



imageRUNNER  
ADVANCE  
C356iF   
C256iF



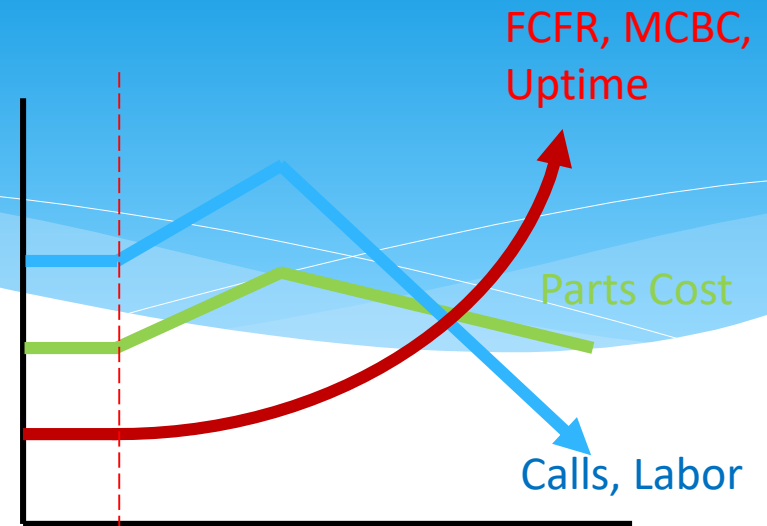
# Preventative Maintenance Procedure

Last update 05/30/2019

## ➤ Purpose

Increase the following items.

- ◆ **FCFR** (*First Call Fix Rate*)
- ◆ **Uptime**
- ◆ **MCBC** (*Mean Copies Between Calls*)
- ◆ **Customer Satisfaction**



Implementation of the Preventative Maintenance Procedure

## ➤ How to use



This document was developed by Canon USA Engineering Services and Solutions to perform consistent, effective and efficient maintenance on all Canon products.

# iR ADV C255iF/ C355iF Advanced Maintenance Guide

## Service History Check - [Pre Visit]

### Procedure

### Detail

### Note

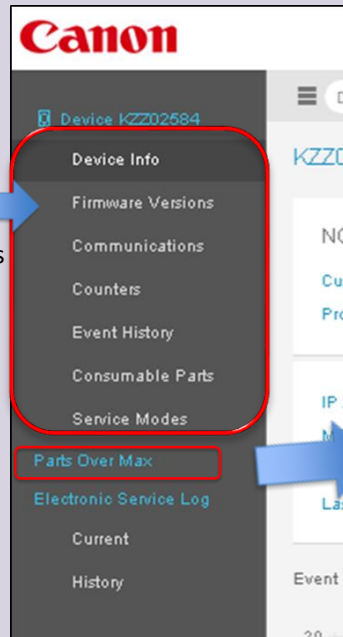
### Time

Action Prior to Customer Visit:

1. Log into Snapshot :

Whenever possible, Check Snapshot for :

- Firmware Version
- Event History
- Part Counters
- Service Mode Settings



Code	Part Number	Count	Min	Max
BS-SL-F	FC8-7080-000	465134	400000	-
BS-SL-R	FC8-7080-000	465134	400000	-
DF-SP-RL	F82-7777-020	86969	64000	-
EXP-SCRIP	FC9-9153-000	465134	400000	-
FX-WEB	FC5-2280-000	465134	350000	450000
LNT-TAP1	FC8-5633-000	86969	64000	-
LNT-TAP2	FC8-5727-000	86969	64000	-
PD-WIRE	FL3-4559-000	465134	400000	-
PRM-WIRE	FL3-4559-000	465134	400000	-
SP-CLAW	F84-8018-010	465134	400000	-






- Enter the machine Serial Number to check the following:
  1. Firmware Version – **Prepare Firmware if necessary**
  2. Communications
  3. Counters – **Machine Usage**
  4. Event History – **Check History for Errors, Alarms and Jams**
  5. Consumable Part Counters - **Prepare Consumable and Durable Parts**

1. Understand the machine's current condition (jams and error, needed consumable parts) before visiting EM call or PM-Call.
2. Prepare all consumable parts that exceeded Target and replace them on a PM-call, replace any parts that exceeded life you have now at the EM call.
3. Take the necessary actions for the jamming and errors.




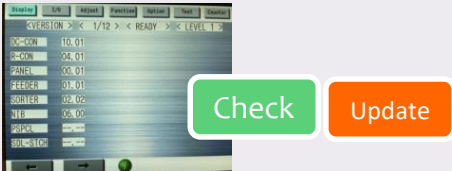


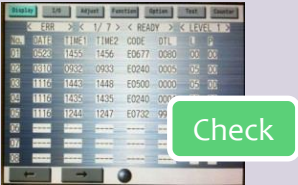

# iR ADV C255iF/ C355iF Advanced Maintenance Guide

Common Process (Before)

Procedure	Detail	Note	Time
<p><b>C1</b></p> <p>Verify Customers' Concern</p>	<p>Ask the customer about the condition of the machine and validate any issues they have.</p> <p>Ask Questions to find out if there are any following issues on the machine?</p> <ol style="list-style-type: none"> <li>1. Copy Quality</li> <li>2. Jamming</li> <li>3. ERROR</li> <li>4. Other issues (Copier Only)</li> <li>5. No Problem</li> </ol>	<p>◆ <b>Point:</b></p> <ul style="list-style-type: none"> <li>- To perform efficient maintenance, we need to ask the customer about the machine condition.</li> </ul>	<p>Check</p> 
<p><b>C2</b></p> <p>Check the Serial Number</p>	<p>Ensure the serial number on the machine matches the serial number that you are dispatched to.</p>	<p>◆ <b>Point:</b></p> <ul style="list-style-type: none"> <li>- If the serial number is incorrect and there is more than one machine at the account that is down please notify dispatch.</li> </ul>	<p>Scan</p> 
<p><b>C3</b></p> <p>Perform COM-TEST</p>	<p>➤ <b>COPIER &gt; Function &gt; INSTALL&gt;COM-TEST</b></p> 	<p>If COM-TEST is NG, fix this issue at first. If you can't fix this issue please insure the issue is resolved prior to leaving the account.</p>	<p>Check</p>  <p>COM TEST</p> 




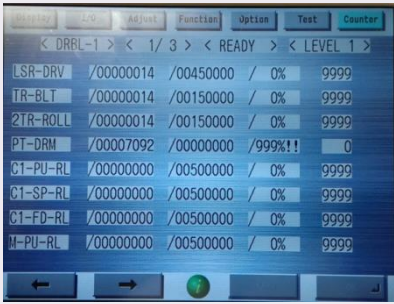





# iR ADV C255iF/ C355iF Advanced Maintenance Guide

Common Process (Before)

Procedure	Detail	Note	Time
<p><b>C4</b></p> <p>Check Service Log</p>	<p>1. Check Service Log</p>	<p>◆ <b>Point:</b></p> <ol style="list-style-type: none"> <li>1. Check the log to see if there is any reoccurring issues. If you see the same issues listed on the log, then the root cause hasn't been fixed.</li> <li>2. Check what parts were replaced recently. These parts should not be replaced again for the same issue.</li> <li>3. If the problem seems to be related to the previous call, check what the previous tech did.</li> </ol>	<p>Visual Check</p> 
<p><b>C5</b></p> <p>Check System Software Version</p> <p>If Snapshot tool was used successfully, skip steps C5 through C8</p>	<p>1. Check System Software Version</p> <p>➤ <b>COPIER&gt;DISPLAY&gt;VERSION</b></p> <p>Check for latest version on e-support and recommend to update the system software to latest version</p> 	<p>◆ <b>Point:</b></p> <p>The latest firm contains following major countermeasure.</p> <ol style="list-style-type: none"> <li>1. As of 4/26/17 MN-CON is <b>19.06.01 (TP17-079)</b></li> </ol>	<p>Check</p>  <p>COM TEST</p> 
<p><b>C6</b></p> <p>Check Service history</p> <p>If Snapshot tool was used successfully, skip steps C5 through C8</p>	<p>1. Check ERR/JAM history</p> <p>➤ <b>COPIER&gt;DISPLAY&gt;ERR</b></p> <p>➤ <b>COPIER&gt;DISPLAY&gt;JAM</b></p> 	<p>Address all Error and Jams.</p>	<p>Visual Check</p> 

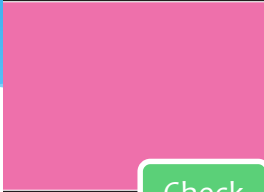
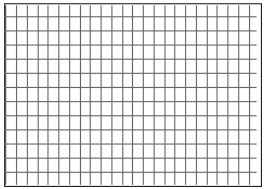


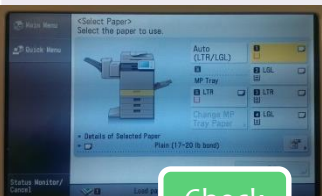
# iR ADV C255iF/ C355iF Advanced Maintenance Guide

Common Process (Before)

Procedure	Detail	Note	Time
<p><b>C7</b></p> <p>Check the Drum counter</p> <p><b>If Snapshot tool was used successfully, skip steps C5 through C8</b></p>	<p>1. Check the Drum counter.</p> <p>➤ <b>COPIER&gt;COUNTER&gt;LF</b></p>  <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div style="border: 1px solid green; border-radius: 10px; padding: 5px 15px; background-color: #d4edda;">Check</div> <div style="border: 1px solid red; border-radius: 10px; padding: 5px 15px; background-color: #f8d7da;">Replace</div> </div>	<p>◆ <b>Point:</b> Replace the drums by referring to the value below to eliminate drum over life related issues.</p> <p><b>COPIER&gt;COUNTER&gt;LF</b></p> <p>➤ Y/M/C/K-DRM-LF = 100 % or above</p> <p><b>COPIER&gt;COUNTER&gt;DRBL-1 &gt; PT-DR-Y/M/C</b></p>	<p>Visual Check</p>  <p>1 min</p> <p>Replace</p>  <p>1 min</p>
<p><b>C8</b></p> <p>Check the P/U roller counters</p> <p><u>Reset the counters if parts are replaced.</u></p> <p><u>*Check that physical condition of the part matches the counter</u></p> <p><b>If Snapshot tool was used successfully, skip steps C5 through C8</b></p>	<p>Check the roller counters.</p> <p>➤ <b>COPIER&gt;COUNTER&gt;DRBL-1</b></p> <p>➤ <b>COPIER&gt;COUNTER&gt;DRBL-2</b></p>  <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div style="border: 1px solid green; border-radius: 10px; padding: 5px 15px; background-color: #d4edda;">Check</div> <div style="border: 1px solid red; border-radius: 10px; padding: 5px 15px; background-color: #f8d7da;">Replace</div> <div style="border: 1px solid orange; border-radius: 10px; padding: 5px 15px; background-color: #fff3cd;">Clear Counter</div> </div>	<p>◆ <b>Point:</b> Replace the rollers <u>over 100%</u> to eliminate parts over life related JAM.</p> <p><b>Cassette 1, Bypass:</b> <b>COPIER&gt;COUNTER&gt;DRBL-1</b></p> <ul style="list-style-type: none"> <li>➤ C1-PU-RL                   ➤ M-PU-RL</li> <li>➤ C1-FD-RL                 ➤ M-FD-RL</li> <li>➤ C1-SP-RL                 ➤ M-SP-PD</li> <li>➤ C1-PU-RL</li> </ul> <p><b>Cassette 2,3,4:</b> <b>COPIER&gt;COUNTER&gt;DRBL-2</b></p> <ul style="list-style-type: none"> <li>➤ C2/C3/C4-PU-RL</li> <li>➤ C2/C3/C4-FD-RL</li> <li>➤ C2/C3/C4-SP-RL</li> </ul> <p><b>ADF:</b> <b>COPIER&gt;COUNTER&gt;DRBL-2</b></p> <ul style="list-style-type: none"> <li>➤ DF-SP-PD (50K)</li> <li>➤ DF-PU-RL (50K)</li> </ul> <div style="border: 1px solid red; padding: 5px; margin-top: 10px;"> <p><b>There is no Periodic replacement # for these parts. Inspect and replace as needed.</b></p> </div>	<p>Visual Check</p>  <p>1 min</p> <p>Replace</p>  <p>10 min</p>
<p><b>C9</b></p> <p>Check the other durable counters</p> <p><u>Reset the counters if parts are replaced.</u></p> <p><u>*Check that physical condition of the part matches the counter</u></p>	<p>1. See the Parts counter.</p> <p><b>COPIER&gt;COUNTER&gt;DRBL-1/DRBL-2</b></p>  <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div style="border: 1px solid green; border-radius: 10px; padding: 5px 15px; background-color: #d4edda;">Check</div> <div style="border: 1px solid red; border-radius: 10px; padding: 5px 15px; background-color: #f8d7da;">Replace</div> <div style="border: 1px solid orange; border-radius: 10px; padding: 5px 15px; background-color: #fff3cd;">Clear Counter</div> </div>	<p>◆ <b>Point:</b> Recommend to replace the following parts over 100%.</p> <p><b>COPIER&gt;COUNTER&gt;DRBL-1.</b></p> <ul style="list-style-type: none"> <li>➤ <b>Fixing FX-UNIT (150K)</b></li> <li>➤ <b>Waste Toner Container : WST-TNR estimate (30K)</b></li> <li>➤ <b>ITB estimate (150K)</b></li> <li>➤ <b>Secondary Transfer Outer Roller estimate (150K)</b></li> <li>➤ <b>Finisher : FIN-MPDL &amp; FIN-SPDL</b></li> </ul>	<p>Visual Check</p>  <p>1 min</p> <p>Replace</p>  <p>15 min</p>

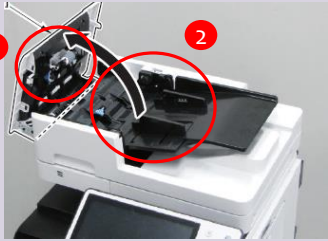

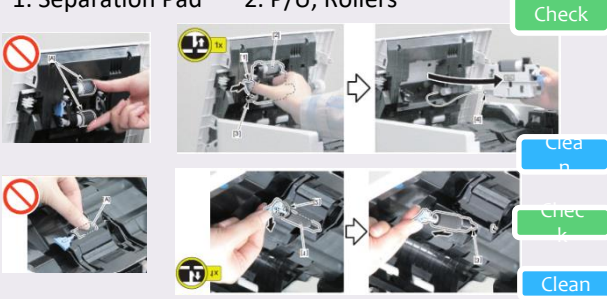

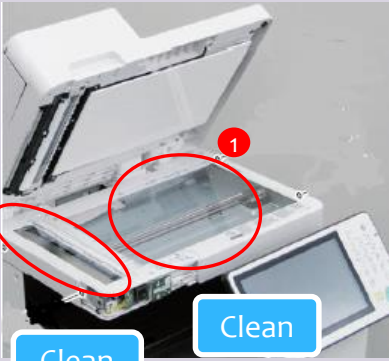

# iR ADV C255iF/ C355iF Advanced Maintenance Guide

Common Process (Before)

Procedure	Detail	Note	Time
<p><b>C10</b></p> <p>Make Samples (Before Sample)</p>	<p>Make the following Copy/Print samples from ADF and Copy Glass.</p> <p>1. PG5 <span style="float: right;">2.CA7</span></p>  <p>3. PG6</p>   <p>4. PG10</p>  <p style="text-align: center;"><b>Check</b></p>	<p>Any issues, resolve them as needed.</p>	
<p><b>Perform C10 and C11 at the same time to save time</b></p>			
<p><b>C11</b></p> <p>Inspect paper Feed</p>	<p>Make copies from all Cassette using at least 5 originals in the ADF.</p>  <p style="text-align: center;"><b>Check</b></p> <ol style="list-style-type: none"> <li>1. Cassette 1</li> <li>2. Cassette 2</li> <li>3. Cassette 3</li> <li>4. Bypass tray</li> </ol>	<p>Make copies using the following cassette.</p> <p><b>◆Point:</b> Make following jobs.</p> <ol style="list-style-type: none"> <li>1. Double sided</li> <li>2. Staple</li> <li>3. Hole punch</li> </ol> <p>If you see the JAM, find the cause and fix that issue.</p>	<p><b>Check</b></p>  <p><b>5 min</b></p>



# iR ADV C255iF/ C355iF Advanced Maintenance Guide

Procedure	Detail & Action	Note	Time
<p>M1</p> <p>Clean ADF for Dust</p>	<p>1. Inside cover</p> 	<p>◆ Point:</p>	<p>Clean</p> 
<p>M2</p> <p>Clean ADF Rollers</p>	<p>Clean the rollers if they were not replaced in step No.5.</p> <p>1. Separation Pad    2. P/U, Rollers</p> 	<p>Clean the rollers using lint free paper with water. Sensors should be cleaned by blower brush.</p> <p>➤ If the rollers are under 50% usage, cleaning may not be necessary.</p>	<p>Clean</p> 
<p>M3</p> <p>Clean the Glass/ Optics</p>	<p>1. Copy Glass    2. CIS Unit</p> 	<p>◆ Point:</p> <ol style="list-style-type: none"> <li>1. Clean the Copy Glass with Oil cleaner (FY9-6020-000).</li> <li>2. Check that there is no dirt or any foreign particles on the scanner system part. (CIS/CCD).</li> <li>3. Check that the CIS/CCD unit moves smoothly and there is no dirt on the rail.</li> <li>4. Check that there is no dew condensation found on the scanning system parts.</li> </ol>	<p>Clean</p> 



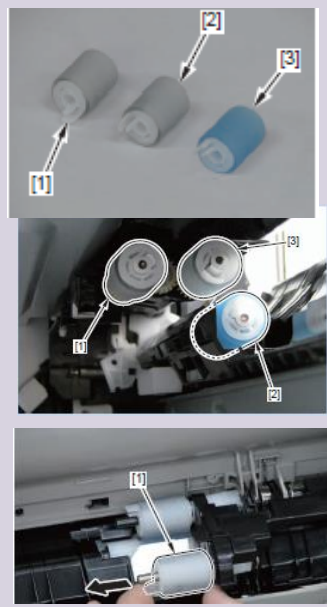
# iR ADV C255iF/ C355iF Advanced Maintenance Guide

Procedure	Detail	Note	Time
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**M4**

Clean Rollers on Cassettes & Multi-feeder

Clean the rollers if they were not replace in step No.5.  
 1. Pick up Roller 2. Feed Roller 3. Separation Roller



Clean the rollers using lint free paper with water.

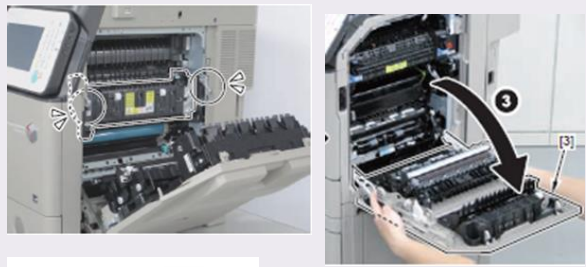
1. Check that there is no foreign particles such as paper dust, etc.
2. Check that the Pick-up/Feed/Sep rollers are not worn and deformed and has no cut /dirt.
3. Check that the Feed Guide is not worn and deformed and has no cut/dirt.
4. Check all cassettes for:
  - Installed properly and the paper size is configured properly
  - **Side guides/trail edge guide plate is properly set.**
  - Middle plate moves smoothly and is not deformed.

Visual Check

Clean

**M-5**

Clean the Fixing ;  
 Open up the side of the machine



**Take out the Fixing Assembly and clean the inlet guides**

◆ **Point:**

1. Check that the fixing film and pressure roller is not worn and deformed and has no cut/ dirt

Visual Check

Clean



Check

Clean






➤ **Clean the Fixing Inlet Guide with lint-free paper moistened with alcohol**

COPIER>FUNCTION>NIP-CHK  
**Check the nip pressure later when everything is put back together if you are experiencing fusing issues.**

# iR ADV C255iF/ C355iF Advanced Maintenance Guide




Procedure	Detail	Note	Time
<p data-bbox="115 285 483 385">Clean Inside of the machine.</p> <p data-bbox="115 885 502 1099"><b>CAUTION:</b></p> <ul data-bbox="115 913 502 1099" style="list-style-type: none"> <li>• Do not use alcohol because it causes melting and clouding of the sensor window.</li> <li>• Do not dry wipe the sensor window because it is charged to attract toner</li> </ul>	<p data-bbox="483 178 540 221">M6</p>  <p data-bbox="569 364 821 606">  </p> <p data-bbox="840 385 898 428">M7</p>  <p data-bbox="511 635 569 678">M8</p>  <p data-bbox="569 928 627 971">M9</p>  <p data-bbox="569 1163 627 1206">M10</p> 	<p data-bbox="1188 199 1304 235">◆ Point:</p> <p data-bbox="1188 264 1719 328">Check that the Transfer Roller is not worn and deformed and has a cut/dirt.</p> <p data-bbox="1188 328 1381 514">ITB Feed Guide / Rib Transfer Guide Static Eliminator Patch sensor Drum</p> <ul data-bbox="1188 514 1690 585" style="list-style-type: none"> <li>➤ [M6] Clean area around ITB assembly</li> <li>➤ [M7] Clean Right inner cover area</li> </ul>  <ul data-bbox="1188 863 1729 1035" style="list-style-type: none"> <li>➤ [M8] Clean the ends of the Drum Unit Clean the [A] part of the Drum Unit (Y) [1] with a blower [2] Clean the [A] part of the Drum Unit (Y) [1] with lint-free paper [3]</li> </ul> <ul data-bbox="1188 1056 1767 1228" style="list-style-type: none"> <li>➤ [M9] Clean the Registration Patch Sensor Unit <b>“See Caution”</b> Clean patch sensor with a blower; If soiling cannot be removed, clean sensor with cotton swab moistened with water in a single direction.</li> </ul> <ul data-bbox="1188 1249 1767 1292" style="list-style-type: none"> <li>➤ [M10] Clean the Registration front Guide</li> </ul>	

# iR ADV C255iF/ C355iF Advanced Maintenance Guide

Procedure	Detail	Note	Time
Clean Inside of the machine continued	<p>M11 </p> <p>M12 </p>	<p>➤ [M11] Clean the Registration Roller / Pre-Reg Roller</p> <p>➤ [M12] Clean the Secondary Transfer Guide</p>	Clean  5 min
M13 Clean Dust Proof Glass	 	<p>➤ Using the Dustproof Glass Tool located on the door, clean the dustproof glass from the hole of the Waste Toner Container.</p>	



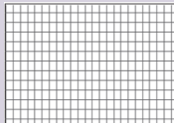


# iR ADV C255iF/ C355iF Advanced Maintenance Guide

Maintenance Process

Procedure	Detail	Note	Time
M14 Empty the Waste toner bottle.		<b>Empty waste toner container every service call.</b> Be sure to keep the waste toner container in a horizontal position when removing the container to prevent toner spillage onto floor. 	Visual Check 

Common Process (After)

C12 Perform Auto Adjust Gradation	1. Auto Adjust Gradation Settings/Registration>Adjustment/Maintenance >Adjust Image Quality▶ Auto Adjust Gradation 	<b>◆ Point:</b> 1. If the customer uses heavy paper, perform an Auto Adjust Gradation with plain and heavy paper.	Adjust 
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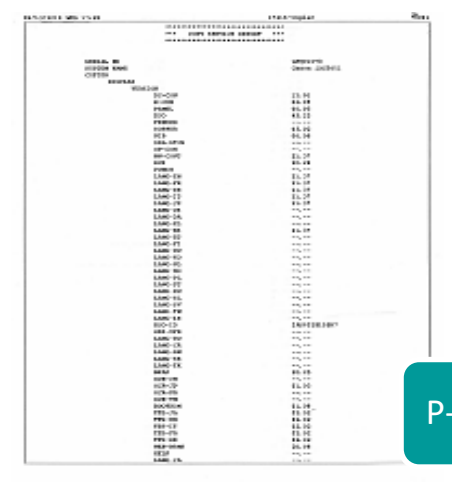


C13 Make Samples (After Sample)	Make the following Copy/Print samples from the ADF and Copy Glass. 1. PG5  2. CA7 	3. PG6  4. PG 10 	Check 
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**Perform C13 and C14 at the same time to save time**

C14 Test paper Feed	Make copies from All Cassette using at least 5 originals each from ADF.  1. Cassette 1 2. Cassette 2 3. Cassette 3 4. Bypass tray 	Make copies from the following cassettes. <b>◆Point:</b> Make following jobs. 1.Double sided 2.Staple 3.Hole punch If you see the JAM, find the cause and fix that issue.	
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# iR ADV C255iF/ C355iF Advanced Maintenance Guide




Common Process (After)

Procedure	Detail	Note	Time
<p>C15</p> <p>Complete Documentation</p>	<p>Service Log</p> <p>Fill out</p> <p>P-PRINT</p>  <p>P-PRINT</p>	<p>◆ <b>Point:</b></p> <ol style="list-style-type: none"> <li>1. Let the customer print the test prints from their PC while completing the documentation.</li> <li>2. Write down the <u>detail actions and all part names and part #</u> in the service log for the next visit.</li> <li>3. If you change the service mode value or update the system software, make a P-Print and keep it with the Service Log and User data list.</li> </ol>	<p>Fill Out</p>  <p>3 min</p> <p>P-Print</p>  <p>2 min</p>



# iR ADV C255iF/ C355iF Advanced Maintenance Guide

Common Process (After)

Procedure	Detail & Action	Note	Time
<p><b>C16</b></p> <p>Perform COM-TEST</p>	<p>1. IF COM test passed at the beginning of the service call do not perform a com-test. If it did not please repair this issue and perform a successful com-test.</p> <p>➤ <a href="#">COPIER &gt; Function &gt; INSTALL&gt;COM-TEST</a></p>	<p>If COM-TEST is NG, fix this issue at first. If you can't fix this issue escalate the call.</p> 	<p>Check</p>  <p>COM TEST</p> 
<p><b>C17</b></p> <p>Communicate to the customer that you are leaving.</p>	<p>Ask the customer if everything was addressed. Do they have the necessary supplies and ask if they are satisfied with your service.</p>	<p>◆ Address all customer issues with your service manager. Ensure they are resolved or addressed, whether they are administrative, service related or sales oriented.</p>	<p>Scan</p> 