

I had a problem with a C5503, last year, and the same problem with an C5502, this week.

The registration was off by approximately one inch, but only through the DF and on the glass, printing (engine), was good.

Maxing out the scanner registration would only remove about half of the distance.

Ricoh had me replace the SBU, which didn't help (surprise).

The fix turned out to be super easy. Go to SP 5-801-006, clear the copier application and restart the machine.

Thanks,
James