

Canon

LASER CLASS 1060P



SERVICE GUIDE

**CANON U.S.A., INC.
SYSTEMS & TECHNICAL SUPPORT DIVISION**

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I. Product Overview

The LASER CLASS[®] 1060P is the newest addition to Canon's Super G3 Facsimile machines. As an Energy Star[®] Partner, Canon U.S.A., Inc. has determined that this product meets the Energy Star guidelines for energy efficiency.

II. Design Features:

A. Laser Facsimile Features

- Super G3 High Speed Facsimile (33.6KBps)
- 30 Sheets ADF
- Approximately 6 ppm / Up to 600 dpi
- 100 Sheets Multi-Purpose Tray
- High Capacity 4MB Memory, 256 Pages
- FX-3 Single Cartridge: (Yield¹ 2,700 Pages)

B. Print Features

- Approximately 6 ppm / Up to 600 dpi
- Supports Microsoft[®] Windows[®] 95/98/Me, Windows NT[®] 4.0/2000
- New LASER CLASS 1060P Printer Driver V.1.00
- Printer Driver Only
- USB/Parallel Interface

III. Specifications

A. LASER CLASS 1060P

LASER CLASS 1060P (Main Unit)	
Modem	FAX Modem / 33.600 bps / V.34, V.8, V.17, V.29, V.27ter, V.21
Transmission Speed	Approximately 3 Seconds
Data Compression System	MH, MR, MMR
ADF	Approximately: <ul style="list-style-type: none"> • 30 Sheets LTR • 10 Sheets LGL
Scanning Speed	Approximately 6.5 page/min (203dpi x 98dpi)
Scanning Original Width	Approximately 8.5" (216mm)
Effective Scanning Width	Approximately 8.4" (214mm)
Scanning Resolution	Up to 400 dpi x 300 dpi
Engine Resolution	Up to 600 dpi x 600 dpi
Paper Feeding	Approximately 100 Sheets Adjustable MP Tray
Toner Cartridge¹	FX-3 Single Cartridge 2.7K / CRG
Fixing System	Heat Fixing (RAPID Fusing System)
Memory	Fax Memory: 4MB ² (256 Pages)
Automatic Dialing	One Touch 24 Locations, Coded 100 Locations
Dimensions (H x W x D)	Approximately 9.9" (251mm) x 14.6" (372mm) x 14.6" (372mm)
Weight	Approximately 17.7 lbs. (8Kg)

¹ Yield is based on 5% coverage.

² When printing, the memory size is expanded to 7MB.

IV. Product Configuration



LASER CLASS 1060P is shown here with the optional Handset Kit 3

Items included in the LASER CLASS 1060P Box:

- LASER CLASS 1060P Main Unit
- Power Cord
- Telephone Line Cable
- Sub Tray
- Paper Output Tray
- Tray Cover
- Document Tray
- Warning Label
- Destination Label
- FX-3 Cartridge
- Printer Driver
- Documentation (User's Guide, Quick Start Guide)
- Registration Card
- Limited Warranty Card (English/French)

- User's Guide
 - HT1-2171-000
 The Part Number for the User's Guide cannot be ordered as a Sales Item.

A. LASER CLASS 1060P

Item	Item Number ³
LASER CLASS 1060P (Main Unit)	
LASER CLASS 1060P	6653A006AA

B. Supplies

Item	Item Number ³
FX-3 Cartridge	1557A002BA

C. Optional Accessories

Item	Item Number ³
Handset Kit 3 (Cool White)	0752A020AA

³ Item Numbers and Part Numbers are subject to change due to engineering changes, etc.

V. Service Features

A. Estimated Installation Time

Item	Estimated Installation Time
LASER CLASS 1060P Main Unit (includes driver installation and configuration)	60 Minutes

B. Adjustment Items

The ATT (signal power level) should not be adjusted without a given reason. Increasing the ATT may cause other errors when Super G3 is present.

C. Consumables

The following items may, depending on usage, require replacement over the warranty period of the unit.

Product Name	Product Number	Qty	Estimated Yield/Life (sheets) ⁴	Remarks
FX-3 Cartridge	1557A002BA	1	2,700 ¹	Replace when toner runs out.

D. Periodic Inspection and Replacement Parts

There are no periodic inspections or replacement parts required by the customer or service technician for the LASER CLASS 1060P.

E. Repairable Parts List

A complete Repairable Parts List is unavailable at the time that this Service Guide is being published. Therefore, Canon U.S.A. Systems and Technical Support Division will post the Repairable Parts List on-line at the Technical e-Support Center at <http://www.support.cusa.canon.com> as soon as it becomes available.

Refer to the Internet Systems and Technical Support section on [Page 6](#) for additional information on accessing the Canon U.S.A. Systems and Technical Support Division's e-Support Center.

⁴ Estimated average values in the field, based upon data from supplier. Data is subject to change depending upon many factors including, without limitation, monthly printer volume, environment, type of image printed or copied and customer handling of the equipment

F. Customer Maintenance

It should be recommended to the customer that the following items be cleaned, as necessary, to help maintain the machine's peak performance:

Item	Instructions
Main Unit Outer Cover	Lightly wipe the unit's outer casing with a clean, soft, lint-free cloth moistened with water or diluted dishwashing detergent solution.
Separation Roller	Wipe separation roller with a soft, dry cloth when the document separation/feed performance fails.
Separation Guide	Wipe separation guide with a soft, dry cloth when the document separation performance fails.
White Sheet	Wipe with a dry, clean soft cloth when the copied and transmitted images are faint.
Scanning Glass (Contact Sensor)	Wipe with a dry, clean soft cloth when black vertical stripes appear in copied or transmitted images.
Paper Feed Guide	Wipe with a clean, soft, dry, lint-free cloth to remove any toner or paper debris when marks appear on back of paper in copied or received images.

G. Service Technician Maintenance

During service calls, it is recommended that the following items be cleaned as necessary to maintain the machine's peak performance:

Item	Instructions
Main Unit Outer Cover	Lightly wipe the unit's outer casing with a clean, soft, lint-free cloth moistened with water or diluted dishwashing detergent solution.
Separation Roller	Wipe separation roller with a soft, dry cloth when the document separation/feed performance fails.
Separation Guide	Wipe separation guide with a soft, dry cloth when the document separation performance fails.
White Sheet	Wipe with a dry, clean soft cloth when the copied and transmitted images are faint.
Scanning Glass (Contact Sensor)	Wipe with a dry, clean soft cloth when black vertical stripes appear in copied or transmitted images.
Paper Feed Guide	Wipe with a clean, soft, dry, lint-free cloth to remove any toner or paper debris when marks appear on back of paper in copied or received images.

H. Recommended Special Tools

Description	Product Number ³
Lube, Molykote EM-50L, Grease	HY9-0007-000
Electricity Grease (IF-20)	CK-8006-000
Lube, Uniway 68, Oil	CK-0451-000
IC-Removing Tool (24-64P)	HY9-0022-000
Lube, Molykote EMD-110, Grease	HY9-0023-000

I. Internet Systems And Technical Support

Canon U.S.A. Systems And Technical Support Division also provides an online technical e-support center at <http://www.support.cusa.canon.com>.

The e-support center is your total support resource for Software and Connectivity Support, Hardware Services, and Educational Programs for Digital Imaging products. The on-line technical support includes complete documentation and updated driver downloads as well as a comprehensive database of common problems and solutions 24 hours a day, 7 days a week.

If you do not already have access to the Canon e-support center, you can register by contacting the Technical Support Center during the business hours of 9AM to 8PM Eastern Time at 1-800-528-2830.

VI. Warranty Policy

A. Warranty Terms

1. The warranty term for the LASER CLASS 1060P is ninety (90) days from date of delivery to the original purchaser from Canon U.S.A., Inc. or its authorized dealer. See the Canon LASER CLASS 1060P Product Limited Warranty.
2. LASER CLASS 1060P authorized dealers are responsible for providing warranty service to the customer. The customer is entitled to repair by the dealer, at no charge, in accordance with the terms and conditions set forth in the Canon LASER CLASS 1060P Product Limited Warranty.

B. Warranty Parts Credit And Repair

Warranty parts on Canon U.S.A.'s Facsimile Repairable Parts List (See [Page 3](#)) should be sent directly to an Authorized Parts Repair Facility. To avoid any confusion or delay of the repair, do not combine shipments of Canon warranty parts with any other parts you may be submitting to the Authorized Parts Repair Facility (A.P.R.F). The Repairable Parts under warranty should be sent to your A.P.R.F and will be repaired free of charge by the A.P.R.F. Under normal circumstances, the turnaround time is approximately five working days. Once repaired, the board/part will be sent back to the dealer.

Parts that are specified on the LASER CLASS 1060P Repairable Parts List must be shipped prepaid directly to one of the following two Authorized Parts Repair Facilities (A.P.R.F's):

Hytec Dealer Services Inc.
4548 Park Breeze Court
Orlando, FL 32808-1045
Telephone: 1-407-297-1001
Fax: 1-407-297-4810

Nationwide Repair Service Inc.
7864 Barton Street
Lenexa, KS 66214
Telephone: 1-913-248-1722
Fax: 1-913-631-8372

Parts that are not specified on the LASER CLASS 1060P Repairable Parts List must be shipped to the following address:

Canon U.S.A., Inc.
100 Jamesburg Road, Side A
Jamesburg, NJ 08831
Attention: Warranty Control Section

The LASER CLASS 1060P authorized dealer will receive credit for returned non-repairable defective parts, which are under warranty.

All defective parts when shipped under warranty, either for repair to an A.P.R.F. or to Canon U.S.A., Inc., must be accompanied by a completed Fax Part Return Tag and appropriate proof of warranty. Fax Part return Tags may be obtained from your respective regional Canon U.S.A., Inc. office, Imaging Systems Group Technical Support Staff.

VII. Technical Training

A. Overview

Technicians that are currently CFX-L4500IF or LASER CLASS 2060 certified will automatically receive certification for the LASER CLASS 1060P. All others must complete and pass the imageCLASS 1100 Self-Paced Video Training Program and meet the prerequisites in order to become certified on the LASER CLASS 1060P.

B. Course Format

The LASER CLASS 1060P class is an instructor-facilitated self-paced video training program promoting student-centered learning.

C. Prerequisites

The prerequisite for the LASER CLASS 1060P is Fax Quest.

D. What You Will Learn

- Features and Functions
 - Specifications and capabilities of the machine
 - Which accessories are available for this product
- Installation and Accessories
 - Install the LASER CLASS 1060P
 - Install any available accessories
- Key Operations
 - Overview of the operation panel and the functions of each button
 - Overview of the included software and how to successfully utilize its features
- Service Mode, Adjustments, and Maintenance
 - Learn how to access and exit Service Mode
 - Understand what features are available within Service Mode and how to make changes
 - Perform adjustments
 - Perform maintenance procedures
- Disassembly, Reassembly, and Component ID
 - Disassemble the machine
 - Identify components requiring normal maintenance and/or adjustments
 - Identify components which may need to be replaced in the field
 - Assemble the machine and verify operation
- Troubleshooting
 - Use everything you have learned and apply it toward troubleshooting and repairing the product.

E. Authorization

Dealer authorization to service the LASER CLASS 1060P is based on product certification (successful completion of the imageCLASS 1100 training program or automatic certification based on prior CFX-L4500IF/LASER CLASS 2060 training).

F. Materials

Technical Documentation for the LASER CLASS 1060P is listed below:

Description	Item Number ³
imageCLASS 1100 Video Self-Paced Training Program	KU7-2012-000
Service Manual	HY8-19AU-000
Parts Catalog	HY8-39AR-000

To purchase any of the materials listed above, please call the Parts Order Desk at 1-732-521-7230.

VIII. Appendix

A. Canon LASER CLASS 2060P/2050/1060P Facsimile Limited Warranty Conditions

Canon U.S.A., Inc. in the case of goods purchased in the U.S.A., or Canon Canada, Inc. in the case of goods purchased in Canada (herein collectively referred to as "Canon") warrants to the original purchaser (the "Purchaser") of its Laser Class 2060P/2050/1060P Facsimile and Canon-brand accessories or options (if any) designed for, and installed on such Laser Class 2060P/2050/1060P Facsimile (collectively the "FAX Equipment") to be free from defects in workmanship and material under normal use and maintenance conditions for a period of 90 days from delivery to the Purchaser by Canon or its authorized dealer. During such warranty period, defective parts or defective FAX Equipment returned to Canon or its authorized dealer, as applicable, and proven to be defective upon inspection, will be replaced with new or comparable rebuilt parts or exchanged for new or refurbished FAX Equipment as determined by Canon or its authorized dealer in their sole discretion. Warranty replacement will not extend the warranty period of the defective FAX Equipment. This warranty does not extend to used equipment or to any external interface equipment.

In order to obtain warranty service for the FAX Equipment, contact the authorized Canon dealer you purchased it from to schedule the repair. FAX Equipment covered by this limited warranty will be repaired, or exchanged with new or refurbished FAX Equipment, at no charge to you. Repairs or exchanges not covered under this limited warranty will be charged to you at such cost as each authorized Canon dealer may generally establish from time to time.

This warranty does not cover any consumables or software. However, a separate warranty is given for the Canon FX Toner Cartridge. The Purchaser will be solely responsible for obtaining and installing all required software, programming design or coding, as to all of which Canon will have no responsibility. This warranty will only apply if the FAX Equipment is used in conjunction with compatible computers, peripheral equipment and software, as to which items Canon will have no responsibility.

NON-CANON BRAND COMPUTERS, PERIPHERAL EQUIPMENT AND SOFTWARE WHICH MAY BE DISTRIBUTED WITH THE FAX EQUIPMENT ARE SOLD "AS IS," WITHOUT WARRANTY OR CONDITION OF ANY KIND BY CANON, INCLUDING ANY IMPLIED WARRANTY OR CONDITION 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. Separate warranties are given for other Canon brand equipment, which may be used with the FAX Equipment.

THIS WARRANTY WILL BE VOID AND OF NO FORCE AND EFFECT WITH RESPECT TO ANY FAX EQUIPMENT WHICH IS DAMAGED AS A RESULT OF: (A) ABUSE, NEGLIGENCE, MISHANDLING, ALTERATION, ELECTRIC CURRENT FLUCTUATION OR ACCIDENT, (B) IMPROPER USE, INCLUDING FAILURE TO FOLLOW OPERATING, MAINTENANCE AND ENVIRONMENTAL CONDITIONS PRESCRIBED IN CANON'S INSTRUCTION MANUAL, (C) REPAIR BY OTHER THAN SERVICE REPRESENTATIVES QUALIFIED BY CANON AND ACTING IN ACCORDANCE WITH CANON'S SERVICE BULLETINS, (D) USE OF SUPPLIES OR PARTS (OTHER THAN THOSE DISTRIBUTED BY CANON) WHICH CAUSE ABNORMALLY FREQUENT SERVICE CALLS OR SERVICE PROBLEMS, OR (E) USE OF THE FAX EQUIPMENT WITH NON-COMPATIBLE COMPUTERS, DEVICES OR SOFTWARE. NOR DOES THIS WARRANTY EXTEND TO ANY FAX EQUIPMENT 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 one of its authorized dealers) with all necessary documentation including proof of purchase

THIS WARRANTY APPLIES TO FAX EQUIPMENT SOLD IN THE U.S.A. AND CANADA ONLY.

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