

Smart Call Center Phone Fix

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Product:

imageRUNNER ADVANCE C5000, 6000, 8000 Series

Title:

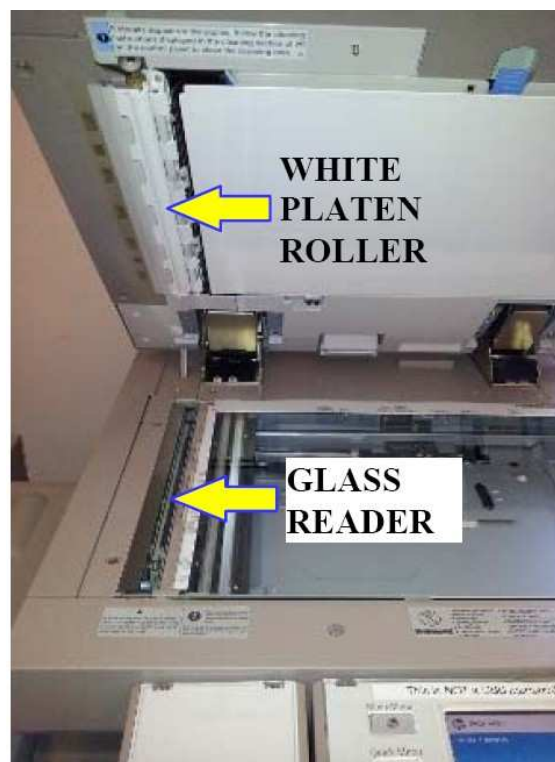
Lines on copies only when using the Top Feeder

Problem:

This issue is occurring due to the Reader Glass being dirty or scratched. The lines will occur when making copies from dark density originals.

Solution:

Have the key operator clean the Glass Reader and the Platen roller with water. Do not use alcohol or any other detergent as it will damage the Reader Glass and a coating on the Platen Roller.



Have the key operator make copies with the same originals as they did before when they had the problem.