

Canon

imageCLASS
LBP214dw



Service Guide

For Authorized Service Facilities

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IMPORTANT

THIS SERVICE GUIDE INCLUDES THE INFORMATION RELATING TO THE imageCLASS LBP214dw.

SPECIFICATIONS AND OTHER INFORMATION CONTAINED HEREIN MAY VARY SLIGHTLY FROM ACTUAL DEVICE VALUES OR THOSE FOUND IN ADVERTISING AND OTHER PRINTED MATTER.

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I. Product Overview

The Canon imageCLASS LBP214dw is a compact, B&W (Black-and-White), wireless laser printer. This model also brings the following capabilities to users:

- Copy and print speeds of up to 40 ppm (pages-per-minute) using 1-sided LTR (letter-sized) paper.
- Includes a front-loading paper cassette with a capacity of up to 250 sheets and a multipurpose tray with a capacity of up to 100 sheets (LTR, 20 lb bond (80 g/m²)).
- Ability to attach an optional paper cassette with a capacity of 550 sheets.
- Includes a USB 2.0 high-speed port for printing from USB memory.
- Meets the ENERGY STAR guidelines for energy efficiency. Approximately 0.9 W of energy is used in the Energy Saver mode.
- Standard UFR II, PCL 5/6, and PostScript printing.
- Google Cloud Print capable.
- Apple AirPrint capable¹.
- Built-in network connectivity that supports network printing.
- Includes Print features such as Secured Print, Page Border, Header/Footer, Page Layout, Two-sided Printing, Collating, Booklet Printing, Grouping, and Mixed Paper Sizes/Orientations.
- Wi-Fi capabilities include Duplex Print at speeds of up to 802.11b/g/n².


¹ Compatible with the iPad, iPhone, and iPod touch.

² Wireless performance may vary, depending on terrain and distance between the printer and wireless network clients.

II. Product Configuration, Box Contents, and Monthly Print Volume
A. Configuration and eCarePAKs

Note: All configurations shown are for reference purposes only, and are subject to change without notice. Please refer to the Price List in the CNA (Canon Network Access) Web site www.cna.cusa.canon.com for the most up-to-date item numbers.

Table 1 — Configuration

Item	Item Number ³
<p>imageCLASS LBP214dw with optional Cassette Feeding Module-AH1</p> 	
imageCLASS LBP214dw	2221C002AA
Supplies and Consumables	
Cartridge 052 Black (Yields approximately 3,100 pages (LTR), with the factory default print density setting.)	2199C001AA
Cartridge 052 H Black (Yields approximately 9,200 pages (LTR), with the factory default print density setting.)	2200C001AA
Optional Accessories	
Cassette Feeding Module-AH1 (550-Sheet Cassette Pedestal)	0732A033AA

³ Item numbers and part numbers are subject to change without notice.

Table 1 — Configuration (Continued)

Item	Item Number ³
Service Materials and Parts Catalog	
imageCLASS LBP214 Service Manual	Available for download on the e-Support Web site
imageCLASS LBP215 Series Parts Catalog	

³ Item numbers and part numbers are subject to change without notice.

Table 2 — eCarePAKs

eCarePAKs are available for purchase through an Authorized Canon Reseller or Distributor. For more information, see [“eCarePAK Extended Service Plan.”](#) on p. 16.

Model	Extended Coverage Length and Type	Item Number ³
imageCLASS LBP214dw	1 Year Exchange/Carry-in	5707B042AA
	2 Year Exchange/Carry-in	5707B043AA
	3 Year Exchange/Carry-in	5707B044AA
	4 Year Exchange/Carry-in	5707B045AA

³ Item numbers and part numbers are subject to change without notice.

B. Box Contents

Note: The box contents shown below are for reference purposes only, and are subject to change without notice.

- imageCLASS LBP214dw
- Cartridge 052 Starter (approx. yield 1,600 pages)
- Power Cord
- Getting Started Guide
- USER Software DVD-ROM
- Warranty Card

C. Monthly Print Volume

The optimum performance range is the volume range that the equipment is intended to run on a regular basis to maintain a high-level of performance and print/copy quality.

The maximum monthly print volume is the maximum number of pages the machine can produce within a one (1) month period (based on LTR paper). It is recommended not to use the device to produce the maximum number of pages, or a greater volume, on a consistent monthly basis.

Table 3 — Maximum Monthly Print Volume

Model	Optimum Performance Range	Maximum Monthly Print Volume
imageCLASS LBP214dw	750 to 4,000 prints	Up to 80,000 prints

III. Service Authorization

To obtain and maintain authorization to provide warranty and post-warranty service, an ASF (Authorized Service Facility) must have at least one (1) employee who has successfully completed the imageCLASS LBP214dw device-training program.

IV. Educational Training

A. Training Program Overview

Technicians who successfully complete the imageCLASS LBP214dw online training course are authorized to service and support the imageCLASS LBP214dw.

The imageCLASS LBP214dw online training course is available via the TRAINING section of the [Authorized Service Facility Support Center](#) Web site.

B. Certification

The successful completion of the imageCLASS LBP214dw online training course is required to sell and service this product.

Certification includes the following models:

- imageCLASS LBP214dw

C. Who Should Complete

All service technicians who are responsible for installing, servicing, and supporting the imageCLASS LBP214dw machines must successfully complete the imageCLASS LBP214dw online training course to receive technical support and dealer authorization to sell these products.

D. Prerequisites

It is highly recommended the service technician have:

- Prior experience with Canon imageCLASS devices
- Experience with taking eLearning courses
- Familiarity with common hand tools to disassemble and service Canon devices

E. Course Format

The imageCLASS LBP214dw online training course is a self-paced course. It details the features, specifications, and servicing procedures for the machines in the imageCLASS LBP214dw.

Learners should download the following resources to have as a reference while taking this course:

- Print Version of the Course
- Service Manual

It will require approximately 2.0 hours for successful completion of this course. It is important that a quiet and undistracted learning area be set up by the student beforehand to effectively take this course.

F. Course Equipment

- Windows workstation with audio and access to the TRAINING section of the [Authorized Service Facility Support Center](#) Web site
- Flash-enabled Web browser (preferably Microsoft Internet Explorer)

It is necessary to enable file downloads in Internet Explorer to download the documents supplied within the course. Internet Explorer 8 disables the file download option by default. To enable Internet Explorer 8 to download files, perform the following steps:

1. Open Internet Explorer; select the “Tools” menu.
2. Click “Internet Options.”
3. Click “Security.”
4. Click “Custom level.”
5. Scroll down to the Downloads section, and click “Enable” under <Automatic prompting for file downloads> and under <File download>.
6. Click “OK” to close all the dialog boxes.
7. Close and reopen Internet Explorer. You should now be able to download the learning resources contained within the course.

V. Servicing Notes**A. Power and Plug Requirements**

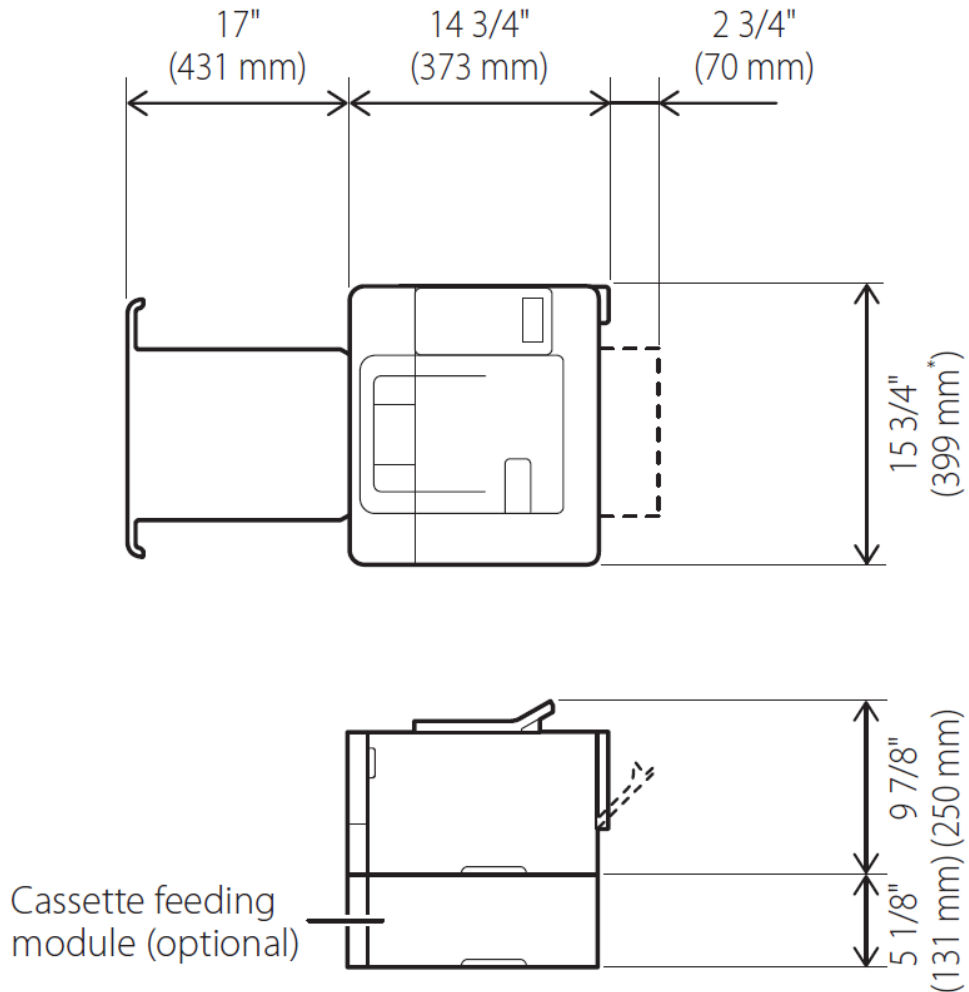
The imageCLASS LBP214dw device requires a NEMA 5-15 receptacle for proper operation. Before installation, confirm that a proper NEMA receptacle is available for this device. It is not necessary to have a dedicated line.

Table 4 — Power and Plug Requirements

B. Installation Space Requirements

The approximate installation space requirements for the imageCLASS LBP214dw are shown below. Always ensure that there is enough space for the service and operation of the device.

Table 5 — imageCLASS LBP214dw Main Unit Installation Space Requirements



C. Estimated Installation Time

The estimated length of time needed to unpack and install the machine is approximately 4 minutes (based on one (1) person).

The estimated length of time needed to install each optional Paper Feeding Module is 1.5 minutes (based on two (2) people).

D. Remote Support Services

Remote support services are systems, tools, and best practices that Canon USA provides to resellers. These services help maximize efficiency, avoid unnecessary site visits, and prepare a reseller to provide the necessary information for a site visit.

For more information about Remote Support Services, go to the Canon [e-Support](#) Web site, reference the “Tech Support” tab, and then select the “Remote Services” sub-tab.

Remote support services consist of the Remote User Interface Support Mode, imageWARE Remote, and Remote Services Suite.

1. Remote User Interface Support Mode

The Remote User Interface Support mode enables a technician, who is in a remote location to browse, change, and check settings on the machine. This can reduce device down time associated with taking the device in for servicing.

E. Firmware Upgrade

The imageCLASS LBP214dw supports two methods to upgrade the firmware.

1. UST (User Support Tool)
2. Via the Internet

1. Upgrading with the UST

Firmware is available for download on the Canon USA public Web site (<http://www.usa.canon.com>). When servicing the machine, make sure to go to the Canon USA public Web site, and download the most recent firmware.

Note:

- A computer and the most recent UST (User Support Tool) file are required to install upgraded firmware.
- Only the Engine Controller PCB can be upgraded using the UST.
- The UST and firmware are included in the firmware package download from the Canon USA public Web site.

2. Upgrading via the Internet

The imageCLASS LBP214dw firmware can be upgraded without the use of an external PC.



IMPORTANT

- To upgrade the firmware via Internet, the Serial Number of the machine must be written on the Main Controller PCB, and the BODY number must be registered in the Service Mode.
- The machine must also be connected to a network with Internet access.

After the machine's firmware is updated, the machine restarts and installs the update. For more information on updating firmware without a PC, see the *imageCLASS LBP214 Service Manual*.

F. Service Support Tools

The only tools required for servicing the imageCLASS LBP214dw are part of the technician's standard tool set. No special tools are required.

The solvent in the table below should also be carried to ensure the imageCLASS LBP214dw is serviced properly. For more information on the solvent below, see the *imageCLASS LBP214 Service Manual*.

Table 6 — Solvent

Type	Item Number ³	Usage/Remarks
Ethyl alcohol	N/A	<ul style="list-style-type: none"> • Cleaning metal parts, oil stains, and toner stains • Purchase locally. • Keep away from flame.

³ Item numbers and part numbers are subject to change without notice.



IMPORTANT

Please **DO NOT** clean the photosensitive drum or the transfer roller.

G. Periodic Replacement Parts

The imageCLASS LBP214dw does not have parts that require periodic replacement.

H. Consumables

Consumables are all products and materials that are consumed with regular use and cannot be reused. Such consumables include, but are not limited to, paper and toner.

A number of factors are considered to determine the approximate yield expectancy of a consumable item, including paper size and the amount of coverage per page.

Note: All consumables shown in the table below are estimates for reference purposes only, and are subject to change without notice.

Table 7 — Main Unit Consumables List

Description	Item Number ³	Quantity	Estimated Life (prints) ⁴	Remarks
Cartridge 052 Black	2199C001AA	1	3,100	Based on the ISO/IEC standard
Cartridge 052 H Black	2200C001AA	1	9,200	

³ Item numbers and part numbers are subject to change without notice.

⁴ The value is based on LTR paper with the factory default print density setting.

I. Consumable Parts

Consumable parts are parts that have a limited life, which will be reached during a customer’s specific machine operation, and should then be replaced as needed by a service technician.

The imageCLASS LBP214dw and accessories do not have consumable parts.

J. Soft Counters

The imageCLASS LBP214dw uses soft counters to track its functional print use. The table below indicates the default counter configurations of the imageCLASS LBP214dw that are displayed on the Check Counter screen.

Table 8 — Soft Counter Configuration

Counter	Description	Default Display	Default Switch
1	101: Total 1	On	Fixed
2	102: Total 2	On	May be changed via Service Mode setting to any available counter.

The imageCLASS LBP214dw does not support 11” x 17” paper. The customer cannot use a double-click charge scheme.

VI. Limited Warranty and Technical Support

A. Limited Warranty Conditions

The warranty for the Canon imageCLASS LBP214dw is effective for a period of one (1) year following the delivery of the machine to the original purchaser. Carry-In Service and Exchange Service are included.

The Canon Toner Cartridge Limited Warranty is effective for a period of thirty (30) days from the date of the original purchase.

There is no warranty on any consumables, such as paper.

For detailed warranty information, refer to the Limited Warranty cards located in the [Appendix](#).

B. Technical Support for the End-User

The first technical support call from the end-user is handled by CITS (Canon Information Technology Services). The CITS help desk, at 1-800-OK-CANON (652-2666), is available Monday through Friday, 8 A.M. to 8 P.M. EST (Eastern Standard Time), except for holidays. The CITS help desk provides the following support:

- Answers product related questions.
- Assists the end-user with pre- and post-sales inquiries.
- Attempts to resolve hardware, software, and operational problems.
- Assists the customer with installation and setup.
- If telephone-based troubleshooting fails to resolve a problem, CITS either provides the end-user with the contact information of the nearest ASF for the carry-in service, or processes an exchange service.

Note:

- The CITS help desk times may change without notice.
- The CITS help desk only diagnoses problems with your machine.

1. Carry-In Service

Carry-In Service provides the end-user with a local Authorized Service Facility where they can carry in the defective product and have it repaired.

CITS will help the end-user over the telephone to diagnose any problems with the machine first. If telephone-based troubleshooting fails to resolve the problem, the CITS help desk will provide the end-user with the contact information of the nearest Authorized Service Facility location that can provide Carry-In Service.

The end-user needs to contact the Authorized Service Facility to schedule a repair.

2. Exchange Service

The Exchange Service option enables Canon USA to ship the end-user a replacement product for the defective product.

CITS will help the end-user over the telephone to diagnose any problems with the machine first. If telephone-based troubleshooting fails to resolve the problem, and Exchange Service is requested, the CITS help desk issues the end-user a Return Authorization Number.

The end-user must provide the CITS help desk with the following information:

- Product serial number
- A ship to location for the replacement product

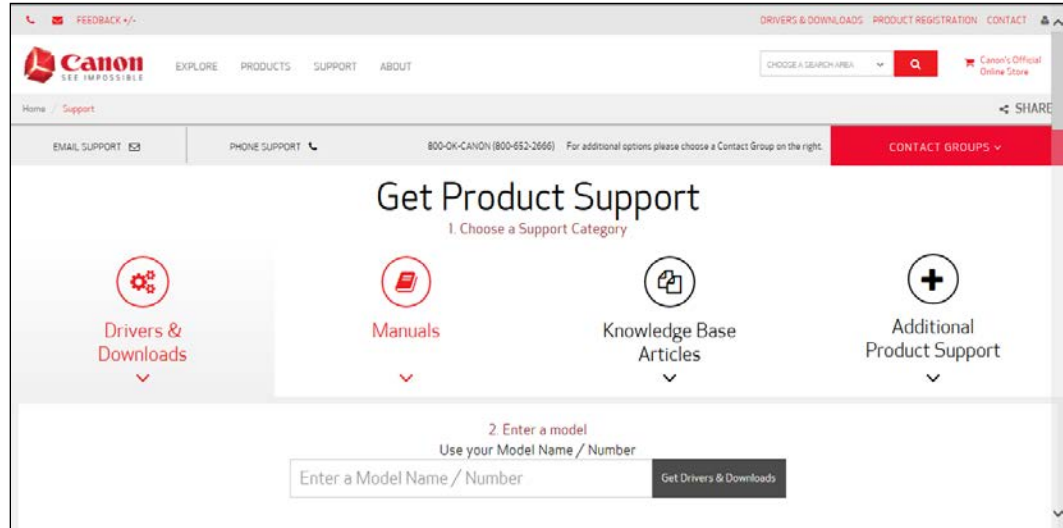
Canon USA will ship a replacement product to the end-user by the next business day (two (2) business days Exchange Service for Alaska and Hawaii), provided the request is made prior to 4 P.M. EST, Monday through Friday, except for holidays.

The replacement product includes a prepaid shipping label for the return shipment of the defective product back to Canon USA. The end-user must ship the defective product within ten (10) days of receipt of the replacement product.

3. Internet Support

End-user support is also available via the Canon USA consumer Web site: <http://usa.canon.com/support>. The end-user can access print drivers, software downloads, FAQs (Frequently Asked Questions), register their product, review promotions, and research products. Information for technical support by telephone, e-mail, and AS locations is also available on the consumer Web site.

Figure 1 — Canon USA’s Consumer Web Site



C. eCarePAK Extended Service Plan

The eCarePAK Extended Service Plan is purchased in bulk by a dealer, who then sells the eCarePAK to its customers. Extended coverage plans are available for up to 4 years.

The eCarePAK Extended Service Plan enables the customer to extend the service coverage on their Canon product beyond the three (3) year limited warranty. It provides the customer toll-free telephone support, and if needed, Exchange Service for their Canon product for the duration of the extended coverage. A customer can purchase a 1 to 4 year extended coverage plan for a total of 5 years of coverage.

Note:

- eCarePAK coverage cannot be extended beyond the original term purchased.
- The eCarePAK Extended Service Plan must be purchased during the product warranty period, and goes into effect on the day the original warranty expires.
- The eCarePAK Extended Service Plan does not include coverage for any consumables, such as paper.

1. Purchasing an eCarePAK Extended Service Plan

A customer (end-user) can purchase an eCarePAK Extended Service Plan from the dealer who sold them the machine. Only an authorized dealer or distributor can purchase an eCarePAK from Canon.

eCarePAK orders must contain the following information:

- Reseller's e-mail address, name, and address
- Customer's e-mail address, name, and address
- The device's model number, serial number, and purchase date

2. Registering an eCarePAK Extended Service Plan

Canon USA registers each eCarePAK, and provides the customer with the terms and conditions that pertain to their purchased eCarePAK Extended Service Plan via U.S. Mail.

Note: Ask any questions on eCarePAKs via e-mail message to ecarepak_support@cusa.canon.com.

VII. Authorized Service Facility Program

The Canon USA Authorized Service Facility program enables Authorized Service Facilities to provide warranty and post-warranty service for the imageCLASS LBP214dw.

ASF responsibilities:

To authorize a service facility as an ASF, the facility must meet and maintain eligibility requirements under the ASF program. This includes, but is not limited to the following:

- Trained service technicians on the Canon imageCLASS LBP214dw.
- The ASF must be able to invoice for repair service through the Internet.
- ASFs must maintain accurate service records. All repairs must be properly recorded, and the records must be made available to Canon USA when requested. The ASF must verify the product purchase date, product model, serial number, and log all repairs with any parts used.
- The ASF must inform Canon USA of any changes in company status, including a change of address and changes in service management.
- The ASF must have an established line of credit with Canon USA to facilitate the purchase of spare parts, training programs, and other service materials, as required, to support the customer base properly.
- ASFs are expected to maintain a spare parts inventory, sufficient to support the expected repair volume. ASFs must use **Genuine Canon USA parts** in all repairs.

VIII. ASF Technical Support Offerings

A. ASF Support

ASFs can contact the Canon Help Desk at CITS Monday through Friday, 8 A.M. to 8 P.M. EST, except for holidays at 1-866-702-2666. Before contacting CITS, a technician must exhaust all other resources including the service manual, and the [e-Support Center](#) Web site for technical publications, and their internal service support infrastructure.

Note: The ASF support times may change without notice.

B. Internet Support

The [Authorized Service Facility Support Center](#) Web site, available from Canon USA's Engineering Services and Solutions Division, provides high-quality support via the Internet.

Canon USA's [Authorized Service Facility Support Center](#) Web site is designed to give ASFs access to the following technical support information:

- Notification of new product releases, patches, and technical publications.
- Read and download online documentation.
- Warranty Claims Processing: ECP (Electronic Claims Processing) System.
- Technical documentation (Service Manuals and Parts Catalogs) and training information.

For information on how to access the WARRANTY section of the Authorized Service Facility Support Center, or how to file a claim, see ["Warranty Compensation Procedures,"](#) on p. 24.

To access online support for ASFs, go to www.support.cusa.canon.com, locate the "Authorized Service Facility Login," and enter the ASF Support Code: **imageCLASS2016**. This serves as your permanent access ID to the Authorized Service Facility Support Center's Web site.

Figure 2 — Authorized Service Facility Login

The screenshot shows the Canon e-Support Center website. At the top left is the 'e-support center' logo, and at the top right is the 'Canon ENGINEERING SERVICES & SOLUTIONS DIVISION' logo. Below the header is a 'Log In' section. A central text block states: 'This website is designed to provide Technical Support, Service, Documentation, Warranty, and Educational Information services to **Authorized Canon Dealers and Servicers** of Canon Digital Imaging Products. Please log in below.' To the right is a 'Site Tools' section with a note about Adobe Acrobat Reader and Internet Explorer, and a 'Get ADOBE® READER®' button. Below that is an 'Other Canon Websites' section with a list of links: Canon U.S.A. Site, Reseller Info Center, Developer Support Site, ISG Central (ISG Marketing), imageRUNNER Marketing Site, imageWARE Marketing Site, ISG Learning Zone (Sales Training), EFI - Electronics for Imaging, and eCopy, Inc. At the bottom left is a 'Mobile Site Click Here' link. The main content area features two login forms: 'E-SUPPORT CENTER LOGIN' with fields for 'e-Support ID Number' and 'Password', and 'AUTHORIZED SERVICE FACILITY' with an 'ASF Support Code' field and a 'SUBMIT' button. A red circle highlights the 'AUTHORIZED SERVICE FACILITY' form, and a red arrow points to the 'SUBMIT' button.

Figure 3 — Authorized Service Facility Support Center

Canon Authorized Service Facility (ASF) Support Center

HOME | DOWNLOADS | WARRANTY | TRAINING | CONTACTS

the SERVICE YOU RECEIVE IS AS IMPORTANT TO US AS the PRODUCTS WE MAKE

New ECP System!
Warranty Claims Reimbursement Program
[CLICK HERE FOR MORE INFO](#)

The Canon Authorized Service Facility (ASF) Support Center is your total Reseller support resource for Canon ImageCLASS, FAXPHONE and PC Copier Technical Support and On-Line Warranty Programs. Online tech support includes complete documentation, downloads and a comprehensive database of common problems and solutions available online. If you can't find the solution you need online, just contact the ECP Warranty Claim System administrators for assistance.

An extensive database of technical documentation on all ImageCLASS, FAXPHONE and PC Copier Products is available in the Downloads section.

NEW! Electronic Claims Processing System "ECP" for Warranty Reimbursement
Our new ECP Warranty Reimbursement system is ready to take your warranty claims instantly online! Click the link above to submit warranty claims for reimbursement. Once submitted, your claim will be processed semi-monthly!

News

[08/26/13] NEW "ECP" Warranty Reimbursement Program
Canon USA, Inc. is pleased to announce that the Warranty Claim System used by ASF has been upgraded. The old eClaim System is replaced with the new ECP System and provides additional functionality and choices for obtaining Labor Reimbursement, Parts Credit or Parts Replenishment. Please click the Warranty link above to access the new ECP Systems.

[12/11/12] Canon Authorized Service Facility Letter: EPEAT Announcement
Canon USA, Inc. is pleased to announce that it will be registering Canon-brand consumer imaging products in accordance with the recently established Electronic Product Environmental Assessment Tool (EPEAT 1680.2 or EPEAT) for Imaging Equipment. Please click on the link above to read or download the entire announcement letter.

[06/20/12] Canon Authorized Service Facility Letter for the Fax One-Touch Panel Issue on the ImageCLASS MF5960dn/MF5950dw/D1370/D1350
Canon, Inc. has become aware of a rare circumstance where a fax could be misdirected when the One Touch Panel is used on the imageCLASS MF5960dn/MF5950dw and imageCLASS D1370/D1350 products. We are releasing new firmware v13.07 to resolve the above mentioned issue. Please see Tech Pub TP12 166 in the Downloads area of the Authorized Service Facility Support Center.

[12/06/11] ASF Customer Survey Announcement Notice
Please click on the link to read a letter regarding Canon implementing a Customer Survey Program to measure and monitor satisfaction with customer warranty repair experience.

[11/20/10] Eclaim System Update Notice - Important Information
In reference to the letter you received from James Sharp on November 10, 2010, we have made some updates and modifications to the Eclaim warranty system in order to ensure Authorized Service Facilities are meeting obligations and responsibilities in accordance with our ASF agreement when providing warranty service to our customers. The system changes including the following are effective as of December 20th 2010.

Parts Return Threshold - Defective Parts with value of \$95.00 or greater must be returned to Canon with each warranty part submission. Warranty parts claimed and submitted with a value of \$95.00 or greater will automatically be put on hold with status of "Pending Parts" until the part is received and validated.

Serial Number Validation - The system validates the format of the serial number based on the model submitted for each claim.

Parts should now be returned to the Address listed below:

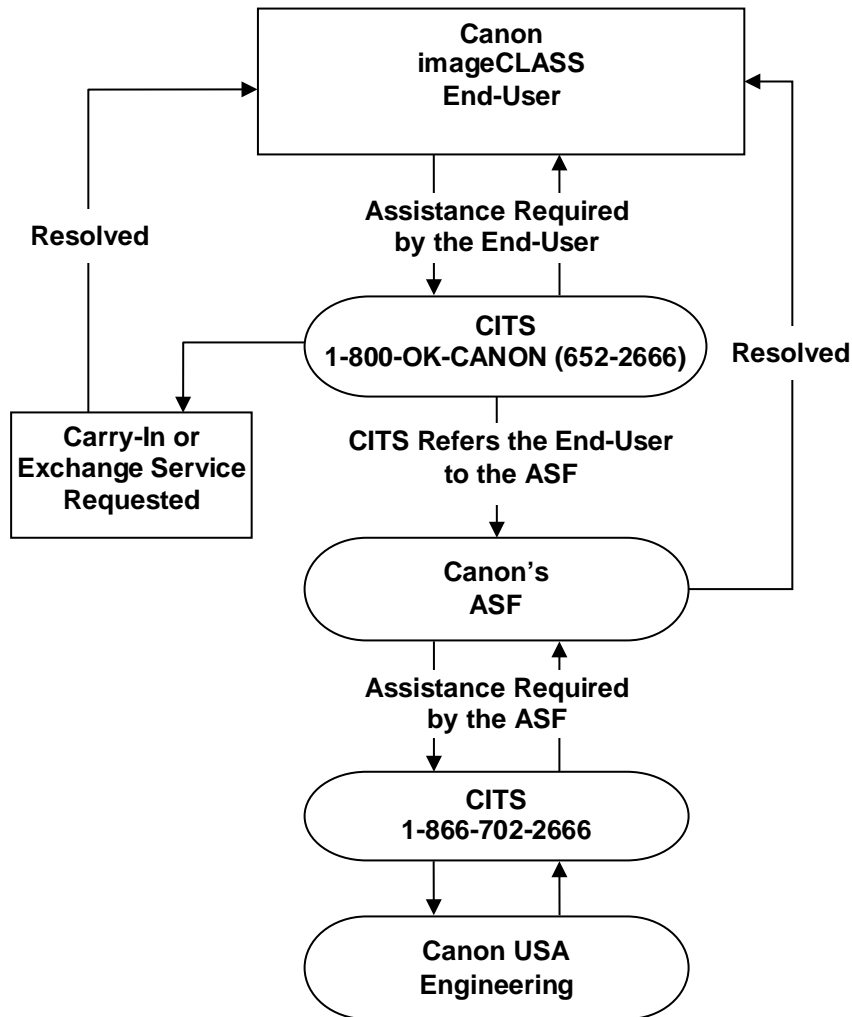
Canon Virginia, Inc.
SOHO ASF Warranty
933 Achievement Way
Newport News, VA 23606

We appreciate your support of our ImageCLASS, Faxphone and PC Copier products.

C. Call Escalation Procedure

Canon USA provides a time-sensitive call escalation process for all imageCLASS LBP214dw ASFs. The CITS help desk is the single point of entry for this process. Once a call is placed to the CITS help desk and information is logged into the call management system, a case number is assigned to the call. Every effort is made to resolve the problem during the call. For problems that cannot be resolved during the initial call and require escalation, follow the process below.

Figure 4 — Call Escalation Procedure Flow Chart



IX. Warranty Procedures

The ECP warranty system includes:

Parts Return Threshold: Defective parts with a dealer cost of \$95.00 or more must be returned to Canon Virginia, Inc. along with a print out of the ECP warranty claim form. Warranty parts claimed and submitted with a value of \$95.00 or more are put on hold with a status of “Pending Receive” until the part is received and validated.

Shipping Address for Defective Parts:

Canon Virginia, Inc.
DPIS ASF Warranty
933 Achievement Way
Newport News, VA 23606

Serial Number Validation: The system validates the format of the serial number based on the model submitted for each claim.

Claim Volume Threshold: The ECP system checks the count of how many claims are submitted by the ASF within a 30-day period. If the 30-day period claim count exceeds the claim volume threshold, the claim will not be validated or accepted.

A. Warranty Service Claim Guidelines

The table below describes the guidelines used to determine whether a warranty claim is valid. If a claim does not meet the guidelines for warranty compensation, the customer should be charged for the repair.

Table 9 — Warranty Service Claim Guidelines

Incident Type	Warranty
Manufacturer's defect	Yes
Manufacturer's upgrade	Yes
Service adjustments/normal wear-and-tear	Yes
Installation	No
Installation of drivers	No
Software application related	No
Configuration setup	No
Cleaning	No
Preventative maintenance	No
Customer replaceable items or consumables	No
Tampering	No
Misuse or neglect	No
User training	No
Acts of God	No
Product on which original identifying marks or serial numbers have been defaced, removed, or altered.	No
Problems caused by electrical power fluctuations	No

For questions as to the validity of a repair, contact CITS Monday through Friday, 8 A.M. to 8 P.M. EST, except for holidays at 1-866-702-2666 for authorization.

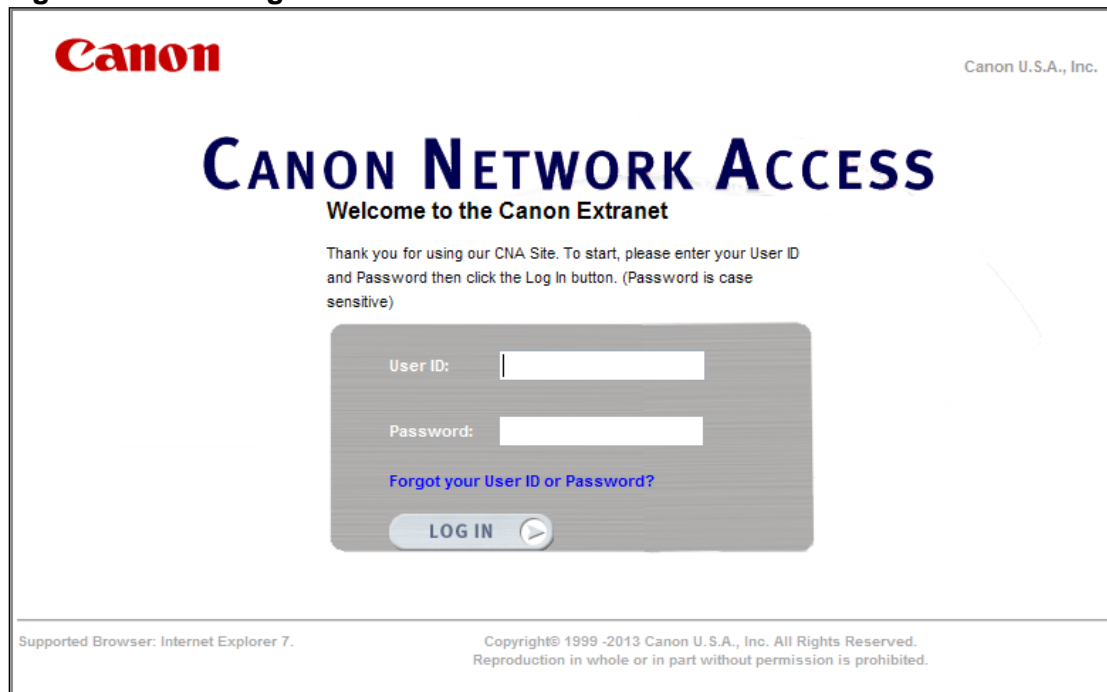
All ASF repairs must be warranted by the ASF for a period of thirty (30) days. If the same problem occurs within thirty (30) days, the ASF repairs the machine without charge to the customer. Additional parts may be claimed; however, no additional labor compensation is provided.

B. Warranty Compensation Procedures

The following procedures are designed to help ASFs receive parts and labor compensation for repairs performed under the terms and conditions of the Canon USA limited warranty. To receive warranty compensation during the warranty period, the customer’s product serial number is required. Parts costing \$95.00 or more must be returned to Canon Virginia, Inc. as directed through the ECP system. ECP can be accessed through the Authorized Service Facility Support Center’s Web site (www.support.cusa.canon.com) in the WARRANTY section. For access to the ECP warranty processing system, click on the WARRANTY tab. You are prompted for your User ID and Password via the CNA (Canon Network Access) screen.

Contact the ECP administrator directly at eclaimadmin@cusa.canon.com to report problems with the ECP system, or if you experience problems accessing this site.

Figure 5 — ECP Log In

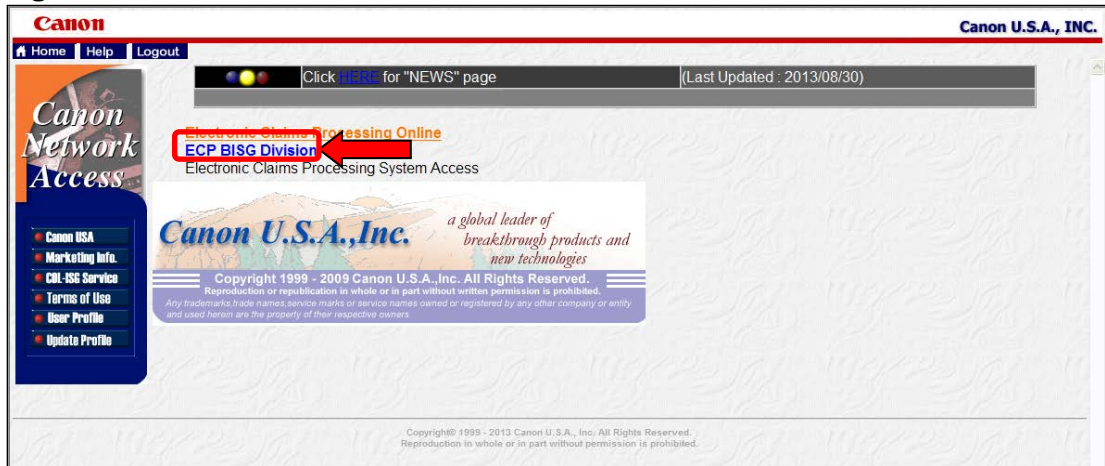


There is an *Electronic Claims Processing User’s Guide for Authorized Service Facilities* available online to assist with questions regarding the ECP system.

All claims must be submitted within thirty (30) days of repair.

To access the ECP Claims Processing Center, click on the “ECP BISG Division” link.

Figure 6 — ECP Access Link

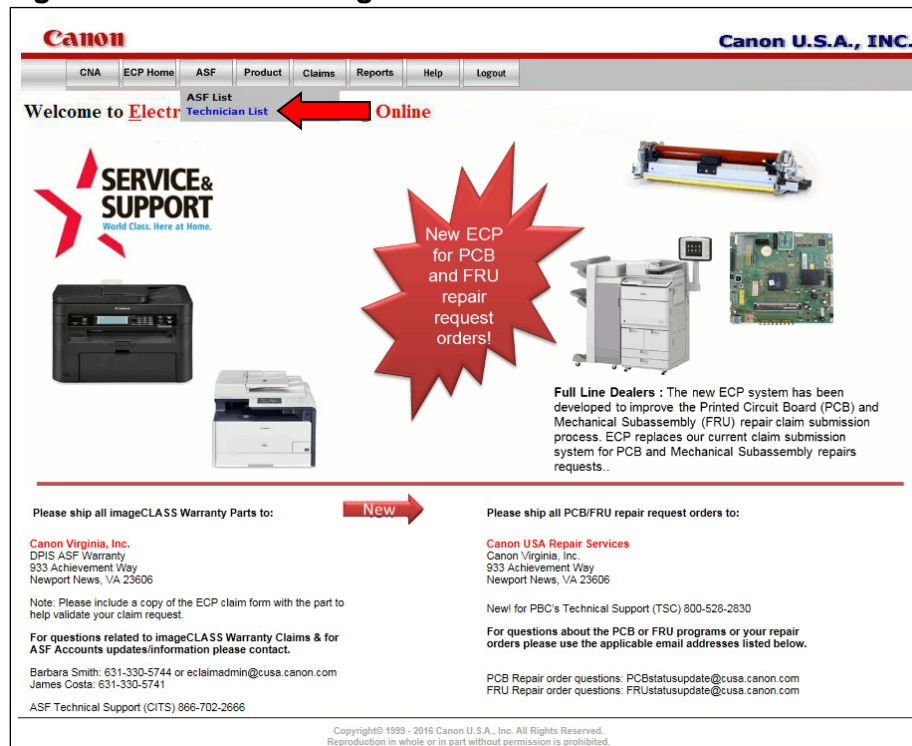


1. Adding a New Technician

Before an ASF can submit a new claim, a technician must be added to the Technician List.

From the ECP Home Page, select the “ASF” tab, and then select “Technician List”.

Figure 7 — ECP Home Page – ASF Tab



Click “Add New”, enter the technician’s information, and then click “Submit”.

Figure 8 — ECP ASF Tab – Technician List

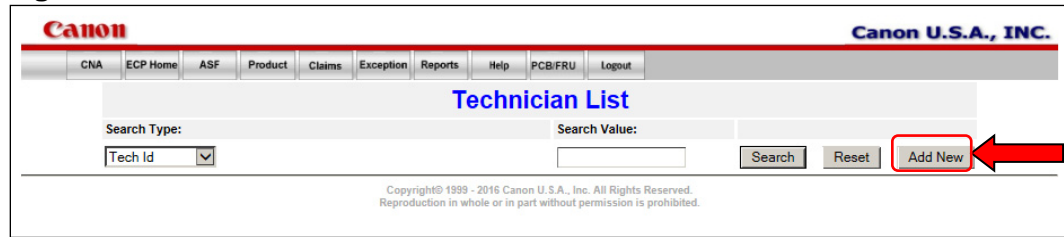
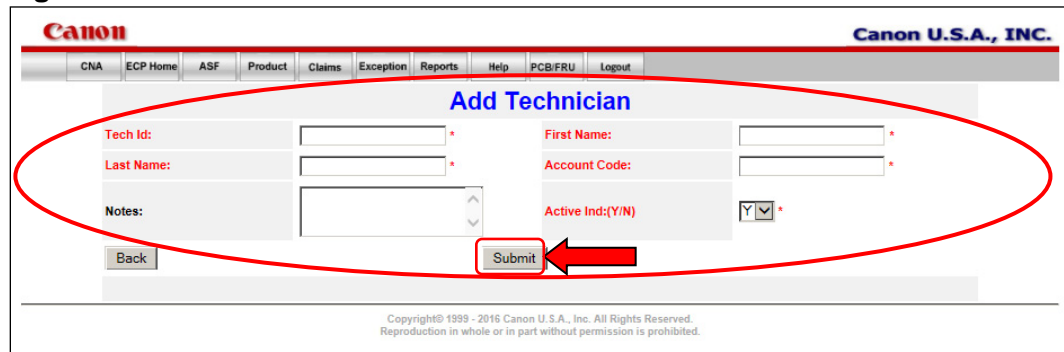


Figure 9 — ECP ASF Tab - Add Technician Information



2. Submit a Warranty Claim

To open a new warranty claim, select “Open New Claim” from the “Claims” tab at the top of the ECP home page. Select your ASF location, and the screen self-populates with your company’s name.

You are required to select or enter the following information:

- Technician Name who performed the service
- Model Name
- Serial Number
- POP (Proof of Purchase) Date

After all the information is entered, click the “Validate” button to process the claim. If a warning is displayed about the data entered during the claim process, the system specifies which values are invalid. The system also checks whether the unit is still under warranty, and generates a unique claim number for the submitted claim. Continue filling in your claim information, including the Problem Code, Cause Code, and any parts used in the service of the unit.

Warranty labor compensation is issued via Direct Deposit on a bi-weekly basis, as claims are validated by the ECP System Administrator.

Figure 10 — ECP Home Page – Claims Tab

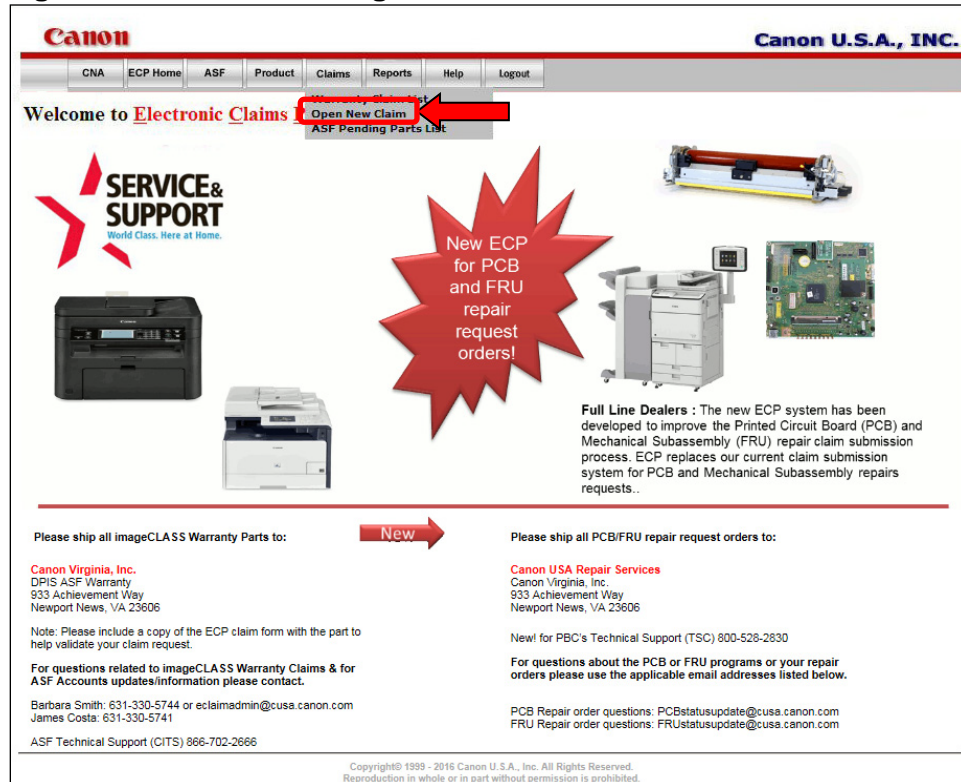


Figure 11 — ECP - Open New Claim Screen

Canon Canon U.S.A., INC.

CNA ECP Home ASF Product Claims Exception Reports Help PCB/FRU Logout

Open New Claim

Step 1 of 3 - Model Information Validation

Claim#:		Claim Status:	Not Submitted
Account Code:	A123B	Account Name:	ABC Corp
Tech Name:	Please select a Technician <input type="text"/> ▼ *	Account Phone:	631-555-1234
Model Name:	Please select a Model <input type="text"/> ▼ *	Model Number:	<input type="text"/>
Serial#:	<input type="text"/> *	Repair Number:	<input type="text"/>
Warranty Days:	<input type="text"/>	POP Date:	<input type="text"/> *
Exception Code:	<input type="text"/>	Submitted Date:	03/25/2016

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3. Parts Return

Once the Parts List section on the Open New Claim screen is saved, the screen displays additional fields for Parts Compensation.

Select either “Replenish” or “Credit” for “Parts Compensation”, depending on if you want to replenish the parts used from your inventory, or receive a credit for the parts used to repair the unit.

Note: For each claim, the ASF can select to either receive a credit for the purchase price of the parts, or replenish the parts used to repair the unit. If “Credit” is selected, the ASF receives a credit to their account that can be used to purchase other parts in the future. If “Replenish” is selected, then Canon ships the parts listed free of charge to the ASF.

Figure 12 — ECP – Submit Parts Compensation

The screenshot shows the 'Open New Claim' interface for Canon U.S.A., INC. The form is divided into three steps:

- Step 1 of 3 - Model Information Validation:** Includes fields for Claim, Account Code, Tech Name, Model Name, Serial, Warranty Days, Exception Code, and ASF Dispatch Flag. It also shows Claim status (Pending Submit), Account Name (PROFESSIONAL SUPPLY CO., INC.), Account Phone (999-999-9999), Model Number (F15-7031-000), Repair Number, POP Date (05/01/2013), Submitted Date (05/02/2013), and ASF Dispatch Number.
- Step 2 of 3 - Serv. Customer/Problem/Cause & Parts Used In Claim - Information:** Includes fields for First Name (William), Address 1 (359 Park Avenue), City (New York), State (NEW YORK), Zip (11050), Phone (212-865-7457), Company (Star Technology), and Fax. It also shows Problem Code (00 DOUBLE FEED/MULTIFEED), Case Code (MALFUNCTION/DEFECTIVE), and a Part List table with items like FCS-1500-000 - TRAY, DOCUMENT and FCS-2009-000 - COVER, FRONT UPPER.
- Step 3 of 3 - Submit Part Compensation/Location/Action/Repair Time:** This section is highlighted with a red box. It includes:
 - Buttons: Add Parts, Save & Continue
 - Parts Compensation: Replenish (selected)
 - Action Code: Please select an Action
 - Ship Method: Please select a Shipping Method (For Replenish Only)
 - Location Code: Please select a Location
 - Color Page Count: [Empty]
 - Total Repair Time: [Empty] *(In Minutes)
 - Completion Date: [Empty]
 - Comments: [Text area]
 - Buttons: Submit, Cancel

Enclose a copy of the ECP warranty claim in the box with the defective parts. Parts identified for return must be received within fifteen (15) days. Defective parts that were replaced during warranty service, with a cost over \$95.00, must be returned and shipped to:

Canon Virginia, Inc.
DPIS ASF Warranty
933 Achievement Way
Newport News, VA 23606

Note: For defective parts over \$95.00 that must be returned, Canon USA will reimburse the ASF \$7.50 for the shipping costs to Canon Virginia, Inc.

X. Parts Support
A. Parts and Service Material Orders
1. Canon Network Access

If you have direct access to CNA, log on to the CNA Web site via <http://www.cna.cusa.canon.com>. However, you can also access CNA through Canon USA’s ISG Central Web site, and access the CNA section via the “Canon Network Access (CNA)” tab.

All Authorized Service Facilities are recommended to submit their parts purchase orders electronically via CNA. The Authorized Service Facility is responsible for all shipping costs related to their order.

Figure 13 — CNA Log In

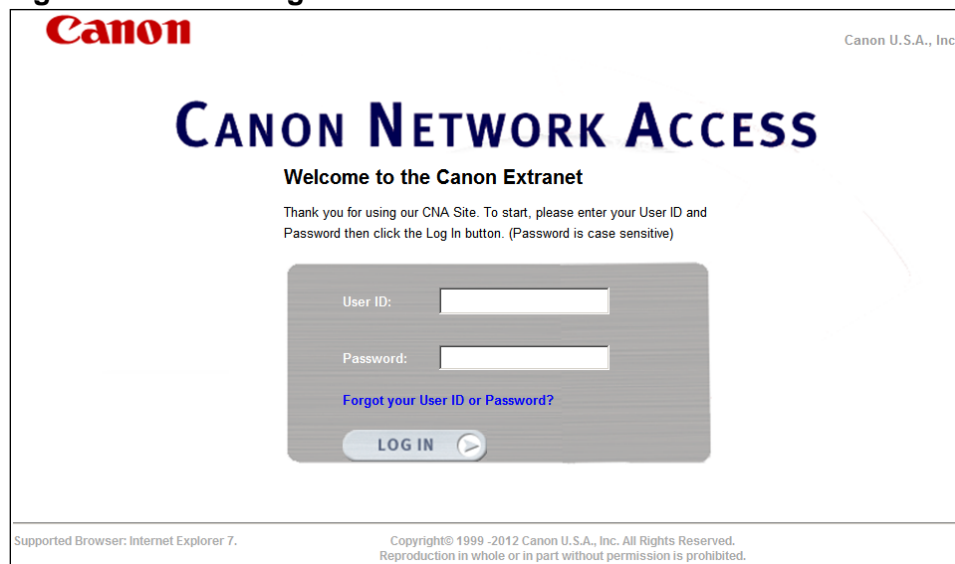


Figure 14 — ISG Central



The CNA Web site enables you to:

- Order parts
- Download parts information and the parts price list
- View the parts discontinuation schedule information
- Inquire about orders and invoices

The CNA Web site is accessible 24 hours a day, and 7 days a week.

2. Parts Order Desk

ASFs without access to the CNA Web site must contact the Canon Parts Order Desk at 1-866-481-2569. The ASF is responsible for all shipping costs related to their order.

B. Parts Order Entry**1. Regular Orders**

All parts for regular orders are shipped via ground once the parts orders are printed by Canon USA, unless an alternate shipping method is requested by the Dealer for rush orders.

Note: Shipments may be delayed for credit review.

2. Rush Orders

To ensure same day shipment of rush orders, submit all one (1) and two (2) day emergency purchase orders no later than 4 P.M. EST.

All purchase orders placed through CNA are confirmed via an e-mail message.

C. Parts Information/Parts Price List Download

All parts information for active parts are made available on the CNA Web site under the Parts Information link. Downloadable files by model and product are also available under the Parts Information link.

Note: ASFs without access to the CNA Web site must contact the Canon Parts Order Desk at 1-866-481-2569.

D. Parts Discontinuation Schedule Information

Parts discontinuation information is available on the CNA Web site under the Parts/Supply Discontinuation link. Information is available regarding active machines, machines scheduled to be discontinued within the year, and discontinued machines.

Note: ASFs without access to the CNA Web site must contact the Canon Parts Order Desk at 1-866-481-2569.

E. Order/Invoice Inquiry

Inquiries concerning purchase orders and invoices can be made on the CNA Web site. You can search using the purchase order, invoice number, or conduct a search for the most recent date required. For additional tracking information, purchase orders that have been shipped contain a link to the UPS (United Parcel Service) Web site. For questions concerning parts, please send an e-mail message to canonparts@cusa.canon.com.

Note: New Accounts are not available on the CNA Web site. ASFs without access to the CNA Web site should contact the Canon Parts Order Desk at 1-866-481-2569 for order and invoice inquiries.

Figure 15 — Canon Network Access



XI. Appendix

A. Specifications

Note: All specifications are for reference purposes only, and are subject to change without notice.

Table 10 — imageCLASS LBP214dw Main Unit and Print Specifications

Item	Description
	imageCLASS LBP214dw
Printer Type	Desktop Laser
Print Speed⁵	Up to 40 ppm (Simplex LTR), up to 32 ppm (Simplex LGL)
First Print Time	Approximately 6 seconds (LTR)
Recovery Time	Approximately 4 seconds
Warm Up Time (at a room temp. of 68°F (20°C))⁶	Approximately 14 Seconds
Printer Language	UFR II, PCL 5/6, PostScript
Print Resolution	Up to 600 dpi x 600 dpi
Maximum Print Size	Up to 8 1/2" x 14" (Legal)
Duplex Print	Yes, Automatic
Display Type	5 line LCD display
Print Features	Secured Print, Page Border, Header/Footer, Page Layout, Two-sided Printing, Collating, Booklet Printing, Grouping, Mixed Paper Sizes/Orientations
Print Memory	1 GB
Direct Print from USB	JPEG, TIFF, PDF
Mobile Print	Apple AirPrint, Canon PRINT Business, Mopria Print Service, Google CloudPrint, and uniFLOW Secure Mobile Printing
Maximum Monthly Print Volume	Up to 80,000 pages
Environmental Conditions	Temperature: 50°F to 86°F (10°C to 30°C) Humidity: 20% to 80% RH (Relative Humidity) (No Condensation)

5 The print speed is based on internal testing, and may vary, depending on the number of prints, paper size, paper type, and paper orientation selected.

6 Warm-up time may vary, depending on the environment and conditions under which the machine is used.

imageCLASS LBP214dw Main Unit and Print Specifications Continued

Item		Description
		imageCLASS LBP214dw
Power Requirements		120V – 127V AC, 60 Hz, 6.5 A
Plug		NEMA 5-15
Power Consumption	Maximum	Approximately 1,300 W w/o Accessories Approximately 1,320 W w/Accessories
	Standby	Approximately 10 W
	During Operation	Approximately 600 W Average
	Sleep Mode	Approximately 0.9 W
	Power Is OFF⁷	Approximately 0.3 W or less
Dimensions (H x W x D)		Approximately 9.8" x 15.8" x 14.7" (250 mm x 401 mm x 373 mm)
Weight		Approximately 19.4 lb (8.8 kg)

Table 11 — Cassette Feeding Module-AH1

Item	Description
Paper Capacity	550 sheets (21 lb bond (80 g/m ²))
Power Supply	From the main unit
Paper Types and Weights	Plain 1 (16 to 20 lb bond (60 to 74 g/m ²)) Plain 2 (20 to 24 lb bond (75 to 89 g/m ²)) Recycled 1 (16 to 20 lb bond (60 to 74 g/m ²)) Recycled 2 (20 to 24 lb bond (75 to 89 g/m ²)) Thin 1 (16 lb bond (60 g/m ²)) Thin 2 (14 to 16 lb bond (52 to 59 g/m ²)) Heavy 1 (24 to 28 lb bond (90 to 105 g/m ²)) Heavy 2 (28 to 32 lb bond (106 to 120 g/m ²)) Bond 1 (16 to 20 lb bond (60 to 74 g/m ²)) Bond 2 (20 to 28 lb bond (75 to 104 g/m ²)) Bond 3 (28 lb to 32 lb bond (105 to 120 g/m ²))
Paper Sizes	LTR, LGL, STMT, EXEC, Custom Portrait (Width: 4.1" to 8.5" (105 mm to 215.9 mm); Length: 5.8" to 14" (148 mm to 355.6 mm))
Dimensions (H x W x D)	5.2" x 15.7" x 17.4" (131 mm x 399 mm x 443 mm)
Weight	Approximately 8.4 lb (3.8 kg)

⁷ Even if the machine's power is turned OFF, a slight amount of power is still consumed. To stop power consumption completely, disconnect the power plug from the AC power outlet.

Table 12 — Paper Handling Specifications

Item		Description
Paper Source/Capacity		Cassette: 250 sheet capacity ⁸ Multi-Purpose Tray: 100 sheet capacity ⁸
Paper Output⁹		Approximately 65 sheets ⁸
Paper Weight	Cassette	Approximately 14 to 32 lb bond (52 to 120 g/m ²)
	Multi-Purpose Tray	Approximately 14 to 43 lb bond (52 to 163 g/m ²)
Media Sizes	Cassette	LGL, LTR, STMT, EXEC, and Custom (4.1" x 5.8" to 8.5" x 14" (105 x 148 mm to 215.9 x 355.6 mm))
	Multi-Purpose Tray	LGL, LTR, STMT, EXEC, and Custom (3" x 5" to 8.5" x 14" (76.2 x 127 mm to 215.9 x 355.6 mm)) Envelopes: COM10, Monarch, C5, DL
Media Types¹⁰	Cassette	Thin, Plain, Recycled, Heavy, Bond
	Multi-Purpose Tray	Thin, Plain, Recycled, Heavy, Bond, Label, and Envelope
Envelope Types		COM10, Monarch, C5, DL

⁸ Based on 20 lb bond (80 g/m²) paper.

⁹ May vary, depending on the installation environment and paper type used.

¹⁰ Chlorine-free paper can be used.

Table 13 — Connectivity and Software Specifications

Item	Description
Standard Interfaces	<ul style="list-style-type: none"> • USB 2.0 High-Speed (A USB cable is not included.)¹¹ • 10BASE-T/100BASE-TX/1000BASE-T Ethernet (Network) • IEEE 802.11 b/g/n • Wireless Direct Connection
USB Functions	Print
Network Functions	Print
Embedded Web Server	Yes (Remote UI)
Web Browser Support for Remote UI	Internet Explorer 10.0 or higher on Windows 7/8/8.1/10, Safari 5.0.6 or higher on Mac OS X 10.5.8/higher (except for Classic environment)
Print Protocols	LPD, RAW, WSD-Print
Software	Drivers are available for download from http://www.usa.canon.com/support .
Supported Operating Systems	Windows 10, 8.1, 8, 7 Windows Server 2016/2012 R2/2012/2008 R2/2008 Mac OS X V10.8.5 and higher

¹¹ USB 2.0 Hi-Speed requires Windows 10, 8.1, 8, or 7.

B. Warranty

1. imageCLASS Exchange/Carry-in Limited Warranty

CANON imageCLASS SERIES EXCHANGE/CARRY-IN PRODUCT LIMITED WARRANTY

The limited warranty set forth below is given by Canon U.S.A., Inc. ("Canon USA") with respect to the Canon imageCLASS Series product and accessories packaged with this limited warranty (collectively, the "Product") when purchased and used in the United States.

Cartridges for the product are covered by a separate warranty. Accordingly, this limited warranty does not cover any cartridges for the product, whether shipped with the product or purchased thereafter.

Canon USA warrants the Product to be free from defects in workmanship and materials under normal use and service for a period of one year after delivery to the original purchaser ("Purchaser") by Canon USA or its authorized Reseller. During the relevant warranty period, and in its sole discretion, Canon USA shall, or shall cause its authorized service provider ("Service Provider"), to, without charge, repair, or replace any defective part with a new or comparable rebuilt part, or exchange the Product with a new or refurbished Product. Warranty replacement shall not extend the warranty period of the malfunctioning Product. This warranty shall not extend to consumables, such as paper, as to which there shall be no warranty or replacement.

Canon USA offers assistance for installation, operation, and support* of the Product as follows:

(a) On-line troubleshooting via a searchable Knowledgebase, answers to frequently asked questions, the latest driver and firmware downloads, and email support at www.cusa.canon.com/support. (b) Toll free telephone support at 1-800-OK-CANON (652-2666), Monday through Friday from 8:00 a.m. to 8:00 p.m. Eastern Time (excluding holidays).

If Canon USA's remote assistance above cannot fix your Product's malfunction, Canon USA shall provide the contact information of the nearest authorized Canon USA Service Provider ("Service Provider") for service, or will exchange the Product, except where the malfunction involves a user replaceable item, in which case Canon USA will send you a replacement part with installation instructions. You will be responsible for installing the user replaceable items in your Product.

If the service or exchange is performed, and (1) the Product malfunction is not covered by this limited warranty, or (2) the applicable warranty period has expired or has not been sufficiently established by appropriate documentation, then you will be charged for such service at the then current service rates of Canon USA or the Service Provider, or for such exchange, as applicable.

This warranty shall only apply if the Product is used in conjunction with compatible computers, peripheral equipment, and software. Canon USA shall have no responsibility for such items except for compatible Canon brand peripheral equipment covered by a separate warranty ("Separate Warranty"). Repairs of such Canon brand peripheral equipment shall be governed by the terms of the Separate Warranty. NON-CANON BRAND COMPUTERS, PERIPHERAL EQUIPMENT AND SOFTWARE WHICH MAY BE DISTRIBUTED WITH THE PRODUCT ARE SOLD AS IS, WITHOUT WARRANTY OF ANY KIND BY CANON USA, INCLUDING ANY IMPLIED WARRANTY 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.

NO IMPLIED WARRANTY, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, APPLIES TO THE PRODUCT AFTER THE APPLICABLE PERIOD OF THE EXPRESS LIMITED WARRANTY STATED ABOVE. NO OTHER WARRANTY OR GUARANTY, EXCEPT AS MENTIONED ABOVE, GIVEN BY ANY PERSON, FIRM, OR CORPORATION WITH RESPECT TO THE PRODUCT SHALL BIND CANON USA OR ANY SERVICE PROVIDER. NO WARRANTY IS GIVEN ON ANY USED PRODUCT.

This warranty shall be void and of no force and effect if the Product is damaged as a result of (a) abuse, neglect, 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 USA's operator's manual or other documentation, (c) installation or repair by other than authorized service representatives qualified by Canon USA who are acting in accordance with Canon USA's service bulletins, (d) use of supplies or parts (other than those distributed by Canon USA) which damage the Product or cause abnormally frequent service calls or service problems, or (e) use of the Product with non-compatible computers, peripheral equipment or software, including the use of the Product in any system configuration not recommended in any manual distributed with the Product. Nor does this warranty extend to any Product on which the original identification marks or serial numbers have been defaced, removed, or altered.

ANY SYSTEM SOFTWARE (WHETHER FACTORY LOADED ON THE PRODUCT OR CONTAINED ON THE SOFTWARE CD-ROMS ENCLOSED WITH, OR ACCOMPANYING, THE PRODUCT), AND ANY UTILITY SOFTWARE, DISTRIBUTED WITH OR FOR THE PRODUCT, IS SOLD "AS IS" AND WITHOUT WARRANTY BY CANON USA. THE SOLE WARRANTY WITH RESPECT TO SUCH SOFTWARE IS CONTAINED IN THE SOFTWARE MANUFACTURER'S LICENSE AGREEMENT DISTRIBUTED THEREWITH, INCLUDING ANY LIMITATIONS AND DISCLAIMERS THEREON. PLEASE CONTACT CANON USA IMMEDIATELY IF YOU HAVE NOT RECEIVED A COPY OF THE SOFTWARE MANUFACTURER'S LICENSE AGREEMENT.

NEITHER CANON USA NOR ANY SERVICE PROVIDER SHALL BE LIABLE FOR PERSONAL INJURY OR PROPERTY DAMAGE (UNLESS CAUSED SOLELY AND DIRECTLY BY THE NEGLIGENCE OF CANON USA 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, INCLUDING, WITHOUT LIMITATION, STORAGE CHARGES OR OTHER SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES CAUSED BY THE USE, MISUSE OR INABILITY TO USE THE PRODUCT, REGARDLESS OF THE LEGAL THEORY ON WHICH THE CLAIM IS BASED AND EVEN IF CANON USA OR ANY SERVICE PROVIDER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. NOR SHALL RECOVERY OF ANY KIND AGAINST CANON USA OR ANY SERVICE PROVIDER BE GREATER IN AMOUNT THAN THE PURCHASE PRICE OF THE PRODUCT 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 THE PRODUCT NOT CAUSED SOLELY AND DIRECTLY BY THE NEGLIGENCE OF CANON USA OR ANY SERVICE PROVIDER. THIS WARRANTY SHALL NOT EXTEND TO ANYONE OTHER THAN THE ORIGINAL PURCHASER OF THE PRODUCT AND STATES SUCH PURCHASER'S EXCLUSIVE REMEDY.

*Support options are subject to change without notice.

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



Canon U.S.A., Inc. One Canon Park, Melville, New York 11747
Canon is a registered trademark of Canon Inc.

2. Canon Toner Cartridge Limited Warranty

CANON TONER CARTRIDGE LIMITED WARRANTY

Canon U.S.A., Inc. and Canon Canada Inc., (collectively "Canon") warrant to the original purchaser ("the Purchaser") of the Canon Toner 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 thirty (30) days from the date of original purchase. A defective Cartridge returned to Canon U.S.A., Inc., Canon Canada, Inc. or an authorized dealer (a "Dealer") of Canon U.S.A., Inc. or Canon Canada, Inc. within the thirty (30) day warranty period and proven to be defective upon inspection will be exchanged for a new Cartridge. The warranty period for any replacement Cartridge shall begin upon its shipment and will extend for no longer than the balance of the period remaining on the warranty for the defective Cartridge at the time of such shipment.

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 the entity from whom you purchased the Cartridge (i.e. Canon USA, Inc., Canon Canada, Inc. or a Dealer). To obtain the shipping address of Canon U.S.A, Inc. or Canon Canada, Inc., please call the Canon U.S.A., Inc. Help Desk at 1-800-828-4040 or Canon Canada Technical Support at 1-800-OK-CANON. Shipping charges, if any, must be prepaid. If your Cartridge is covered by this limited warranty, a new Cartridge will be returned to you without charge by Canon U.S.A., Inc., Canon Canada, Inc. or the Dealer from whom you purchased the Cartridge.

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's 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 in, or environmental conditions prescribed in, the applicable 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.



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