



N24/3240TECH

Technical Instructions	Printers	Supplies	Tools	1
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**CORPORATE
LOS ANGELES**
T 800 394.9900
818 837.8100
F 800 394.9910
818 838.7047

ATLANTA
T 877 676.4223
770 516.9488
F 877 337.7976
770 516.7794

DALLAS
T 877 499.4989
972 840.4989
F 877 774.1750
972 840.1750

MIAMI
T 800 595.4297
305 594.3396
F 800 522.8640
305 594.3309

NEW YORK
T 800 431.7884
631 345.0121
F 800 431.8812
631 345.0690

SANFORD
T 800 786.9041
919 775.4551
F 800 786.9049
919 775.4584

TORONTO
T 877 848.0818
905 712.9501
F 877 772.6773
905 712.9502

BUENOS AIRES
T 0810.444.2656
011 4583.5900
F 011.4584.3100

MELBOURNE
T 1 800 003 100
F 1 800 004 302

SYDNEY
T 02 9648.2630
F 02 9648.2635

Compaq LN32/LNM40
Xerox Docuprint N24/32/40
Xerox DocuCentre 220/230/332/340
IBM InfoPrint 32/40
QMS 3260/4032
Dataproducts
Genicom Microlaser 320/320N

108473-B2, 113R173
113R120, 13R273
113R274, 90H3566
1710307-001, 113R00173
5A6530P01

Diagonal Cutters
Needle Nose Pliers
Phillips Screwdriver
Small Flat Blade Screwdriver

Photo 1



Step 1

Place the cartridge on the workbench so the handle is up and the fill plug is facing you. (See Photo 1)

Using diagonal cutters remove the cartridge pin that holds the two sections of the cartridge together. (See Photo 2)

Photo 2



Step 2

Rotate the cartridge 180°. Remove the cartridge pin from the gear side of the cartridge. (See Photo 3)

Photo 3



Step 3

Grab the waste hopper by the handle and lift the hopper off of the toner hopper. (See Photo 4)

Photo 4



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Photo 5

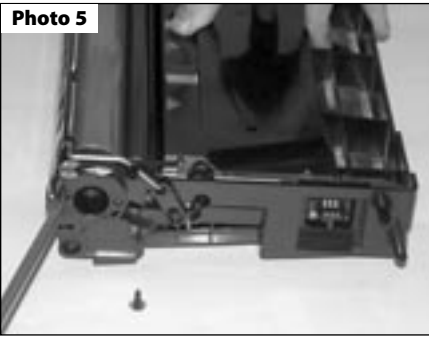


Photo 6

**Step 4**

Using a Philips screwdriver remove the two screws holding the drum axle hub on the contact side of the waste hopper. (See Photo 5).

Remove the drum axle hub. (See Photo 6)

Photo 7

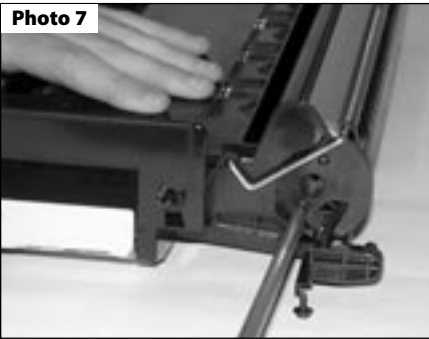


Photo 8

**Step 5**

Rotate the waste hopper 180°. Remove the two screws holding the drum axle hub. (See Photos 7).

Remove the hub. (See Photos 8)

Photo 9



Photo 10

**Step 6**

Lift out the drum. (See Photos 9)

Step 7

Remove the PCR from the cradles. (See Photos 10)

NOTE: Clean the PCR using a mild soap and water.

Photo 11



Photo 12

**Step 8**

Carefully lift the waste hopper so it is up on its end and the handle of the cartridge is facing you. (See Photo 11)

NOTE: Do not flip the waste hopper so the wiper blade is down, toner will spill out of the hopper. Remove the screw located just below the handle. (See Photo 12)

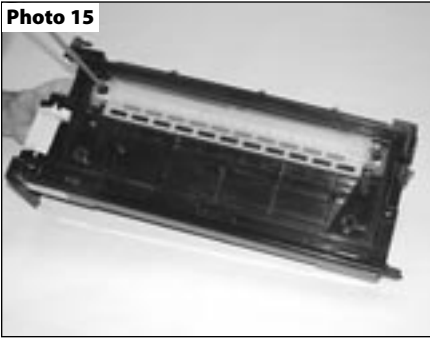
Photo 13



Photo 14

**Step 9**

Take the waste hopper to the dump station. Release the two clips located on each end of the waste hopper cover. (See Photo 13) Lift off the waste hopper cover. (See Photo 14)



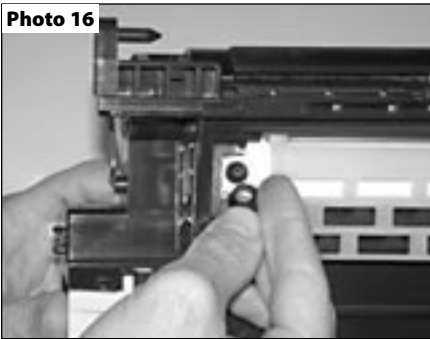
Step 10

Step 10: Dump out the waste toner from the hopper. Using dry compressed air or a vacuum clean out the waste hopper.

Step 11

Remove the two screws holding the wiper blade. (See Photo 15)

NOTE: Do not lose the two spacers that fit on the two screws. (See Photo 16)



Step 15

Using a cotton swab and alcohol clean the PCR contact cradle. (See Photo 20) Reinstall the cleaned PCR in the waste hopper.



Step 12

Remove the wiper blade from the waste hopper. (See Photo 17)

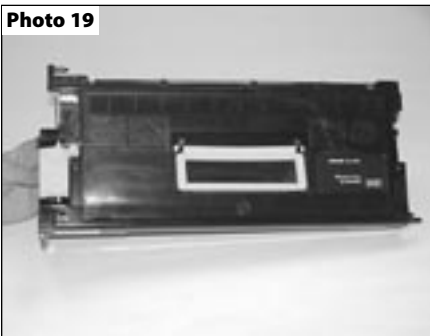
Step 16

Apply padding powder to the OPC drum and install the drum. (See Photo 21)



Step 13

Apply padding powder to the new blade. Install the new wiper blade in the waste hopper making sure the spacers are on the wiper blade screws. (See Photo 18)



Step 14

Reinstall the waste hopper cover to the top of the waste hopper. Install the screw that holds the cover on the waste hopper. (See Photo 18)



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Step 17

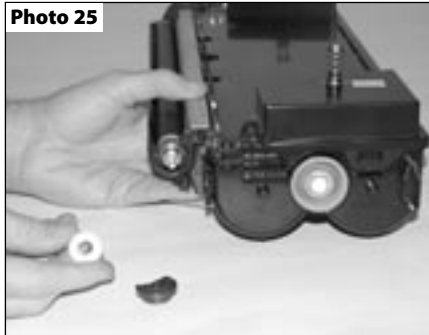
Install the drum axle hubs on each side of the waste hopper and install the screws that hold the axle hubs.
 (See Photos 22 & 23)

Photo 22**Photo 23****Step 18**

Rotate the drum 4-5 revolutions to ensure that the wiper blade is cleaning the drum correctly. Using a lint free cloth wipe the padding powder off the PCR. Set the waste hopper aside and cover.

Photo 24**Step 19**

Remove the screw that holds the mag roller end cap on the gear end of the mag roller. (See Photo 24) Remove the end cap.

Photo 25**Step 20**

Remove the mag roller drive gear and the stabilizing bushing from the end of the mag roller. (See Photo 25)

Photo 26**Step 21**

Lift the gear end of the mag roller up and remove the roller from the contact end of the hopper. (See Photo 26)

Step 22

Remove the mag roller bearing and the bushing from the gear end of the mag roller. (See Photo 27)

NOTE: A locking washer keeps the mag roller bearing and bushing on the contact end of the mag roller in place, it is not necessary to remove them. Clean the bearings with a lint free cloth and alcohol.

Photo 27**Step 23**

Using dry compressed air or a vacuum, clean the toner off the mag roller. NOTE: Clean the mag roller using a mag roller cleaner and a lint free cloth.

Photo 28**Step 24**

Remove the two screws holding the doctor blade. (See Photo 28) If you plan to reuse the doctor blade clean the toner off the blade using dry compressed air or a vacuum. Using a lint free cloth and alcohol wipe off the doctor blade.

Photo 29



Step 25

Remove the four screws found along the top of the toner hopper. (See Photo 29)

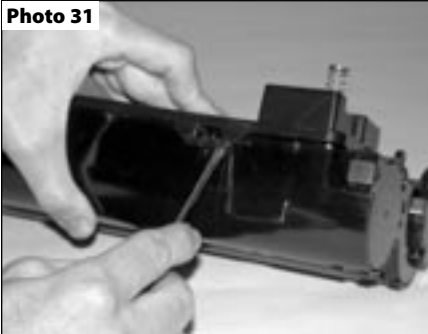
Photo 30



Step 26

Using a small flat blade screwdriver release the long clip that locks the toner hopper cover to the hopper on the gear side of the hopper. (See Photo 30)

Photo 31



Step 27

To release the three clips located along the back of the toner hopper, press down on the toner hopper cover just above the clip. While applying pressure to the cover, use a small flat blade screwdriver to pry the clip that locks the cover in place away from the hopper. (See Photo 31)

Photo 32



Step 28

Release the clip located next to the fill plug in the same way. (See Photo 32)

Photo 33



Step 29

With all the clips released, lift the cover off the hopper. (See Photo 33)

Step 30

Using dry compressed air or a vacuum clean out the toner hopper and the toner hopper cover.

Step 31

Using a Philips screwdriver remove the screw that holds the contact end cap to the hopper. (See Photo 34)

Photo 34



Notes:

Notes:

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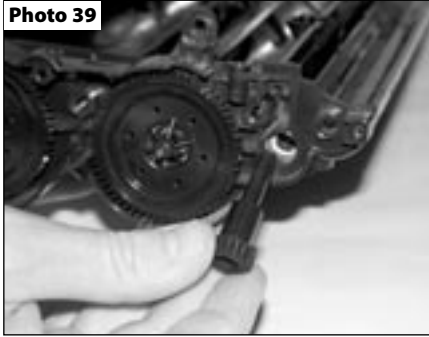
Call the Technical Resource Center from 8am - 5pm PST: 800 394.9900

Step 32

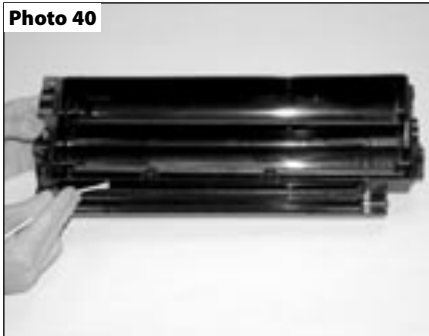
Release the four clips (two on the top and two on the bottom) that hold the contact end cap to the hopper. (See Photos 35 & 36)

Photo 38**Step 34**

Using needle nose pliers grab the metal toner agitator bar and pull it from the agitator gear. (See Photo 38)

Photo 35**Photo 39****Step 35**

Remove the agitator drive gear from the side of the hopper. (See Photo 39)

Photo 36**Photo 40****Step 36**

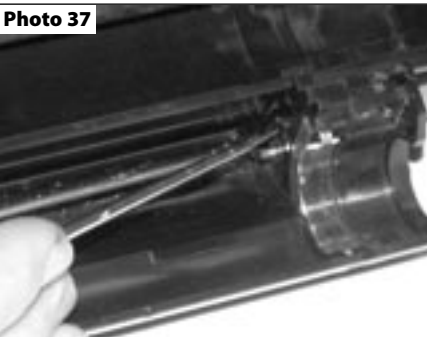
Using a cotton swab and alcohol clean the seal area. (See Photo 40)

Step 33

Using a small flat blade screwdriver release the clip that holds the seal exit port plug to the hopper. (See Photo 37) Remove the plug.

Photo 41**Step 37**

Remove the backing of the seal and apply the seal to the hopper. (See Photo 41)

Photo 37**Photo 42****Step 38**

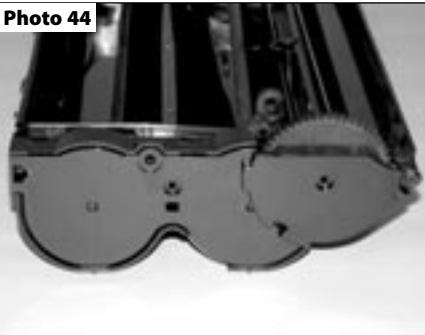
Reinstall the agitator drive gear and the agitator bar in the hopper. (See Photo 42) NOTE: Make sure the agitator bar snaps into position in the agitator drive gear.

Photo 43

**Step 39**

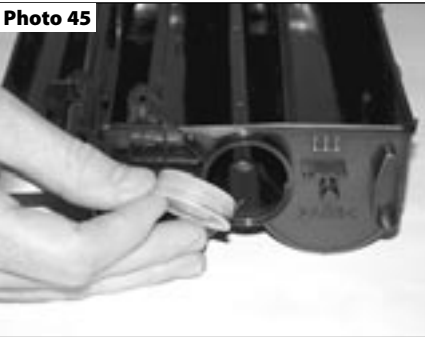
With the seal pull tab through the seal exit port, use needle nose pliers to hold the agitator bar in the correct position while reinstalling the seal exit port plug. (See Photo 43) Pull the seal pull-tab tight so the agitator bar does not hit the pull-tab.

Photo 44

**Step 40**

Reinstall the contact end cap on the toner hopper. Using a Philips screwdriver install the screw that hold the end cap. (See Photo 44)

Photo 45

**Step 41**

Push the fill plug out of the toner hopper. (See Photo 45)

Photo 46

**Step 42**

Place the cover of the toner hopper onto the hopper. Push down on the cover making sure all five clips are securely fastened. Install the four screws to the top of the cover. (See Photo 46)

Photo 47

**Step 43**

Reinstall the doctor blade and the two screws that hold the blade in place. (See Photo 47)

Step 44

Place the mag roller bushing and the bearing onto the mag roller. Reinstall the roller back into the hopper. Slide the stabilizing bushing, the drive gear and the end cap back onto the end of the mag roller. Reinstall the screw that holds the end cap onto the hopper. (See Photo 48)

Photo 48

**Step 45**

Fill the toner hopper with the correct fill load of toner. (See Photo 49) Reinstall the fill plug.

Photo 49



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Photo 50

**Step 46**

Grab the waste hopper by the handle and lower the waste hopper onto the toner hopper. Once the two sections are aligned correctly install the two cartridge pins that hold the two sections of the cartridge together. (See Photo 50)

Step 48

Replace or reset the cartridge chip, check with your supplier for your best option.

(See Photo 52)

Step 48

Reinstall the chip. Test the cartridge.

Photo 51

**Step 47**

Using a Philips screwdriver remove the two screws hold the cartridge chip. (See Photo 51)

Photo 52



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In April 1997, Xerox released a series of new printers and digital copiers using a new Fuji-Xerox print engine, the Xerox DocuPrint N24, N32, N40 and the Xerox DocuCentre 220, 230. Not long after Xerox released their new series of printers, companies like IBM, QMS, Dataproducts, Epson, and others started releasing machines under their names using the same Fuji-Xerox engine. The now popular Fuji-Xerox engine is capable of printing anywhere from 24 to 40 pages per minute and up to 1200x1200 dots per inch depending on which machine is purchased.

The toner cartridges yield 20,000 pages for the digital copier models and 23,000 pages for the network printer version. Even though these toner cartridges look similar they are not interchangeable. Variations in the cartridges and specific

information stored in the cartridges chip prevents the toner cartridges from being used in machines other than the one specified.

The variations in the cartridges include, gear differences, mag roller and doctor blade designs and differences in the cartridge mold, which prevent the cartridges from being interchangeable. The cartridge chips, found on the waste hopper are programmed with part numbers so the machine can determine if the correct consumable is installed. If the wrong chip is detected in the machine the display will show "Print Cartridge OEM ID Mismatch." By modifying the cartridges and changing the chip, toner cartridges can be converted to work in the desired model.

PROBLEMS AND SOLUTIONS

Problem #1:

A close look at the design of the cartridge will reveal problems in the sealing of the toner hopper. Unlike most cartridges that have magnets or felts to seal the ends of the mag roller, the Xerox cartridges do not. If the cartridge is tilted on its end after the seal is pulled toner will leak out from the ends of the mag roller.

Solution #1:

Because the cartridge leaks so badly, sealing the cartridges is recommended, even for hand delivery. The following steps should be given to the customer for installing the cartridge to

prevent any problems with a leaking cartridge. Remove the cartridge from the box. Carefully shake the cartridge from side to side. Install the cartridge into the printer. Pull the seal from the cartridge.

Problem #2:

"Print Cartridge OEM ID Mismatch" error

Solution #2:

The incorrect chip has been installed on the cartridge. Install the correct chip.

Xerox N24/32/40 | OEM Cartridge Number: 90H3566 (IBM), 1710307-001 (QMS), 113R173 (Xerox)
IBM Infoprint 24/32/40, QMS 3260/4032, Xerox Docuprint N24/32/40

#	Product	Description	Item #	Pack Qty.
01	Chip - MultEPROM Reset	Epson LP-9600/N4000 Reprogrammed Exchange	EPSONXCCHIPX	1
02	Chip - MultEPROM	Fujitsu LB303/LB306A Compatible Replacement	FUJITXCCHIPC	1
03	Chip - MultEPROM Reset	Fujitsu LB303/LB306A Reprogrammed Exchange	FUJITXCCHIPX	1
04	Chip - MultEPROM	IBM Infoprint 32 Compatible Replacement	IBM32CHIPC	1
05	Chip - MultEPROM Reset	IBM Infoprint 32 Reprogrammed Exchange	IBM32CHIPX	1
06	Chip - MultEPROM	Mannesmann Tally Compatible Replacement	MTXCCHIPC	1
07	Chip - MultEPROM Reset	Mannesmann Tally Reprogrammed Exchange	MTXCCHIPX	1
08	Chip - MultEPROM	NEC 3854 Compatible Replacement	NECXCCHIPC	1
09	Chip - MultEPROM Reset	NEC 3854 Reprogrammed Exchange	NECXCCHIPX	1
10	Chip - MultEPROM	QMS 3260 Compatible Replacement	QMS3260CHIPC	1
11	Chip - MultEPROM Reset	QMS 3260 Reprogrammed Exchange	QMS3260CHIPX	1
12	Chip - MultEPROM	Xerox DC220/330 (CAN) Compatible Replacement Compatible with: OEM Part 113R313	XE13R313CHIPC	1
13	Chip - MultEPROM Reset	Xerox DC220/330 (CAN) Compatible Replacement Compatible with: OEM Part 113R313	XE13R313CHIPX	1
14	Chip - MultEPROM	Xerox DC220/330 (USA) Compatible Replacement Compatible with: OEM Part 113R273	XE13R273CHIPC	1
15	Chip - MultEPROM Reset	Xerox DC220/330 (USA) Compatible Replacement Compatible with: OEM Part 113R273	XE13R273CHIPX	1
16	Chip - MultEPROM	Xerox N24/32/40 Compatible Replacement Compatible with: OEM Part 113R173	XEN32CHIPC	1
17	Chip - MultEPROM Reset	Xerox N24/32/40 Reprogrammed Exchange Compatible with: OEM Part 113R173	XEN32CHIPX	1
18	Chip - MultEPROM	Xerox N24/3240 (EUR) Compatible Replacement Compatible with: OEM Part 113R184	XEN32CHIPC	1
19	Chip - MultEPROM Reset	Xerox N24/3240 (EUR) Reprogrammed Exchange Compatible with: OEM Part 113R184	XEN32CHIPX	1
20	Chip Reset Device Resets	For Xerox XC-Series	XC1RESET	20
21	Doctor Blade	Kuroki Compatible with: Xerox N24/32/40	N32DRBLADEK	10/200
22	Drum	For DC 220/230 Copier, AEG Compatible with: Xerox N24/32/40	DC220COPIERAEG	5/60
23	Drum	For Printer, AEG Compatible with: Xerox N24/32/40	N32PRINTERAEG	
24	Drum	For Printer, Sinonar Compatible with: Xerox N24/32/40	N32PRINTERSNR	
25	Mag Roller Bearing	Compatible with: Xerox N24/32/40		
26	Mag Roller Bearing Lock	Bearing Lock Ring Compatible with: Xerox N24/32/40		50
27	Mag Roller Bushing	Compatible with: Xerox N24/32/40	N32BUSHING	
28	Mag Roller Sleeve	New, Black Surface, Onyx Compatible with: Xerox N24/32/40	N32MAGONYX	10
29	PCR	New, Onyx Compatible with: Xerox N24/32/40	N32PCRONYX	10
30	Seal	Adhesive Goldseal Compatible with: Xerox N24/32/40	N32GOLDSEAL	50
31	Toner	1070 gm Bottle Compatible with: Xerox N24/32/40	N32TNR1070	10
32	Toner	Bulk Bag, 22 lb Per-Fil - Box of 1, Sold per Box Compatible with: Xerox N24/32/40	N3210KG	1
33	Toner, MICR	1050 gm Bottle Compatible with: Xerox N24/32/40	N32MICR1050	10
34	Wiper Blade	Kuroki Compatible with: Xerox N24/32/40	N32WBLADEK	10/100