

MODEL: **iP2800 series, MG2400 series,  
MG2500 series, E400 series**

NO. : Q-12E-0283

DATE : February 12, 2014



**LOCATION** Technical Information

**SUBJECT** Notes on Returning After Repair Service (to Avoid Pick-Up Roller Dislocation)

### DETAILS

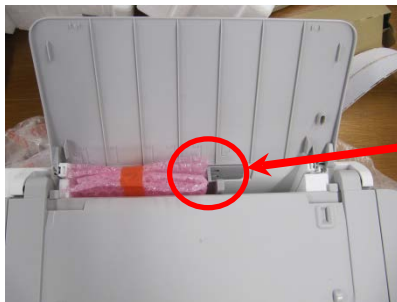
Due to a specification error, the Pick-up Roller does not go down to contact the Paper Lifting Plate (the Pick-up Roller does not go back to the on-arrival position) after the printer exits the Service Mode.

Therefore, there is a possibility that the Pick-up Roller comes off when the printer is in transportation or when the printer falls to the ground, etc.

To prevent the roller from coming off, do the following before returning the printer after repair or refurbish operation (for MG2400 series and MG2500 series, the firmware will be upgraded at a later date):

#### < Preventive Work >

1. Prepare a bubble wrap sheet with the size of 25 cm x 25 cm. Thickness: 2 mm.
2. Fold the sheet in half twice to make it one fourth the size.
3. Insert the one-fourth sized sheet into the left side of ASF completely, and make sure that the Pick-up Roller is fixed firmly.
4. Stabilize the sheet with the Side Guide.



**Stabilize the sheet with the Side Guide.**

- Recommended -

Fix the sheet to the printer with tape.

(When using tape, use PP tape that leaves no marks when it is removed.)

