

**Service Bulletin (Rev. 2)****E014-2LV-0032**

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<b>Model</b>	<b>FS-4300DN, FS-4200DN, FS-4100DN, FS-2100DN</b>
<b>Subject</b>	<b>Measure to prevent the drive clutch coupling failure (Light density, blank paper output or no paper feed jam (JAM0501) Measure for registration sensor 2 no arrival JAM (JAM0501/400x) and duplex sensor 2 non- arrival JAM (JAM440x))</b>

>> Rev.: Addition/correction to the content as the paper feed/conveying clutch in the paper feed drive unit registered as service parts. (6 corrections/additions on Page 1 and 2, 1 addition on Page 16, 17)  
Correction of error indication of [Drive clutch] for [Conveying clutch]. (2 locations on Page 2 and 3)

**[Problem]**

If the clutch runs idle, the drive would not be relayed and the following problems may occur.

No.	Part	Details	JAM code	Related cause
1	Developer clutch	When the toner is not supplied onto the developer roller, a partial light density output and finally a blank paper output may occur.		Cause 1, 2
2	Paper feed clutch	When feeding the paper from cassette 1, the pickup roller may fail to rotate, causing a no paper feed JAM.	0501	Cause 2
3	Conveying clutch (60~45ppm model)	Registration sensor 2 non-arrival JAM caused by the rotation failure of the middle roller	0501, 4002~4005	Cause 2
4	Duplex clutch (60~45-ppm model)	Duplex sensor 2 non-arrival sensor caused by the rotation failure of the DU conveying roller	4401~4405, 4409	Cause 2

**[Cause]**

- Cause 1) If the developer clutch becomes tilted due to the developing clutch wiring conditions (Note 1) after servicing, depending on the parts variation, the parts inside of the clutch may wear unevenly, possibly causing a play in rotation.
- Cause 2) In rare cases, even if the wire alignment is correct, the same problem due to cause 1 above may occur to certain clutch (Note 2), depending on the clutch assembly work by maker.
- (Note 1) The wire is excessively pulled to the wire alignment direction (machine front side) or the loosened wire is pinched and pulled when installing the developing fan motor ass'y. (The developing clutch connecting to the wire becomes tilted in the pulling direction of wire also.)
- (Note 2) Applicable clutch: Developer clutch, paper feed clutch, conveying clutch/Duplex clutch (60~45-ppm model) (\* Registration clutch is excluded.)

**[Measure 1] .... Developer/Registration/Duplex clutch]**

In order to assist the easier and proper wire alignment, a new banding band is added to the developer clutch wire (**A** below) and hooked to the rib of the wire holder.

The banding band is also added to the wire **B** and **C** for the registration clutch and duplex clutch (60~45-ppm model) that are aligned with a pull toward the machine front direction. (See Fig. 5 and 6 on Page 5.)

**Please refer to [Field Measure] for the reminder during the service work.**

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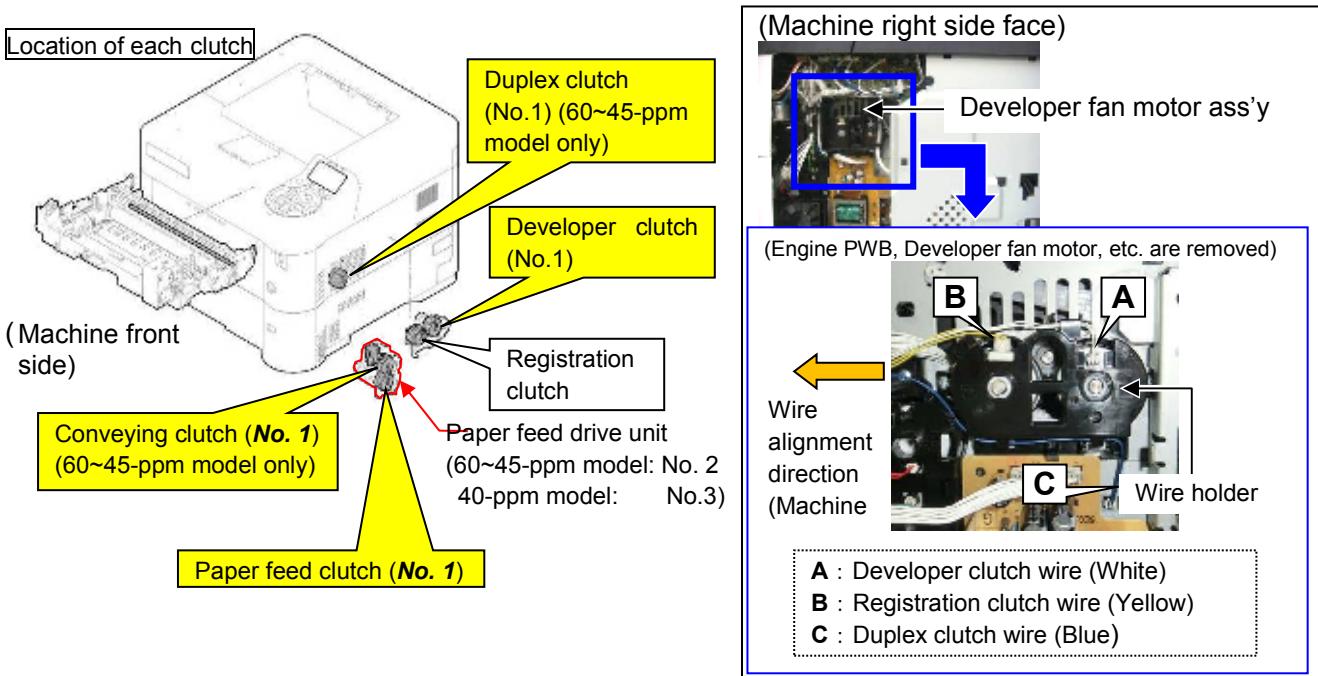
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**[Measure 2] ----- Developer/Paper feed/*Conveying*/Duplex clutch (Except Registration clutch)]**

The internal structure of the clutch is changed to increase the margin.

(Affected parts: No. 1~3 on the parts table – Page 3)



\* Each clutch wire is not registered as a service part.

<b>Field Measure</b>	<ol style="list-style-type: none"> <li>If the problem occurs, please run printing with the right cover of the main machine removed to check each clutch operation. If the clutch is not operating, replace with the new parts (<b>No. 1</b>) and adjust the wire alignment for the developer, registration and duplex clutch. (See the following page as to the reminder when aligning the clutch wire. Please refer to Page 6 and later for the clutch replacement procedure.)</li> <li>When aligning the developer/registration/duplex clutch wire, please note as illustrated below according to the old or new-type machine.</li> </ol> <p><b>Old-type machine (Each clutch wire has no banding band.)</b></p> <p>Please note the following when aligning each clutch wire.</p> <ul style="list-style-type: none"> <li>Do not excessively pull each clutch wire in the wire alignment direction. (Fig. 3)</li> <li>Be sure that the developing clutch wire is not too loose to prevent the wire pinching by the developing fan motor ass'y. (Fig. 4)</li> </ul> <p><b>New-type machine (Each clutch wire has a banding band.)</b></p> <p>When aligning each clutch wire, hook the banding band to the rib of the wire holder and then pull each clutch wire in the wire alignment direction (machine front side). While doing this, please check that the banding part of the banding band for the developer/registration clutch wire is not inside of the machine through the louver window at the right frame of the machine. (Fig. 5 and 6)</p>
<b>Affected Machines Serial Number</b>	Measure 1: Refer to Page 17. Measure 2: Refer to Page 17.

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**Changed parts**

No.	Old P/N	New P/N	Description	Q'ty		Intch		Remarks
				Old	New	Old	New	
1	302LV94160 2LV94160	302LV94161 2LV94161	PARTS CLUTCH 20-2W Z35R	1	*3	X	O	*3
2	302LV94250 2LV94250	302LV94251 2LV94251	PARTS DRIVE FEED ASSY SP	1	1	X	O	*1
3	302MS94050 2MS94050	302MS94051 2MS94051	PARTS DRIVE FEED ASSY SP	1	1	X	O	*2

\* Although Measure 1 is carried out on the registration clutch as the wire alignment process is the same as developer clutch, Measure 2 does not apply.

\*1: Paper feed drive unit for 60~45-ppm model (Paper feed/conveying clutch included)

\*2: Paper feed drive unit for 40-ppm model (Paper feed clutch included)

\*3: While conventionally the common parts have been used for the developer/paper feed/conveying/duplex clutch, only the developer clutch is registered as service parts until now. After this change, all four (4) clutches are individually set as service parts. According to this changed, quantity of the service part clutch to be used is changed according to each model. (Total number of the clutches used in machine remains the same as before.)  
 - 60/50/45-ppm model: (Before change) 1 pc. (Only the developer clutch is registered as service parts.)  
 (After change) 4 pcs. (In addition to the developer clutch, the paper feed, conveying and the duplex clutches are newly added.)  
 - 40-ppm model: (Before change) 1 pc. (Only the developer clutch is registered as service parts.)  
 (After change) 2 pcs. (In addition to the developer clutch, the paper feed clutch is newly added.)

**Identifying the old/new parts****[Identification of the old/new developer/paper feed/conveying/duplex clutch]**

(Related service parts: No. 1 ~ 3 in the above parts table)

The color of the rating plate label applied on the field core of the clutch is changed from White to Yellow after changing the internal structure of the clutch.

(Old clutch)



(New clutch)



Rating plate label (Yellow)

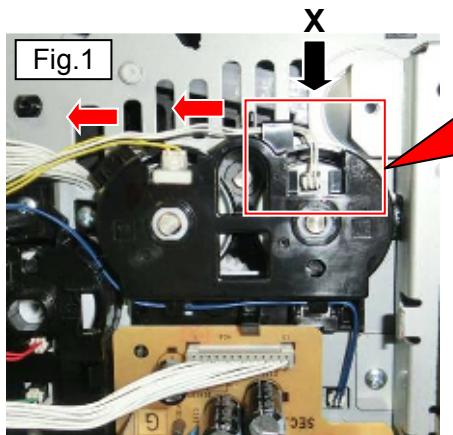
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## Precaution when wiring

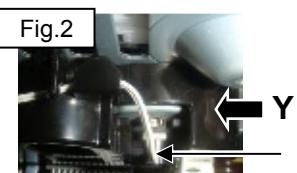
### [Old-type machine (without the new banding bands)]



#### [Caution]

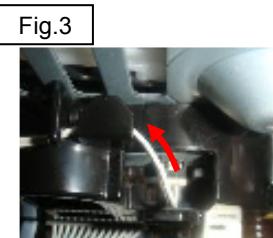
Please take extra care not to pull each clutch wire excessively in the red arrow directions as in Fig. 1 (machine front side). Also do not loosen the clutch wire at the developer clutch side at the same time to prevent wire pinching at the drive duct.

#### <Correct wiring (viewed from arrow X)>



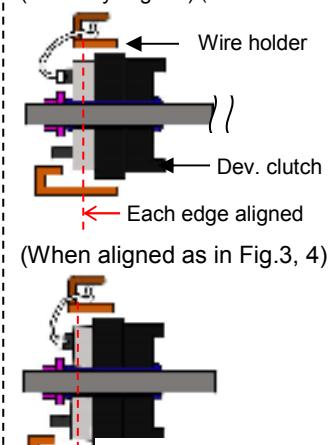
#### <Wire alignment that may cause the issue>

##### ▪ Excessive wire pulling (viewed from Y)



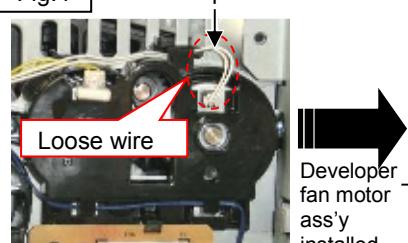
##### ▪ Wire pinching due to the loose wire (As viewed from machine right side)

#### [Cross-sectional view of DV clutch] (Correctly aligned) (viewed from Y)

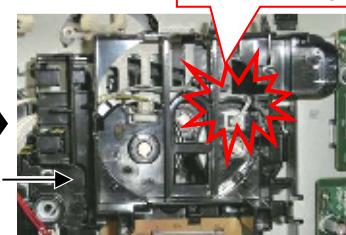


(When aligned as in Fig.3, 4)  
Edge of wire holder  
The edge of the upper part of developer clutch may become tilted toward the inside of machine.

#### Fig.4 Developer clutch wire



#### Wire pinching



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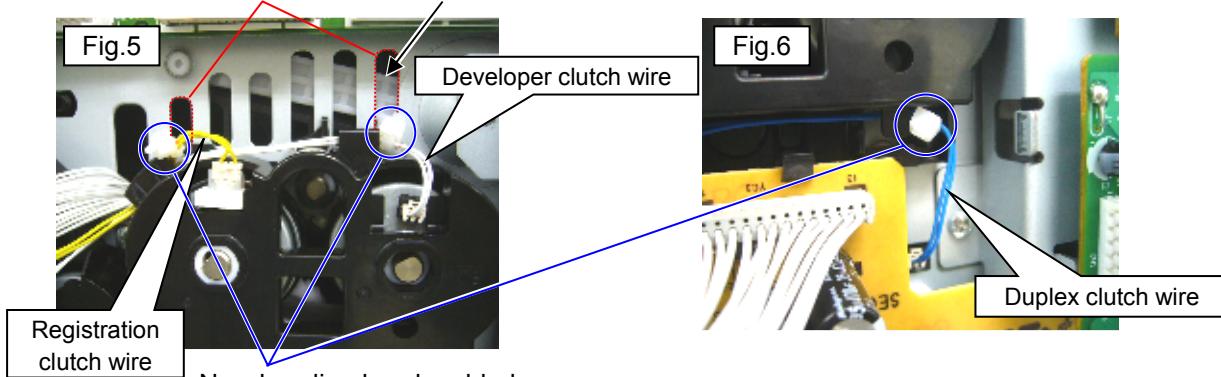
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**(Note when wiring in the new-type machine (with the added banding bands))**

(Above the wire holder: Registration clutch, developer clutch wire) (Below the wire holder: Duplex clutch wire)

Louver windows at the machine right frame Right developing rail



New banding bands added:

Excessive pulling of wire is prevented by aligning the wire to the machine front side after hooking the banding band to the rib at the wire holder.

**[Caution]**

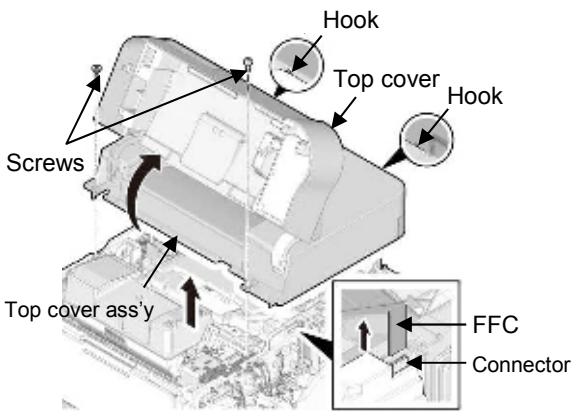
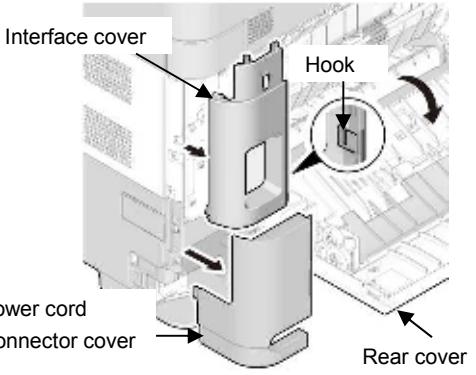
Take caution so the banding part of the banding band added to the registration clutch and developer clutch wires would not enter into the louver window.

Should it occur causing the banding part to lift the right developing rail, you may not be able to remove the developer unit.

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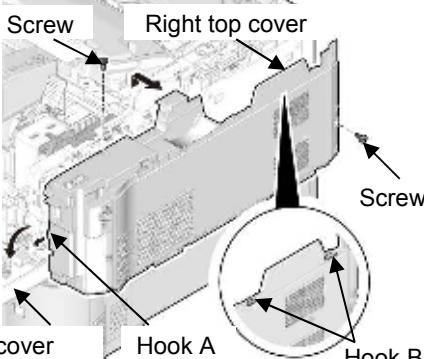
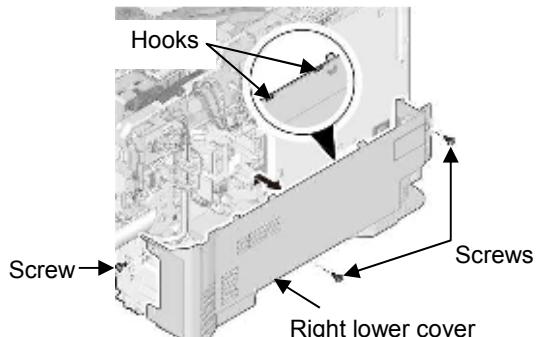
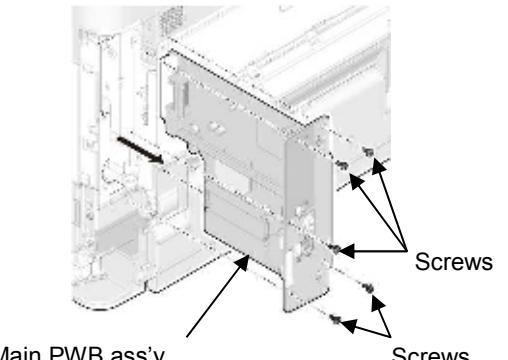
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**Replacement procedures**

Step	Procedures	Content
<b>Common procedures for each clutch replacement</b>		
Common 1	<p>[Detaching the top cover ass'y]</p> <ol style="list-style-type: none"> <li>1) Open the rear cover.</li> <li>2) Open the top cover.</li> <li>3) Remove 2 screws, unhook 2 hooks and then lift the top cover ass'y.</li> <li>4) Pull the FFC out from the connector and remove the top cover ass'y.</li> </ol>	<p>After common procedure:</p> <p>Developer clutch → Page 7~          Duplex clutch → Page 11~          Paper feed drive unit          (Paper feed/conveying clutch) → Page 16</p> 
Common 2	<p>[Detaching the power cord connector cover and interface cover]</p> <ol style="list-style-type: none"> <li>1) Detach the power cord connector cover.</li> <li>2) Remove the network cable and USB cable.</li> <li>3) Unhook 1 hook and detach the interface cover.</li> <li>4) Remove the power cord from the main machine.</li> </ol>	

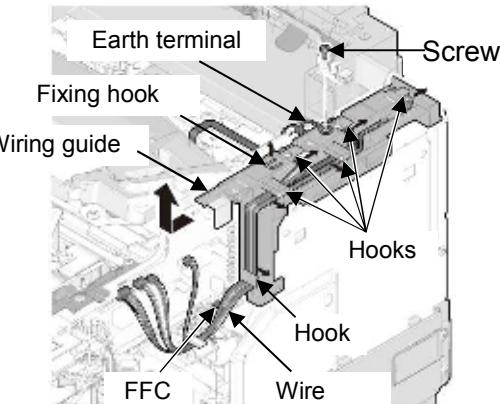
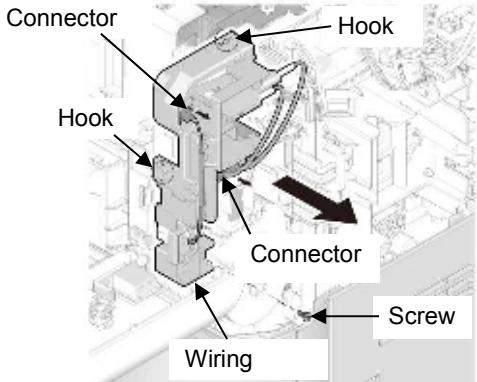
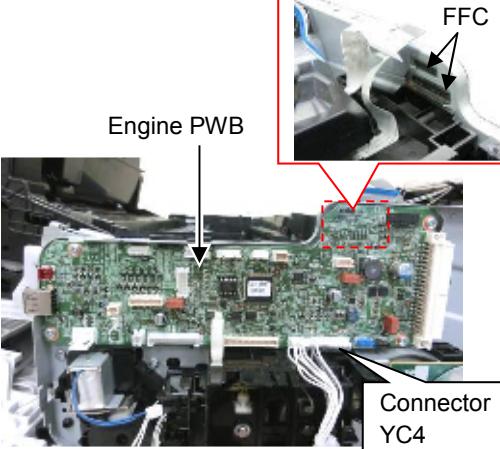
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Step	Procedures	Content
Common 3	[Detaching the right top cover] <ol style="list-style-type: none"> <li>1) Open the front cover.</li> <li>2) Remove 2 screws and unhook the hook A.</li> <li>3) Lift the right top cover to unhook 2 hook B's and detach the right top cover.</li> </ol>	
Common 4	[Detaching the right lower cover] <ol style="list-style-type: none"> <li>1) Remove the cassette.</li> <li>2) Remove 3 screws.</li> <li>3) Lift the right lower cover to unhook the 2 hooks and detach the right lower cover.</li> </ol>	
<b>Developing clutch replacement procedures (No. 1, Parts table): Proceed to the following after completing Common 1 to 4 above. (Required time: 45 minutes --- Refer to (*) outside of the procedures column on Page 16.)</b>		
A1	[Detaching the Main PWB ass'y] <ol style="list-style-type: none"> <li>1) Remove 5 screws and detach the Main PWB ass'y.                (Note)                DO NOT pull out/insert the Main PWB ass'y while the power is ON.                Or, the main machine or Main PWB may become damaged.             </li> </ol>	

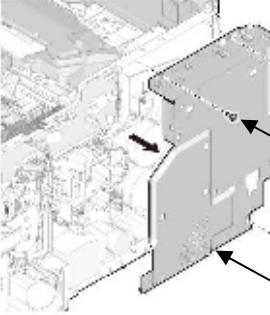
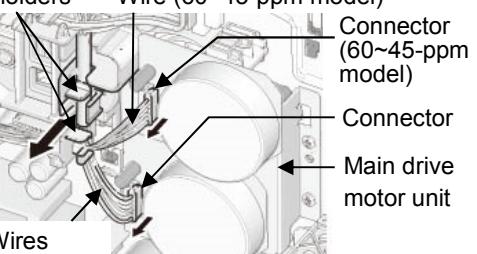
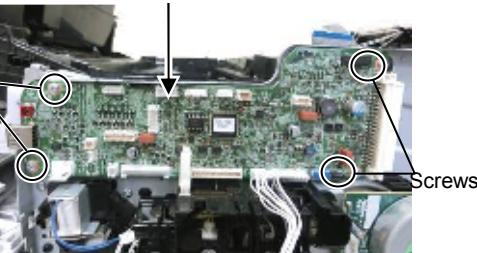
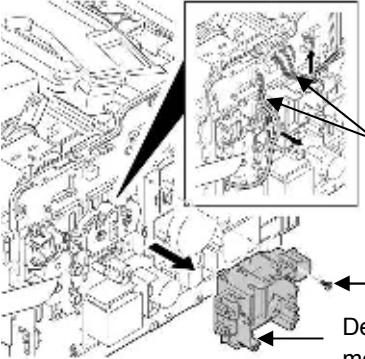
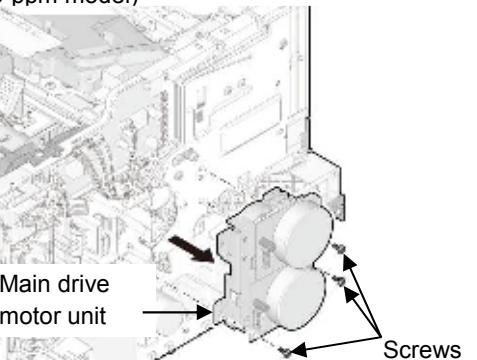
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Step	Procedures	Content
A2	<p>[Detaching the Engine PWB]</p> <ol style="list-style-type: none"> <li>1) Disconnect 4 connectors (YC15, YC12, YC26, and YC3) on the Engine PWB and FFC (YC21).</li> <li>2) Release the wires, etc. and FFC removed from the wiring rib for the wiring guide 1 by the procedure 1) above.</li> <li>3) Remove 1 screw to remove the earth wire.</li> <li>4) Release the fixing hook and remove the wiring guide 1.</li>   <li>5) Disconnect 2 connectors (YC18, YC6).</li> <li>6) Remove 1 screw, release 2 hooks and then remove wiring guide 2.</li>   <li>7) Remove all the connectors from the Engine PWB except YC4. Disconnect 2 FFCs' from the soldered side of the PWB.</li> </ol>	   <p>Engine PWB</p> <p>Connector YC4 (Dis-connection not required.)</p> <p>FFC</p>

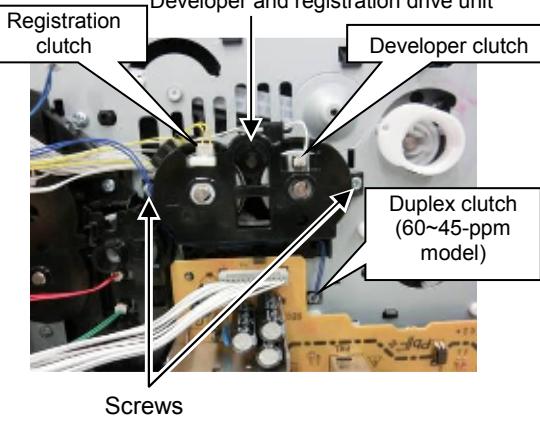
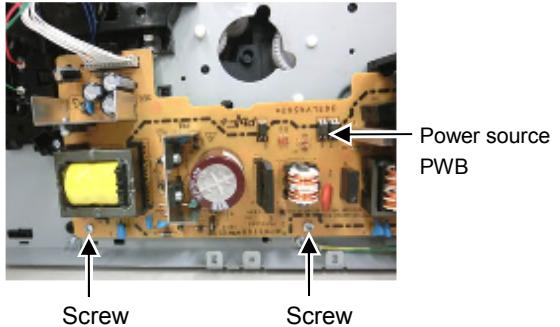
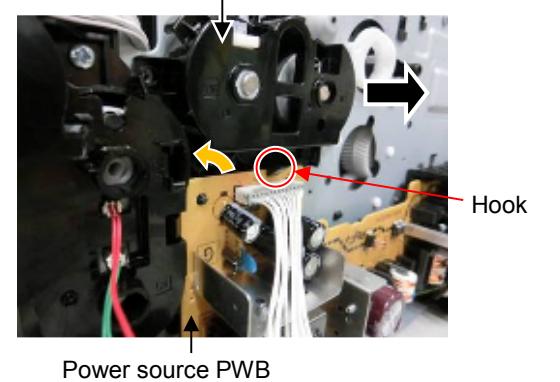
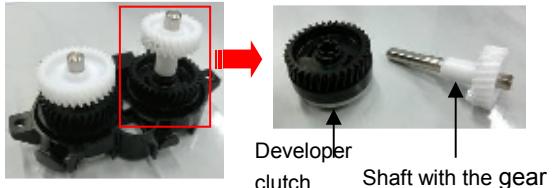
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Step	Procedures	Content
A2	<p>[Detaching the Engine PWB]</p> <p>8) Remove 3 screws and remove the controller box cover.</p> <p>9) Disconnect 2 connectors (60~45-ppm model) or 1 connector (40-ppm model) from the board in the main drive motor unit and release wires from the wire holder. (The opposite side connector is connected to YC4 on the Engine PWB.)</p> <p>10) Remove 4 screws and detach the Engine PWB.</p>	 <p>Screws Controller Box cover</p>  <p>Wire holders Wire (60~45-ppm model) Connector (60~45-ppm model) Connector Main drive motor unit Wires</p>  <p>Engine PWB Screws Screws</p>
A3	<p>[Detaching the Developing fan motor ass'y]</p> <p>1) Remove the wire, etc. from the wire alignment part of the developer fan motor ass'y.</p> <p>2) Remove 1 screw and detach the developer fan motor ass'y as shown.</p>	 <p>Wires Screw Developer fan motor ass'y</p>
A4	<p>[Detaching the main motor drive unit]</p> <p>Remove 3 screws and detach the main motor drive unit.</p>	<p>(60~45-ppm model)</p>  <p>Main drive motor unit Screws</p>

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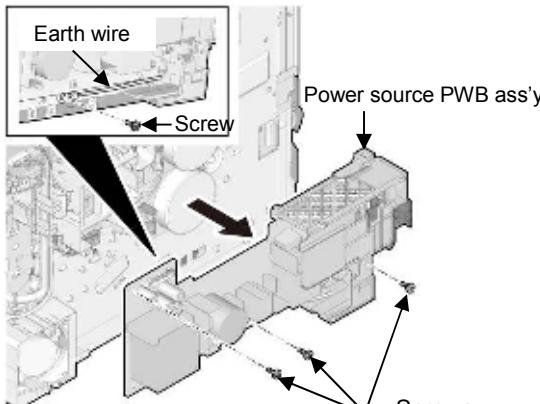
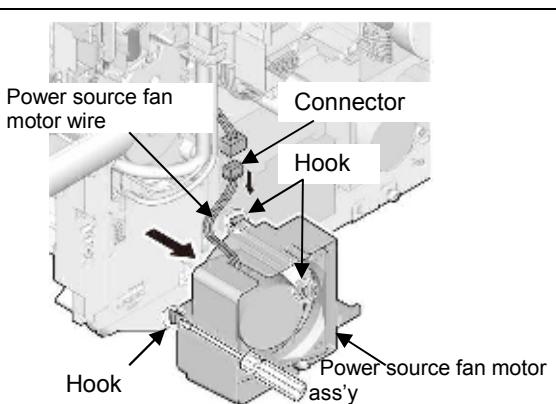
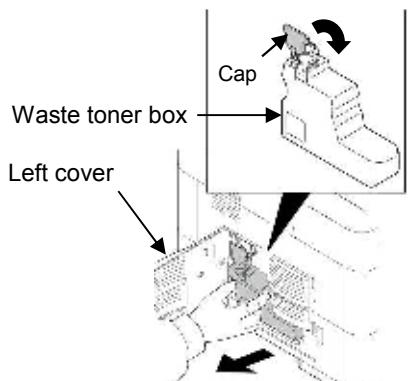
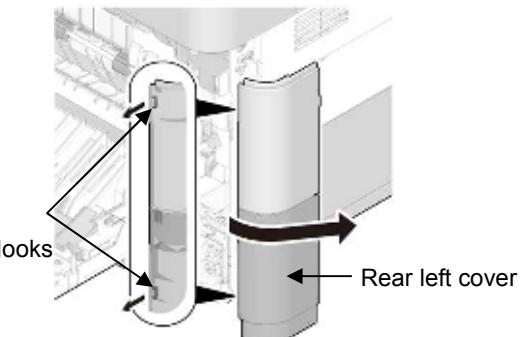
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Step	Procedures	Content
A5	<p>[Detaching the developer and registration drive unit]</p> <ol style="list-style-type: none"> <li>1) Disconnect the connectors from the developer, registration and duplex clutches (60~45-ppm model).</li> <li>2) Release the clutch wire from the wire alignment part of the developer and registration drive unit.</li> <li>3) Remove 2 screws.</li>   <li>4) Remove 2 screws securing the power source PWB.</li>   <li>5) Unhook the hook hanging to the power source PWB by tilting the upside of the PWB toward the right frame side, and then detach the developer and registration drive unit.</li> </ol>	  
A6	<p>[Replacing the developer clutch] (The registration clutch is not to be replaced this time.)</p> <ol style="list-style-type: none"> <li>1) Pull the shaft with the gear out from the developer clutch at the developer and registration drive unit and then remove the developer clutch.</li> <li>2) Replace the developer clutch with new part.</li> </ol>	
A7	<p>[Reassembling the parts]</p> <p>Refit the parts, connectors and FFCs' removed in the reverse order.</p>	

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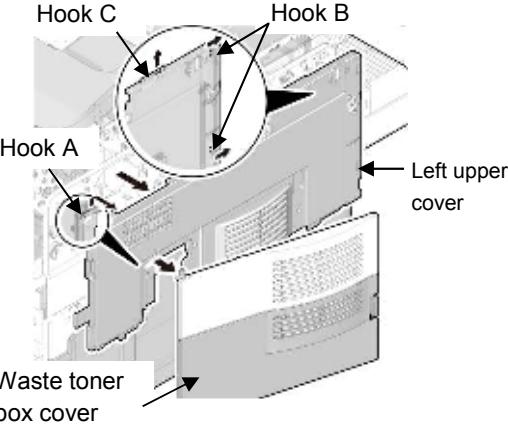
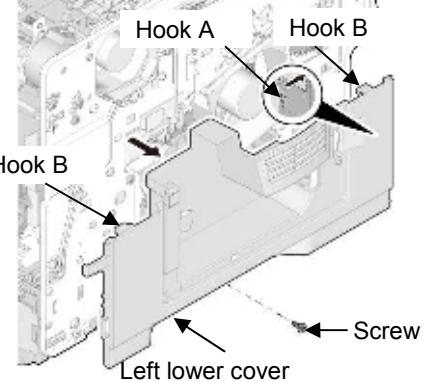
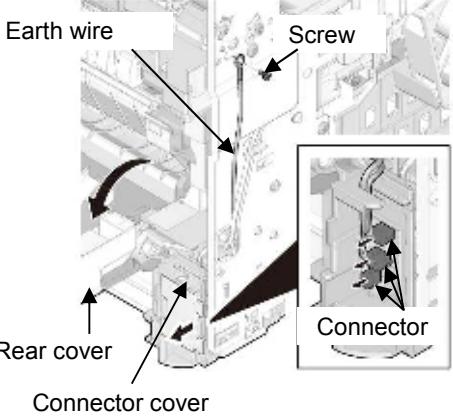
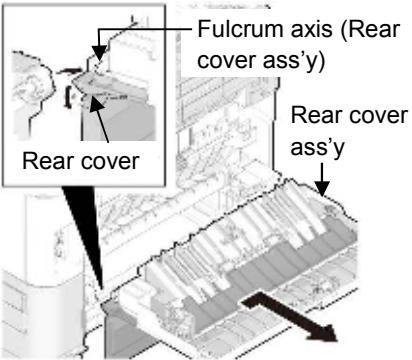
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<b>Duplex clutch replacement procedures</b> (No. 1, Parts table): Proceed to the following after completing Common 1 to 4.		(Time required: 90 min. --- Refer to (*) outside of the procedures column on Page 16.)
B1	Follow Step A1 ~ A4 (Developer clutch replacement procedures).	
B2	[Detaching the power source PWB] <ol style="list-style-type: none"> <li>1) Remove the screw and earth wire.</li> <li>2) Remove 3 screws and then the power source PWB ass'y.</li> </ol>	
B3	[Detaching the power source fan motor] <ol style="list-style-type: none"> <li>1) Disconnect the connector of the power source fan motor wire.</li> <li>2) Unhook 3 hooks using a flat-head screwdriver and remove the power source fan motor ass'y.</li> </ol>	
B4	Remove the waste toner box and close the cap.  [Note] When installing the waste toner box in the main machine, be sure to push it until it clicks to lock.	
B5	[Detaching the rear left cover] <ol style="list-style-type: none"> <li>1) Release the hooks while pulling the rear left cover toward you.</li> <li>2) Detach the rear left cover.</li> </ol>	

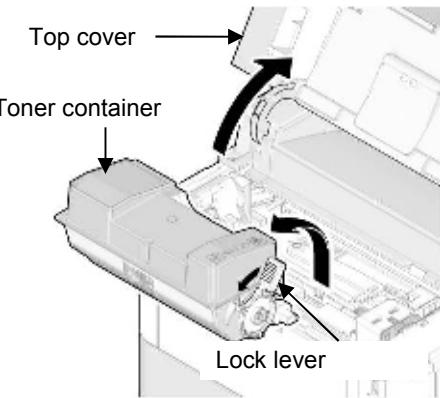
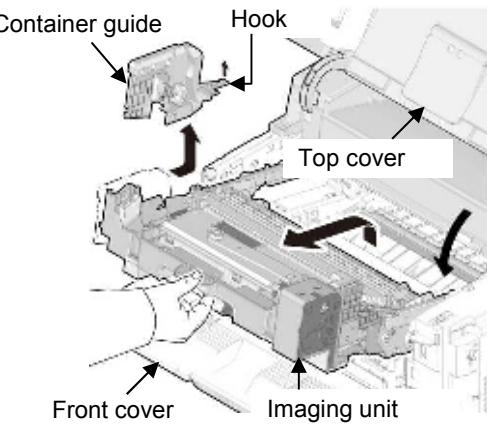
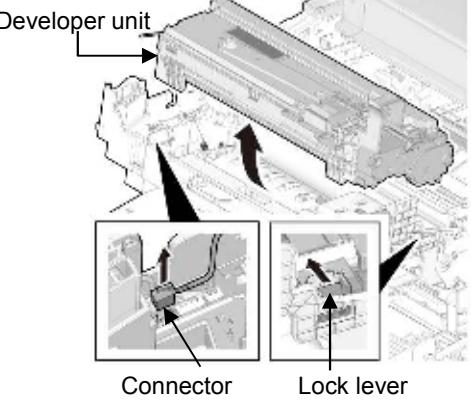
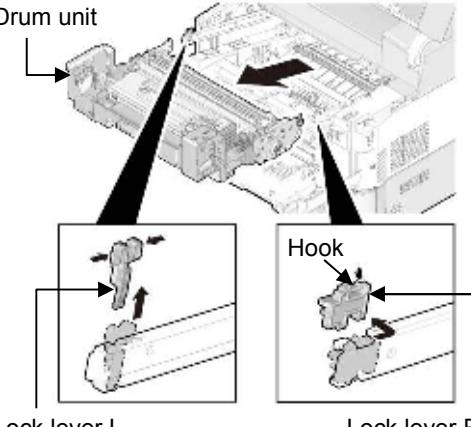
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Step	Procedures	Content
B6	[Detaching the left upper cover] 1) Shift the left upper cover upward and then release hook A. 2) Widen the hook B and C to release them. Remove the left upper cover and the waste toner box cover.	
B7	[Detaching the left lower cover] 1) Remove the screw. 2) Widen the hook A to release. 3) Release the 2 hook Bs' by lifting the left lower cover and detach it.	
B8	[Detaching the rear cover] 1) Remove the screw and then the earth wire. 2) Open the connector cover and disconnect 3 connectors.	
B8	3) While avoiding the rear cover, slide the rear cover ass'y, disconnect the fulcrum axis and remove the rear cover ass'y.	

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B9	<p>[Detaching the toner container, developer unit and drum unit]</p> <ol style="list-style-type: none"> <li>1) Turn the lock lever to unlock and remove the toner container.</li>   <li>2) Pull the imaging unit out.</li> <li>3) Release the hook and remove the container guide by sliding it.</li>   <li>4) Disconnect the connector.</li> <li>5) Release the lock lever and take the developer unit out in the upward direction.</li>   <li>6) Remove the lock lever L.</li> <li>7) Remove the lock lever R by sliding.</li> <li>8) Remove the drum unit by sliding.</li> </ol>	   

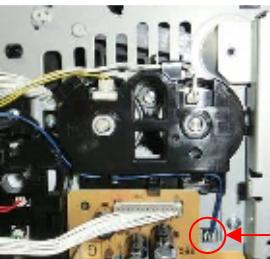
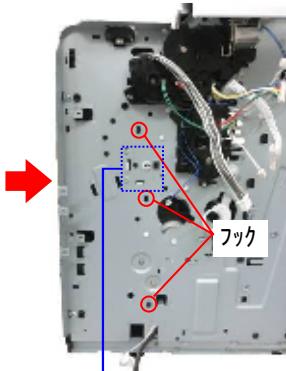
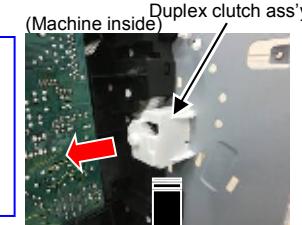
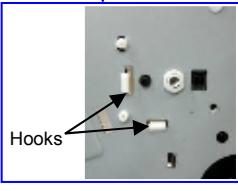
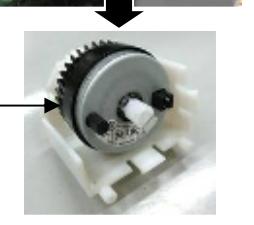
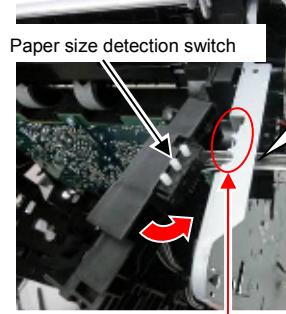
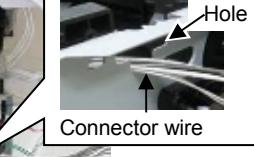
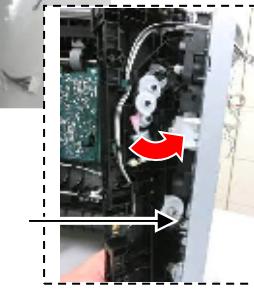
**Service Bulletin (Rev. 2)****E014-2LV-0032**

&lt;Date&gt; June 6, 2014

Step	Procedures	Content
B10	<p>[Detaching the bottom plate 1 and 2]</p> <ol style="list-style-type: none"> <li>1) Place the machine with the front side up.</li> <li>2) Remove 3 screws at the right frame.</li> <li>3) Loosen 2 screws at the left frame.</li> <li>4) Remove 4 screws securing the bottom plate 1 and 2 at the machine bottom, and remove the front and rear stay by pulling them to the direction of machine bottom.</li> </ol> <p>(*) If detaching the bottom plates only, it is not necessary to remove the 2 screws at the right frame. However, it is required instead of just loosening as the right cassette guide will be detached at Step B12.</p>	<p>(Left frame side) (Right frame side)</p> <p>Screws Bottom plate 2</p> <p>Screws</p> <p>(As viewed from the red arrow above: Left frame side)</p>
B11	<p>[Detaching the duplex unit ass'y]</p> <ol style="list-style-type: none"> <li>1) Release 2 hooks and remove the wire cover.</li> <li>2) Disconnect the connector from the lift sensor.</li> <li>3) Remove 7 screws.</li> <li>4) Pull the paper feed roller shaft by pushing the joint part.</li> <li>5) Remove the duplex unit ass'y toward you.</li> </ol>	

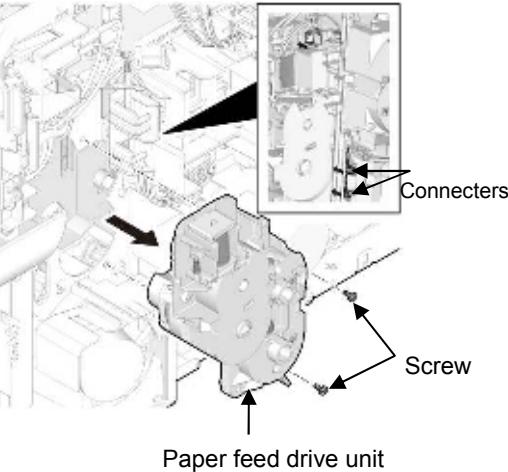
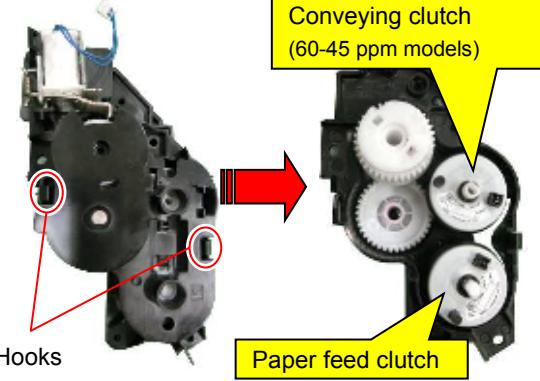
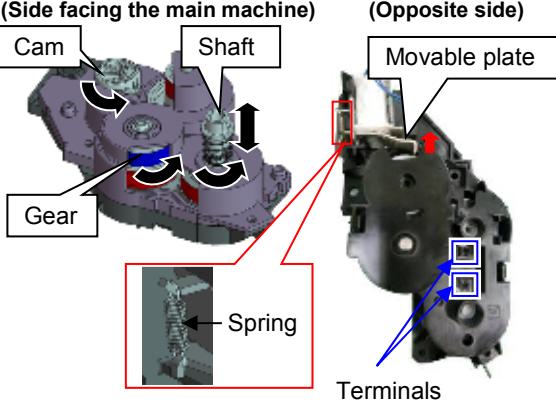
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Step	Procedures	Content
B12	<p>[Detaching the duplex clutch]</p> <ol style="list-style-type: none"> <li>1) Disconnect the duplex clutch connector (2 blue wires).</li>   <li>2) Release 3 hooks and remove the right cassette guide fitted to the right frame inside of the machine.</li>   <li>3) Release 2 hooks and then remove the duplex clutch ass'y.</li> <li>4) Replace the duplex clutch.</li> <li>5) Refit the duplex clutch ass'y to the right frame.</li>   <li>6) Pass the connector wires (white wires and white/gray wires) through the hole at the right frame. Refit the right cassette guide while aligning the paper size detection switch at the right cassette guide with the cutout at the front side of the right frame.            (The right cassette guide is secured using 3 hooks and 3 screws. The screws are the ones removed from the right frame at Step B10-2). The 2 screws out of three are used to secure together with the bottom plate 1 and 2. Therefore, it is secured with screws when refitting the bottom plate 1 and 2.)            (*) Refit the spring if the spring comes off from the inside of the right cassette guide (frame side).</li> </ol>	<p>(Machine right side: The machine is set at the normal position.)</p>  <p>Duplex clutch connector</p>  <p>Right cassette guide</p>  <p>Duplex clutch ass'y (Machine inside)</p>  <p>Hooks</p>  <p>Duplex clutch (Old part is shown.)</p>  <p>Paper size detection switch Hole Connector wire</p>  <p>Cutout</p>  <p>Spring inside of the right cassette guide</p>
B13	Refit all the parts, connectors, FFCs', etc. removed in the reverse order.	

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Step	Procedures	Content
(Newly added as rev.)	<b>Paper feed/Conveying clutch replacement procedures</b> (No. 1 in parts table) : Proceed to the following after completing Common 1~4.	(Time required: 20 min --- Refer to (*) outside the column below.)
C-1	Disconnect the connectors for the clutch and the solenoid. Remove 2 screws and detach the paper feed drive unit (No. 2 or 3).	
C-2	Release two (2) hooks and separate the paper feed drive unit into top and bottom part. Replace the applicable clutch (paper feed/conveying clutch). (For the 60/50/45 ppm models, the problem differs depending on the clutch (paper feed or conveying). Check the Table of problems on Page 1 to see which clutch needs to be replaced before replacing the part.)  (Note) Take extra care not to drop or lose the parts inside the paper feed drive unit. Be sure to refit it if it comes off.	
C-3	Reassemble the previously separated paper feed drive unit while paying close attention to the position of each clutch's terminal.  After reassembling the paper feed drive unit, check the operation of the following parts. If not correctly operating, reassemble the unit. 1. Shaft comes back to the original position when pressed. 2. Shaft rotates smoothly. 3. When the gear is rotated while the movable plate of solenoid released, the cam rotates at the same time. 4. The spring is hooked to the solenoid.	

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Step	Procedures	Content
C-4	<p>Reattach the paper feed drive unit, other parts and connectors in the reverse procedures.</p> <p>When reattaching the paper feed drive unit, check if the cam is in the normal direction. (If the cam is in the wrong direction, the paper feed drive unit cannot be attached in the main unit.)</p>	 <div style="border: 1px solid black; padding: 5px; margin-left: 10px;"> <b>[Cam]</b>          (Correct direction) (Wrong direction)       </div>  

(\*) Time required for replacing each clutch means from the start of disassembling (Common procedures included) to the completion of reassembling the machine.

## Affected Machines Serial Number

[Measure 1: Addition of banding band to the developer/registration/duplex clutch wires]

Model	Specification	ITEM Code	Serial Number	Model	Specification	ITEM Code	Serial Number	
FS-4300DN	KDA 120V	1102LV2USV	LPY4*****~	FS-4100DN	KDA 120V	1102MT2USV	LQP4101276~	
	KDA 220V	1102LV4USV	LQ74*****~		KDA 220V	1102MT4USV	From initial production. (LQY) (Scheduled)	
FS-4200DN	KDA 120V	1102L12USV	LPD4103301~	LaserStation 6100	ADP	1102MT2ADV	LQN4101029~	
	KDA 220V	1102L14USV	LPN4100489~		FS-2100DN	KDA 120V	1102MS2USV	LQA3Z03611~
					KDA 220V	1102MS4USV	LQK4100096~	

[Measure 2: Change to the developer/paper feed/conveying/duplex clutch (New No. 1~3)]

Model	Specification	ITEM Code	Serial Number	Model	Specification	ITEM Code	Serial Number	
FS-4300DN	KDA 120V	1102LV2USV	From next production. (Not applied to LPY4100212)	FS-4100DN	KDA 120V	1102MT2USV	LQP4402526~	
	KDA 220V	1102LV4USV	From next production. (Not applied to LQ74200210)		KDA 220V	1102MT4USV	From initial production. (LQY) (Scheduled)	
FS-4200DN	KDA 120V	1102L12USV	LPD4407114~	LaserStation 6100	ADP	1102MT2ADV	From next production. (Not applied to LQN4303333)	
	KDA 220V	1102L14USV	From next production. (Not applied to LPN4301118)		FS-2100DN	KDA 120V	1102MS2USV	LQA4406126~
					KDA 220V	1102MS4USV	From next production. (Not applied to LQK4300261)	