

# KZ User's Manual



RISO KAGAKU CORPORATION  
OVERSEAS TECHNICAL DEPARTMENT

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## 1. Paper jam at paper feed side

Multiple paper feed jam

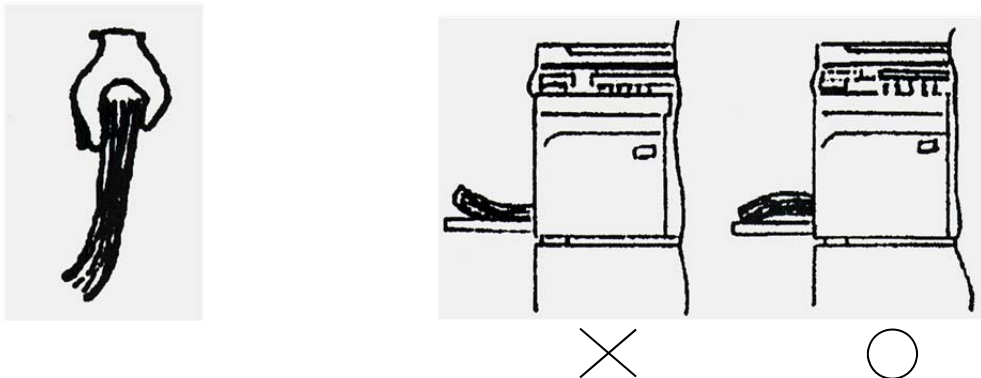
Error message No.6, 7 light

With no image paper feed / Fold of the edge of the paper

Vertical print position deviated intermittently

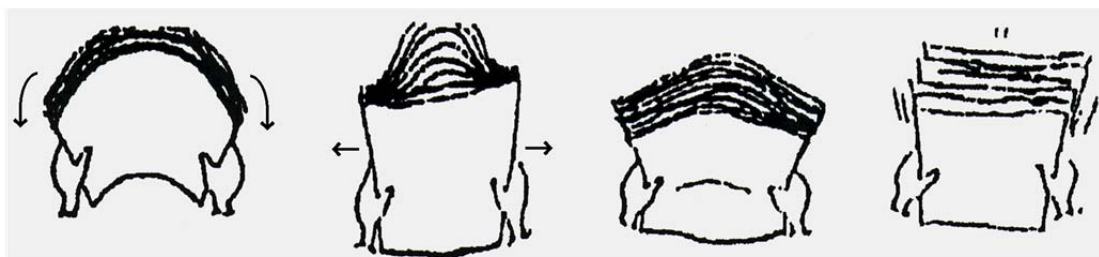
### 1. Is the set condition of the paper on the paper feed tray correct?

\*Please set the thin paper or curled paper especially as following picture. Paper curl direction is lower side. You can know the paper curl direction by hold as left picture.



### 2. Does paper has wet condition or static electricity condition?

※Please align the paper as following picture.



Hold the both left and right side of the paper, and then fold it to front direction.

Keep holding the paper, make the space between paper and paper, and then put the air to these spaces.

Keep holding the paper and lay the paper to back direction.

Align the paper with touching to desk or floor.

### 3. Does the paper pressure lever match proper for paper type?

Most paper type is standard, and can match to standard position. So please set to standard position first. Thick paper (card type), gloss surface paper (coated paper) slip easily, so please set to Thick (card) position.



Left picture shows [Standard position \*1] when you use thick paper, please set the paper pressure lever to [Thick position] lower side. (Upper side is for thin)



When you use [Thin paper] or Double paper feed jam occur, please set the lever to [Thin position] as left picture.



Card

## 2. Paper jam at paper receiving side

Paper jam inside of the machine (around Drum)

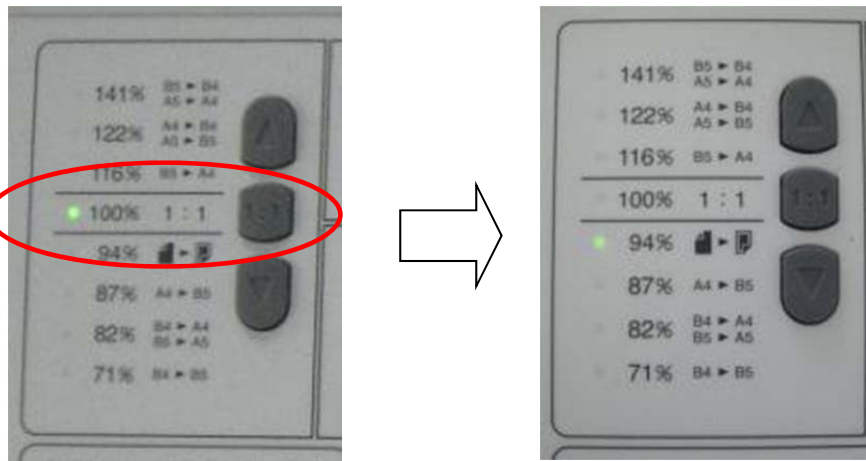
Error message No.6, 7 light

Is there enough a margin on top of the paper?

If there is not margin (1mm) on the top edge of the paper, paper jam problem may occur.

### 1. Case of no margin on top of the paper

Step1. Shrink the print area [100%] => [94%] (Elongation & Shrinkage mode)

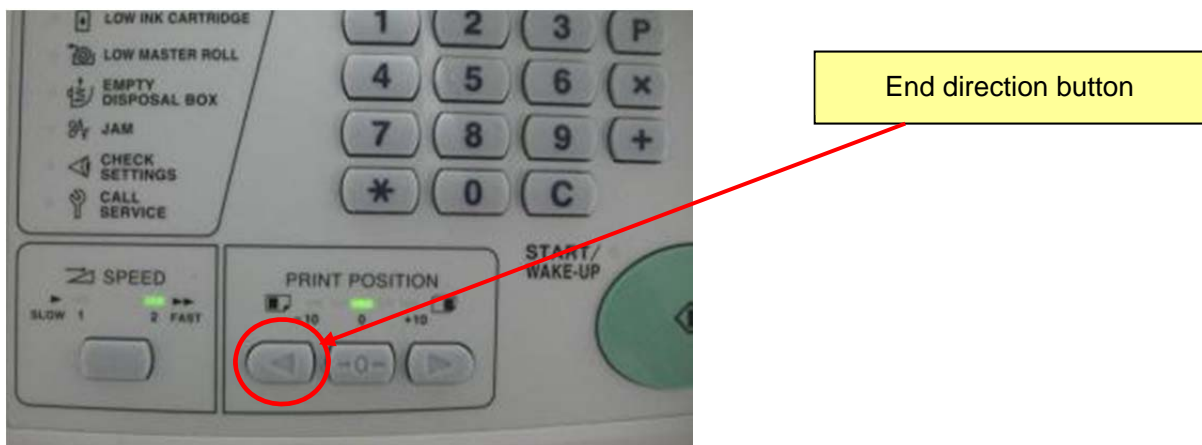


Step2. Make the master again with Start Button.

\*There is possible the paper jam for first printing at inside of the machine.

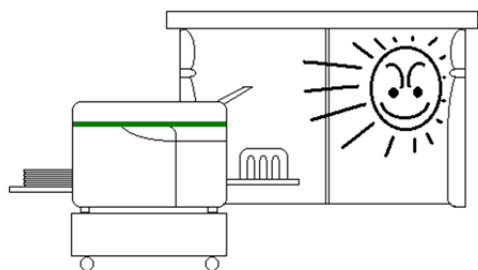
Step3. Push the print position button of end direction.

Printing area moves to end direction, it makes a margin on top edge of the paper



## 2. Case of existence a margin on top of the paper

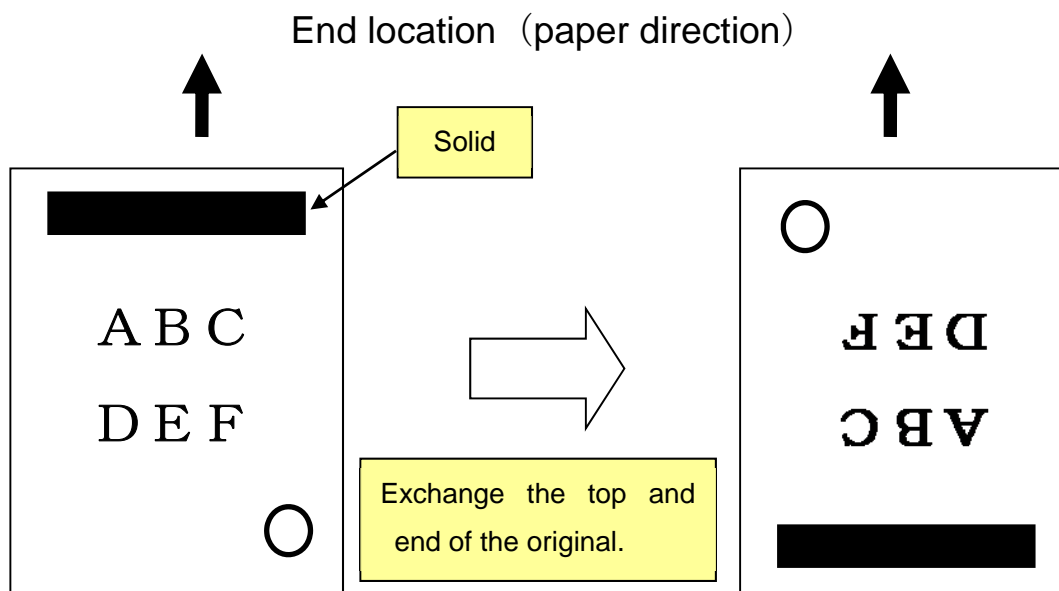
### 1. Does sunshine ray to Paper feed tray or Paper receiving tray?



If sunshine rays to KZ directly so that left picture, paper detection sensor may have wrong detection, and then “Error message of Paper jam” may occur. So, please move the machine to the location where is far from window, or please put the curtain so that prevent the machine from the sunshine.

### 2. Is there solid image on top of the print sheet?

Please make the master again with put the original of opposite direction (Top => End, End => Top). If there is solid image on top of the print sheet, the paper cannot remove form the Drum easily, and then paper receiving jam may occur. If there is solid not only top location but also end location, please see the [Case of no margin on top of the paper].



### 3. Other

Please check the way of the set the paper on the Paper feed tray. When you use curled paper, same situation of above paper jam may occur. And if the timing of the paper detection is not good due to a paper feed condition, paper receiving jam may occur. Please see [Paper jam at Paper feed side].

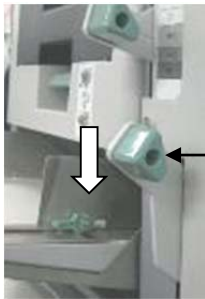
### 3. The procedure of remove of jammed paper

When there is paper feed jam on paper feed side, please perform the following procedure and remove the jammed paper.

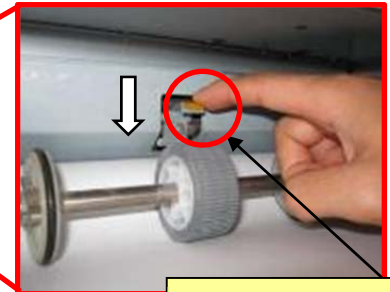
1. Paper jam occurs, and then panel indicator of "JAM" blinks and No.6 & 7 light



2. Release the paper feed tray lever for pressure, and then remove the paper from the paper feed tray. If it is impossible to remove the paper from the paper feed tray, please try it again with pushing the jam release lever.



Paper feed tray lever

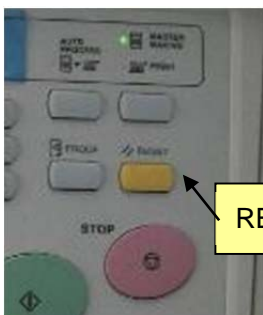


Jam release lever

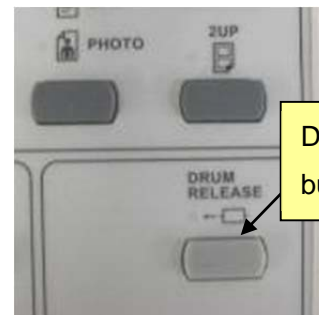
3. Push the RESET button.
4. Panel indicator of "No.6 & 7 light-out
5. Push the Drum release button, and then Drum rotates.

Paper feed side

Drum release button blinks. Please do not pull the Drum during Drum release button blinks. Drum may hit to other parts of inside of the machine and Drum may be damaged. Drum stops, and then the condition of the Drum release button from blink to light.



RESET Button



Drum release button

6. Pull the Drum, and the Master removal unit, and then please remove the jammed paper from inside of the machine.



Master removal unit



### 3. Wrong paper alignment on paper receiving tray.

#### Paper jam on paper receiving side

#### 1. Is the position of the Paper feed pressure lever “Standard”?

If you set position of the Paper feed pressure lever “Card (Thick)”, even though you use standard paper, paper cannot align properly.

Please set the position of the Paper feed pressure lever to “Standard”?



Standard

#### 2. Is the position of the Paper receiving fences and wings correct?

Please set the Paper receiving fences and wings to the correct position (match to printing paper size). \*The picture shows for B4 size.

Paper receiving fences and wings are for alignment of paper.



Paper receiving wings

Paper receiving fences



### 3. Is there MFP machine/air conditioner near KZ?

Where the KZ is installed?

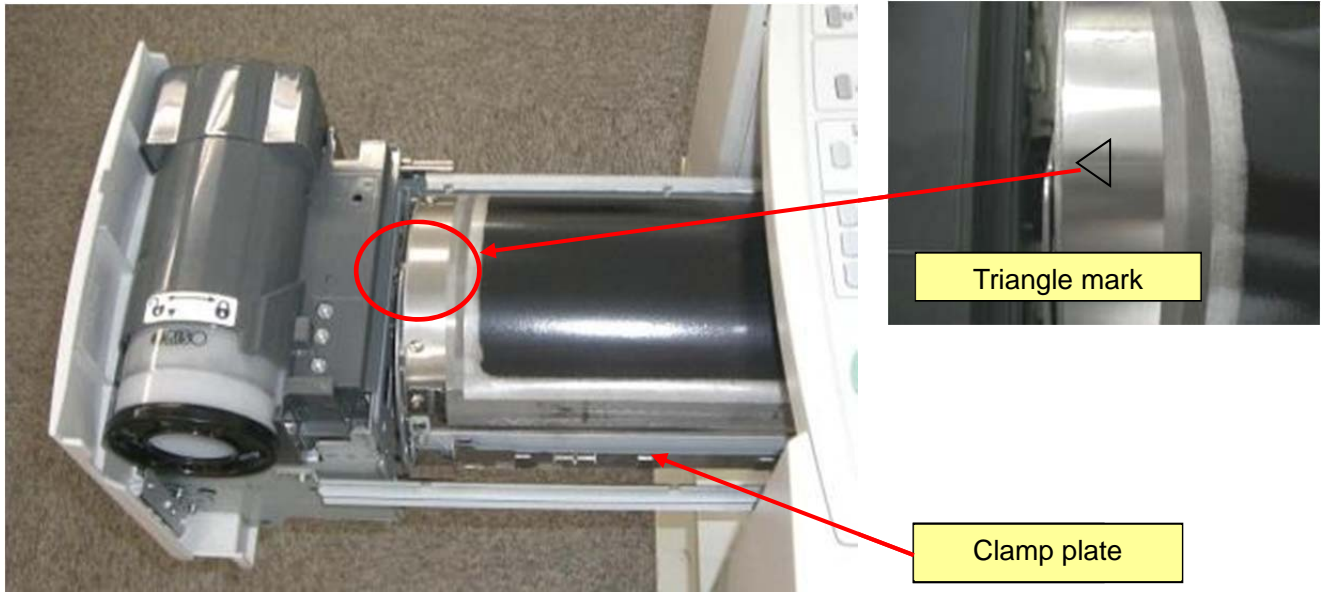
- Next to MFP
- Under the air conditioner
- Near the window.
- 

It is possible that there is paper alignment problem due to the KZ location. Fan of the MFP (air conditioner) blows to the Paper receiving tray. Please solve this situation with following things so that the wind does not put to the paper receiving tray directly.

- Change the location of KZ
- Change the location of MFP
- Close the window

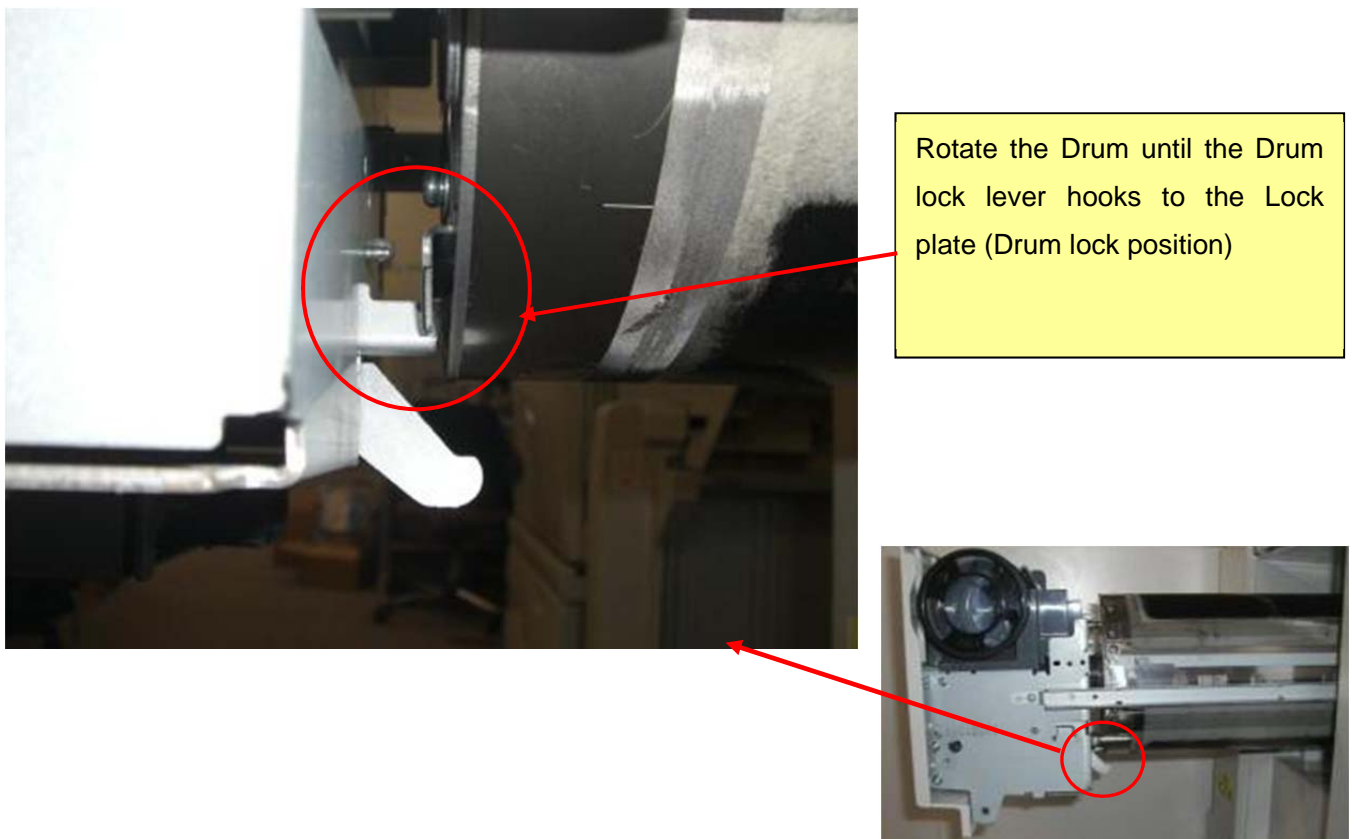
## 4. Drum cannot set to the machine

### 1. Is it correct of the rotation angle of the Drum?



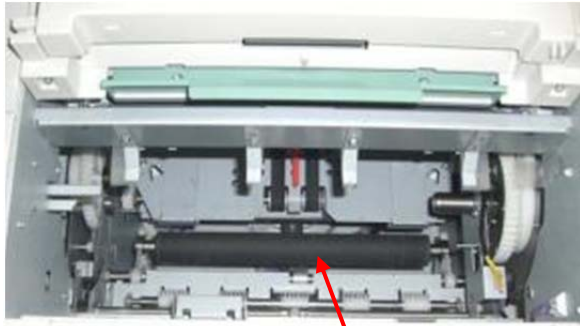
Is the location of the plate to clamp the master (Clamp plate) on the paper receiving side so that the above picture?

If the location of the clamp plate is not above picture, please rotate the Drum until the Drum locks. (Please check the location of the triangle mark). The Clamp plate should be on paper receiving side so that the above picture.



## 5. Ink stain on the paper back side

### 1. Is the rubber roller where is located under the Drum stained of ink?



Rubber roller

The rubber roller might get stained with following situation.

1. The size of printing image is larger than the paper size.
2. Paper jam

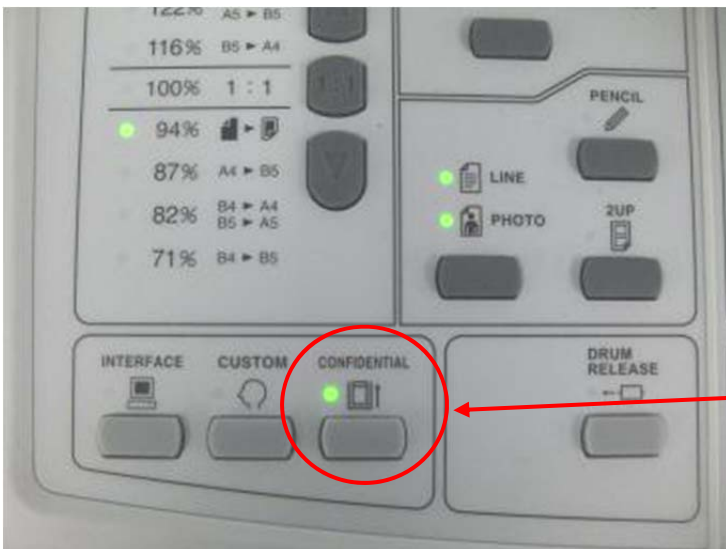
Please pull out the Drum, and then remove the stain from the rubber roller by using soft cloth or something.

#### [Caution]

Please be careful to not stain your hand or cloth from the ink, because there may be ink stain inside of the machine.

### 2. There is ink stain even though cleaning the rubber roller.

Paper feed area inside of the machine may stain, please perform "Confidential" and then, feed the paper to clean of the inside of the machine.



Please select this button and push the START key.

The master with no image wraps on the Drum.

Feed the paper 20 to 30 sheets.

It is cleaning to the inside of the machine.

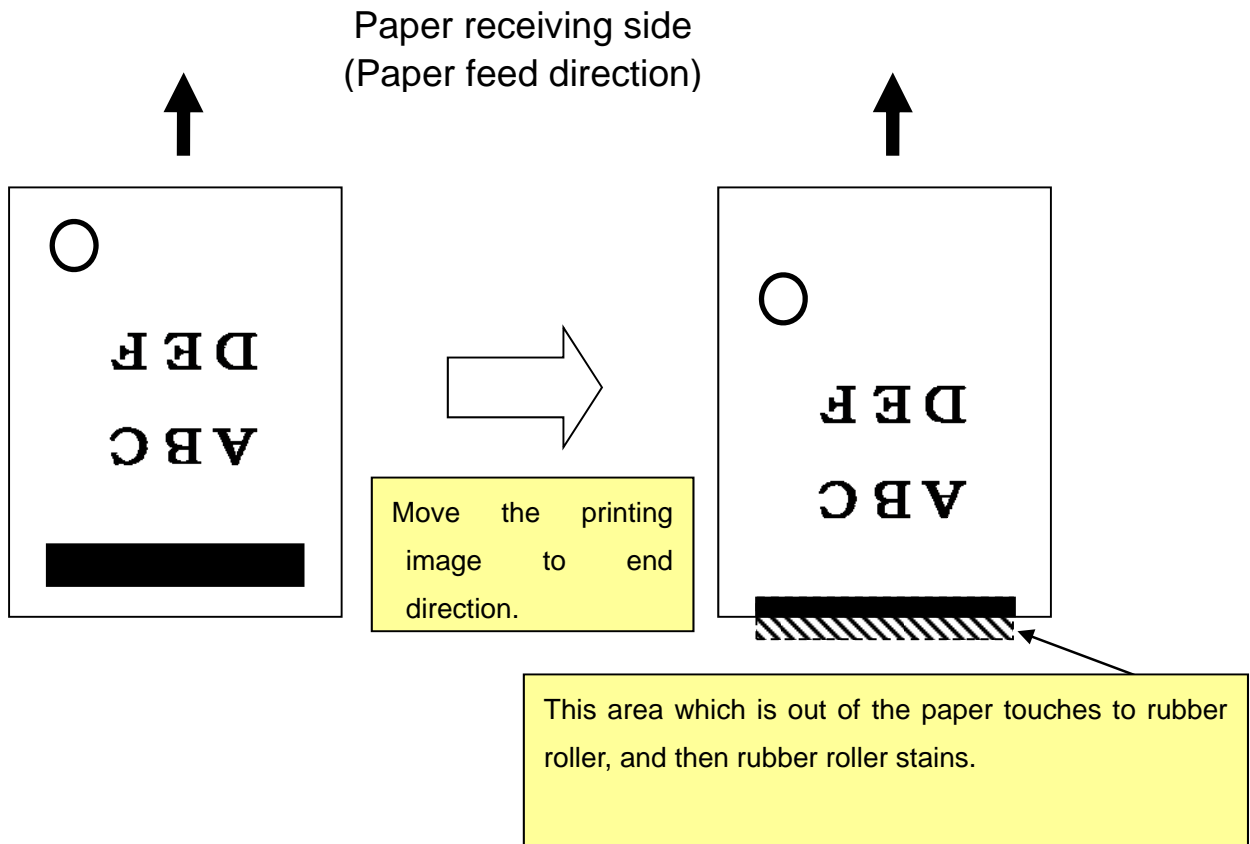
### 3. Does the size of the printing paper match to the size of the paper of original

If the width of printing paper is less than the width of original, the rubber roller might get stained.

Please set the printing paper with large width size on the paper feed tray which is larger than original.

#### 4. Have the print image move to end direction (Paper feed tray side) too much?

If the print image is out of the paper from the end position, rubber roller stains.



Please move the print image position to top direction so that the print image is not out of paper.

If you do not have enough a margin, please refer "Case of no margin on top of the paper"

## 6. No image problem

Please pull out the Drum and check the surface of the Drum.

### 1. There are some areas which no ink on the Drum.



Make the master again and again? If so, the ink on the Drum is removed and then, there is not enough ink on the Drum.

Please feed the paper 20 to 30 sheets in low speed without making master.

### 2. Double master wrap on the Drum or a paper sticking on the drum

- Please open the Clamp plate and then, remove all masters or paper from the Drum.
- Set the Drum and then make the master again.

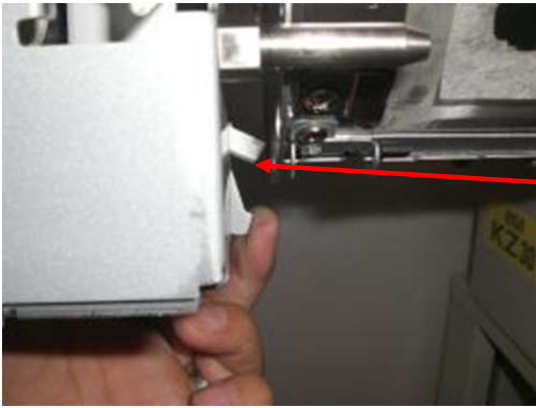
[Caution]

Please be careful so that not to stain the cloth by ink.

The Clamp plate should be on paper receiving side so that the following picture.



Clamp plate



Release the Drum lock lever and then, rotate the Drum and then, move the clamp plate to top position as shown on the left figure.



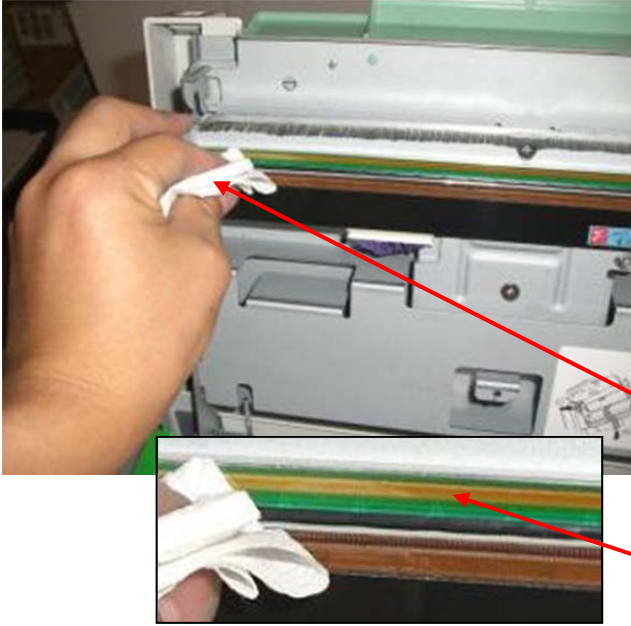
Clamp plate



Open the clamp plate with pushing the edge of the Clamp plate. Remove the master from the Drum while rotating the Drum.

Set the Drum with referring the setting position (angle) of page 13, and then make the master again.

### 3. TPH (Thermal Print Head) dirty by dust or something else



Please check the back side of the Master set cover. You can find the TPH. Clean the surface of the TPH by using soft cloth with alcohol (If you do not have alcohol, moisten the cloth.). After that, please make the master again.

\*TPH is to open the hole on the master by thermal energy

Cloth or tissue

Clean the brown area

### 4. Scanner dirty by dust or something else.



Open the scanner cover. Clean the glass with using soft cloth with alcohol. And the, clean the white sheet. After that, please make the master again

Glass



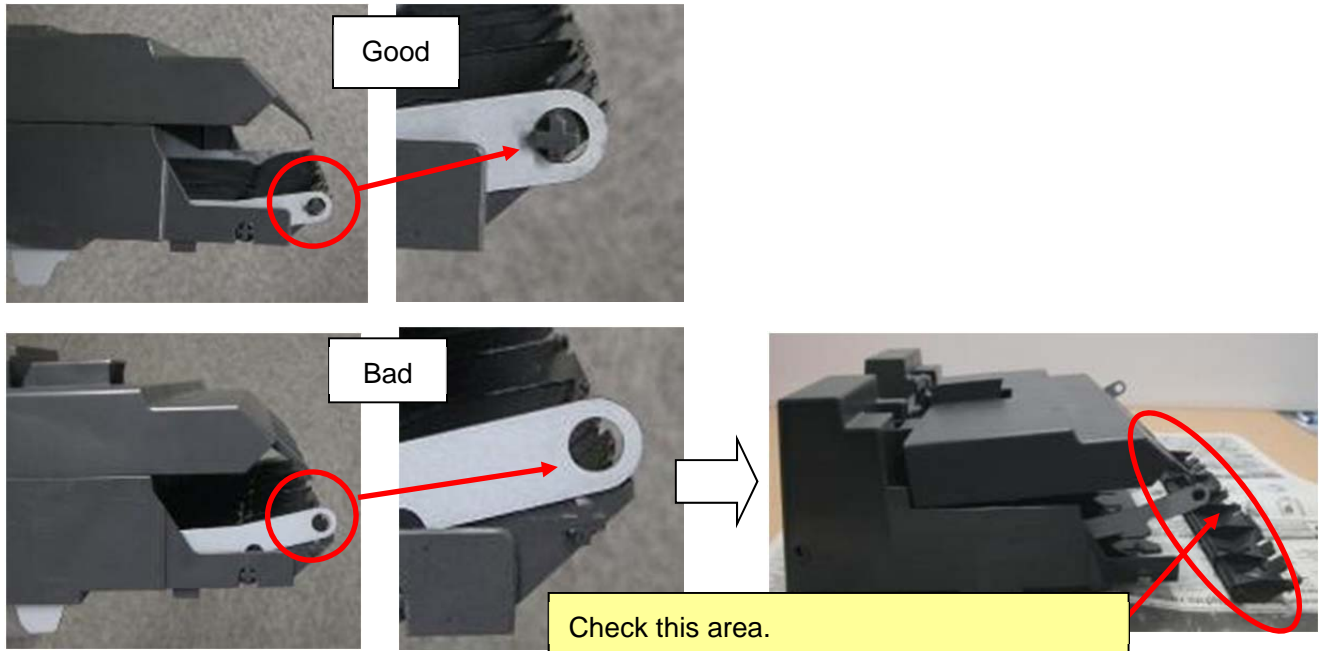
White sheet

## 7. Master removal jam

### Error message No.4 light

1. Please check if the metal plate removes from the Master removal box or not.

Please pull out the Master removal Box and the, check it.



If the parts remove or lost, please call the technician.



When you throw the master to the trash can, please be careful so that do not hit the Master removal Box to trash can. If you hit it, the parts may remove from Master removal box.

Remove the jammed master from the Master removal unit.



Remove the jammed master from the Master removal unit by using tweezers or something

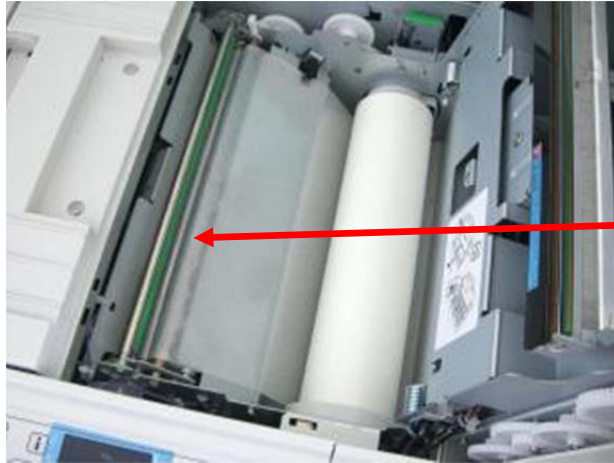
Set the Master removal Box, and then check the action of the master making.



## 8. Master making jam

### Error message No.4 light

Please open the Master making cover, and then rewind the master, when master feed jam occurs.



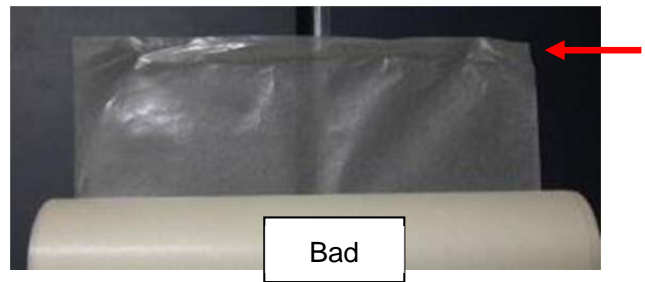
Master feed jam

Please check the condition of the master edge.

If the edge of the master is folded or deformed, cut the edge of the master, and then set the master again.



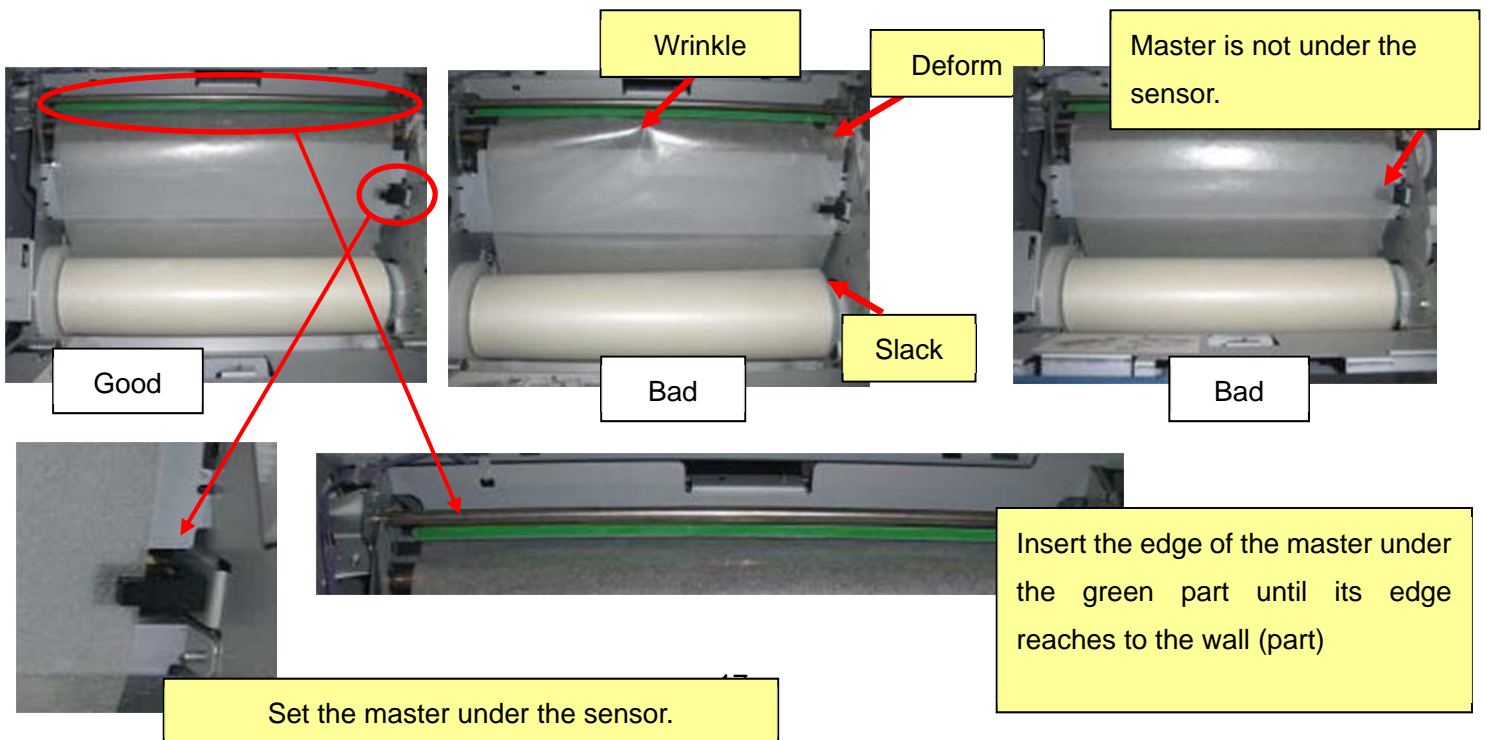
Good



Bad

Please set the master correctly.

Insert the edge of the master under the green part until its edge reaches to the wall (part)



Wrinkle

Deform

Slack

Master is not under the sensor.

Good

Bad

Bad

Set the master under the sensor.

Insert the edge of the master under the green part until its edge reaches to the wall (part)