

Canon

 **imageFORMULA**

DR-G2140 DR-G2110



Service Guide

Published by
Canon U.S.A., Inc.
One Canon Park
Melville, NY 11747-3336
1-800-OK-CANON
serviceplanning@cusa.canon.com

Canon U.S.A. Homepage: <http://www.usa.canon.com>
Canon U.S.A. e-Support Center Website: <http://www.support.cusa.canon.com>
Canon U.S.A. ISG Central Website: <http://www.isgcentral.cusa.canon.com>
Canon Network Access (CNA) Website: <http://www.cna.cusa.canon.com>

IMPORTANT

THIS SERVICE GUIDE INCLUDES THE INFORMATION RELATING TO THE imageFORMULA DR-G2140 / DR-G2110.

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

USE OF THIS SERVICE GUIDE SHOULD BE STRICTLY SUPERVISED TO AVOID DISCLOSURE OF CONFIDENTIAL INFORMATION.

ALL PRICES LISTED ARE SUBJECT TO CHANGE WITHOUT NOTICE.

PART NUMBERS LISTED MAY BE CHANGED WITHOUT NOTICE TO REFLECT ENGINEERING REVISIONS.

REVISION HISTORY

Revision	Date	Section(s)	Details
—	October 2018	All	Release of the Service Guide.

COPYRIGHTS AND TRADEMARKS

This Service Guide is the property of Canon U.S.A., Inc.
 © Canon U.S.A., Inc. 2018. All rights reserved.

Canon and Always Ask for Canon Genuine Toner, Parts & Supplies are registered trademarks of Canon Inc. imageFORMULA is a trademark of Canon Inc.

All other company names and product names may be trademarks or registered trademarks of their respective owners, and are hereby acknowledged.

LEGAL NOTICES

The information contained in this Service Guide constitutes confidential information of Canon U.S.A., Inc.

Pursuant to the authorized Service Agreement with Canon U.S.A., Inc., this Service Guide is solely for reference purposes and may be used only by an authorized Service Provider of Canon U.S.A., Inc. No part of this Service Guide may be reproduced or transmitted in any form by any means, electronic or mechanical, for any purpose without the prior written consent of Canon U.S.A., Inc., except as expressly permitted herein.

Pursuant to the authorized Service Agreement with Canon U.S.A., Inc., Service Provider agrees to indemnify Canon U.S.A., Inc. and to hold it harmless from and against any and all claims arising out of Service Provider's possession, use, or misuse of this Service Guide.

Canon U.S.A., Inc. from time to time updates this online Service Guide and may modify the information and/or specifications contained in it at any time without notice. Additionally, all prices and availability dates listed herein are subject to change without notice. The latest version is available online at the ISG Central and e-Support Websites noted above. Please make certain that you are using the latest version. Specimens of Web pages included herein are for illustration purposes only.

DISCLAIMER

NEITHER CANON NOR ITS SUPPLIERS NOR ANY AUTHORIZED SERVICE PROVIDER SHALL BE LIABLE FOR PERSONAL INJURY OR PROPERTY DAMAGE (UNLESS CAUSED SOLELY AND DIRECTLY BY THE NEGLIGENCE OF CANON OR ANY AUTHORIZED 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, DATA STORED ON THE PRODUCT'S OPTIONAL HARD DISK DRIVE, 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 OR ITS SUPPLIERS OR ANY AUTHORIZED SERVICE PROVIDER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. NOR SHALL RECOVERY OF ANY KIND AGAINST CANON OR ITS SUPPLIERS OR ANY AUTHORIZED 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 THE 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 OR ANY AUTHORIZED SERVICE PROVIDER.



Contents

I.	Product Overview -----	1
II.	Design Features -----	1
III.	Optional Accessories -----	2
	A. Flatbed Scanners-----	2
	B. Imprinter Unit-----	2
	C. Carrier sheet-----	2
	D. White Platen Roller-----	2
IV.	Product Configuration and Box Contents -----	3
	A. Configuration and CarePak-----	3
	B. Box Contents-----	5
V.	Service Authorization -----	6
VI.	Educational Training -----	6
	A. Training Program Overview-----	6
	B. New Technician Certification-----	6
	C. Who Should Complete-----	6
	D. Prerequisites-----	6
	E. Course Format-----	7
	F. Course Equipment-----	7
VII.	Servicing Notes -----	9
	A. Installation Space Requirements-----	9
	B. Estimated Installation Time-----	9
	C. Service Support Tools-----	10
	D. Consumable Parts-----	11
	E. Recommended Replacement Parts-----	12
	F. Service Technician Periodic Maintenance-----	13
	G. End-User Periodic Maintenance-----	14
	H. Firmware Upgrade-----	15
	I. Computer Requirements for Downloading Firmware-----	15
VIII.	End-User Service Offerings -----	16
	A. Limited Warranty Support-----	16
IX.	imageFORMULA Program Guide -----	16
	A. Responsibilities-----	16
	B. Technical Support-----	16
	C. Warranty/Post Warranty Support-----	16
	D. Parts & Service Material Orders-----	16
	E. Authorized Servicer/Dealer Customer Registration-----	17
X.	Appendix -----	17
	A. Specifications-----	17
	B. imageFORMULA DR SCANNER 90-Day LIMITED WARRANTY-----	18
	C. Canon CarePAK Terms and Conditions-----	19
	D. List of Tables-----	21

I. Product Overview

The Canon imageFORMULA DR-G2140 and imageFORMULA DR-G2110 scanners with both USB 3.1 and ethernet connectivity, provides businesses with a high-performance, reliable, and flexible scanning solution.

The imageFORMULA DR-G2140 and imageFORMULA DR-G2110 inherits much of their advanced technology found on Canon's imageFORMULA DR-G1130 and the imageFORMULA DR-G1100.

They are capable of scanning Color, Black & White (B&W) or gray documents in simplex/duplex mode¹ at up to 110 pages-per-minute (ppm) / 220 images-per-minute (ipm) for the imageFORMULA DR-G2140 and up to 140 ppm / 280 ipm for the imageFORMULA DR-G2110.

Refer to the [Specifications](#) located in the [Appendix](#) for detailed scanning speeds.

These scanner models are ideal for processing large amounts of documents in mission-critical, centralized production scanning environments. They were developed to withstand the rigors of production-level scanning while maintaining high-speed, high-quality imaging. These imageFORMULA DR scanners can help businesses improve productivity, maintain continuity, increase efficiencies and securely manage information.

These imageFORMULA DR-G2140 and imageFORMULA DR-G2110 scanners meet the ENERGY STAR guidelines for energy efficiency. They also comply with both the EU RoHS and WEEE directives for the reduction of hazardous substances and waste products

II. Design Features

Some features of the imageFORMULA DR-G2140 and imageFORMULA DR-G2110 document scanners include the following:

- Auto Color Detection, Auto Page Size Detection, Active Thresholding, Batch Separation, Character Emphasis, Count Only Mode, Custom Color Dropout/Enhance Color, Deskew, Double-Feed Detection, Edge Emphasis, Folio Scan, Image Rotation, Moiré Reduction, MultiStream, Paper Feed Tray (Adjustable), Pre-Scan, Prevent Bleed- Through/Remove Background, Punch Hole Removal, Rapid Recovery System, Skip Blank Page, Staple Detection, Text Enhancement, Text Orientation Recognition, Three-Dimensional Color Correction, User Preferences and Verify Scan

¹ When using LTR paper in portrait mode.

III. Optional Accessories

A. Flatbed Scanners

The Canon imageFORMULA Flatbed Scanner Unit 102 and Flatbed Scanner Unit 201 are *optional* universal flatbed scanners that can connect to a compatible Canon imageFORMULA document “DR-Series” scanner. When connected to a compatible imageFORMULA DR-Series scanner and a computer, based on the document type and the intended purpose, flatbed scanning or feeder scanning can be selected to scan documents.



Note: These imageFORMULA Flatbed Scanner Units cannot operate as a stand-alone unit; each must be connected to a compatible imageFORMULA DR-Series scanner.

B. Imprinter Unit

The imprinter unit prints a text string on scanned document pages.

C. Carrier sheet

This is a carrier sheet for scanning documents without damaging the documents.

D. White Platen Roller

This platen roller option can be used to obtain a white background in scanned images

IV. Product Configuration and Box Contents

A. Configuration and CarePak

Note: All configurations shown are for reference purposes only, and are subject to change without notice. Please refer to the Price List on the ISG Product Marketing area of the Canon ISG Central Website at <http://isgcentral.cusa.canon.com> for the most up-to-date item numbers.

Table 1 - Configuration

Item	Item Number ²
 imageFORMULA DR-2140 shown	
imageFORMULA DR-G2140	3149C002AA
imageFORMULA DR-G2110	3150C002AA
Consumables & Accessories	
Imprinter	3601C001AA
Exchange Roller Kit	3601C002AA
White Platen Roller	3601C004AA
Separation Pad	3601C005AA
Check Transport and Scanner Wipes	2766V591
A4 Carrier Sheet	0697C001AA
Optional Accessories	
Flatbed Scanner Unit 102	2152C002AA
Flatbed Scanner Unit 201	6240B002AC
Service Manual and Parts Catalog	
Service Manual	Available for download on the e-Support Website
Parts Catalog	

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

Table 2 - Canon eCarePak for imageFORMULA DR-G2110

Type	Extended Coverage Length and Type	Item Number ²
eCarePAK (On-Site Service)	1 year	9739B050AA
	2 year	9739B051AA
	1 month	9739B052AA
	9 month	9739B053AA
	9 months + 1year	9739B054AA
	1 year +1 Preventive Maintenance	9739B055AA
	2 year + 2 Preventive Maintenance	9739B056AA
	9 months +1 Preventive Maintenance	9739B057AA
	9 months +1 year +2 Preventive Maintenance	9739B058AA
eCarePAK PM (On-Site Service Program) for LVP Scanner	Single Event	9739B036AA

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

Table 3 - Canon eCarePak for imageFORMULA DR-G2140

Type	Extended Coverage Length and Type	Item Number ²
eCarePAK (On-Site Service)	1 year	9739B059AA
	2 year	9739B060AA
	1 month	9739B061AA
	9 month	9739B062AA
	9 months + 1year	9739B063AA
	1 year +1 Preventive Maintenance	9739B064AA
	2 year + 2 Preventive Maintenance	9739B065AA
	9 months +1 Preventive Maintenance	9739B066AA
	9 months +1 year +2 Preventive Maintenance	9739B067AA
eCarePAK PM (On-Site Service Program) for LVP Scanner	Single Event	9739B036AA

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.

- imageFORMULA device
- USB 3.1 Cable
- Cleaning Sheet
- Power Cable
- Setup Disc
- VRS Disc
- Warranty Card
- CarePAK brochure

V. Service Authorization

To obtain and maintain authorization to service an imageFORMULA DR-G2140/DR-G2110, each dealer location must have at least one (1) technician certified to service the machines.

VI. Educational Training

A. Training Program Overview

The imageFORMULA DR-G2140/G2110 online course focuses on the basic features, functional systems, component identification, disassembly, and servicing procedures.

The imageFORMULA DR-G2140/G2110 online course is available on the [e-Support Center](#) Training Website.

B. New Technician Certification

New dealer technicians must have one technician who has successfully completed the imageFORMULA DR-G2140/G2110 online course (Course #: 18IFSDRG214000) to sell and service the imageFORMULA DR-G2140/DR-G2110.

C. Who Should Complete

All service technicians responsible for servicing and supporting this scanner must successfully complete this training to receive technical support and dealer authorization to sell these products.

D. Prerequisites

There are no prerequisites for this training course.

It is highly recommended that the service technician have:

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

E. Course Format

The imageFORMULA DR-G2140/G2110 online course is a self-study course that provides essential servicing information for this model, and familiarizes the service technician with important areas of the service manual and various guides.

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

- Print version of the course

The imageFORMULA DR-G2140/G2110 online course is self-paced and will take approximately one (1) hour to complete.

It is important that a quiet, non-distracting learning area be set up by the student beforehand to effectively take this training and complete the assessment exams.

F. Course Equipment

- imageFORMULA DR-G2140/G2110
- Windows-based Web browser with access to Canon's e-Support Center Training Web site
- Flash Player Plug-in
- Sufficient storage space to download and use the learning resources
- IBM PC or compatible computer minimum specifications:
 - Intel Pentium 4, 1.5GHz or faster
 - 512 MB main memory or more
 - 1 GB or more of free space
 - ISIS or TWAIN compatible software
 - Ethernet Crossover Cable

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:

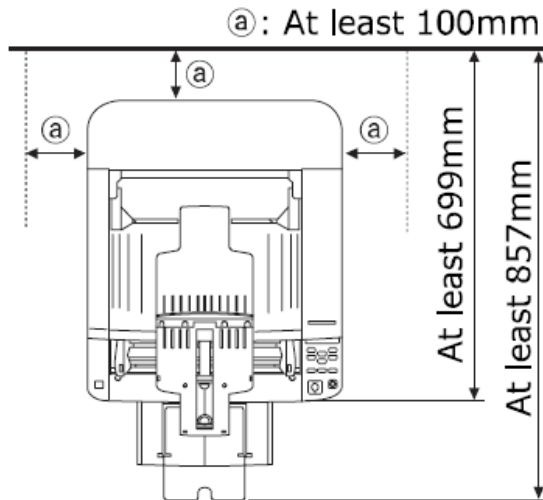
1. Open Internet Explorer.
2. Click on the [Tools] menu, and then select [Internet Options].
3. Select the [Security] tab, and then click [Custom level].
4. Scroll down the Security Settings list until the [Downloads] section displays.
5. Select the [Enable] radio button under <Automatic prompting for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

VII. Servicing Notes

A. Installation Space Requirements

The performance of this scanner is affected by the environment in which it is installed. Maintain sufficient space around this machine during operation and maintenance, and to allow ventilation. The rear panel has a power cord and ventilation holes, therefore do not press it against a wall. Ensure that there is a clear path for bringing in the packaged machine and that the necessary tools (trolley, etc.) are available.

Table 4 - Installation Space Requirements



Note: The weight of the main body is approximately 55 lbs. When taking the main body out or moving it, two (2) persons must hold it from both sides. Use a cart, etc. when moving it. When taking out the main body, lift the center with no pad with one hand, then support the rear side with the other hand because the center of gravity of the main body is at the

B. Estimated Installation Time

The estimated length of time needed to unpack and install the machine is approximately 30 minutes. This estimated installation time is based on one (1) experienced technician or end-user.

Excluded in the estimated installation times are the following:

- Installation space preparation
- Unit configuration

Refer to the user manual or setup guide for details.

C. Service Support Tools

The tools listed in the table below are necessary for the proper service of the machine.

Table 5 - Service Support Tools

Tool	Part Number ²	Usage/Remarks
Test sheet	TKM-0271-000	General image check 10 sheets/1 set
Density adjustment sheet	TKM-0347-000	For density adjustment 10 sheets/1 set
Adjustment sheet	6Y3-6001-000	For scaling and registration adjustment 10 sheets/1 set

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

D. Consumable Parts

Consumable parts are defined as those parts having a limited life that will be reached during a customer’s specific machine operation, and should then be replaced as needed. Examples of consumable parts include, but are not limited to, feed rollers and cleaner blades.

An estimated consumable parts list is provided in the table below to assist in the initial parts/supplies planning. A consumable part’s life expectancy is directly related to usage factors, such as paper size, paper quality, environment, usage application, and machine maintenance. Therefore, consumable parts do not have a warranty, and Canon USA cannot guarantee a minimum life.

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

Table 6 - Consumable Parts List

Description	Part Number ²	Quantity	Estimated Life ³	Remarks
Exchange Roller Kit	3601C002AA	1	Approximately 600,000 sheets	Due to the worn rollers, it is replaced when the pickup failures or the document jams occur after cleaning.
Separation Pad	3601C005AA	1	Approximately 6,000,000 sheets	Due to the worn pads, it is replaced when the pickup failures or the document jams occur after cleaning.
Ink cartridge: blue	3693A002AA	1	Approximately 1,750,000 characters	For imprinter. Replace if ink runs out. The condition of expected life is 8x12 font, 32 characters/sheet, 100 sheets/batch, including preliminary application.
Ink cartridge: red	3693A003AA			

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

³ Estimated average values in the field are based on data from the supplier. Data is subject to change, depending on many factors, including, without limitation, the environment and how the customer handles the equipment.

E. Recommended Replacement Parts

It is recommended that a dealer should keep the following parts in stock for replacement purposes in case of a hardware failure. Refer to the Service Manual for details.

Table 7 - Recommended Replacement Parts List

Part Name	Part Number ²	Quantity	Estimated Life	Remark
Pull-in lower roller Bearing	6A3-0101-000	1	Approximately 8,000,000 sheets	Because of worn rollers, it is necessary to re- place them when a document jams or feed failures occur after the roller cleaning.
	XG9-0714-000	2		
Registration lower roller Bearing	6A3-0102-000	1	Approximately 6,000,000 sheets	
	XG9-0714-000	2		
Platen roller	6A3-0100-000	2	Approximately 8,000,000 sheets	
	MS2-9003-000	4		
Reading lower roller Bearing	6F3-0004-000	1	Approximately 6,000,000 sheets	
	XG9-0714-000	2		
Pre U-turn lower roller Bearing	6A3-0104-000	1	Approximately 8,000,000 sheets	
	XG9-0714-000	2		
U-turn lower roller (drive) Bearing	MA3-0166-000	2	Approximately 6,000,000 sheets	
	XG9-0714-000	4		
Eject drive roller Bearing	6G3-0093-000	1	Approximately 8,000,000 sheets	
	MS2-9010-000	2		
Pull-in upper roller Bearing	6F3-0055-000	1	Approximately 8,000,000 sheets	
	MS2-9003-000	2		
Registration upper roller Bearing	6A3-0106-000	1		
	MS2-9011-000	2		
Reading upper roller Bearing	6G3-0028-000	1		
	MS2-9011-000	2		
Pre U-turn upper roller Bearing	6A3-0106-000	1		
	MS2-9011-000	2		
U-turn upper roller (follower) Bearing	MA3-0168-000	2		
	MS2-9003-000	4		
Eject follower roller (including bearings)	6G3-0098-000	1		
White platen roller Bearing	MS2-9003-000	1	Approximately 6,000,000 sheets	Two rollers in set is as- signed as option for commercial goods. Item code: 3601C004 CCN only 3601C008
		4		
Upper reading unit (front)	6R3-0002-000	1	Approximately 1,000 hrs.	Corresponds to LED life of 1000 hours. You can check how many hours LED lit using the service tool or user mode.
Lower reading unit (back)	6R3-0003-000	1	Approximately 1,000 hrs.	

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

F. Service Technician Periodic Maintenance

Periodic maintenance to performed by a Service Technician is listed in the below table.

Table 8 – Periodic Maintenance (Service Technician)

Location/parts	Intervals		Remarks
	At visit	Others	
User maintenance items	X		Perform cleaning inside this machine as well.
Rollers Bearing		Expected life: Approximately 6,000,000 sheets or 8,000,000 sheets	
Reading unit		Expected life: Approximately 1,000 hours	
Ink drain pad		Expected life: Approximately 6,000,000 sheets	

G. End-User Periodic Maintenance

The parts in the table below must be cleaned or replaced periodically by the end-user to ensure a specific level of machine performance. Clean or replace the parts at the interval specified below.

Table 9 – Periodic Maintenance (End-User)

Item	Maintenance Interval (Sheets)		Remarks
	As Required	Other	
Main Body	X		Wipe the main body with a cloth dipped into water and wrung tightly, then wipe dry.
Pickup inlet/feed path	X		Using a blower, etc., remove remained dust and paper powder.
Pickup roller Feed roller Retard roller	X	Approximately every 600,000 sheets	Wipe the rollers with a cloth dipped into water and wrung tightly, then wipe dry. The expected life is 600,000 sheets. Refer to Note 1.
Separation pad (cover)	X	Approximately every 6,000,000 sheets	Wipe the rollers with a cloth dipped into water and wrung tightly, then wipe dry. The expected life is 6,000,000 sheets. Refer to Note 1.
Power plug	X		Remove dust on the connecting portion with the receptacle.
Reading glass	X		Wipe the reading glass with a cloth dipped into water and wrung tightly, then wipe dry.
Ink cartridge	X		Perform the Head Cleaning in the user mode. In addition, clean the discharge outlet of the ink head with soft cloth or paper or a cotton swab. Refer to Note 2.
Parts to which ink is attached	X		Wipe these parts with a cloth dipped into water and wrung tightly, then wipe dry.

Note 1: If the number of sheets fed with the roller exceeds 600,000 sheets, a replacement message is displayed on the operation panel LCD and computer screen. For the separation pad, it is displayed at exceeding 6,000,000 sheets.

Note 2: If lines or streaks appear in the printout, it can be corrected by performing the Head Cleaning. However, it does not improve printing, remove the ink cartridge and clean the print head.

Refer to the User Manual for details.

H. Firmware Upgrade

Firmware can be downloaded by the end-user (if available on the Canon USA Website: <https://www.usa.canon.com/internet/portal/us/home/support>.) or by a service technician via the Canon USA e-Support Website.

When servicing the machine, make sure to go to the Canon USA public Website, and download the most recent firmware.

I. Computer Requirements for Downloading Firmware

The recommended desktop PC or laptop requirements⁴ to download and install firmware are:

- CPU: Intel Core i3 2.13GHz or faster
- Memory: 4GB or more
- Hard Disk: 3 GB or more available space required for installation of all software
- USB Interface: USB3.1 Gen1/USB2.0
- Monitor: Resolution of 1024 x 768 (XGA) or better recommended.
- Optical Drive: Drive capable of reading CDs/DVDs.
- Operating system
 - Microsoft Windows 7 Service Pack 1 or later (32-bit and 64-bit editions)
 - Microsoft Windows 8.1 (32-bit and 64-bit editions)
 - Microsoft Windows 10 (32-bit and 64-bit editions)
 - Microsoft Windows Server 2008 R2 Service Pack 1 or later
 - Microsoft Windows Server 2012 R2
 - Microsoft Windows Server 2016
- Other requirements
 - An ISIS-compatible application (Windows only) or a TWAIN-compatible application that is compatible with the above operating systems.
 - .NET Framework 4.5 or later

⁴ Specifications are subject to change without notice.

VIII. End-User Service Offerings

A. Limited Warranty Support

The Canon imageFORMULA Scanner Product Limited Warranty is effective for a period of 90-days following the delivery of the scanner to the original purchaser. Exchange Service is included.

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

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

IX. imageFORMULA Program Guide

The imageFORMULA Program Guide contains detailed information to help the imageFORMULA Dealer/Authorized Servicer become familiar with Canon USA's processes and resources available to assist the Dealer/Authorized Servicer in servicing imageFORMULA products. The appropriate imageFORMULA Program Guide for the dealer or authorized servicer is available on the ISG Central and the e-Support Center websites.

The imageFORMULA Program Guide provides information on:

A. Responsibilities

The imageFORMULA Program Guide details the responsibilities of the imageFORMULA Dealer/Authorized Servicer to meet minimum service requirements in order to attain and maintain authorization as a Canon USA imageFORMULA Dealer/Authorized Servicer.

B. Technical Support

The imageFORMULA Program Guide reviews the technical support available to the Dealer/Authorized Servicer as web-based support via the e-Support Center website, telephone Support via the Canon USA Technical Support Center (TSC), and any support escalation if all reasonable troubleshooting options have been exhausted.

C. Warranty/Post Warranty Support

The compensation process for imageFORMULA printers that require service while in-warranty and post-warranty period covered by an eCarePak is explained.

D. Parts & Service Material Orders

The part order process via Canon Network Access (CNA) or the National Parts Order Center is included. Additionally, the guide details the process for a Dealer/Authorized Servicer to purchase a Canon eCarePAK.

E. Authorized Servicer/Dealer Customer Registration

The imageFORMULA Program Guide details the process to register a device using the Authorized Servicer/Dealer Customer Registration (ASCR) System

X. Appendix

A. Specifications

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

Table 10 - imageFORMULA DR-G2140/G2110 Specifications

Item	Description		
Type	Desktop type sheet-fed scanner		
Light Source	RGB LED		
Scanning Element	Three-Line Contact Image Sensor (CIS)		
Scanning Speeds	imageFORMULA DR-G2140		
		Simplex	Duplex
	B&W/Grayscale	Up to 140ppm	Up to 280ipm
	Color	Up to 140ppm	Up to 280ipm
	imageFORMULA DR-G2110		
		Simplex	Duplex
	B&W/Grayscale	Up to 110ppm	Up to 220ipm
	Color	Up to 110ppm	Up to 220ipm
Scanning Modes	Color, Grayscale, Black and White		
Color Dropout	RGB and Custom		
Optical Resolution	Up to 600 dpi		
Output Resolution	150/200/240/300/400/600 dpi		
Document Feeding	Automatic or Manual		
Document Size	Width: 2" - 12", Length: 2.8" - 17"		
Long Document Mode	Up to 220.1"		
Document Weight	Automatic & Manual Feeding: 14 - 56 lb. Bond		
Feeder Capacity	Up to 500 Sheets		
Grayscale	8-bit		
Color	24-bit		
Dimensions (H x W x D)	Tray closed: Approximately: 18.9" x 22.4" x 12.4"		
Weight	Approximately 55.1 lb.		
Power supply	120V model : AC120V, 60Hz		
Power consumption	66.5W or less (Energy Saving Mode: 3.5W)		
Scanner Drivers	ISIS/TWAIN		
Bundled software	Canon CaptureOnTouch, Kofax VRS Professional		

B. imageFORMULA DR SCANNER 90-Day LIMITED WARRANTY

CANON imageFORMULA DR SCANNER 90-Day LIMITED WARRANTY

The limited warranty set forth below is given by Canon U.S.A., Inc. and Canon Canada, Inc. ("Canon") with respect to your Canon imageFORMULA DR Scanner Product packaged with this limited warranty (the "Product"). Canon warrants the Product and Canon-brand accessories designed for use with the Product to be free from defects in workmanship and material under normal use and service for a period of 90 days after delivery to the original purchaser ("Purchaser") by Canon or its authorized dealer or reseller. During the relevant warranty period, Canon shall, in its sole discretion and without charge, repair or replace any defective part with a new or comparable rebuilt part or exchange the Product with a new or rebuilt Product. Warranty replacement shall not extend the warranty period of the defective Product. This warranty shall not extend to consumables (such as feed rollers, separation rollers, etc.) as to which there shall be no warranty or replacement.

The Product covered by this Limited Warranty will be exchanged or repaired by Canon or an authorized service provider (the "Service Provider"). To arrange for service for the Product under warranty, please call:

In the United States:

- Your local Service Provider; or call
- 1-800-423-2366, Monday through Friday from 8:00 a.m. to 8:00 p.m., E.T.

In Canada:

- Your local Service Provider; or call
- 1-800-OK-CANON, Monday through Friday from 9:00 a.m. to 8:00 p.m., E.T.

If the Product malfunction is not covered by this Limited Warranty or the applicable warranty period has expired or has not been sufficiently established by appropriate documentation, you will be charged for such service at the then-current service call rates of Canon or the Service Provider.

This warranty shall only apply if this Product is used in conjunction with compatible computers, peripheral equipment and software, as to which items Canon shall have no responsibility. 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, 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.

THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES AND CONDITIONS, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES AND CONDITIONS REGARDING MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, RELATING TO THE USE OR PERFORMANCE OF THE PRODUCT. NO OTHER EXPRESS WARRANTY, CONDITION OR GUARANTY, EXCEPT AS MENTIONED ABOVE, GIVEN BY ANY PERSON, FIRM OR CORPORATION WITH RESPECT TO THE PRODUCT SHALL BIND CANON 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, NEGLIGENCE, MISHANDLING, ALTERATION, ELECTRIC CURRENT FLUCTUATION OR ACCIDENT, (B) IMPROPER USE, INCLUDING FAILURE TO FOLLOW OPERATING OR MAINTENANCE INSTRUCTIONS IN OR ENVIRONMENTAL CONDITIONS PRESCRIBED IN, CANON'S USER'S GUIDE OR OTHER DOCUMENTATION FOR THE PRODUCT, (C) REPAIR BY OTHER THAN AUTHORIZED SERVICE PROVIDER REPRESENTATIVES QUALIFIED BY CANON WHO ARE ACTING IN ACCORDANCE WITH CANON'S SERVICE BULLETINS, (D) USE OF SUPPLIES OR PARTS (OTHER THAN THOSE DISTRIBUTED BY CANON) 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 OR OTHER DOCUMENTATION FOR 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 DISKETTES OR 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. 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 IMMEDIATELY IF YOU HAVE NOT RECEIVED A COPY OF THE SOFTWARE MANUFACTURER'S LICENSE AGREEMENT.

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 PRODUCT 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 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 SOLD BY CANON NOT CAUSED SOLELY AND DIRECTLY BY THE NEGLIGENCE OF CANON OR ANY SERVICE PROVIDER. THIS LIMITED WARRANTY SHALL NOT EXTEND TO ANYONE OTHER THAN THE PURCHASER OF THE PRODUCT AND STATES SUCH PURCHASER'S EXCLUSIVE REMEDY.

CONDITIONS OF WARRANTY

Defective parts must be returned to Canon or a Service Provider with all necessary documentation and will become the property of Canon.

Canon IS TO PRODUCTS PURCHASED AND USED IN THE U.S.A. AND CANADA ONLY

Canon U.S.A., Inc. One Canon Park, Melville, New York 11747
 Canon Canada, Inc. 6390 Dixie Road Mississauga, Ontario L5T 1P7 Canada

C. Canon CarePAK Terms and Conditions

A. Eligibility

The Canon CarePAK Extended Service Plan (the "CarePAK") is provided by Canon U.S.A., Inc. ("CUSA") with respect to the Canon brand product identified on your CarePAK Certificate of Registration (the "Product"). You must have registered with CarePAK while your covered product is within the term of the CUSA Limited Warranty for the Product. Canon reserves the right to verify the information you provide to CUSA in connection with your registration for the CarePAK.

B. Activating the CarePAK

If you do not agree with the Terms and Conditions of the CarePAK, you may cancel and obtain a refund in accordance with the section entitled "Ability to Cancel and Right to Refund" below. The CarePAK becomes effective when you register your Product with CUSA. A CarePAK Certificate of Registration will be mailed to you upon registration of your Product.

C. Coverage

Coverage under the CarePAK begins on the expiration date of the original CUSA Limited Warranty on the Product and continues for the term indicated on your CarePAK Certificate of Registration (the "Term").

Subject to the limitations set forth in "Service Limitations" below, CUSA agrees to repair or replace, without charge, any defective part in your Product with a new or comparable rebuilt part during the Term of the CarePAK. Any parts that are replaced shall become the property of CUSA. Replacement of parts shall not extend the Term of the CarePAK. Likewise, if CUSA should replace the Product, the original Product shall become the property of CUSA. Coverage under the CarePAK shall automatically transfer to the replacement product but shall not extend the Term.

The CarePAK is valid only for service of a Product purchased and used in the United States. The CarePAK is not transferable to another Product except as provided in paragraph 2 above.

D. Technical Support

You are entitled to the telephone support set forth below for the Product during the Term of the CarePAK. Toll-Free telephone support for troubleshooting issues at 1-800-423-2366 is available Monday through Friday from 8:00 a.m. to 8:00 p.m., E.S.T. excluding holidays. Hours of availability for toll-free telephone support are subject to change in CUSA's reasonable discretion. For more efficient support, please have your CarePAK enrollment number, Product model, and Product serial number available.

E. Obtaining Service

As a condition to obtaining service under this CarePAK, you must first troubleshoot your Product's malfunction in good faith with CUSA's technical support team. If CUSA cannot fix the Product's malfunction through remote diagnosis, CUSA may choose to either (1) exchange your Product through CUSA's Advanced Exchange Service program, (2) schedule an on-site service call through an independent CUSA Authorized Service Provider (the "Service Provider"), or (3) refer you to a CUSA Authorized Service Facility ("ASF") (Carry-In/Mail-in Service), all as more fully described below. The service option chosen is in CUSA's sole discretion. Not all options may be available at the time service is requested.

1. *Advanced Exchange Program:* CUSA may elect to service your product through its Advanced Exchange Program. Under the Advanced Exchange Program, a defective Product will be exchanged for a comparable refurbished Product on an expedited basis, usually by the next business day (two business days for Alaska and Hawaii). You will be required to provide a ship-to location (street address only) for the replacement product. You may be required to sign a form to guarantee the return of the defective unit and provide a valid credit card authorization. If you do not return your defective Product to CUSA by the date and in the manner specified by CUSA, CUSA may cancel your CarePAK and invoice you for the full replacement cost of a new Product, or charge your credit card for this cost.

2. *Service Provider:* In the event that CUSA's technical troubleshooting cannot resolve your problem; CUSA may elect to send a Service Provider to your location in an expedited manner to facilitate the repair of your Product.

3. *ASF Program (Carry-In/Mail-in Service):* Under CUSA's ASF Program, the defective Product is repaired by an ASF and then returned to you. The CUSA representative will direct you how to obtain the name and phone number of the ASF nearest to you. You must contact the ASF to schedule the repair. If shipping is involved, you must properly package and send your Product, at your expense, to the ASF, together with a complete explanation of the problem and a return address. **DO NOT INCLUDE ANY OTHER ITEMS WITH THE PRODUCT.** Products will be repaired and returned to you without charge by the ASF.

Any Product received by CUSA or an ASF that is not covered by this CarePAK will be returned to you unrepaired, or, at the discretion of CUSA or the ASF, you may receive an estimate of repair at CUSA's or the ASF's then prevailing service rates. You will also be charged for on-site repairs not covered by this CarePAK at CUSA's then prevailing service rates.

F. Service Limitations

The CarePAK covers defects encountered in normal use of the Product, and does not cover the following:
 Loss of or damage to the Product due to abuse, mishandling, improper packaging by you, neglect, alteration, electric current fluctuation or accident; improper use, including failure to follow operating, maintenance or environmental instructions prescribed in the Manual; use of the Product with non-compatible computers, peripheral equipment or software; or repair performed by other than a service representative qualified by CUSA.

Service necessitated by the use of parts or supplies (other than those distributed by CUSA) which damage the Product or which cause abnormally frequent service calls or service problems.

Service of the Product if it has been modified or altered in any way (including any alteration or removal of serial numbers or identification marks).

Service, repair or replacement of any covers, lids, or trim parts, or any consumable items, including without limitation, ink cartridges, ink tanks and printheads.

Preventive maintenance.

Service, repair or replacement of accessories or options for the Product, or of any equipment or software not distributed by Canon which may be used with, or be connected to, the Product.

Service, repair, or replacement of any Product purchased or used outside of the United States.

G. Limitation of Liability

NEITHER CUSA NOR ANY SERVICE PROVIDER OR ASF SHALL BE LIABLE FOR PERSONAL INJURY OR PROPERTY DAMAGE (UNLESS CAUSED SOLELY AND DIRECTLY BY THE NEGLIGENCE OF CUSA OR ANY SERVICE PROVIDER OR ASF), 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 PRODUCT OR ANY COMPONENT THEREOF, REGARDLESS OF THE LEGAL THEORY ON WHICH THE CLAIM IS BASED AND EVEN IF CUSA OR ANY SERVICE PROVIDER OR ASF HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. NOR SHALL RECOVERY OF ANY KIND AGAINST CUSA OR ANY SERVICE PROVIDER OR ASF BE GREATER IN AMOUNT THAN THE PURCHASE PRICE OF THE PRODUCT SOLD BY CUSA AND CAUSING THE ALLEGED DAMAGE. WITHOUT LIMITING THE FOREGOING, YOU ASSUME ALL RISK AND LIABILITY FOR LOSS, DAMAGE OR INJURY TO PERSONS AND PROPERTY OWNED BY YOU OR OTHERS, ARISING OUT OF USE OR POSSESSION OF ANY PRODUCT SOLD BY CUSA NOT CAUSED SOLELY AND DIRECTLY BY THE NEGLIGENCE OF CUSA OR ANY SERVICE PROVIDER OR ASF. YOU ACKNOWLEDGE THAT PURCHASE OF THE CAREPAK DOES NOT ASSURE UNINTERRUPTED OPERATION AND USE OF THE PRODUCT FOR ANY MATERIAL BREACH OF THIS PLAN BY CUSA OR ANY SERVICE PROVIDER, OR ASF, YOUR REMEDY AND THE LIABILITY OF CUSA OR ANY SERVICE PROVIDER OR ASF SHALL BE LIMITED TO A REFUND OF THE PURCHASE PRICE PAID FOR THE PLAN.

Ability to Cancel and Right to Refund

You may cancel the CarePAK for a full refund within thirty (30) days of the original date of purchase of the CarePAK if you have made no service claims. To cancel, send a written notice of cancellation, which includes your name, address, daytime phone number, your CarePAK Label, with a copy of your original CarePAK Certificate of Registration to Canon at Canon CarePAK Extended Service Plan, 4 Jenner, Suite 150, Irvine, California, 92618-3809.

H. Alternative Dispute Resolution

There is no informal dispute settlement process established under this CarePAK.

1. Other: Insurance

IN UTAH ONLY: Obligations of CUSA under the CarePAK are guaranteed under a service contract reimbursement insurance policy. SHOULD CUSA FAIL TO PROVIDE SERVICE ON ANY CLAIM WITHIN SIXTY (60) DAYS AFTER PROOF OF LOSS HAS BEEN FILED, YOU ARE ENTITLED TO MAKE A CLAIM DIRECTLY AGAINST THE FOLLOWING INSURANCE COMPANY:

Sompo Japan Insurance Company of America
 Two World Financial Center
 225 Liberty Street
 New York, NY 10281-1058

Coverage afforded under the Plan is not guaranteed by the Utah Property and Casualty Guaranty Association

D. List of Tables

Table 1 - Configuration	3
Table 2 - Canon eCarePak for imageFORMULA DR-G2110.....	4
Table 3 - Canon eCarePak for imageFORMULA DR-G2140.....	4
Table 4 - Installation Space Requirements	9
Table 5 - Service Support Tools	10
Table 6 - Consumable Parts List	11
Table 7 - Recommended Replacement Parts List.....	12
Table 8 – Periodic Maintenance (Service Technician)	13
Table 9 – Periodic Maintenance (End-User)	14
Table 10 - imageFORMULA DR-G2140/G2110 Specifications	17