

# Canon

imageCLASS MF426dw / MF424dw



imageCLASS  
MF429dw



# *Service Guide*

**For Authorized Service Facilities**

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**THIS SERVICE GUIDE INCLUDES THE INFORMATION RELATING TO THE imageCLASS MF420dw Series.**

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## REVISION HISTORY

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—	March 2018	All	Release of the imageCLASS MF420dw Series Service Guide for Authorized Service Facilities.

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## I. Product Overview

The Canon imageCLASS MF420dw Series consists of three models: imageCLASS MF424dw, MF426dw, and MF429dw. These models are compact, B&W (black-and-white), wireless, laser printers, and bring the following capabilities to users in a small office or home office environment:

- The imageCLASS MF420dw Series machines print in B&W at speeds of up to 40 ppm (pages-per-minute) using 1-sided, LTR (Letter) size paper<sup>1</sup>. They are duplex, AirPrint printers, and contain mobile print and Secured Print features.
- Only the imageCLASS MF429dw can copy LGL (Legal) size paper from the platen glass and ADF (Automatic Document Feeder), and contains soft counters to track the number of copies and printouts.
- Print resolution of up to 600 dpi x 600 dpi (dots per inch).
- The imageCLASS MF420dw Series machines have a standard front-loading paper cassette (capacity of up to 250 sheets), and a multi-purpose tray (capacity of up to 100 sheets (LTR, 20 lb bond (80 g/m<sup>22</sup>)).
- A standard 5" color, touch-panel display is attached.
- Includes two USB ports for printing.
- Standard UFR (Ultra-Fast Rendering) II, PCL 5/6, and PS (PostScript)<sup>2</sup> printing.
- Built-in network connectivity that supports network printing.
- Wi-Fi capabilities at speeds of up to 802.11b/g/n<sup>3</sup>.
- Support for mobile printing from Apple iOS and Android mobile devices.

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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.

2 Standard only on the imageCLASS MF426dw and MF429dw.




3 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](http://www.cna.cusa.canon.com) for the most up-to-date item numbers.

**Table 1 — Configuration**

Item			Item Number <sup>4</sup>
<b>imageCLASS MF424dw</b> 	<b>imageCLASS MF426dw</b> 	<b>imageCLASS MF429dw</b> 	
imageCLASS MF424dw			2222C002AA
imageCLASS MF426dw			2222C003AA
imageCLASS MF429dw			2222C001AA
<b>Supplies and Consumables</b>			
Cartridge 052 (Yields approximately 3,100 pages (LTR), with the factory default print density setting.)			2199C001AA
Cartridge 052H (High-Yield Cartridge yields approximately 9,200 sheets (LTR), with the factory default print density setting.)			2200C001AA
<b>Optional Hardware Accessories</b>			
Cassette Feeding Unit-AH1 (550-sheet capacity, can attach one (1) unit)			0732A033AA
<b>Service Materials and Parts Catalog</b>			
imageCLASS MF420dw Series Service Manual			Available for download on the <a href="#">e-Support</a> Web site
imageCLASS MF420dw Series Parts Catalog			

<sup>4</sup> 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. 18.

Model	Tier	Extended Coverage Length and Type	Item Number <sup>4</sup>
imageCLASS MF424dw and imageCLASS MF426dw	2E	1 Year Exchange/Carry-In	5707B042AA
		2 Year Exchange/Carry-In	5707B043AA
		3 Year Exchange/Carry-In	5707B044AA
		4 Year Exchange/Carry-In	5707B045AA
imageCLASS MF429dw	4E	1 Year Exchange/Carry-In	5707B050AA
		2 Year Exchange/Carry-In	5707B051AA
		3 Year Exchange/Carry-In	5707B052AA
		4 Year Exchange/Carry-In	5707B053AA

<sup>4</sup> 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.

<b>imageCLASS MF420dw Series Box Contents</b>
• Main Unit
• Power Cord
• User Software DVD-ROM
• Telephone Cable
• Warranty Cards (for both U.S.A. and Canada)
• Starter Guide
• Standard Cartridge 052 (Yields approximately 3,100 sheets (LTR, 20 lb bond (80 g/m <sup>2</sup> )))

**C. Monthly Print/Copy 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/Copy Volume**

<b>Model</b>	<b>Optimum Performance Range</b>	<b>Maximum Monthly Print/Copy Volume</b>
imageCLASS MF424dw	500 to 4,000 prints/copies	Up to 80,000 prints/copies
imageCLASS MF426dw		
imageCLASS MF429dw		

### **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 MF420dw Series device-training program.

### **IV. Educational Services**

#### **A. Training Program Overview**

Technicians who successfully complete the imageCLASS MF420dw Series online course, are certified to service and support the imageCLASS MF420dw machines.

The imageCLASS MF420dw Series online course is available via the TRAINING section of the [Authorized Service Facility Support Center](#) Web site. The course shows technicians how to service and maintain the imageCLASS MF420dw Series machines, and contains an overview of the product specifications, features, and technical functionality of the machines.

#### **B. Certification**

A service technician must download the imageCLASS MF420dw Series online training course to be certified to service this product.

#### **C. Who Should Complete**

Any service technician who is responsible for servicing and supporting the imageCLASS MF420dw Series machines, must complete the imageCLASS MF420dw Series online course successfully to receive technical support on these products.

#### **D. Prerequisites**

It is highly recommended the service technician have:

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

### **E. Course Format**

The imageCLASS MF420dw Series online course is self-paced. It introduces the student to the service information for the machine, and familiarizes the service technician with important areas of the Service Manual and User's Guide.

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

- Print Version of the Course
- Service Manual
- e-Manual

It takes approximately 2.0 hours to complete this course successfully. 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)

#### **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, and then 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.

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

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

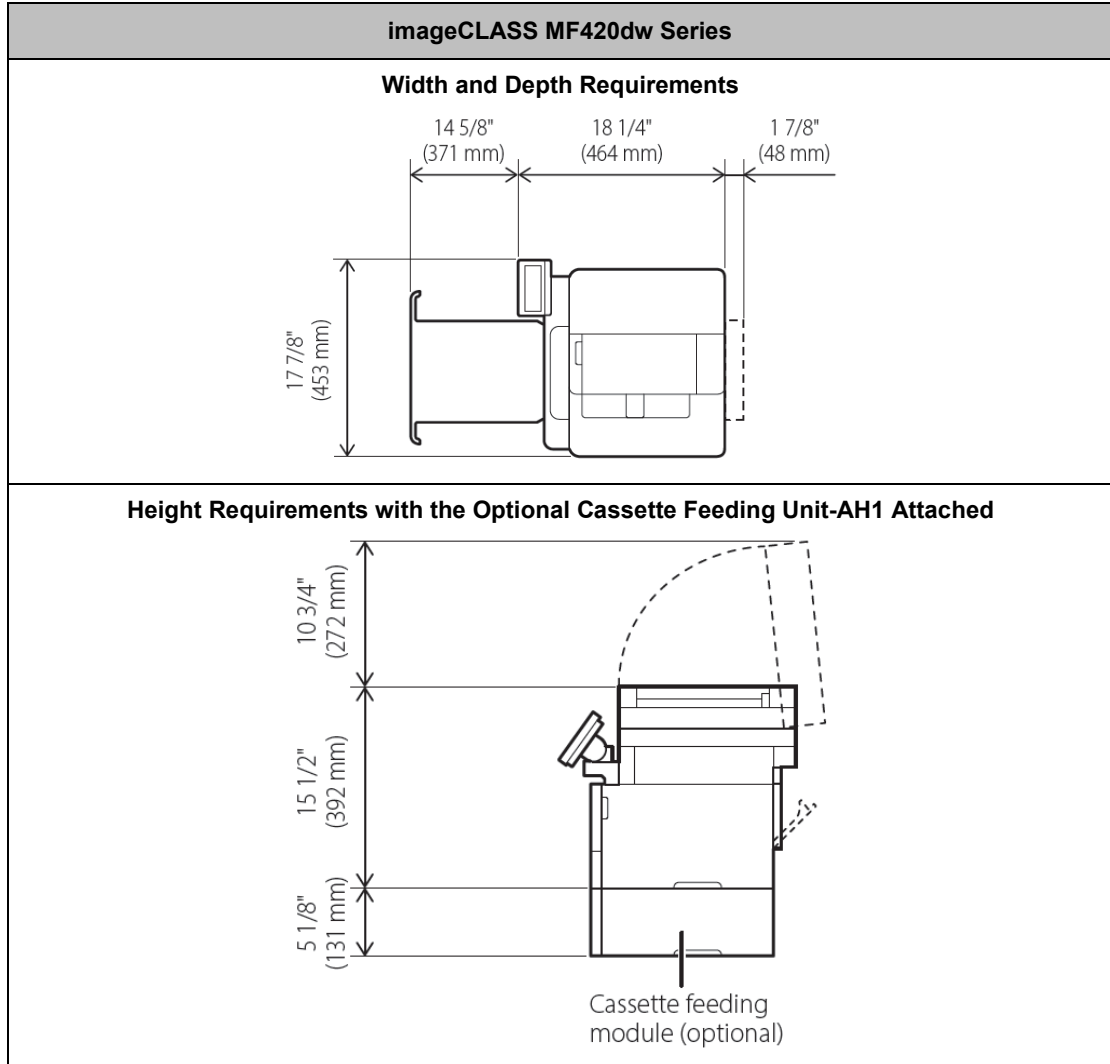
The imageCLASS MF420dw Series devices require a NEMA 5-15 receptacle for proper operation. Before installation, confirm that a proper NEMA receptacle is available. It is not necessary to have a dedicated line.

**Table 4 — Power and Plug Requirements**

**B. Installation Space Requirements**

The approximate installation space requirements for the imageCLASS MF420dw Series machines are shown below.

**Table 5 — imageCLASS MF420dw Series Installation Space Requirements**



**IMPORTANT**

Make sure that there is approximately 4" (100 mm) or more of space around the machine for proper installation, operation, and service.

**C. Estimated Installation Time**

The table below indicates the estimated length of time needed to install the main unit and optional accessories from an unpacked condition. The estimated installation times are based on one (1) experienced technician.

**Table 6 — Estimated Installation Times**

Description	Estimated Time
imageCLASS MF420dw Series Main Unit	4 minutes
Cassette Feeding Unit-AH1	1.5 minutes

**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 the Remote Services Suite.

**E. Notes on the Wireless LAN**

- The imageCLASS MF420dw Series machines are 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.

## F. Firmware Upgrade

This section describes the two most popular methods used to upgrade the firmware. For more information on the other methods, see the *imageCLASS MF420dw Series Service Manual*.

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.
- Only the Main 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 MF420dw Series 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 MF420dw Series Service Manual*.

### G. Special Tools and Solvents

In addition to the standard tools used to service this device, a service technician should also carry special tools to maintain the machine, and carry specific solvents and oils for the cleaning and lubrication of key components of the machine.

For more information on the special tools, solvents, and oils, see the *imageCLASS MF420dw Series Service Manual*.



#### IMPORTANT

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

### H. Cleaning

There are no parts that require cleaning.

### I. Periodic Replacement Parts

There are no parts that require periodic replacement.



## J. 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	Part Number <sup>4</sup>	Quantity	Estimated Life (prints) <sup>5</sup>	Remarks
Cartridge 052	2199C001AA	1	3,100	Based on the ISO/IEC standard
Cartridge 052H	2200C001AA	1	9,200	

<sup>4</sup> Item numbers and part numbers are subject to change without notice.

## K. Consumable Parts

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

The imageCLASS MF420dw Series machines and the optional Cassette Feeding Unit-AH1 do not have consumable parts that require replacement.

<sup>5</sup> The value is based on LTR paper with the factory default print density setting.

**L. Soft Counters**

Only the imageCLASS MF429dw machine uses soft counters to track its functional copy use. The control panel displays up to two counters on the Counter Status Check screen (when the Counter Check key on the control panel is pressed). By default, the imageCLASS MF429dw machine displays 2 out of 6 counters on the Counter Status Check screen.

The table below indicates the default counter configurations of the imageCLASS MF429dw machine that is displayed on the Counter Status Check screen. For more information on the soft counter configurations, see the *imageCLASS MF420dw Series Service Manual*. Specifically, refer to the Service Mode section of the Service Manual that covers the setting under COPIER > OPTION > USER.

**Table 8 — Soft Counter Configuration**

Counter	Description	Default Display	Default Switch
1	101: Total 1	On	Fixed
2	201: Copy (Total 1)	On	May be changed via Service Mode setting to any available counter.
3	Not Displayed	Off	
4	Not Displayed	Off	
5	Not Displayed	Off	
6	Not Displayed	Off	

The displayed counters can be changed, enabled, or disabled in the Service Mode, except for Counter 1. Counter 1 cannot be changed under any circumstances.

Since the imageCLASS MF429dw machine 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**

- imageCLASS MF429dw: Effective for one (1) year following the delivery of the machine to the original purchaser.
- imageCLASS MF424dw and imageCLASS MF426dw: Effective for three (3) years following the delivery of the machine to the original purchaser

The service coverage period can be extended by the purchase of a Canon eCarePAK. See [“eCarePAK Extended Service Plan,”](#) on p. 18 for more information.

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 other 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. ET (Eastern 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 he/she can carry in the defective product and have it repaired.

CITS helps 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 provides 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 helps 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

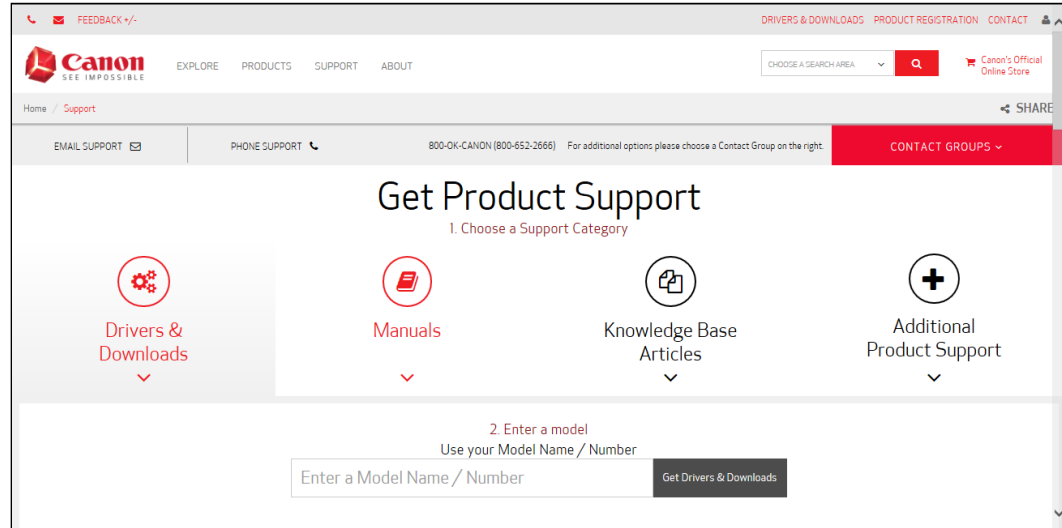
Canon USA ships a replacement product to the end-user by the next business day (two (2) business days Exchange Service for Alaska and Hawaii), provided the request is made prior to 4 P.M. ET, Monday through Friday, except for holidays.

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 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 is a post-warranty extended service plan that can be purchased in bulk by a reseller or distributor, who then sells the eCarePAK to its customers.

The eCarePAK Extended Service Plan enables the customer to extend the service coverage on their Canon product beyond the one (1) year or three (3) years 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 reseller or distributor who sold them the machine. Only a reseller 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 about eCarePAKs via e-mail message to [ecarepak\\_support@cusa.canon.com](mailto: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 MF420dw Series machines.

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 MF420dw Series.
- The ASF must be able to invoice for repair service through the Internet.
- ASFs must maintain accurate service records. All repairs must be recorded properly, 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. ET, 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.

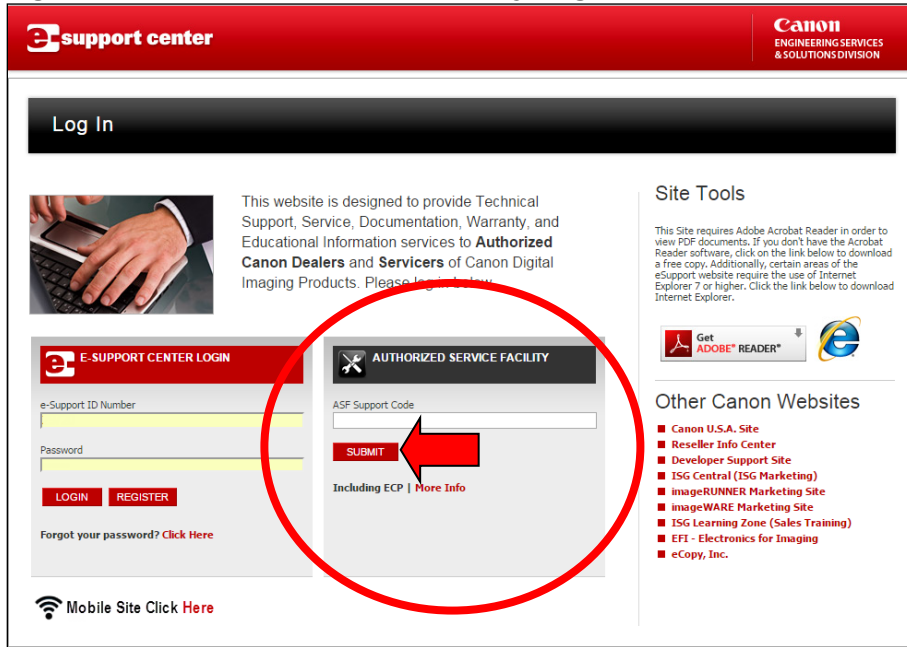
Canon USA's [Authorized Service Facility Support Center](#) Web site is designed to give ASFs access to the following technical support information:

- 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](http://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**



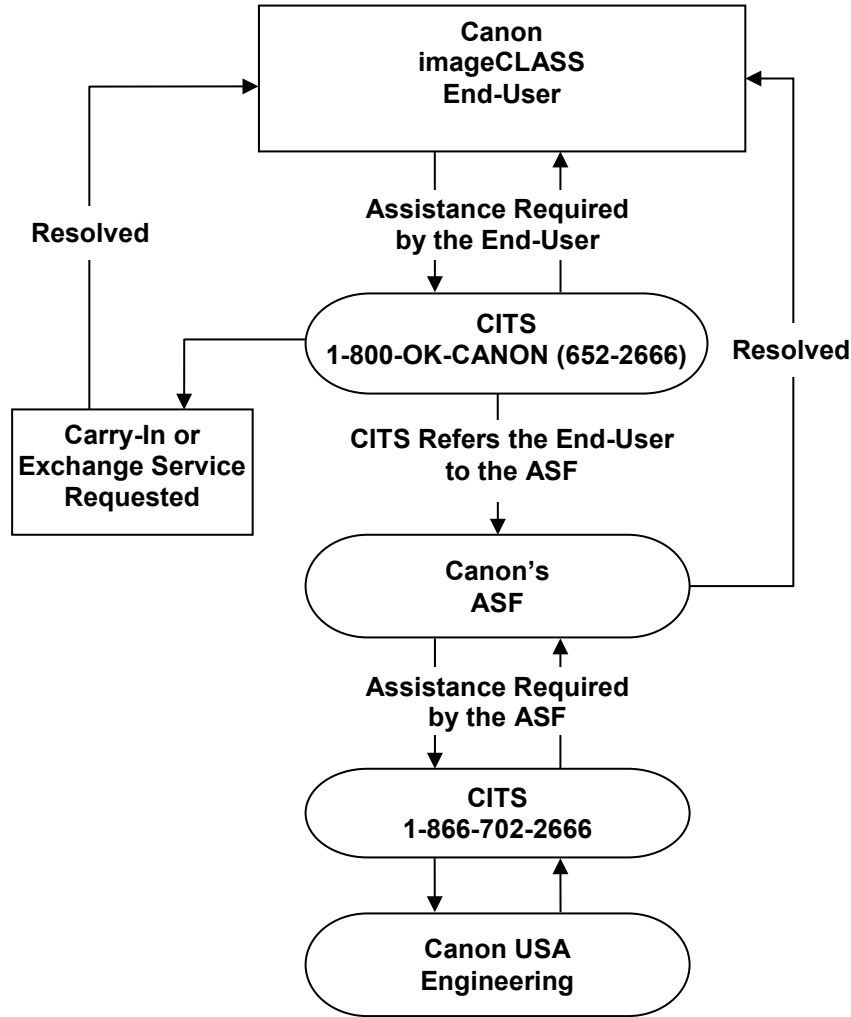
**Figure 3 — Authorized Service Facility Support Center**



**C. Call Escalation Procedure**

Canon USA provides a time-sensitive call escalation process for all imageCLASS MF420dw Series 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.

Incident Type	Warranty
Manufacturer's defect	Yes
Manufacturer's upgrade	Yes
Service adjustment/normal wear-and-tear	Yes
Installation	No
Installation of drivers	No
Software application related	No
Configuration set up	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 be 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. ET, except for holidays at 1-866-702-2666 for authorization.

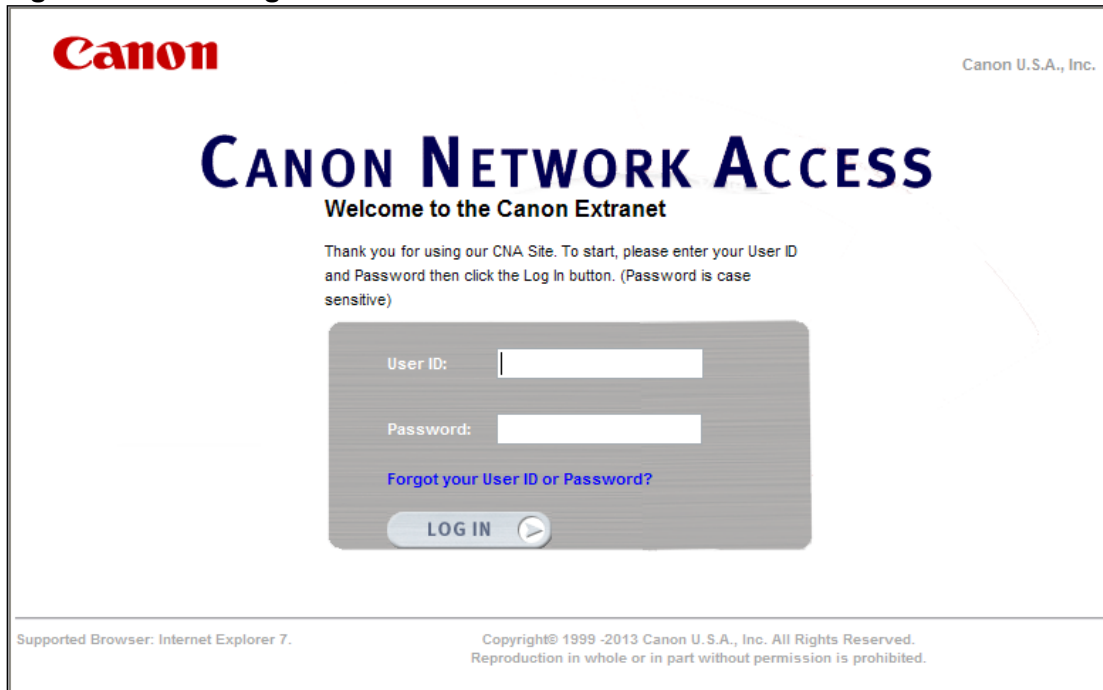
All ASF repairs must be warranted by the ASF for a period of thirty (30) days. If the same problem occurs within thirty (30) days, the ASF repairs the machine without charge to the customer. Additional parts may be claimed; however, no additional labor compensation is provided.

**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](http://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](mailto: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 on 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

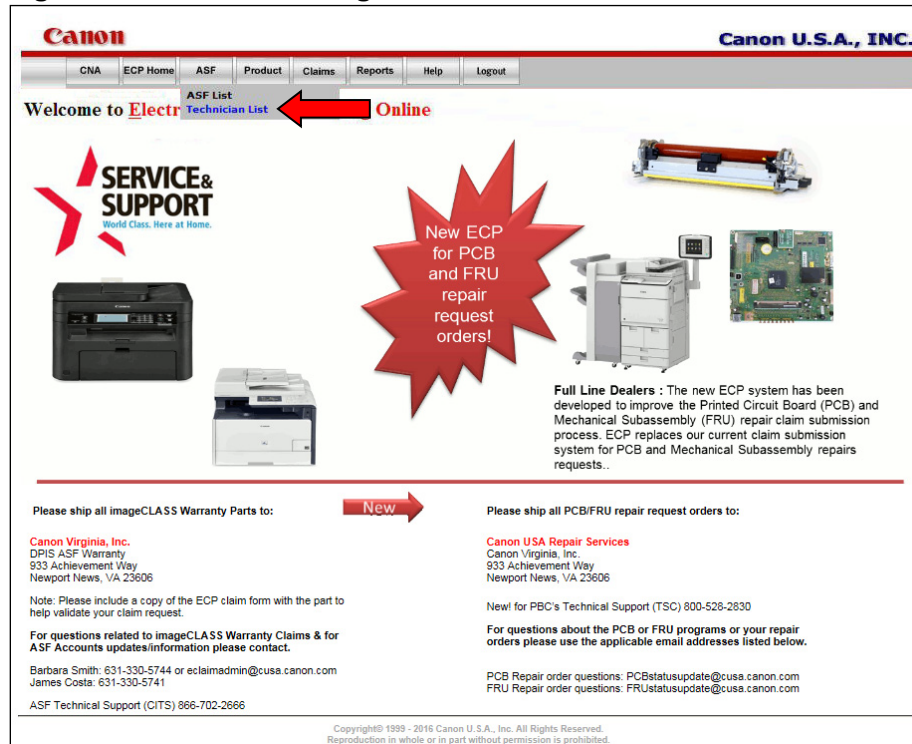


### 1. Adding a New Technician

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**

Canon U.S.A., INC.

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

**Technician List**

Search Type: Search Value:

Tech Id  Search Reset Add New

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**Figure 9 — ECP ASF Tab – Add Technician Information**

Canon U.S.A., INC.

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

**Add Technician**

Tech Id:  \*

Last Name:  \*

Notes:

First Name:  \*

Account Code:  \*

Active Ind:(Y/N)  Y  N \*

Back Submit

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## 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

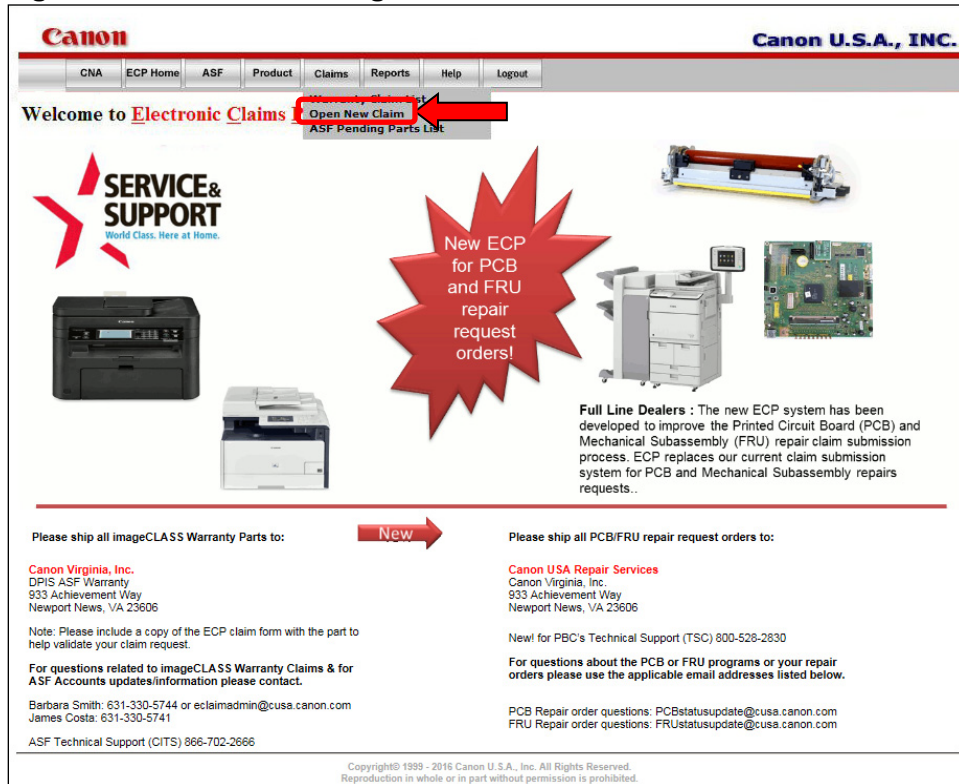


Figure 11 — ECP — Open New Claim Screen

**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 with the following details:

- Step 1 of 3 - Model Information Validation:**
  - Claim #: ECP451300000089
  - Account Code: P7BF
  - Tech Name: P7BFLE FELDMANLEV
  - Model Name: 01180 US
  - Serial: ETZ12345
  - Warranty Days: 909
  - Exception Code:
  - ASF Dispatch Flag:  Yes  No
  - 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
  - ASF Dispatch Number:
- Step 2 of 3 - Service Customer Problem/Case & Parts Used In Claim - Information:**
  - First Name: William
  - Address 1: 359 Park Avenue
  - City: New York
  - Zip: 11080
  - Phone: 212-865-7457 (Ex: 999-999-9999)
  - Problem Code: 00 DOUBLE FEED/MULTIFEED
  - Part List:
    - FCS-1500/000 - TRAY, DOCUMENT Qty: 1
    - FCS-2009/000 - COVER, FRONT UPPER Qty: 1
    - FAC-3574/000 - CABLE, PLAT Qty: 1
  - Last Name: Taft
  - Address 2:
  - State: NEW YORK
  - Company: Star Technology
  - Fax:
  - Case Code: MALFUNCTION/DEFECTIVE
- Step 2 of 3 - Submit Part Compensation/Location/Action/Repair Time:**
  - Parts Compensation:  Replenish  Credit
  - Action Code: Please select an Action
  - BW Page Count:
  - Total Repair Time: (In Minutes)
  - Comments:
  - Submit / Cancel buttons
  - Ship Method: Please select a Shipping Method (For Replenish Only)
  - Location Code: Please select a Location
  - Color Page Count:
  - Completion Date:

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**

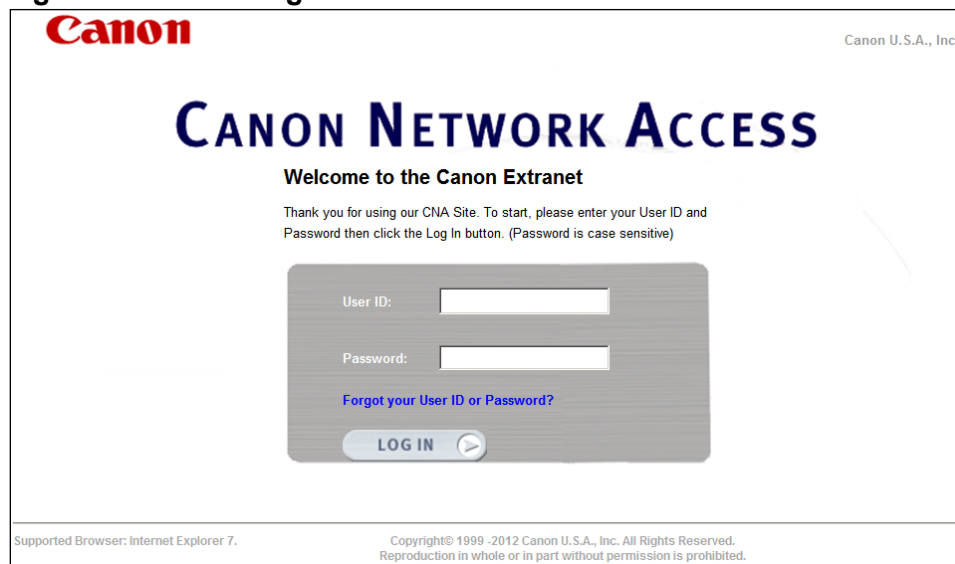


Figure 14 — ISG Central



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

**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.

**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. ET.

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](mailto: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 9 — imageCLASS MF420dw Series Main Unit, Copy, and Print Specifications**

Item	Specifications		
	MF429dw	MF426dw	MF424dw
Printer Type	Desktop, Black-and-White Laser		
Print and Copy Speed <sup>1</sup>	Up to 40 ppm (Simplex LTR), Up to 32 ppm (Simplex LGL)		
First Print Time	Approximately 6 seconds (LTR)		
First Copy Time	Approximately 6 seconds (LTR)		
Warm Up Time <sup>6</sup>	From Power ON	Approximately 14 seconds	
	From Deep Sleep	Approximately 4 seconds	
Document Feeder Capacity <sup>7</sup>	50 sheets		
Printer Language	UFR II, PCL5/6, PS3		UFR II, PCL5/6
Print Resolution	Up to 600 dpi x 600 dpi		
Reading Resolution	Up to 600 dpi x 600 dpi		
Gradation	Up to 256 Gradations		
Copy Ratio	100% (Direct), 400% (Maximum), 200%, 129% (STMT > LTR), 78%, (LGL > LTR), 64%, (LTR > STMT), 50%, and 25% (Minimum)		
Maximum Paper Size	Up to 8 1/2" x 14" (Legal)		
Maximum Number of Copies	Approximately 999 copies		
Duplex Print	Yes (Automatic)		
Copy Modes	Paper Setting, Favorite Settings, Two-sided, Original Type Selection, Cancel, N-on-1, Density Adjustment, Sharpness, Erase Frame, Collate, Copy ID Card		
Print and Copy Memory	Up to 1 GB (Shared)		
Direct Print from USB	JPEG, TIFF, PDF formats		
Mobile Print	Canon Print Business App, Apple AirPrint, Mopria Print Service, Google Cloud Print		
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)	

<sup>1</sup> The print and copy speed is based on internal testing, and may vary, depending on the number of prints/copies, paper size, paper type, and paper orientation selected.

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

<sup>7</sup> Based on 20 lb bond (80 g/m<sup>2</sup>) paper.

## imageCLASS MF420dw Series Main Unit, Copy, and Print Specifications Continued

Item		Specifications		
		MF429dw	MF426dw	MF424dw
Power Requirements		120V – 127V AC, 60 Hz, 6.5 A		
Plug		NEMA 5-15		
Power Consumption	Maximum	Approximately 1,320 W		
	Standby	Approximately 10 W		
	Sleep Mode	Approximately 0.9 W		
	Power Is OFF <sup>8</sup>	Approximately 0.1 W		
Dimensions (W x D x H)		Standard Configuration: Approximately 17 7/8" x 18 1/4" x 15 1/2" (453 mm x 464 mm x 392 mm) With the Optional Cassette Feeding Unit-AH1 Approximately 17 7/8" x 18 1/4" x 21.6" (453 mm x 464 mm x 548 mm)		
Weight		Approximately 35.8 lb (16.2 kg)		

**Table 10 — Scanner Specifications**

Item		Specifications		
		MF429dw	MF426dw	MF424dw
Type		Color Scanner		
Maximum Scan Size	Platen Glass	Up to 8 1/2" x 14"		
	Feeder			
Scan Resolution	Platen Glass	Up to 600 dpi x 600 dpi		
	Feeder			
Scan Speed <sup>9</sup> (LTR, 600 x 600 dpi)	1-Sided	Approximately 13/38 ipm (Color/B&W) (300 x 600 dpi)		
	2-Sided	Approximately 26/70 ipm (Color/B&W) (300 dpi)		
Driver		ScanGear MF for TWAIN, WIA, ICA		

<sup>8</sup> 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.

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

**Table 11 — Paper Handling Specifications**

Item		Specifications		
		MF429dw	MF426dw	MF424dw
Paper Source/Capacity	Paper Cassette (Standard)	Up to 250 sheets <sup>7</sup>		
	Multi-Purpose Tray	Up to 100 sheets <sup>7</sup>		
	Cassette Feeding Unit-AH1	Up to 550 sheets <sup>7</sup>		
Paper Output <sup>10</sup>	Output Tray	Up to 65 sheets (LTR) <sup>7</sup>		
Paper Weight	Paper Cassette	Approximately 14 to 32 lb bond (52 to 120 g/m <sup>2</sup> )		
	Multi-Purpose Tray	Approximately 14 lb bond to 90 lb index (52 to 163 g/m <sup>2</sup> )		
Media Sizes	Paper Cassette	Letter, Legal, Executive, Statement, Custom: Width: 4.1" to 8 1/2"; Length: 5.8" to 14"		
	Multi-Purpose Tray	Letter, Legal, Executive, Statement, Envelopes: COM10, Monarch, C5, DL, and Custom Width: 3" to 8 1/2", Length: 5" to 14"		
Media Types	Paper Cassette	Thin Paper, Plain Paper, Recycled Paper, Heavy Paper (90 to 120 g/m <sup>2</sup> ), and Bond Paper		
	Multi-Purpose Tray	Thin Paper, Plain Paper, Recycled Paper, Heavy Paper (90 to 163 g/m <sup>2</sup> ), Bond, Labels, and Envelopes		
Envelope Capacity		Multi-Purpose Tray: Up to 10 envelopes		
Envelope Types		COM10, Monarch, ISO-C5, DL		

<sup>7</sup> Based on 20 lb bond (80 g/m<sup>2</sup>) paper.

**Table 12 — Cassette Feeding Unit-AH1 (Optional) Specifications**

Item	Specifications
Paper Capacity	550 sheets <sup>7</sup>
Power Supply	From the main unit
Paper Weight	Approximately 14 to 32 lb bond (52 to 120 g/m <sup>2</sup> )
Paper Sizes	Letter, Legal, STMT, Executive, Custom: Width: 4.1" to 8 1/2"; Length: 5.8" to 14"
Dimensions (W x D x H)	15.7" x 14.7" x 6.1" (399 mm x 373 mm x 156 mm)
Weight	Approximately 8.3 lb (3.8 kg)

<sup>7</sup> Based on 20 lb bond (80 g/m<sup>2</sup>) paper.

<sup>10</sup> May vary, depending on the installation environment and paper type used.

**Table 13 — Connectivity, Wi-Fi, and Software Specifications**

Item	Specifications
<b>Standard Interfaces</b>	<ul style="list-style-type: none"> <li>• USB 2.0 (A USB cable is not included.)<sup>11</sup></li> <li>• 10/100/1000 Base-T Ethernet (Network)</li> <li>• IEEE 802.11b/g/n (Wireless)<sup>3</sup></li> <li>• USB 2.0 x 2 (Host), USB 2.0 x 1 (Device)</li> <li>• Wireless Direct Connection</li> </ul>
<b>Wi-Fi Connection Method</b>	WPS (Wi-Fi Protected Setup), Manual Setup
<b>Wi-Fi Communication Mode</b>	Infrastructure Mode, Access Point Mode
<b>Wi-Fi Security</b>	Infrastructure Mode: WEP 64/128 bit, WPA-PSK (TKIP/AES-CCMP), WPA2-PSK (TKIP/AES-CCMP)  Access Point Mode: WEP 64/128 bit
<b>Wi-Fi Transmission Scheme</b>	DS-SS System, OFDM System
<b>Wi-Fi Frequency Range</b>	2,412 to 2,472 MHz
<b>Wi-Fi Maximum Radio-Frequency Power Transmitted</b>	Approximately 15.98 dBm
<b>USB Functions</b>	Print, Scan
<b>Network Functions</b>	Print
<b>Embedded Web Server</b>	Yes (Remote UI)
<b>Web Browser Support for Remote UI</b>	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)
<b>Print Protocols</b>	LPD (IPv4, IPv6), RAW (IPv4, IPv6), WSD-Print (IPv4, IPv6)
<b>Bundled Software</b>	Drivers are available for download from <a href="http://www.usa.canon.com/support">http://www.usa.canon.com/support</a>
<b>Supported Operating Systems</b>	Windows 10, 8.1, 8, 7 Windows Server 2016, 2012 R2/2012/2008 R2/2008 Mac OS X V10.8.5 or later

<sup>3</sup> Wireless performance may vary, depending on terrain and distance between the printer and wireless network clients.

<sup>11</sup> USB 2.0 requires Windows 10, 8.1, 8, or 7.

**Table 14 — Fax Specifications**

Item	Specifications
<b>Line Used</b>	PSTN (Public Switched Telephone Network) <sup>12</sup>
<b>Communication Mode</b>	Super G3, G3
<b>Modem Speed</b>	Super G3: Up to 33.6 Kbps G3: Up to 14.4 Kbps
<b>Compression Method</b>	MH, MR, MMR, JBIG
<b>Transmission Speed</b>	Approximately 3.0 seconds per page <sup>13</sup> (ECM-JBIG, transmitting from memory at 33.6 Kbps)
<b>Fax Resolution</b>	Up to 400 x 400 dpi (Ultra Fine)
<b>Receiving</b>	Automatic Reception, Manual Reception, Remote Reception by Telephone (Default ID: 25)
<b>Memory Capacity (Sending and Receiving)</b>	Up to 512 pages <sup>13</sup> (Total pages of transmission/reception) Maximum number of fax jobs that can be sent from memory: 30 Maximum number of fax jobs that can be received into memory: 90
<b>Dialing</b>	Coded Dialing (281 destinations), Group Dialing (299 destinations), Address Book Dialing, Regular Dialing (with the numeric keys), Automatic Redialing, Manual Redialing, and Sequential Broadcast (310 destinations)
<b>Reports</b>	TX Result Report, Communication Management Report <sup>14</sup> and RX Result Report

**Table 15 — E-Mail and I-Fax Specifications**

Item	Specifications
<b>Communication Protocol</b>	File: SMB, FTP E-Mail/I-Fax: SMTP, POP3, I-Fax (Simple)
<b>File Format</b>	Standard: PDF (Compact and Searchable), JPEG, TIFF Optional: PDF (Encrypted and Digital Signature)
<b>Resolution</b>	Up to 600 x 600 dpi
<b>Paper Size</b>	Letter, Legal, Statement

12 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.

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

14 Is output automatically after 40 transmissions.

## B. Warranty

### 1. imageCLASS MF429dw Series 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](http://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.

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## 2. imageCLASS MF424dw and MF426dw 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 three years 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](http://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 GUARANTEE, 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.



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### 3. 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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