

Canon

imageCLASS
MF236n



imageCLASS
MF232w



Service Guide

For Authorized Service Facilities

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IMPORTANT

THIS SERVICE GUIDE INCLUDES THE INFORMATION RELATING TO THE imageCLASS MF236n and MF232w.

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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REVISION HISTORY

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I. Product Overview

The Canon imageCLASS MF236n and imageCLASS MF232w are compact, B&W (black-and-white) multi-function printers. These models bring the following capabilities to users:


- The imageCLASS MF236n is a 4 in 1 device (print, scan, copy, fax) that prints in B&W at speeds of up to 24 ppm (pages-per-minute) using 1-sided LTR (letter-sized) paper¹. It is a simplex printer with an automatic document feeder, and a touch LCD display.
- The imageCLASS MF232w is a 3 in 1 device (print, scan, and copy) that prints in B&W at speeds of up to 24 ppm (pages-per-minute) using 1-sided LTR (letter-sized) paper¹. It offers wireless connectivity with an LCD display.
- Print resolution of up to 600 dpi (dots per inch).
- Standard front-loading paper cassette with a capacity of up to 250 sheets and a multi-purpose tray with a capacity of 1 sheet (LTR, 20 lb bond (80 g/m²)).
- Meets the ENERGY STAR guidelines for energy efficiency.
- Standard UFR (Ultra-Fast Rendering) II LT printing.
- Built-in network connectivity that supports network printing.
- The imageCLASS MF232w supports mobile printing from Apple iOS and Android mobile devices without the need for a router.

¹ 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.

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 ²
<p style="text-align: center;">imageCLASS MF236n</p> 	<p style="text-align: center;">imageCLASS MF232dw</p> 
imageCLASS MF236n	1418C036AA
imageCLASS MF232w	1418C048AA
Supplies and Consumables	
Cartridge 137 (Yields approximately 2,400 pages (LTR), with the factory default print density setting.)	9435B001AA
Service Materials and Parts Catalog	
imageCLASS MF240/MF230 Series Service Manual	Available for download on the e-Support Web site
imageCLASS MF240/MF230 Series Parts Catalog	

² 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. 17.

Model	Type	Tier	Extended Coverage Length and Type	Item Number ²
imageCLASS MF236n and MF232w	eCarePAK	1E	1 Year Exchange/Carry-In	5707B038AA
			2 Year Exchange/Carry-In	5707B039AA
			3 Year Exchange/Carry-In	5707B040AA
			4 Year Exchange/Carry-In	5707B041AA

² 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 MF236n or imageCLASS MF232w
- Power Cord
- User Software DVD-ROM
- Telephone Cable (imageCLASS MF236n only)
- Warranty Card
- Getting Started Guide
- Starter Cartridge 137 (1,700 pages)

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 MF236n	500 to 2,000 prints	Up to 15,000 prints
imageCLASS MF232w		

III. Service Authorization

To obtain and maintain authorization to provide warranty and post-warranty service, an ASF (Authorized Service Facility) must have at least two employees certified to service the imageCLASS MF236n and imageCLASS MF232w.

IV. Educational Training

A. Training Program Overview

To be certified to service the imageCLASS MF200 Series, a Service Technician must download and take the imageCLASS MF4570dw * MF4570dn * MF4450 * D550 CBT (Computer Based Training) course. The imageCLASS MF4570dw * MF4570dn * MF4450 * D550 CBT is available for download via the TRAINING section of the [Authorized Service Facility Support Center](#) Web site. The CBT course provides the technician with the knowledge required for servicing and maintaining the imageCLASS MF200 Series.

B. Certification

It is recommended that a technician successfully complete the imageCLASS MF4570dw * MF4570dn * MF4450 * D550 online CBT course to receive certification to service the imageCLASS MF200 Series.

C. Who Should Complete

Any technician responsible for serving or supporting the imageCLASS MF200 Series machines must successfully complete the online CBT course.

D. Prerequisites

There are no prerequisites for this training course.

It is highly recommended that the service technician have:

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

E. Course Format

The CBT provides essential servicing information for the device, and familiarizes the service technician with important areas of the service manual and user's guide.

Learning resources provided as downloads from within this training course include:

- Service Manual in PDF
- e-Manual User's Guide in HTML format

This online course is self-paced, and can take approximately 2 hours or longer. It is important that a quiet, non-distracting learning area be set up by the student beforehand to effectively take this training.

F. Course Equipment

- Windows-based browser with access to the TRAINING section of the [Authorized Service Facility Support Center](#) Web site
- Flash-enabled Web browser (preferably Microsoft Internet Explorer)
- Sufficient storage space to download and use the learning resources

NOTE:

Windows Internet Explorer is necessary to download the documents supplied with this course. In Internet Explorer 8, the file download option is disabled by default. To enable file downloading in Internet Explorer 8, follow these steps:

1. Open Internet Explorer, and select the [Tools] menu.
2. Select [Internet Options].
3. Select the [Security] tab.
4. Select [Custom level].
5. Scroll down the Security Settings list until the [Downloads] section is displayed, then and select the [Enable] radio button under <Automatic prompting for file downloads> and under <File download>.
6. Click [OK] until all dialog boxes are closed.
7. Close and re-open Internet Explorer.
8. Download the learning resources for the course.

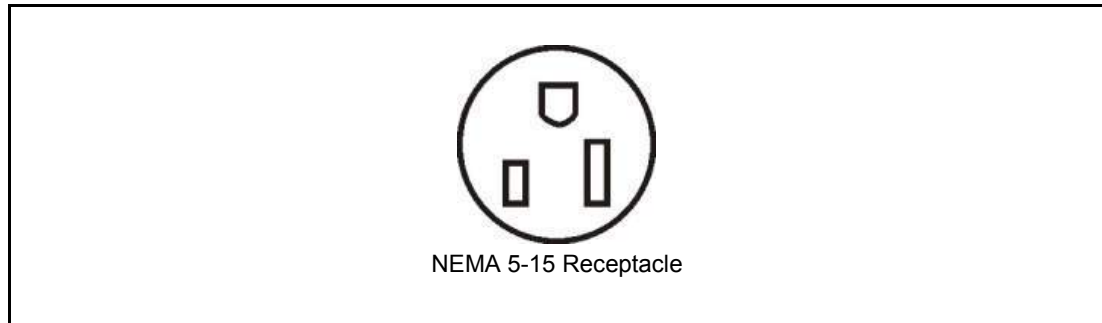
The student should now be able to download the learning resources contained within the course.

V. Servicing Notes

A. Power and Plug Requirements

The imageCLASS MF236n/MF232w devices require 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 MF236n and MF232w are shown below. Always ensure that there is enough space for the service and operation of the device.

Keep the back and sides of the machine at least 4" (100 mm) away from a wall for proper servicing of the equipment.

Table 5 — imageCLASS MF236n Installation Space Requirements

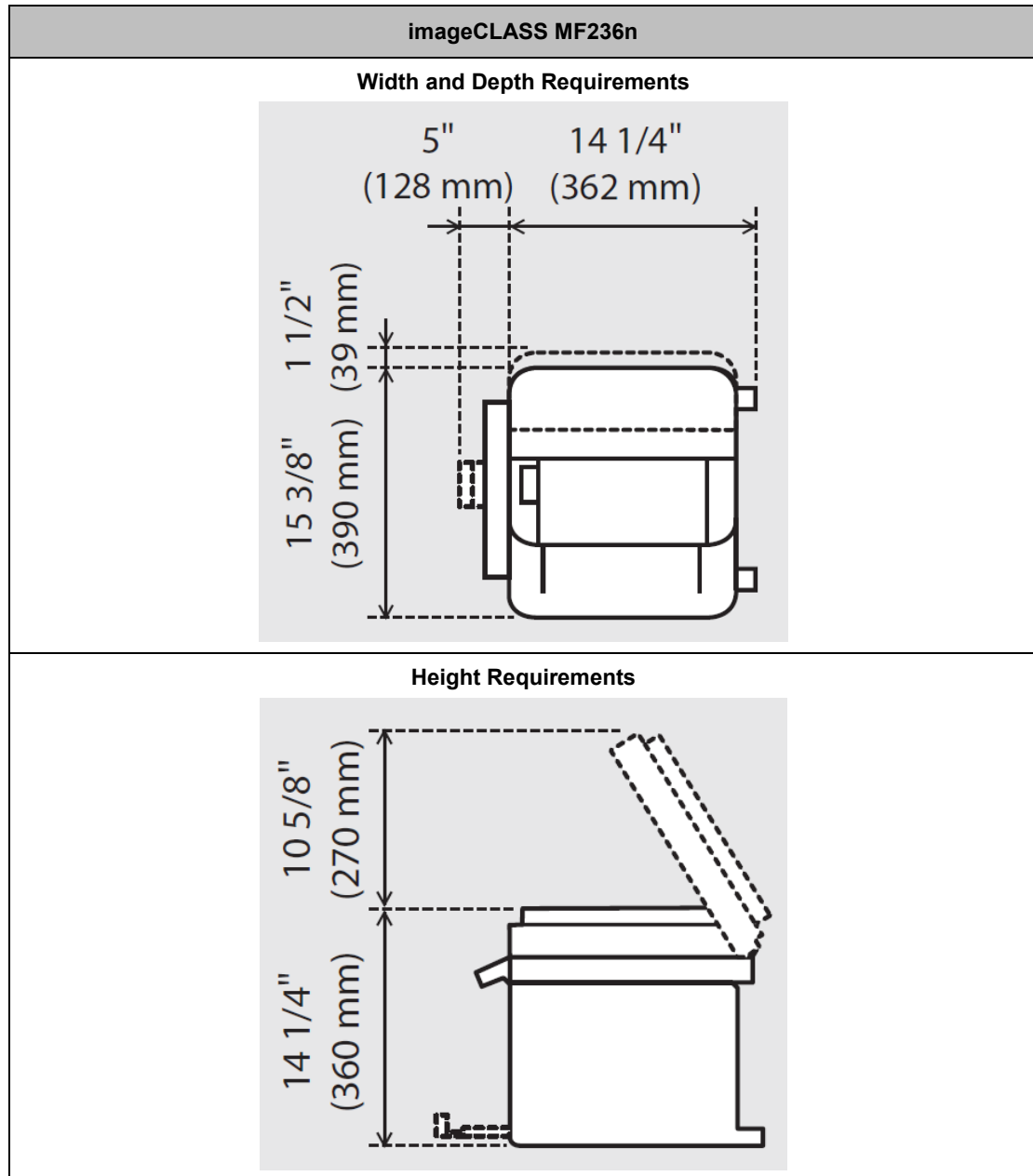


Table 6 — imageCLASS MF232w Installation Space Requirements

imageCLASS MF232w	
<p>Width and Depth Requirements</p>	
<p>Height Requirements</p>	

C. Estimated Installation Time

The estimated length of time needed to unpack and install the machine is approximately 5.2 minutes³. This is based on one (1) experienced technician or end-user.

D. Notes on the Wireless LAN

- The imageCLASS MF232w machine is designed for indoor use, and must be kept at a close distance (approximately 16.4' (5 m)) from an access point.
- It is recommended to check if masking is found. Communications between walls and floors can deteriorate; therefore, arrange for the proper installation of the machine to reduce any deterioration in communications.
- Radio wave interference may occur if radio wave equipment, such as a microwave is near the machine, and it is in the same frequency band as the radio wave used by the wireless LAN. Keep the machine away from radio wave sources as much as possible.

³ This does not include the up to 2.0 minutes to install the printer driver.

E. Firmware Upgrade

The imageCLASS MF236n and imageCLASS MF232w support 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/support>). 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.
- 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 MF236n and imageCLASS MF232w 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 MF230 Series Service Manual*.

F. Service Support Tools

The only tools required for servicing the imageCLASS MF236n/MF232w are part of the technician’s standard tool set. No special tools are required.

The oil in the table below should also be carried to ensure the imageCLASS MF236n and MF232w are serviced properly. For more information on the oil below, see the *imageCLASS MF 230 Series Service Manual*.

Table 7 — Oil

Type	Part Number ²	Usage/Remarks
Ethyl Alcohol	-	<ul style="list-style-type: none"> • Cleaning of metal parts, grease, and toner • Procure locally • Keep away from fire
Lubricant	HY9-0007	<ul style="list-style-type: none"> • Apply to the gears, shafts, and shaft supports. • Molykote EM-50L (Dow Corning Corporation)

² Item numbers and part numbers are subject to change without notice.

G. Cleaning

The imageCLASS MF236n and MF232w do not have parts which require cleaning during a service visit. If the platen glass becomes dirty during servicing, clean the glass with a dry, lint-free paper.

H. Periodic Replacement Parts

The imageCLASS MF236n and MF232w do not have parts that require periodic replacement.

I. 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 8 — Main Unit Consumables List

Description	Part Number ²	Quantity	Estimated Life (prints) ⁴	Remarks
Cartridge 137	9435B001AA	1	2,400	Based on the ISO/IEC standard

² Item numbers and part numbers are subject to change without notice.

J. 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 MF236n and imageCLASS MF232w do not have consumable parts that require replacement.

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

VI. Limited Warranty and Technical Support

A. Limited Warranty Conditions

The Canon imageCLASS MF236n and MF232w Limited Warranties are 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 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 ASF 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 ASF location that can provide Carry-In Service.

The end-user needs to contact the ASF 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

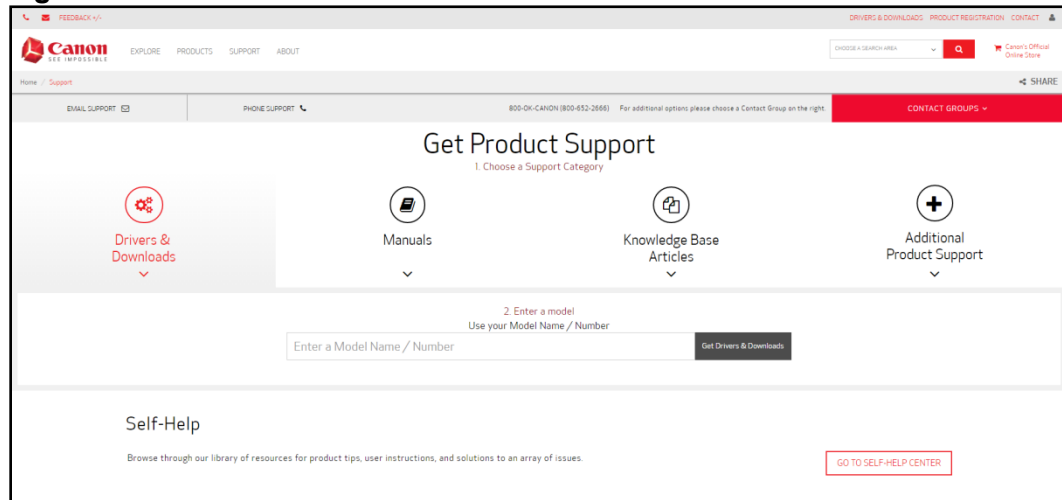
Canon USA will ship a replacement product to the end-user by the next business day (two (2) business days Exchange Service for Alaska and Hawaii), provided the request is made prior to 4 P.M. EST, Monday through Friday, except for holidays.

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://www.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 ASF 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 distributor or dealer, who then sells the eCarePAK to their 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 one (1) 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.
- Reimbursement to the ASF during the eCarePAK Extended Service Plan is through the ECP (Electronic Claims Processing) system. See [“Warranty Compensation Procedures.”](#) on p. 25.

1. Purchasing an eCarePAK Extended Service Plan

A customer (end-user) can purchase an eCarePAK Extended Service Plan from the dealer or reseller 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 ASFs to provide warranty and post-warranty service for the imageCLASS MF236n/MF232w.

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 MF236n and MF232w.
- 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. 25.

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

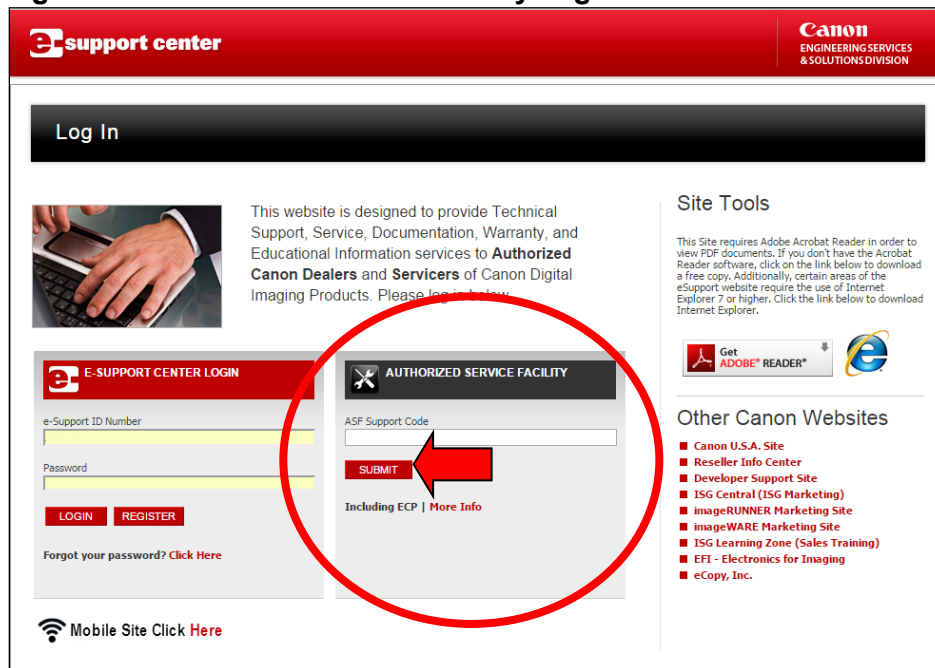


Figure 3 — Authorized Service Facility Support Center

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) 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:

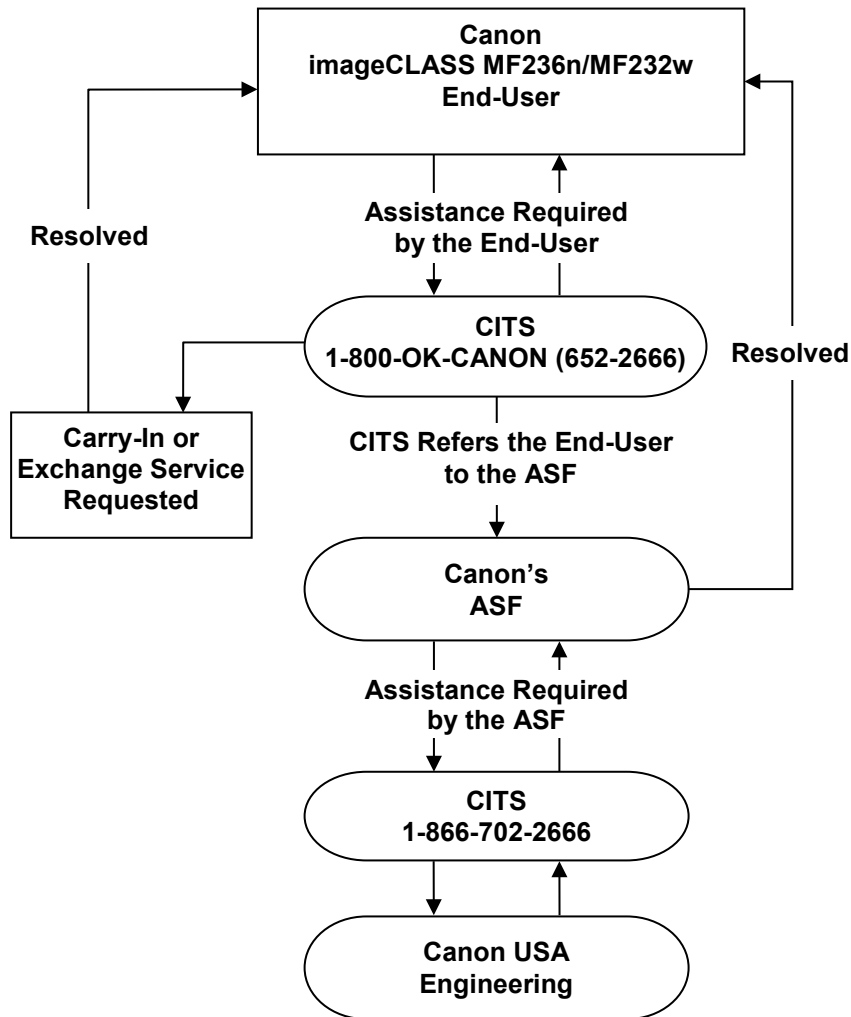
Canon Virginia Inc.
SOHO ASF Warranty
933 Achievement Way
Newport News, VA 23606

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 MF236n and imageCLASS MF232w 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.

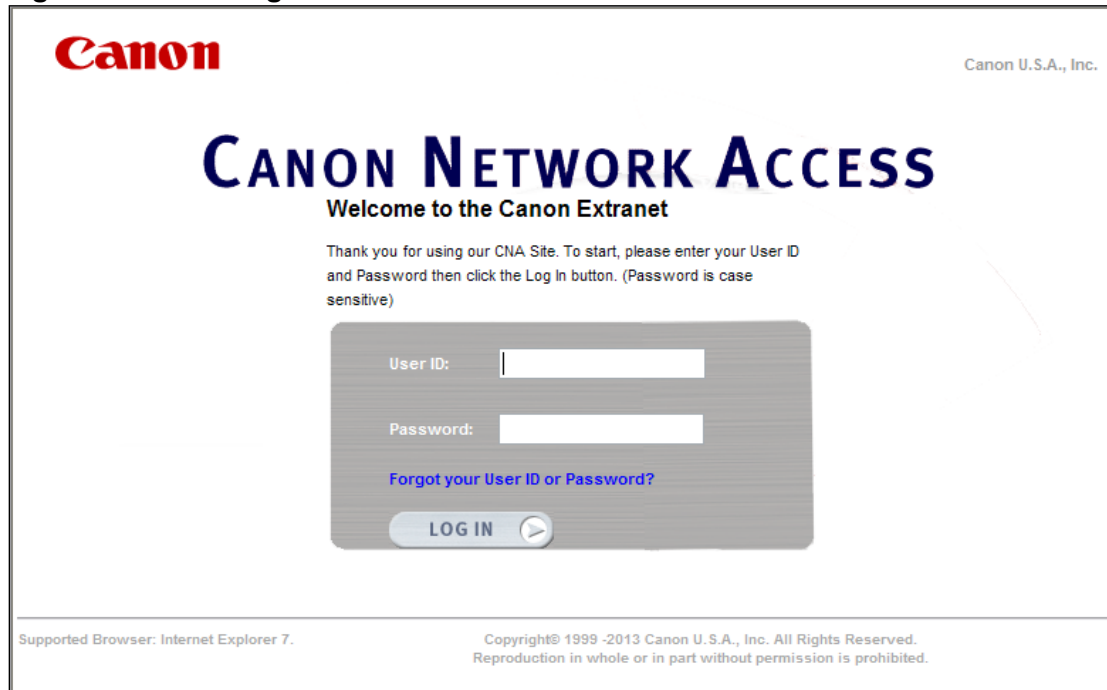
All ASF repairs must be warranted by the ASF for a period of thirty (30) days. If the same problem occurs within thirty (30) days, the ASF repairs the machine without charge to the customer. Additional parts may be claimed; however, no additional labor compensation is provided.

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

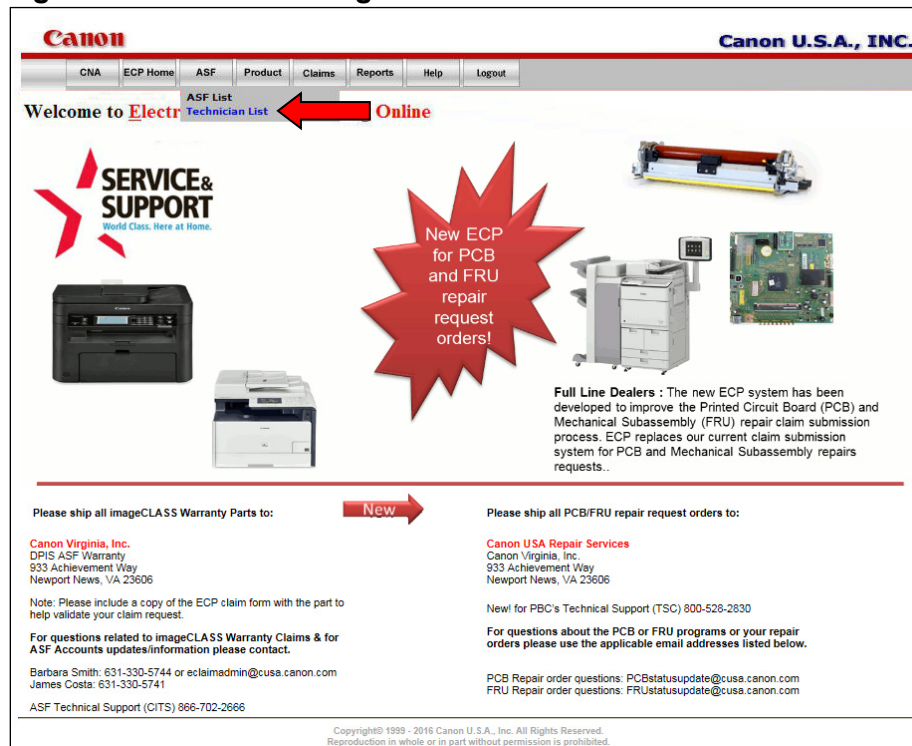


1. Adding a New Technician

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

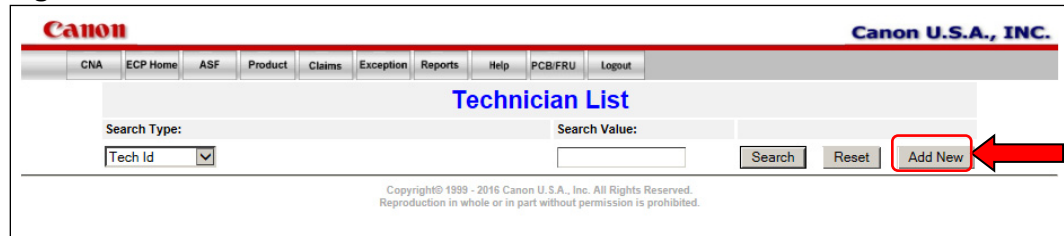
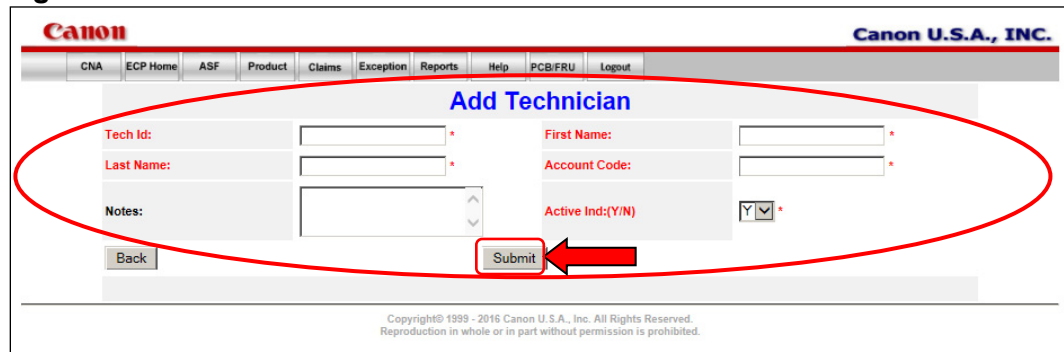


Figure 9 — ECP ASF Tab - Add Technician Information



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

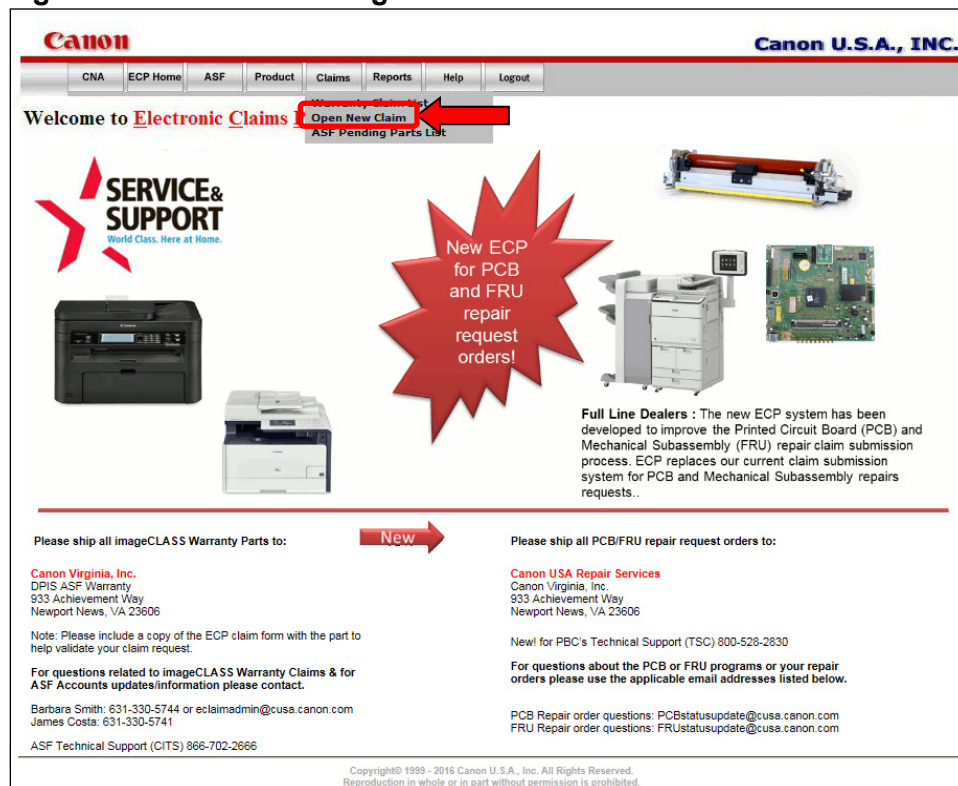


Figure 11 — ECP - Open New Claim Screen

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	Account Phone:	631-555-1234
Model Name:	Please select a Model	Model Number:	
Serial#:		Repair Number:	
Warranty Days:		POP Date:	
Exception Code:		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

Canon Canon U.S.A., INC.

CNA ECP Home ASF Product Claims Reports Help Logout

Open New Claim

Step 1 of 3 - Model Information Validation

Claim:	ECP-61300000089	Claim Status:	Pending Submit
Account Code:	PTBF	Account Name:	PROFESSIONAL SUPPLY CO., INC.
Tech Name:	F75FLF- FELDMANLEV	Account Phone:	999-999-9999
Model Name:	D1183 US	Model Number:	F15-7031-000
Serial:	ETZ12345	Repair Number:	
Warranty Days:	909	POP Date:	05/01/2013
Exception Code:		Submitted Date:	06/02/2013
ASF Dispatch Flag:	<input type="radio"/> Yes <input checked="" type="radio"/> No	ASF Dispatch Number:	

Step 2 of 3 - Service Customer Problem Cause & Parts Used In Claim - Information

First Name:	William	Last Name:	Taft
Address 1:	359 Park Avenue	Address 2:	
City:	New York	State:	NEW YORK
Zip:	11080	Company:	Star Technology
Phone:	212-865-7457 <small>*(Ex: 800-800-8999)</small>	Fax:	
Problem Code:	00 DOUBLE FEED/MULTIFEED	Case Code:	MALFUNCTION/DEFECTIVE

Part List	Qty:
FCS-1500-000 - TRAY, DOCUMENT	1
FCS-2009-000 - COVER, FRONT UPPER	1
FCS-3574-000 - CABLE, PLAT	1

Step 3 of 3 - Submit Part Compensation/Location/Action/Repair Time

Parts Compensation:	<input checked="" type="radio"/> Replenish & Edit*	Ship Method:	Please select a Shipping Method (For Replenish Only)
Action Code:	Please select an Action	Location Code:	Please select a Location
BMW Page Count:		Color Page Count:	
Total Repair Time:		Completion Date:	
Comments:	<input type="text"/>		

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 ASFs are required to submit their parts purchase orders electronically via CNA. No manual orders are accepted. The ASF is responsible for all shipping costs related to their order.

Figure 13 — CNA Log In

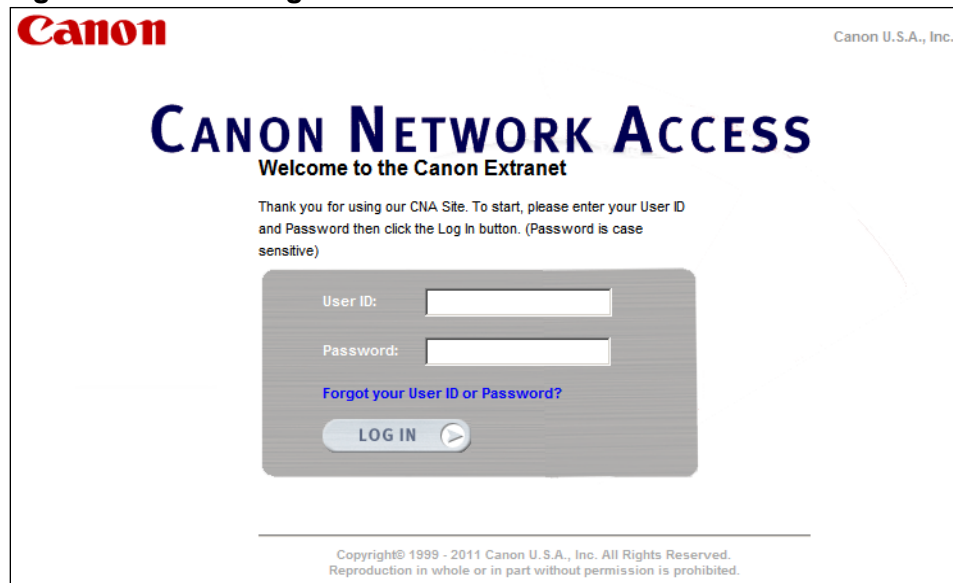


Figure 14 — ISG Central – CNA Tab



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
- Log on to the ECP system

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 ASF 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 schedule 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 — CNA – Order and Invoice Inquiry



XI. Appendix
A. Specifications

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

Table 10 — imageCLASS MF236n/MF232w Main Unit, Copy, and Print Specifications

Item	Description		
	imageCLASS MF236n	imageCLASS MF232w	
Printer Type	Desktop, Black-and-White Laser		
Print Speed ¹	Up to 24 ppm (Simplex LTR)		
Copy Speed	Up to 24 ppm (Simplex, LTR) using ADF	No ADF	
First Print Time	Approximately 6 seconds (LTR)		
First Copy Time	Approximately 9 seconds (LTR)		
Warm Up Time (at a room temp. of 68°F (20°C)) ⁵	Approximately 12 seconds		
Printer Language	UFR II LT (host-based)		
Print Resolution	Up to 600 dpi x 600 dpi		
Copy Resolution	Up to 600 dpi x 600 dpi		
Copy Ratio	100% Direct, 400% Max, 200%, 129% STMT->LTR, 78% LGL->LTR, 64% LTR->STMT, 50%, 25% Min		
Maximum Print Size	Up to 8 1/2" x 14" (Legal)		
Print Modes	Toner Saver, Page Composer, and Watermark		
Copy Modes	Memory Sort, 2 on 1, 4 on 1, and ID Card Copy		
Print and Copy Memory	256 MB (shared)		
Mobile Print	-	WiFi Direct Print	
Maximum Monthly Print Volume	Up to 15,000 pages		
Environmental Conditions	Temperature: 50°F to 86°F (10°C to 30°C) Humidity: 20% to 80% RH (Relative Humidity) (No Condensation)		
Noise	Standby	Inaudible ⁶	
	Operation	Sound Power	Approximately 6.5 B (SADF) Approximately 6.6 B (Platen)
		Sound Pressure	Approximately 51 dB

¹ 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.

⁵ Warm-up time may vary, depending on the environment and conditions under which the machine is used.

⁶ Indicates that the sound pressure level of each bystander position is below the ISO 7779 absolute criteria for the background noise level.

imageCLASS MF236n/MF232w Main Unit, Copy, and Print Specifications Continued

Item		Description	
		imageCLASS MF236n	imageCLASS MF232w
Power Requirements		120V – 127V AC, 60 Hz, 15 A	
Plug		NEMA 5-15	
Power Consumption	Maximum	Approximately 1,050 W	
	Standby	Approximately 5.1 W	Approximately 4 W
	During Operation	Approximately 420 W	
	Sleep Mode	USB Connection: Approximately 1.1 W Wired LAN Connection: Approximately 1.3 W Wireless LAN Connection: Approximately 1.8 W (MF232w)	
	Power Is OFF⁷	Approximately 0.5 W or less	
Dimensions (H x W x D)		Approximately 14.2" x 15.4" x 14.6" (360 mm x 390 mm x 371 mm)	Approximately 12.3" x 15.4" x 14.6" (312 mm x 390 mm x 371 mm)
Weight		imageCLASS MF236n: Without Cartridge: Approximately 25.4 lb (11.5 kg) imageCLASS MF232w: Without Cartridge: Approximately 22.5 lb (10.2 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 11 — Scanner Specifications

Item		Specifications
Type		Color Scanner
Maximum Scan Size	Platen Glass	Up to 8 1/2" x 11 3/4"
	Feeder	Up to 8 1/2" x 14"
Scan Resolution	Platen Glass	Up to 600 dpi x 600 dpi
	Feeder⁸	Up to 300 dpi x 300 dpi
	Interpolated	Up to 9,600 dpi x 9,600 dpi
Scan Speed⁹ (LTR, 300 x 300 dpi)	Color	Approximately 4 seconds per sheet
	B&W	Approximately 3 seconds per sheet
Driver		TWAIN WIA 2.0 (Windows Vista, 7, 8 or later, Server 2003/2003 R2/2008/2008 R2/2012/201 2R2) ICA (Mac OS X 10.5.8 or later)

Table 12 — Paper Handling Specifications

Item		Description
Paper Source/Capacity		Paper Cassette: 250 sheet capacity ¹⁰ Multi-Purpose Tray: 1 sheet capacity ¹⁰
ADF Capacity (imageCLASS MF236n only)		35 sheet capacity
Paper Output¹¹	Output Tray	Approximately 100 sheets (face-down) ¹⁰
Paper Weight		Approximately 16 lb bond to 60 lb cover (60 to 163 g/m ²)
Media Sizes	Paper Cassette	Letter, Legal, Executive, Statement, Officio, Gov't Letter, Gov't Legal, Foolscap, Envelopes: COM10, C5, DL, and Custom: Width: 3" to 8 1/2"; Length: 8 1/4" to 14"
	Multi-Purpose Tray	Letter, Legal, Executive, Statement, Officio, Gov't Letter, Gov't Legal, Foolscap, 3" x 5", Envelopes: COM10, Monarch, C5, DL, and Custom: Width: 3" to 8 1/2"; Length: 5" to 14"
Media Types¹²		Plain Paper, Heavy Paper, Recycled Paper, Color Paper, Bond Paper, Labels, and Envelopes
Envelope Capacity	Paper Cassette	Up to 20 envelopes
	Multi-Purpose Tray	1 envelope
Envelope Types		COM10, Monarch (tray only), C5, DL

8 imageCLASS MF236n only.

9 The scan speed is based on scanning from the platen glass. The communication time is not included.

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

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

12 Chlorine-free paper can be used.

Table 13 — Connectivity and Software Specifications

Item	Specifications
Standard Interfaces	<ul style="list-style-type: none"> • USB 2.0 (A USB cable is not included.)¹³ • 10Base-T/100Base-TX Ethernet (Network)
Network Functions	Print, Scan, Copy, PC Fax (imageCLASS MF263n only)
Embedded Web Server	Yes (Remote UI)
Web Browser Support for Remote UI	Internet Explorer 7.0 or higher on Windows Vista/7/8/higher, Safari 3.2.1 or higher on Mac OS X 10.5.8/higher (except for Classic environment)
Bundled Software	Canon Printer Driver, e-Manual, Wireless Setup Assistant, MF Scan Utility, Address Book Tool, imageWARE Enterprise Management Console Drivers are available for download from http://www.usa.canon.com/support
Supported Operating Systems	Windows 10, 8.1, 8, 7, Windows Vista Windows Server 2012 R2/2012/2008 R2/2008/2003/2003 R2 Mac OS X V10.5.8 and higher

Table 14 — Wireless Network Specifications (imageCLASS MF232w only)

Item	Specifications
Standard Interfaces	IEEE 802.11b/g/n (Wireless) ¹⁴
Wi-Fi Connection Method	WPS (Wi-Fi Protected Setup), Manual Setup
Wi-Fi Communication Mode	Infrastructure Mode/Access Point Mode
Wi-Fi Security	Infrastructure Mode WEP, WPA-PSK (TKIP/AES-CCMP), WPA2-PSK (TKIP/AES-CCMP) Access Point Mode WPA2-PSK (AES-CCMP)
Wi-Fi Frequency Range	2,412 to 2,462 MHz

13 USB 2.0 requires Windows 10, 8.1, 8, 7, or Vista.

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

Table 15 — Fax Specifications (imageCLASS MF236n only)

Item	Specifications
Line Used	PSTN (Public Switched Telephone Network) ¹⁵
Communication Mode	Super G3, G3
Modem Speed	Super G3: Up to 33.6 Kbps G3: Up to 14.4 Kbps Automatic Fallback
Compression Method	MH, MR, MMR
Transmission Speed	Approximately 3.0 seconds per page ¹⁶ (ECM-MMR, transmitting from memory at 33.6 Kbps)
Fax Resolution	Up to 200 x 400 dpi (Ultra Fine)
Receiving	Automatic Reception, Remote Reception by Telephone (Default ID: 25)
Memory Capacity (Sending and Receiving)	Up to 256 pages ¹⁶ (Total pages of transmission/reception) Maximum number of fax jobs that can be sent from memory: 10 Maximum number of fax jobs that can be received into memory: 90
Dialing	One-touch keys (4 destinations), Coded dialing (100 destinations), Group dialing (103 groups), Address Book dialing, Regular dialing (with numeric keys), Automatic redialing, Manual redialing, Sequential broadcast (114 destinations)
Reports	Send Results Report, Transmission Management Report ¹⁷ and RX Results Report

15 The Public Switched Telephone Network currently supports fax modem speeds up to 28.8 Kbps, depending on telephone line conditions. Fax machines that can send and receive documents must conform to ITU-T v.34 guidelines.

16 Based on the ITU-T (ITU Telecommunication Standardization Sector) Standard Chart No. 1, MMR standard mode.

17 Output automatically after 40 transmissions.

B. Warranty

1. imageCLASS MF236n/MF232w 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-ROM'S 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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