Paper smaller than A6 size or wider than A3.
  - Materials other than paper (for example, cloth, sheet metal, or OHP film).
  - Photographic paper.
  - Paper with perforations on its sides.
  - Non-rectangular paper.
  - Very thin paper.
- The leading edge of all documents fed by the ADF should be straightened so the curl of the paper meets the specifications below:

  ![Diagram showing the specifications for the leading edge of documents.](image)

  - Do not mix documents of different widths.
Symptom 10  Paper double feed occurs frequently.

Does the condition of the documents meet the requirements described in the Operator's Guide?

NO  Flatten the curl or use the Flatbed to read the documents.

YES

When double feed detection is ON, are all the documents of the same length?

NO  Set double feed detection to “Off”. (See the Operator’s Guide)

YES

Are the documents fanned before being loaded on the ADF paper chute?

NO  Fan the documents before loading, or reduce the batch size.

YES

Have the documents recently been printed by copier or laser printer?

NO

YES  Fan the stack 3 or 4 times to remove the static charge applied to the paper.
Is the document stack less than 0.32” (8mm) in height?

- **NO**
  - Reduce the batch size of the documents.

- **YES**
  - Is the Pad dirty?
    - **YES**
      - Clean the Pad assembly. (See p. 2-4)
    - **NO**
      - Is the Pad worn out?
        - **YES**
          - Replace the Pad assembly. (See p. 3-2)
        - **NO**
          - Contact the manufacturer’s authorized service center.
Symptom 11: Mispick occurs frequently.

- Do the conditions of the documents meet the requirements described in the Operator's Guide?
  - NO: Flatten the curl or use the Flatbed to read the documents.
  - YES: Continue.

- Have the documents been fanned before loading them on the ADF paper chute?
  - NO: Fan the documents before loading, or reduce the batch size.
  - YES: Continue.

- Is the Pad assembly installed correctly?
  - NO: Install it correctly. (See p. 3-2)
  - YES: Continue.
Is the Pick roller dirty?

YES

Clean the Pick roller.
(See p. 2-6)

NO

Is the Pick roller worn out?

YES

Replace the Pick roller.
(See p. 3-4)

NO

Contact the manufacturer’s authorized service center.
Symptom 12  Paper jams occur frequently.

Does the condition of the document meet the requirements on page 4-13?

- **YES**
  - Flatten the curl or use the Flatbed to read the document.

- **NO**
  
  Are there any foreign particles in the ADF?

  - **YES**
    - Clean the ADF (see p. 2-4) or remove the foreign particles.
  
  - **NO**
    - Contact the manufacturer’s authorized service center.
Symptom 13
“Please clean ADF glass” is displayed.

Is the ADF glass dirty?

YES
Clean the ADF glass. (See p. 2-5)

NO
Contact the manufacturer's authorized service center.
# Problem Checklist

Before contacting the manufacturer’s authorized service center, please fill in the following items.

## General

<table>
<thead>
<tr>
<th>Model</th>
<th>(Example) M4097D</th>
</tr>
</thead>
<tbody>
<tr>
<td>Part number</td>
<td>(Example) CA02956-2300</td>
</tr>
<tr>
<td>Serial number</td>
<td>(Example) 00002</td>
</tr>
<tr>
<td>Manufactured data</td>
<td>(Example) 2000-2</td>
</tr>
<tr>
<td>Revision</td>
<td></td>
</tr>
<tr>
<td>A 0 1 2 3 4 5 6 7 8 9</td>
<td>The revision is printed on the label located at the left corner of the back.</td>
</tr>
<tr>
<td>B 0 1 2 3 4 5 6 7 8 9</td>
<td>The revision is indicated by the double line.</td>
</tr>
<tr>
<td>C 0 1 2 3 4 5 6 7 8 9</td>
<td>This example shows the revision A2.</td>
</tr>
</tbody>
</table>

| Date of purchase       |                  |
| Symptom                |                  |
| Persistent problem?    |                  |
| Serviced before (when and how)? |      |
| Error status           |                  |

## Transport error

| Type of document.       |                  |
| What is your daily usage? |              |
| Date of last cleaning.  |                  |
| Date of the consumable replacement. |      |

## Image error

| Interface controller model |                  |
| Software/application name  |                  |
| Can you send the original and output of sheet by facsimile or by mail? |      |