

**Canon**

 **imageFORMULA**  
**DR-M260**



# *Service Guide*

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**THIS SERVICE GUIDE INCLUDES INFORMATION RELATING TO THE imageFORMULA DR-M260. SPECIFICATIONS AND OTHER INFORMATION CONTAINED HEREIN MAY VARY SLIGHTLY FROM ACTUAL DEVICE VALUES OR THOSE FOUND IN ADVERTISING AND OTHER PRINTED MATTER.**

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## I. Product Overview

The Canon imageFORMULA DR-M260 is a high-speed document scanner that supports a variety of documents, from business cards to thin documents such as order forms and delivery statements, in addition to the standard document commonly used in business.

With the Auto Document Feeder's ability to scan documents in bulk, there is no need to divide documents by type or size. Whether scanning color, gray, or black and white (B&W), up to 120 sides (60 two-sided documents, up to 200 dpi, A4 portrait) ppm (pages per minute) can be scanned in a fast, one-pass operation. The heavy-duty Auto Document Feeder can hold up to 80 sheets of paper.

The scanner supports imageWARE Enterprise Management Console (iWEMC), which allows the scanner to be managed via a network, reducing IT department costs. Productivity can be significantly improved with the combination of high-speed scanning and versatile paper feeding power.

The imageFORMULA DR-M260 features the following:

- **Compact Design:** Approximately 11.22" (W) x 7.09" (D) x 7.01" (H) when the document feed tray is removed.
- **Fast Document Feeding:** Documents can be scanned at a speed of up to 60 ppm when scanning one-sided or two-sided documents of LTR size at up to 200 dpi.
- **High Image Quality:** Up to 600 dpi optical resolution, sensor incorporated in the scanner enables documents to be scanned with high image quality.
- **USB 3.1 Gen1 Interface:** supports SuperSpeed USB 3.1 Gen1.
- **Color/Grayscale Support:** Documents can be scanned in 24-bit color or 256-level grayscale.
- **Supports a Variety of Scanning Modes:** The scanner supports the following scanning modes, depending on the document type:
  - Single-sided or double-sided scanning (with Skip Blank Page function)
  - Continuous or single sheet feed
  - Scan business or ID cards.
- **Paper Size Detection:** Automatically detects the size of a scanned document and eliminates any unnecessary space around the edges of the image when storing the image, even when storing a document of irregular size.
- **Auto Color Detection:** The scanner detects whether the scanned document is in color, grayscale, or B&W, and saves the image accordingly.

- **Full Auto Mode:** A Full Auto Mode is provided in CaptureOnTouch to allow scanning under automatically determined conditions. Scanning conditions such as the color mode and page size are set automatically based on the document being scanned.
- **Auto Resolution Detection:** When enabled in the CaptureOnTouch or scanner driver settings, this function detects the content of documents and determines the scanning resolution automatically.
- **Folio Scan:** You can scan folded documents. The scanner will scan both sides and combine the scanned images into a single image.
- **Deskew:** The scanner is equipped with a deskew function that straightens images before saving them when documents are scanned askew. The scanned images are straightened, as opposed to the actual document sheets.
- **Ultrasonic Double Feed Detection:** Ultrasonic waves are used to detect pages that are fed at the same time as well as the space between pages. Scanning stops if a double feed is detected.
- **Double Feed Detection Ignore:** When a double feed is detected, error is displayed on the operation panel. Save, select Continue, and press the OK button, to continue with the scanning.
- **Double Feed Retry:** When a double feed has occurred, this function returns the document to the document feeder and re-feeds the pages.
- **Text Orientation Detection:** The text orientation on each page is detected, and the scanned image is rotated in 90-degree increments as necessary for normalization.
- **Prevent Bleed Through/Remove Background:** Prevents the background or original image on the reverse side of thin originals from appearing in scanned images.
- **Text Enhancement Modes:** The scanner is equipped with an Advanced Text Enhancement Mode to enhance the text of documents with dark or uneven backgrounds, and an Advanced Text Enhancement II mode to enhance the text when both the text and background are light. These modes may not work, depending on the type of document. 3200mAh
- **Color Unevenness Reduction Function:** You can control or reduce the color irregularity at the time of the scan.
- **Skip Blank Page Function:** Scans a document without storing images of blank pages, regardless of whether each page of the document is two-sided or one-sided. Both sides are scanned, but saving the image is skipped for scan images judged to be from a blank page.

- **Prescan Function:** Allows contrast and brightness adjustments of a pre-scanned image and then sends the adjusted image to the application software, without having to scan the document again.
- **Character/Line Emphasis Function:** If characters and lines in scanned images are not clearly visible, this function will adjust their thickness during scanning.
- **Skew Detection Function:** The scanner automatically stops operation when documents are fed at an excessive slant to prevent damage to documents.
- **Feed Error Detection:** When a feed error is detected, the scanner automatically stops the scanning operation.
- **Start Scanning from the Operating Panel:** Start scanning by launching CaptureOnTouch with the operating panel buttons.
- **Auto Start:** Enables scanning to be automatically started when a document placed in the feeder is detected.
- **Sleep Mode:** Automatically enters sleep mode if 10 minutes elapse without scanning or another operation being performed.
- **Passport Scan:** Scans passports using the separately sold carrier sheet.
- **A4 Carrier sheet:** Use the separately sold carrier sheet (A4), to scan without damaging an original.

#### **A. Optional imageFORMULA Flatbed Scanner Unit**

The optional flatbed scanner unit enables scanning a variety of document types, expanding the capabilities of the imageFORMULA DR-M26 scanner.

Available imageFORMULA Flatbed Scanner Units are:

1. imageFORMULA Flatbed Scanner Unit 102
2. imageFORMULA Flatbed Scanner Unit 201

**Note:** The imageFORMULA Flatbed Scanner Unit 102/201 cannot operate as a stand-alone unit; it must be connected to a compatible imageFORMULA DR-Series scanner. Refer to the imageFORMULA Flatbed Scanner Unit Service Guide for additional information.

#### **B. Optional Barcode Module**

The optional add-on software module will recognize barcodes printed on documents when scanning.


**II. Product Configuration, eCarePAK and Box Contents**

**A. Product Configuration**

**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) Website <http://www.cna.cusa.canon.com> for the most up-to-date item numbers.

**Table 1 - Configuration**

Item	Item Number <sup>1</sup>
	
imageFORMULA DR-M260	2405C002AA
<b>Options</b>	
imageFORMULA Flatbed Scanner Unit 102	2152C002AA
imageFORMULA Flatbed Scanner Unit 201 (11" x17")	6240B002AA
Barcode Module	1922B001AA
<b>Consumables</b>	
A4 Carrier Sheet	0697C001AA
Passport Carrier Sheet	0697C002Aa
Exchange Roller Kit	1550C001AA
<p>Note: The Exchange Roller Kit consists of the following consumable parts and can be ordered as a sales item: Feed Roller and Retard Roller. Refer to the Consumable Parts Table on <a href="#">Page 15</a>.</p>	

1. Item Numbers and Part Numbers are subject to change without notice.



**B. eCarePAK**

An eCarePAK is available for purchase through an Authorized Canon Distributor or Dealer. For more information, see [“eCarePAK Extended Service Plans,”](#) on page 19.

**Table 2 - eCarePAK for imageFORMULA DR-M260**

Type	Extended Coverage	Item Number <sup>1</sup>
Distributor	eCarePAK DR-M260 1 Year	5352B030AA
	eCarePAK DR-M260 1 Month	5352B030AA
Dealer	eCarePAK DR-M260 1 Year Dealer	9738B021AA
	eCarePAK DR-M260 1 Month Dealer	9738B022AA

<sup>1</sup> Item numbers and part numbers are subject to change without notice.

**C. Box Contents (for Main Unit)**

The Box Contents are shown for reference purposes only and are subject to change without notice.

- Main Unit
- Warranty Card
- Power Supply Cord
- AC Adapter
- Feed Tray
- Setup Disc
- Kofax VRS Disc
- USB Cable (Type A/Type B)

**III. Service Authorization**

To become authorized and maintain authorization to service an imageFORMULA DR-M260 scanner, each authorized dealer location must have at least one (1) service technician who has completed the imageFORMULA DR-M160 On-line Training and received certification

**IV. Educational Training**

**A. Training Overview**

The imageFORMULA DR-M160 Self-Paced On-line Training course provides technicians with the theoretical concepts to install, configure, and support the imageFORMULA DR-M160II. The course outlines the setup of the scanner and its software, provides scanner component details, lists consumable parts, and provides basic information on the power supply and electrical parts, along with their locations for troubleshooting.

The imageFORMULA DR-M160 Self-Paced On-line Training Course is available in the Training Center on the Canon USA e-Support Center Website (<http://www.support.cusa.canon.com>).

**Table 3 – Technician Training**

Module Name	Course Code <sup>2</sup>
imageFORMULA DR-M160 Self-Paced On-line Training Course	18IFSM1600O

**B. Technician Certification**

After completing the imageFORMULA DR-M160 Self-Paced On-line Training Course and passing the assessment, students will receive certification on the following imageFORMULA desktop scanners:

- imageFORMULA DR-M160 desktop scanner
- imageFORMULA DR-M160II desktop scanner
- imageFORMULA DR-M260 desktop scanner

Dealer service technicians, who are already certified on the imageFORMULA DR-M160, are automatically certified to service the imageFORMULA DR-M160II and the imageFORMULA DR-M260.

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<sup>2</sup> Course Code is subject to change without notice.

### C. Who Should Take This Training

Service Technicians who are required to install, service, or support the imageFORMULA DR-M260 machines must take this course for certification.

**Note:** Our current support policy dictates that only those service technicians who have completed the training program and pass the final assessment exam are entitled to live, phone-based support through our TSC (Technical Support Center). However, self-service support (software downloads, knowledgebase articles, support forums, technical publications) is available via the Canon [e-Support Center Website](#) for all authorized service technicians. (Refer to the Technical Support section on the e-Support Center Website for entitlement details.).

### D. Prerequisites

Prerequisites are not required to take the Self-Paced on-line training course. However, a working knowledge of computer hardware, operating systems, and scanner technology is highly recommended.

### E. What You Will Learn

- Installation
- Features and Specifications
- Key Operations
- Service and Maintenance
- Troubleshooting

### F. Course Format

The imageFORMULA DR-M160 Self-Paced on-line Training Course is located in the Training center of the Canon USA [e-Support Center Website](#) and can take approximately 90 minutes to complete this course and its final exam.

### G. Course Highlights

This course provides key information for installation and maintenance of the imageFORMULA DR-M160II/DR-M160, along with learning resources that include downloadable service documentation from within the course.

Students may work at their own pace.

**H. Course Equipment**

- Windows workstation (Microsoft Vista, XP, 2007, or higher)
- Microsoft Internet Explorer v7.0 or higher
- Applicable accessories (hardware and software)

**I. Service Materials**

The service materials required for the imageFORMULA DR-M160 Series Self-Paced On-line Training Course are listed in the table below.

**Table 4 – Service Materials**

Model	Item	Location
imageFORMULA DR-M160II	e-Learning Training Program	Conducted online
	Service Manual	Downloadable from within the e-Learning course and the <a href="#">e-Support Center Website</a>
	Parts Catalog	

**V. Servicing Notes**


This scanner is to be installed by the end-user. The end-user should be advised to install the scanner by reading the User Manual thoroughly.

**A. Power and Plug Requirements**

Canon USA strongly suggests that dedicated and properly grounded outlets be provided for the imageFORMULA DR-M260 scanner.

The imageFORMULA DR-M260 requires a 120V, 60 Hz NEMA 5-15R receptacle for proper operation. Before installation, confirm that the proper dedicated NEMA receptacles are available for these devices.

**Table 5 – Power and plug Requirements**

imageFORMULA DR-M260
 <p>NEMA 5-15R</p>

**IMPORTANT**

- We recommend an additional standard 120 V/15A outlet for service tools, such as a laptop computer or vacuum that may be used when servicing or configuring the machine.
- Use only dedicated and properly grounded outlets for the Scanner. Do not use extension cords. The ground connection serves to provide the internal electronics with a reference voltage. Faulty or poor ground sources will cause this reference voltage to fall into a range that no longer serves as a reliable reference voltage. The internal logic and programming of the imageFORMULA Scanner will not perform reliably because there is an insufficient difference between the internal operating signal voltages and the poor ground reference signal. A qualified electrician can measure and provide the ground source that the imageFORMULA Scanner machines or any computer controlled office equipment requires.
- Before installation, confirm that all necessary receptacles are available.
- Phase converters and step down transformers are not supported.

**Table 6 – Power Requirements for the Main Unit and Optional Accessories**

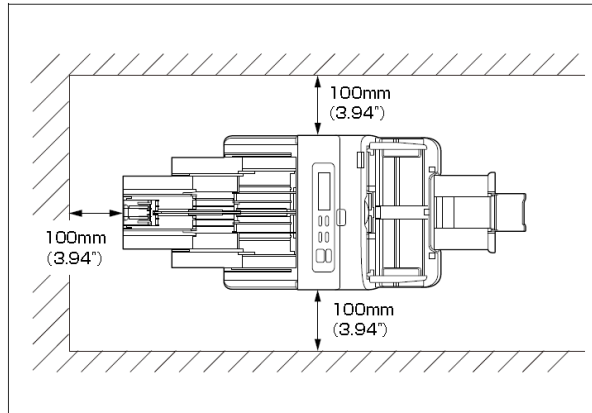
Main Unit or Optional Accessory	Power Supply	Power Receptacle
imageFORMULA DR-M260	120 V/15 A outlet	NEMA 5-15R
imageFORMULA Flatbed Scanner Unit 102		
imageFORMULA Flatbed Scanner Unit 201		

**B. Installation Space Requirement (End-User)**

The performance of this scanner is affected by the environment in which it is installed. Make sure that the location where the scanner is installed meets the following environmental requirements:

- Provide at least 3.94” (100 mm) of space in the front and sides of the scanner for documents output after being scanned and for operation, maintenance, and ventilation.
- Avoid installing the machine in direct sunlight. If this is unavoidable, use curtains to shade the scanner.
- Avoid locations where a considerable amount of dust accumulates as dust may adversely affect the inside of the scanner.
- Avoid warm or humid locations, such as near a water faucet, water heater, or humidifier.
- Avoid locations where ammonia gas is emitted.
- Avoid locations near volatile or flammable materials, such as alcohol or paint thinner.
- Avoid locations that are subject to vibration.
- Avoid exposing the scanner to rapid changes in temperature. If the room in which the scanner is installed is cold but rapidly heated, water droplets (condensation) may form inside the scanner. This may result in a noticeable degradation in scanning quality. The following conditions are recommended for optimal scanning quality: Room temperature: 10 °C to 32.5 °C (50 °F to 90.5 °F) Humidity: 20% to 80% RH
- Avoid installing the scanner near equipment that generates a magnetic field (e.g. speakers, televisions, or radios.)

**Figure 1 – Scanner Installation Space Requirements**



**C. Recommended Computer (End-User)**

- CPU: Inter Core 2 Duo 1.66 GHz or higher
- Memory: 1GB or more
- Hard disk: 3GB or more space
- USB interface: USB3.1 Gen1 / USB2.0
- Monitor: Resolution 1024 x 768 (XGA) or higher
- Optical drive: Able to read CD's

**D. Recommended Installation Supported Operating Systems (End-User)**

- Microsoft Windows 7 (32/64 bit edition)
- Microsoft Windows 8.1 (32/64 bit edition)
- Microsoft Windows Server 2008 SP1
- Microsoft Windows Server 2012 R2
- Microsoft Windows Server 2016

**E. Estimated Installation Time (End-User)**

The estimated installation time to unpack and install the machine is approximately 10 minutes. The estimated installation time is based on an end-user completing the installation and is for reference purposes only.

Excluded from the estimated installation time is the time to prepare the installation space, the time to setup the Desktop PC, and the time to setup and install an optional imageFORMULA Flatbed Scanner Unit.

**F. Software Installation Procedures (End-User)**

To use the scanner, install the following software from the included setup disk.

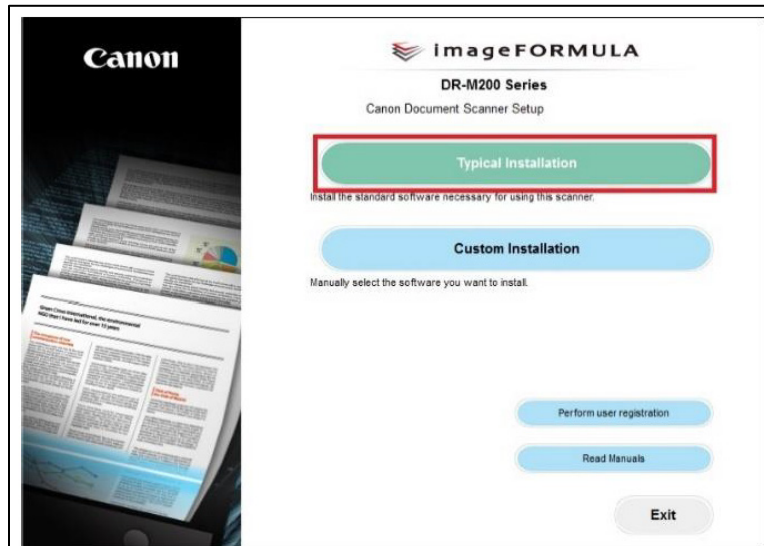
- CaptureOnTouch
- Scanner driver

**Note:** The software should be installed before connecting the machine to a computer.

The following steps outline the imageFORMULA DR-M260 installation on Microsoft Windows.

1. Login to the PC using an account having Administrator privileges.
2. Before installing the software, exit all other applications.
3. Load the setup disk into the DVD drive of the computer. If the User Account Control screen appears (Windows 7/Vista), click [Yes] or [Permissions].
4. The setup menu starts automatically (Figure 2 below).
5. Click [Typical Installation].

**Figure 2 – Scanner Setup Menu Screen**



Note: The Scanner Setup Menu Screen is shown for reference purposes only and is subject to change without notice.

Refer to the imageFORMULA DR-M260 User Manual for complete installation procedures.



**G. Periodic Maintenance (End-User)**

Some parts of the machine must be checked and/or replaced on a periodic basis by the end-user to ensure a specific level of machine performance. Therefore, a service technician is not normally required to service the scanner.

These parts are likely to affect the performance once they fail even in the absence of external change or damage. Whenever possible, the end-user should plan their replacement and/or cleaning as scheduled in the below table.

Refer to the imageFORMULA DR-M260 Service Manual.

**Table 7 - End-User Periodic Maintenance**

Part (Location)	As Necessary	Every 200,000 sheets	Remarks
Main body	Clean		Use a cloth slightly dampened with water and well wrung out to remove any dirt, and then use a clean, dry cloth to wipe the main body.
Reading glass	Clean		Use a soft, clean, and dry cloth to wipe off any dirt.
Retard roller	Clean	Replace	Use a cloth slightly dampened with water and well wrung out to remove any dirt, and then use a clean, dry cloth to wipe the main body. Note: Remove the retard/feed roller from the main body before cleaning.
Feed roller	Clean	Replace	
Other rollers (Other than Retard roller and Feed roller)	Clean		
Feed path	Clean		Use such as air blowers to remove any dust and paper particles that have accumulated on the feed path.

There are no periodical maintenance items required by the service technician. However, when visiting an end-user, the service technician should check whether the reading glasses and the rollers are dirty. If they are very dirty, instruct the end-user to follow the “user maintenance” procedures.

Recommend the end-user to replace consumable parts if necessary. In addition, remove the cover, check that there is no paper dust or other foreign matter inside the main body, and then perform a cleaning.

## H. Recommended Replacement Parts

The Recommended Replacement Parts in the following table are suggested to be kept in stock by the Dealer, for replacement purposes, in the event of a hardware failure.

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

Refer to the imageFORMULA DR-M260 Service Manual.

**Table 8 - Recommended Replacement Parts**

Part Name	Part Number <sup>1</sup>	Quantity
Control PCB	MG1-5077-000	1
Sub PCB	MG1-5078-000	1
Operation PCB	MG1-5079-000	1
LCD Unit	MF1-4919-000	1
Upper Reading Unit	MG1-8331-000	1
Lower Reading Unit	MG1-8342-000	1
Ultra sound drive PCB	MG1-4599-000	1
Feed Error PCB (Transmitter)	MG1-4881-000	2
Feed Error PCB (Receiver)	MG1-5080-000	2
Registration Roller	MA3-0670-000	1
Eject Roller	MA3-0671-000	1
Follower Roller	MA2-9469-000	4
Feed Motor	MH7-1174-000	1
Main Motor	MH7-1199-000	1
AC Adapter	MG1-5039-000	1

<sup>1</sup> Item numbers and part numbers are subject to change without notice.

**I. Consumable Parts**

Consumable parts are defined as those parts having a limited yield that will be reached during a customer’s specific machine operation and should be replaced as needed. Examples of consumable parts may include but are not limited to feed rollers, separation rollers, etc. The consumable parts provided below show an estimated yield to assist in the initial parts/supplies planning.

Note: All consumable parts shown in the below tables are for reference purposes only and are subject to change without notice. Refer to the imageFORMULA DR-M260 Service Manual.

**Table 9 - Consumable Parts (End User Replaceable)**

Description	Item Number <sup>1</sup>	Expected Life <sup>3</sup> (sheets)	Remarks
Feed roller	MG1-5152-000	200,000 sheets	Because of the worn rollers, it is necessary to replace when feed errors occur after cleaning.
Separation roller	MG1-5123-000		

<sup>1</sup> Item numbers and part numbers are subject to change without notice.

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3. Estimated average values in the field, based on the number of sheets separated, not the size of the sheets scanned. Data is subject to change depending upon many factors including, without limitation, environment, and customer handling of the scanner equipment.

## VI. Suggested End-User Service Offerings

### A. Limited Warranty Conditions

The Canon imageFORMULA DR-M260 Scanner Five-Year Limited Warranty is effective for five-years after delivery to the original purchaser. This warranty shall not extend to consumables (such as feed rollers, separation rollers, etc.) as to which there shall be no warranty or replacement.

Refer to the Warranty terms and conditions in the [Appendix](#) of this Service Guide for complete details.

## VII. Product Technical Support Offerings

Note: Please refer to the Technical Support Center on the [e-Support Center Website](#) for the most current policies and procedures.

### A. 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 1-800-423-2366, 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.
- Redirects end-user calls to the Authorized Servicer of record. If there is no Authorized Servicer of record, the CITS help desk will:
  - Attempt to resolve hardware, software, and operational problems.
  - Assist 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 third-party service provider, 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.

## B. Canon USA Technical Support Center

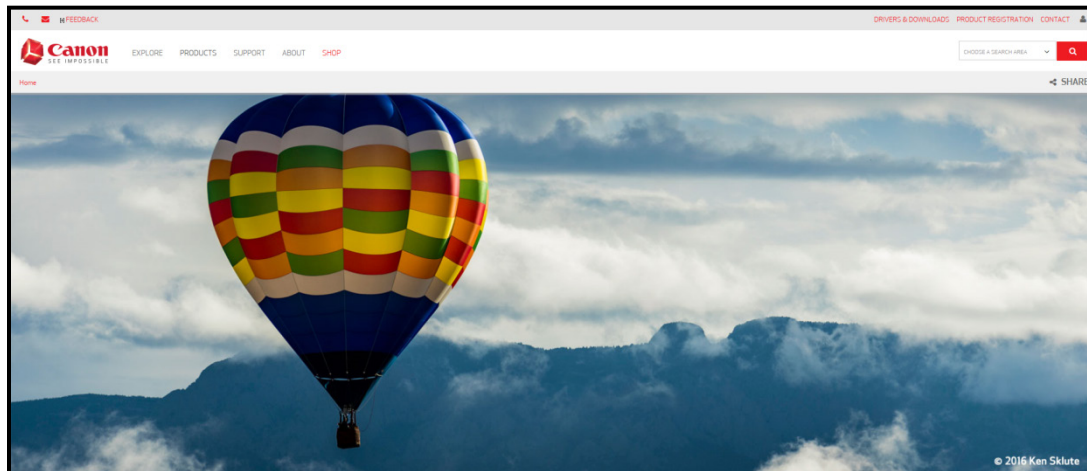
The Technical Support Center (TSC) is the single point of entry for all technical support issues on BISG products. To ensure that every dealer receives the highest level of support and help to resolve the end user's problems quickly and accurately, we recommend each service technician become familiar with the Dealer Support requirements and Canon USA support offerings.

Refer to the Tech Support tab of the [e-Support Center Website](#) and review the Technical Support Center Policies and Procedures as well as Contacts & Tickets.

## C. Internet Support

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

**Figure 3 - Canon USA's Consumer Website**

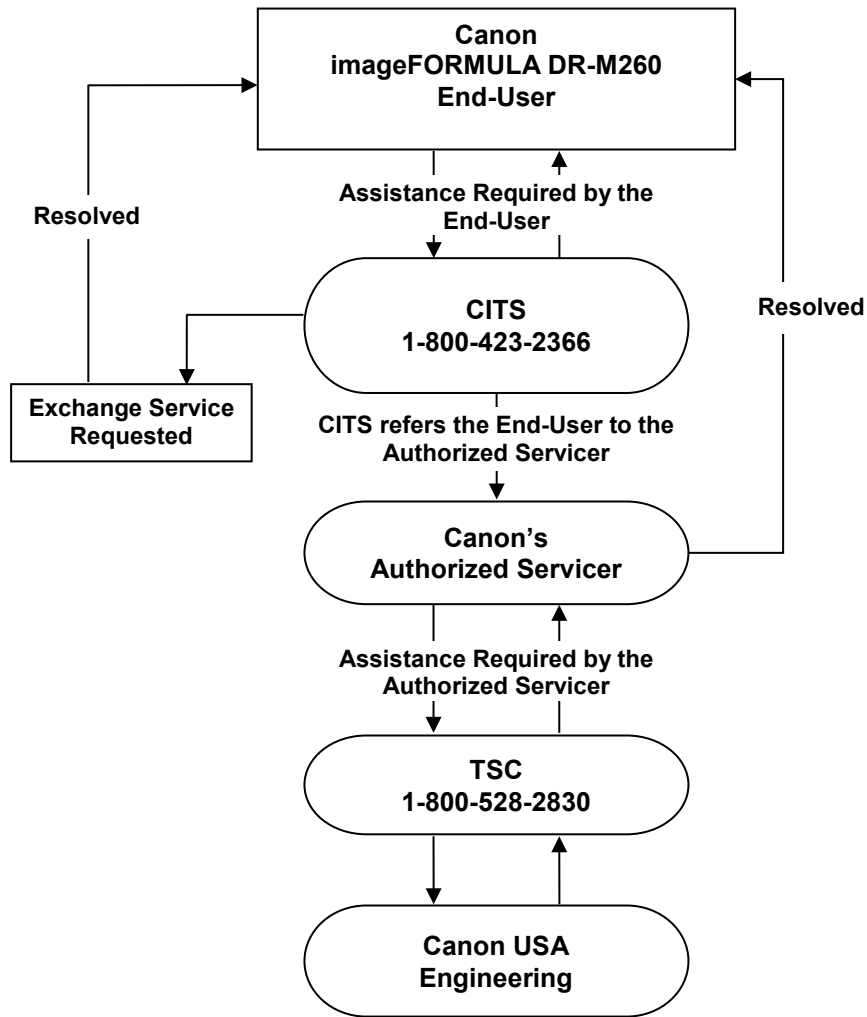


**D. Technical Support Escalation**

The TSC may, at its discretion, escalate a case to the Regional Field Support Staff or Engineering group after all reasonable troubleshooting options have been exhausted.

See the Canon USA Support Escalation Flow Chart in **Figure 4 - Call Escalation Procedure Flow Chart**.

**Figure 4 - Call Escalation Procedure Flow Chart**



## E. Post-Warranty Support

### 1. eCarePAK Extended Service Plans

The Canon eCarePAK extended service plans can be purchased in bulk by a distributor or dealer, who then sells the eCarePAK to their customers

The eCarePAK extended service plans enable the customer to extend the service coverage on their Canon product beyond the 90-Day limited warranty. They provide the customer toll-free telephone support, and if needed, Exchange Service for their Canon product for the duration of the extended coverage.

**Note:**

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

### 2. Purchasing an eCarePAK Extended Service Plan

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

eCarePAK orders must contain the following information:

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

### 3. 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:** Any questions on an eCarePAK Extended Service Plan should be asked via e-mail message to [eCarePAK\\_support@cusa.canon.com](mailto:eCarePAK_support@cusa.canon.com).

## VIII. Authorized Servicer Program

The Authorized Servicer program enables Canon's distribution product resellers to become Authorized Servicers (authorized to service the Canon products they resell). Refer to the Authorized Servicer Program Guide, found in the Download Center section of the [e-Support Center](#) Website for details to help an Authorized Servicer become familiar with Canon USA's business processes and the resources that are available to assist them.

Canon USA's Engineering Services and Solutions Division's Business Relations and Administration department is available to answer questions regarding the Authorized Servicer program. The Business Relations and Administration department can be contacted at 1-631-330-2335, Monday through Friday, 9 A.M. to 5 P.M. ET.

## IX. Parts Support

### A. Parts and Service Material Orders

#### 1. Canon Network Access

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

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

#### 2. Parts Order Desk

Authorized Servicers without access to the CNA Website must contact the Canon Parts Order Desk at 1-866-481-2569. The Authorized Servicer is responsible for all shipping costs related to their order.



**XI. Appendix**  
**A. Specifications**

**Note: All specifications are subject to change without notice.**

**Table 10 - imageFORMULA DR-M260 Specifications**

<b>imageFORMULA DR-M260</b>	
<b>Type</b>	Desktop type sheet-fed network scanner
<b>Power supply</b>	AC adapter: Input: 100V-240VAC, 50/60Hz Output: 24VDC, 2.0A
<b>Power consumption</b>	1) Operation: Up to 23W maximum 2) Sleep mode: Up to 1.4W maximum 3) Power switch OFF: Up to 0.1W maximum
<b>External interface</b>	USB 3.1 Gen1
<b>Dimensions</b>	Tray closed: Approximately 11.2" (285mm) (W) × 10.0" (253mm)(D) × 9.1" (230mm) (H)
<b>Weight</b>	Approximately 3.4 kg, 7.5 lb. (Main body only)
<b>Option</b>	1) Flatbed scanner Unit - 102/201 2) Barcode module (software): 1-demention, 2-dementions
<b>Document Reading/Output</b>	
<b>Sensor type, Density</b>	1 line/4 parallel-CMOS contact image sensor, 600dpi
<b>Sensor operation mode</b>	Approximately 600dpi or 300dpi
<b>Effective reading width</b>	Up to 8.6" (219mm) 5184 pixels
<b>Light source</b>	3-color (RGB) LED, Single-side illumination
<b>Background color</b>	White
<b>Image data memory</b>	SDRAM 1GB (Used for the working memory together.)
<b>Output data to computer</b>	1) Type: 8bit gray or 24bit color (JPEG outputting) 2) Resolution: up to 600x600dpi,400x400dpi,300x300dpi,240 x240dpi, 200x200dpi,150x150dpi,100x100dpi

**B. Canon imageFORMULA DR Scanner Five-Year Limited Warranty**

**CANON imageFORMULA DR-M260 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-M260 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 five-years 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:

- |  |   |
|--|---|
| <p>In the United States:</p> <ul style="list-style-type: none"> <li>• Your local Service Provider; or call</li> <li>• 1-800-423-2368, Monday through Friday from 8:00 a.m. to 8:00 p.m., E.T.</li> </ul> | <p>In Canada:</p> <ul style="list-style-type: none"> <li>• Your local Service Provider; or call</li> <li>• 1-800-OK-CANON, Monday through Friday from 9:00 a.m. to 8:00 p.m., E.T.</li> </ul> |
|--|---|

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.

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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.

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



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