

**Canon**

# ***LASER CLASS® 510***



## ***SERVICE GUIDE***

**CANON U.S.A., INC.  
SYSTEMS & TECHNICAL SUPPORT DIVISION**

**Rev. 1**

**IMPORTANT**

**SPECIFICATIONS AND OTHER INFORMATION CONTAINED HEREIN  
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**PART NUMBERS LISTED MAY BE CHANGED TO REFLECT  
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Published by  
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Lake Success, NY 11042-1198  
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Canon U.S.A. Homepage: <http://www.usa.canon.com>  
Canon U.S.A. Systems and Technical e-Support: <http://www.support.cusa.canon.com>

Printed in the United States of America.

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## **I. Product Overview**

The Canon LASER CLASS 510 laser facsimile is designed for small businesses and workgroups with low-to-mid volume fax needs. The LASER CLASS 510 is capable of up to 15 prints per minute at up to 1,200 x 600 dpi.

As an Energy Star<sup>®</sup> Partner, Canon U.S.A., Inc. has determined that this product meets the Energy Star guidelines for energy efficiency.<sup>1</sup>

## **II. Design Features**

The LASER CLASS 510 Design Features include:

- Powerful, high-speed desktop faxing and laser printing using a standard Microsoft<sup>®</sup> Windows<sup>®</sup> printer and fax driver for Windows 98/Me/2000 and XP via standard USB
- Built-in flatbed glass platen that enables Book Mode faxing or copying of even three-dimensional sources such as books and magazines
- Up to 15-page-per-minute desktop laser printer with up to 600 dpi resolution and 1,200 dpi enhanced resolution
- Standard PC faxing with Address Book of up to 3,000 addresses
- 3-second-per-page<sup>2</sup> transmission speed via 33.6 Kbps modem
- JBIG compression
- Up to 600 x 600 dpi scan resolution
- 8MB memory (up to 500 pages<sup>3</sup>)
- Standard 250-sheet Side-loading letter/legal-sized adjustable Cassette, and alternative 10-sheet letter/legal/A4-sized Manual feeder
- 50-sheet Automatic Document Feeder
- 8,000-page-per-month print volume
- Sequential Broadcast up to 210 locations
- Face-down collated output
- FX8 Cartridge (Yield: up to 3,500 pages<sup>4</sup>) and handset included

**III. Specifications**

**Note: All specifications are subject to change without notice.**

**A. LASER CLASS 510**

<b>LASER CLASS 510</b>	
<b>Communication Mode</b>	G3
<b>Telephone Line Used</b>	Public Switched Telephone Network (PSTN)
<b>Error Correction</b>	ECM
<b>Number of Connection Lines</b>	1
<b>Modem</b>	FAX Modem / V.34, V.8, V.17, V.29, V.27ter, V.21
<b>Modem Speed</b>	33600, 14400, 12000, 9600, 7200, 4800, 2400 [bps]
<b>Transmission Speed</b>	Approximately 3 Seconds per page
<b>Scan Line Density</b>	<ul style="list-style-type: none"> <li>• Standard: 8 pels/mm x 3.85 lines/mm</li> <li>• Fine: 8 pels/mm x 7.7 lines/mm</li> <li>• Super Fine: 8 pels/mm x 15.4 lines/mm</li> <li>• Ultra Fine: 16 pels/mm x 15.4 lines/mm</li> </ul>
<b>Data Compression</b>	MH, MR, MMR, JBIG
<b>ADF</b>	Up to 50 Sheets LTR, 30 Sheets LGL
<b>Scanning Type</b>	Flatbed
<b>Scanning Speed</b>	Approximately 15 ppm / LTR
<b>Scanning Resolution</b>	Up to 600 dpi x 600 dpi
<b>Maximum Original Size</b>	Width 8.5" x Length 39.4"
<b>Effective Scanning Width</b>	8.42" (214mm)
<b>Halftones</b>	256 tones
<b>Printing Method</b>	LBP
<b>Printing Speed</b>	Approximately 15 ppm / LTR
<b>Engine Resolution</b>	Up to 1,200 dpi x 600 dpi
<b>Recording Paper Supply</b>	Up to 250 Sheets ASF, or alternative 10 Sheets Manual Feeder available
<b>Memory</b>	8MB (up to 500 Pages)
<b>Memory Backup</b>	Std (Approximately 1 hour)
<b>Auto Dialing</b>	One Touch 30 Locations, Coded 170 Locations
<b>Dimensions (W x D x H)</b>	Approximately 24.7"(626mm) x 18.0"(457mm) x 17.9"(453mm)
<b>Weight</b>	Approximately 35.9 lb. (16.3kg) (including handset and cartridge)

**IV. Product Configuration**

**A. LASER CLASS 510**

Item	Item Number <sup>5</sup>
	
LASER CLASS 510	8097A005AA

**B. Consumables**

Item	Item Number <sup>5</sup>
<b>Consumables</b>	
FX8 Cartridge	8955A001AA

**C. Optional Items**

Item	Item Number <sup>5</sup>
<b>Optional Items</b>	
Braille Label Kit-A1	7518A002AA

**Items included in the LASER CLASS 510 Box:**

- LASER CLASS 510 Main Unit x1
- Rating Label x 1
- Power Cord x 1
- Telephone Line Cable x 1
- Paper Tray Unit x 1
- Paper Tray Cover Unit x 1
- Document Tray x 1
- Destination Labels x 1
- Handset USA CW x 1
- Cradle (L) x 1
- Screw Rivet for Cradle (L) x 2
- User Software CD-ROM x 1
- FX8 Cartridge x 1
- Quick Start Guide x 1
- Reference Guide x 1
- Facsimile Guide x 1
- Registration Card x 1
- Installation Completion Report x 1

➤ Reference Guide (HT1-2227-000)  
 ➤ Facsimile Guide (HT1-2228-000)  
 These Guides can only be ordered as a service part.

**V. Service Features**

**A. Estimated Installation Times**

Item	Estimated Installation Time <sup>6</sup>
LASER CLASS 510 Main Unit	30 Minutes

**B. Periodic Maintenance**

No periodic maintenance is required either by the customer or service technician for the LASER CLASS 510.

**C. Consumables**

The following items may, depending upon usage, require replacement during the warranty period for the unit.

Consumable	Item Number <sup>5</sup>	Qty	Estimated Yield/Life (sheets) <sup>7</sup>	Remarks
FX8 Cartridge	8955A001AA	1	3,500	Replace when toner runs out.

**D. Recommended Special Tools**

Description	Part Number <sup>5</sup>
Grease (MOLYKOTE EM-50L)	HY9-0007-000
Grease (MOLYKOTE EM-D110)	HY9-0023-000
Grease (IF-20)	CK-8006-000
Grease (MOLYKOTE 41)	CK-8007-000
Grease (MOLYKOTE PG-641)	CK-0562-000



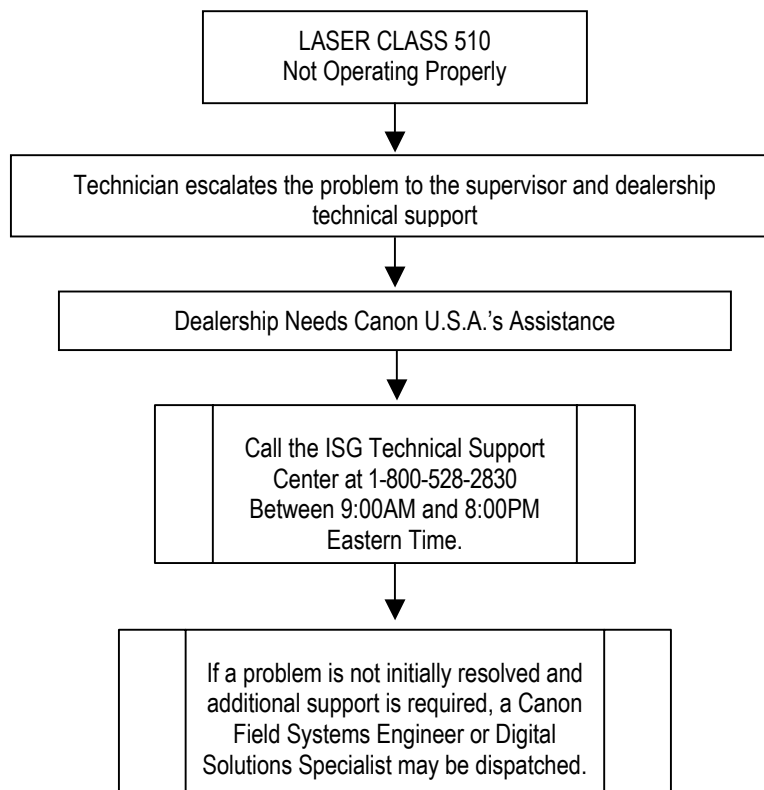
## VI. Service Policy

### A. Dealer Technical Support

The following support mechanisms have been established to deliver high quality and timely technical support services and product information to LASER CLASS 510 dealerships. These support services cover areas such as system and user software, networking and connectivity issues, electro-mechanical operations, and other hardware servicing issues.

### B. Escalation Procedure

The Canon escalation procedure flow chart below will be utilized for the support of the LASER CLASS 510.



### **C. Internet Systems And Technical Support**

Canon USA Systems and Technical Support Division provides high quality e-Support via the internet and is only available for Canon USA Authorized Servicing Dealers.

Canon e-Support is designed to give dealer System Engineers and Technicians access to technical support information and documentation via the World Wide Web. The following functions and information can be accessed:

- Proactive notification of new releases, patches, Technical Bulletins, and other information via e-mail.
- Search for Technical Solutions with the Integrated Knowledge Management System through natural language query.
- Read or download on-line documentation.
- Track and Modify logged Cases.
- Review all open Cases.

In order to access e-Support, you must first register for a support ID. To register for a support ID, go on-line to the Canon USA Systems and Technical Support Division's e-Support Center at <http://www.support.cusa.canon.com>, click on the "Register To Join" button and follow the instructions for registration.

This service is available at no additional charge. But service training is a requirement for any new access request.

## **VII. Warranty Policy**

### **A. Warranty Terms**

The warranty term for the LASER CLASS 510 Series is 90 days from date of delivery to the original purchaser by Canon or its Authorized Dealer. Refer to the warranty terms and conditions in the Appendix on [Page 10](#) of this Service Guide for complete details.

### **B. Warranty Parts Credit And Repair**

Parts must be shipped prepaid directly to one of the following two Authorized Parts Repair Facilities (APRF's): Refer to the Systems and Technical Support Division on-line technical e-Support Center at <http://www.support.cusa.canon.com> in the Warranty & Admin. Support section of the website.

Hytec Dealer Services, Inc.  
3600 Vineland Road  
Suite 121  
Orlando, FL 32811  
Tel.: 1-407-297-1001  
Fax: 1-407-297-4810  
1-800-883-1001

Nationwide Repair Service Inc.  
7864 Barton St.  
Lenexa, KS 66214  
Tel.: 1-913- 248-1722  
Fax: 1-913-631-8372  
1-800-798-1814

Repairable parts under warranty are repaired free-of-charge by the APRF. Under normal circumstances, the turnaround time is approximately five business days. Once repaired, the board/part is sent back to the dealer.

Parts not specified on the Repairable Parts List must be shipped prepaid to the following address:

Canon U.S.A., Inc.  
100 Jamesburg Road, Side A  
Jamesburg, NJ 08831  
Attention: Warranty Control Section

The LASER CLASS 510 Authorized Dealer will receive credit for returned non-repairable defective parts under warranty.

All defective parts when shipped under warranty, either for repair to an APRF or to Canon U.S.A., Inc., must be accompanied by a completed Fax Part Return Tag and appropriate proof of warranty. Fax Part Return Tags may be obtained from your respective Canon U.S.A. Regional Office, Systems & Technical Support Division Staff.

## **VIII. Technical Training**

### **A. Overview**

The LASER CLASS 510 Self-Paced Training Program has been developed to provide the technician the knowledge required to install, upgrade, service, and maintain this facsimile machine in the field. This self-paced program will, through a balance of a detailed Technical Reference Manual and hands on exercises, provide a complete understanding of the basic facsimile features of this machine along with its new technology. Each student will achieve the comfort level necessary to service this machine in the field.

The LASER CLASS 510 machine offers technology that is new to Canon facsimile products. This self-paced program has been designed to teach the Service Technician the basics required to service and support this machine. The course will focus on the LASER CLASS 510 machine, its features and functions, installation of hardware and user mode options, disassembly and component identification, and service mode items. Training will also include troubleshooting and diagnostic tips to support these machines in the field.

### **B. Certification**

- LASER CLASS 510

### **C. Who Should Attend**

Field Technicians who are required to install, service, or support the LASER CLASS 510 machine

### **D. Training Facilities**

This self-paced course can be conducted at any Dealer facility that is suitable for student learning.

### **E. Prerequisites**

- Fax Quest

**F. What You Will Learn**

- Product Overview
  - Features and Specifications
- Installation and User Mode
  - Precautions
  - Procedures
  - Stand-Alone Faxing
  - PC connection
- Disassembly and Component Identification
  - Disassembly of the Machine
  - Component Location
- Service Mode, Adjustments, and Maintenance
  - Review service mode items
  - Review maintenance schedule
- Troubleshooting Tips

**G. Course Format**

The LASER CLASS 510 course is an instructor facilitated Self-Paced Training Program promoting student-centered learning.

**H. Course Highlights**

- This course was developed with the Technician in mind. Real world practices and tips are added to bring additional perspective to the course.
- Students may work at their own pace.
- The Self-Paced Training Package includes a high quality Technical Reference Manual for the Service Technician.

**I. Course Equipment**

- LASER CLASS 510 Machine (highly recommended)
- Personal Computer (highly recommended) with available USB port to connect to the LASER CLASS 510

**J. Materials**

The materials required for the LASER CLASS 510 Self-Paced Training Program are listed in the table below:

Description	Item Number <sup>5</sup>
LASER CLASS 510 Self-Paced Training Package	Download from e-Support site
LASER CLASS 510 Service Manual (Required)	HY8-19B2-000
LASER CLASS 510 Parts Catalog (Optional)	HY8-39B2-000
Refer to the Internet Support Section on <a href="#">Page 6</a> for e-Support access.	

Service materials may be ordered at <http://www.cna.cusa.canon.com>.

## IX. Appendix I

### A. Canon LASER CLASS 510 Facsimile Limited Warranty Conditions

Canon U.S.A., Inc. in the case of goods purchased in the U.S.A., or Canon Canada, Inc. in the case of goods purchased in Canada (herein collectively referred to as "Canon") warrants to the original purchaser (the "Purchaser") of its LASER CLASS 510 Facsimile packaged with this limited warranty and Canon-brand accessories or options (if any) designed for, and installed on, such LASER CLASS 510 Facsimile (collectively the "FAX Equipment") to be free from defects in workmanship and material under normal use and maintenance conditions for a period of 90 days from delivery to the Purchaser by Canon or its authorized dealer. During such warranty period, defective parts or defective FAX Equipment returned to Canon or its authorized dealer, as applicable, and proven to be defective upon inspection, will be replaced with new or comparable rebuilt parts or exchanged for new or refurbished FAX Equipment as determined by Canon or its authorized dealer in their sole discretion. Warranty replacement or exchange will not extend the original warranty period of the defective FAX Equipment. This warranty does not extend to used FAX Equipment or to any external interface equipment. Nor does this warranty cover any consumables or software. However, a separate warranty is given for the Canon FX Toner Cartridge.

In order to obtain warranty service for the FAX Equipment, contact the authorized Canon dealer you purchased it from to schedule the repair. FAX Equipment covered by this limited warranty will be repaired, or exchanged, with new or refurbished FAX Equipment, at no charge to you. Repairs or exchanges not covered under this limited warranty will be charged to you at such cost as each authorized Canon dealer may generally establish from time to time.

This warranty will only apply if the FAX Equipment is used in conjunction with compatible computers, peripheral equipment and software, as to which items Canon will have no responsibility. The Purchaser will be solely responsible for obtaining, integrating and installing all required software or software programming design or coding, as to all of which Canon will have no responsibility. NON-CANON BRAND COMPUTERS, PERIPHERAL EQUIPMENT AND SOFTWARE WHICH MAY BE DISTRIBUTED WITH THE FAX EQUIPMENT ARE SOLD "AS IS," WITHOUT WARRANTY OR CONDITION OF ANY KIND BY CANON, INCLUDING ANY IMPLIED WARRANTY OR CONDITION OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. The sole warranty, if any, with respect to such non-Canon brand item is given by the manufacturer or producer thereof. Separate warranties may be given for other Canon brand equipment or options, which may be used with the FAX Equipment.

THIS WARRANTY WILL BE VOID AND OF NO FORCE AND EFFECT WITH RESPECT TO ANY FAX EQUIPMENT WHICH IS DAMAGED AS A RESULT OF: (A) ABUSE, NEGLIGENCE, MISHANDLING, ALTERATION, ELECTRIC CURRENT FLUCTUATION OR ACCIDENT, (B) IMPROPER USE, INCLUDING FAILURE TO FOLLOW OPERATING OR MAINTENANCE INSTRUCTIONS IN, OR ENVIRONMENTAL CONDITIONS PRESCRIBED IN, CANON'S INSTRUCTION MANUAL OR OTHER DOCUMENTATION, (C) REPAIR BY OTHER THAN AUTHORIZED SERVICE REPRESENTATIVES QUALIFIED BY CANON AND ACTING IN ACCORDANCE WITH CANON'S SERVICE BULLETINS, (D) USE OF SUPPLIES OR PARTS (OTHER THAN THOSE DISTRIBUTED BY CANON) WHICH DAMAGE THE FAX EQUIPMENT OR CAUSE ABNORMALLY FREQUENT SERVICE CALLS OR SERVICE PROBLEMS, OR (E) USE OF THE FAX EQUIPMENT WITH NON-COMPATIBLE COMPUTERS, DEVICES OR SOFTWARE INCLUDING THE USE OF THE FAX EQUIPMENT IN ANY SYSTEM CONFIGURATION NOT RECOMMENDED IN ANY MANUAL OR OTHER DOCUMENTATION FOR THE FAX EQUIPMENT. NOR DOES THIS WARRANTY EXTEND TO ANY FAX EQUIPMENT ON WHICH THE ORIGINAL IDENTIFICATION MARKS OR SERIAL NUMBERS HAVE BEEN DEFACED, REMOVED OR ALTERED.

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#### CONDITIONS OF WARRANTY

Defective parts must be returned to Canon (or one of its authorized dealers) with all necessary documentation including proof of purchase and will become the property of Canon.

THIS WARRANTY APPLIES TO FAX EQUIPMENT SOLD IN THE U.S.A. AND CANADA ONLY.

#### CANON U.S.A., INC.

One Canon Plaza  
Lake Success, New York 11042-9979

#### CANON CANADA, INC.

6390 DIXIE ROAD  
Mississauga, Ontario L5T 1P7  
Canada

HT2-2146-000

## B. Canon FX8 Cartridge Limited Warranty

Canon U.S.A., Inc. and Canon Canada Inc., (collectively "Canon") warrant to the original purchaser ("the Purchaser") of the Canon FX8 Cartridge, packaged with this limited warranty (the "Cartridge"), when used in a compatible\* Canon-brand product (the "Product") to be free from defects in workmanship and materials under normal use and service for a period of fifteen (15) days from the date of original purchase. A defective Cartridge returned to a Canon U.S.A. or a Canon Canada Authorized Service Facility or Dealer from whom you purchased the Cartridge ("Service Provider") within the fifteen (15) day warranty period and proven to be defective upon inspection will be exchanged for a new Cartridge. Warranty exchange shall not extend the original warranty period of the Cartridge.

When returning any Cartridge under this limited warranty, you must pack the Cartridge in its original carton with a copy of the bill of sale (or invoice of purchase), together with a complete explanation of the problem and return it to a Service Provider. Shipping charges, if any, must be prepaid. Cartridges covered by this limited warranty will be returned to you without charge by a Service Provider.

NO IMPLIED WARRANTY OR CONDITION\*\*, INCLUDING ANY IMPLIED WARRANTY OR CONDITION\*\* OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, APPLIES TO THE CARTRIDGE AFTER THE APPLICABLE PERIOD OF THE EXPRESS LIMITED WARRANTY STATED ABOVE, AND NO OTHER EXPRESS WARRANTY, CONDITION\*\* OR GUARANTY, EXCEPT AS MENTIONED ABOVE, GIVEN BY ANY PERSON OR ENTITY WITH RESPECT TO THE CARTRIDGE SHALL BIND CANON OR ANY SERVICE PROVIDER (SOME STATES AND PROVINCES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU). NO WARRANTY IS GIVEN ON ANY USED CARTRIDGE

This limited warranty does not apply to, and does not guarantee any particular cartridge yield (i.e., number of copies per Cartridge). Cartridge yield will vary depending on average density of originals copied and other factors. See Canon U.S.A.'s or Canon Canada's operator manual for the Product for further information.

This warranty is void and of no force and effect if the Cartridge is damaged as a result of (a) abuse, neglect, mishandling, or alteration of the Cartridge, a Product Accessory or a Product in which the Cartridge is incorporated, electric current fluctuation, exposure to light, or accident, (b) improper use, including failure to follow operating or maintenance instructions, or environmental conditions, prescribed in Canon's operator's manual or other documentation, (c) installation or repair by other than service representatives qualified by Canon who are acting in accordance with Canon's service bulletins, or (d) use of supplies or parts (other than those distributed by Canon) which damage the Cartridge or cause abnormally frequent service calls or service problems. Nor does this warranty extend to any Cartridge on which the original lot numbers or dating have been defaced, removed, or altered.

NEITHER CANON NOR ANY SERVICE PROVIDER SHALL BE LIABLE FOR PERSONAL INJURY OR PROPERTY DAMAGE (UNLESS CAUSED SOLELY AND DIRECTLY BY THE NEGLIGENCE OF CANON OR ANY SERVICE PROVIDER), LOSS OF REVENUE OR PROFIT, FAILURE TO REALIZE SAVINGS OR OTHER BENEFITS, EXPENDITURES FOR SUBSTITUTE EQUIPMENT OR SERVICES, LOSS OR CORRUPTION OF DATA, STORAGE CHARGES OR OTHER SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES CAUSED BY THE USE, MISUSE OR INABILITY TO USE THE CARTRIDGE, REGARDLESS OF THE LEGAL THEORY ON WHICH THE CLAIM IS BASED AND EVEN IF CANON OR ANY SERVICE PROVIDER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. NOR SHALL RECOVERY OF ANY KIND AGAINST CANON OR ANY SERVICE PROVIDER BE GREATER IN AMOUNT THAN THE PURCHASE PRICE OF THE CARTRIDGE CAUSING THE ALLEGED DAMAGE. WITHOUT LIMITING THE FOREGOING, THE PURCHASER ASSUMES ALL RISKS AND LIABILITY FOR LOSS, DAMAGE OR INJURY TO PERSONS AND PROPERTY OF THE PURCHASER OR OTHERS ARISING OUT OF THE POSSESSION, USE, MISUSE, OR INABILITY TO USE ANY CARTRIDGE SOLD BY CANON NOT CAUSED SOLELY AND DIRECTLY BY THE NEGLIGENCE OF CANON OR ANY SERVICE PROVIDER. THIS WARRANTY SHALL NOT EXTEND TO ANYONE OTHER THAN THE ORIGINAL PURCHASER OF THE CARTRIDGE.

This limited warranty gives you specific legal rights, and you may also have other rights which vary from state to state or province to province.

THIS WARRANTY APPLIES TO CARTRIDGES SOLD AND USED IN THE U.S.A. AND CANADA ONLY

\* As specified in the Product's operator's manual.

\*\* In Canada

CAUTION:

Keep out of reach of children.

Keep from contact with oxidizing materials.

Refer to instructions for handling and storing.

### CANON U.S.A., INC.

One Canon Plaza  
Lake Success, New York 11042-9979

### CANON CANADA, INC.

6390 DIXIE ROAD  
Mississauga, Ontario L5T 1P7  
Canada

W-ZF-005-V02

## X. Appendix II

### A. Footnotes

<sup>1</sup> If any options are installed, the LASER CLASS 510 may no longer be Energy Star compliant.

<sup>2</sup> Approximate 3-second-per-page fax transmission time based on ITU-T No. 1 Chart (MMR, Standard Mode) at 33.6 Kbps modem speed when transmitting to another V.34 machine. The Public Switched Telephone Network (PSTN) currently supports 28.8 Kbps modem speeds or lower, depending on telephone line conditions.

<sup>3</sup> Based on ITU-T No. 1 Chart (Standard Mode).

<sup>4</sup> Based on 4% original, 5% coverage.

<sup>5</sup> Part/Item Numbers are subject to change without notice to reflect future engineering revisions.

<sup>6</sup> Based on hardware installation only with technician experienced on the LASER CLASS 510.

<sup>7</sup> Estimated average values in the field, based upon data from supplier. Data is subject to change depending upon many factors including, without limitation, monthly printer volume, environment, type of image printed, copied or scanned and customer handling of the equipment based on 4% yield or ITU-T #1 chart.