

Canon

LC 3170 Series



SERVICE GUIDE

CANON U.S.A., INC.
TECHNICAL SUPPORT DIVISION

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IMPORTANT

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One Canon Plaza
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I. Product Overview

The Laser Class® 3170 Series (LC 3170/3175/3175MS) are the newest addition to Canon's Super G3 network connectable machines. The LC 3170 Series are high-speed fax machines with the option for network PC faxing, printing, and scanning compatibility. As an ENERGY STAR™¹ 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

- High Speed Scanning with ADF²:
 - Up to 70 sheets (Letter)
 - Up to 30 sheets (Legal)
 - Up to 20 sheets (11"x17")
- High Speed Printing (Letter/Legal):
 - 300 x 300 dpi: 17 ppm
 - 600 x 600 dpi: 17 ppm
 - 1200 x 1200 dpi: 8.5 ppm
 - 2400 x 600 dpi: 17 ppm
- High Quality Printing:
 - 600 dpi (Fax or Copy)
 - 1200 dpi (Print)
- High Capacity Memory:
 - 3MB Approximately:
 - LC 3170: up to 192 pages
 - 7MB Approximately:
 - LC 3175/3175MS: up to 448 pages
 - 11MB (Maximum 704 pages)
 - Standard Memory Backup: Approximately 12 hours
 - FX-6 cartridge (included) approximately 5,000³ sheets
 - Super G3 (33,600⁴ bps Communication) High Speed Modem

¹ As an Energy Star partner, Canon U.S.A. has determined that this product meets the Energy Star guidelines for energy efficiency.

² Based on 20 lb. Bond paper.

³ Yield is based on 5% coverage.

⁴ Approximately 3 seconds per page fax transmission time is based on the ITU-T No. 1 Chart (MMR, Standard mode) at 33.6 Kbps modem speed. The Public Switched Telephone Network (PSTN) currently supports 28.8 Kbps modem speeds or lower, depending on telephone line conditions.

B. Network Printer Features

- PCL 6 Support
- Optional Adobe® PostScript® 3
- Envelope Feeder (EF-52) Option
- Duplex Unit (DU-52) Option
- 10/100 Base-T Support (EB-52 FX / Network Printing Only)
- MultiSpot™ DDS Support (NID 1.6: 10 Base-T Only)

C. Network Software

- MultiSpot Document Distribution System V2.0 for network PC faxing, and scanning.
- Server: Windows® NT® V4.0
- Client: Windows 95/98® and NT 4.0




III. Specifications

A. LC 3170 Series

Item	Description
Modem:	Fax Modem/33,600bps/V.34, V.8, V.17, V.33, V.29, V.27tar, V.21
Tx Speed:	Approximately 3 second per page
Tx/RX Resolution:	LBP 600 dpi x 600 dpi
Data Compression System:	MH, MR, MMR, JBIG
ADF	70 sheets LTR, 30 sheets LGL/11"x17"
Scanning Speed²:	<ul style="list-style-type: none"> • Up to 70 sheets (Letter) • Up to 30 sheets (Legal) • Up to 20 sheets (11"x17")
Scanning Original Width:	11" (279 mm)
Effective Scanning Width:	10" (254mm)
Scanning Resolution:	Up to 406 dpi x 392 dpi
Engine Resolution:	1200dpi x 1200dpi
Paper Feeding:	LC 3170: 1 x 500 sheets LC 3175/3175MS: 2 x 500 sheets
Toner Cartridge:	FX-6 Single Cartridge 5K/CRG (based on 5% coverage)
Fixing System:	Heat fixing (RAPID Fusing System)
Automatic Dialing:	One touch 72 locations, coded 128 locations
Dimensions (HxWxD):	<ul style="list-style-type: none"> • LC 3170: 18.4" x 19.7" x 20.0" (467mm x 501mm x 508mm) • LC 3175: 23.1" x 19.7" x 20.0" (588mm x 501mm x 508mm)
Weight:	<ul style="list-style-type: none"> • LC 3170: 57.3 lbs. (26Kg) • LC 3175: 72.8 lbs. (33Kg)

IV. Product Configuration

A. Model of LC 3170 Series

Item	Item Number
	<p><u>Basic Fax Model</u> Includes: FX-6 Cartridge (H11-6431-220)</p>
<p>LC 3170</p>	<p>H12-1612-210</p>
	<p><u>Advanced Fax Model</u> Includes: FX-6 Cartridge (H11-6431-220) 4MB Fax Memory kit (H11-4721-210) Paper Feeder PF-52 (R73-5006-000)</p>
<p>LC 3175</p>	<p>H12-1622-SET</p>
	<p><u>Printer & Fax Model</u> Includes: FX-6 Cartridge (H11-6431-220) 4MB Fax Memory kit (H11-4721-210) Paper Feeder PF-52 (R73-5006-000) PCL 6 Printer Board I (H11-5512-210)</p>
<p>LC 3175MS</p>	<p>H12-1682-SET</p>

B. Supplies

Item	Item Number
FX-6 Cartridge	H11-6431-220

C. Facsimile Options

Item	Item Number
Dual-Line Upgrade Kit	H11-5502-210
Handset Kit 17	H12-3472-210
Verification Stamp Unit 1	H12-3162-210
Yellow Ink for Verification Stamp	H12-3372-210
2MB Memory Kit	H11-4711-210
4MB Memory Kit	H11-4721-210
Cabinet for LC 3170	H12-3052-210

D. Printer Options

Item	Item Number
Printer Board I	H11-5512-210
Network Printer I/F Board I	H11-5542-SET
MultiSpot Network I/F Board II	H11-5522-SET
MultiSpot DDS V2.0 for Windows NT	MultiSpot Software
PS Module I (PostScript)	H11-5532-210
Paper Feeder PF-52	R73-5006-000
500 Universal Cassette UC-52	R73-4040-000
Duplex Unit DU-52	R73-5004-000
Envelope Feeder EF-52	R73-5005-000
Flash ROM Module FR5	R73-5008-000
4MB Printer Memory Kit	M132001
8MB Printer Memory Kit	M232001
16MB Printer Memory Kit	M432001

V. Service Features

A. Estimated Installation Time

Item	Estimated Installation Time
Paper Feeder PF-52	15 minutes
Super G3 Dual Line Upgrade Kit II	15 minutes
PCL 6 Printer Board I	15 minutes
Network Printer I/F Board I	15 minutes
Duplex Unit DU-52	15 minutes
Envelope Feeder EF-52	15 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.

No.	Product Name	Product Number	Qty	Estimated Yield/Life (sheets) ⁵	Remarks
1.	FX-6 Cartridge	H11-6431-000	1	5,000	Replace when "INSTALL CARTRIDGE" is displayed or when toner runs out.
2.	Yellow Stamp Ink	H12-3162-210	1	N/A	Replace when the stamp becomes thin.

D. Periodic Inspection and Replacement Parts

There are no periodic inspections or replacement parts that are required by the customer or service technician for the LC 3170 Series.

⁵ 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

E. Consumable Parts

No.	Parts Name	Part Number	Qty	Estimated Yield/Life (sheets) ⁵	Remarks
1.	Document Separation roller (upper)	HB1-3912-000	1	75,000	
2.	Document Separation roller (lower)	HB1-3899-000	1	75,000	
3.	Multi-purpose tray pick-up roller	RG5-3718-000	1	100,000	
4.	Separation pad	RB1-8773-000	1	200,000	
5.	Cassette feed roller ⁶	RF5-1885-000	1	200,000	Torque limiter should be replaced at the same time as the cassette feed roller and cassette separation roller.
6.	Cassette separation roller ⁶	RF5-1885-000	1	200,000	
7.	Torque limiter ⁶	RB1-8974-000	1	200,000	For cassette separation roller
8.	Multi-purpose pick-up clutch	RB1-8765-000	1	200,000	
9.	Fixing Unit	RG5-2661-050	1	200,000	
10.	Transfer charging roller	RG5-4283-000	1	200,000	
11.	Cooling fan	RH7-1334-000	1	25,000 (hours)	25,000 hours (when machine is left on continuously 24 hrs/day for 3 years) or when the fan is not stopped during the standby condition.
12.	Duplexing unit exhaust fan	RH7-1361-000	1	25,000 (hours)	

⁶ Replace the cassette feed roller, the cassette separation roller, and the torque limiter together.

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 Covers	Clean with a soft, lint-free cloth moistened in water or diluted mild detergent when dirty.
Document Pick-up Roller	Clean when the document pick-up performance fails.
Separation Roller (upper)	Wipe off dirt with a soft, dry cloth when the document or feed performance fails.
Separation Roller (lower)	
Document Feed Roller	
Document Eject Roller	
Scanning Glass	Wipe off dirt with a soft, dry cloth. (contact sensor)
White Sheet Unit	Clean when copied or transmitted images are light.
Transfer Guide (upper and lower)	Wipe off dirt with a soft, dry cloth when dirty.

G. Dealer 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
Multi-purpose tray pick-up roller	Clean when the paper pick-up fails.
Cassette pick-up roller	
Cassette separation roller	Clean when the paper separation or feed performance fails or when marks are at intervals of 2.97" (75 mm).
Cassette feed roller	
Separation pad	Clean when recording paper separation performance fails.
Feed roller	Clean when the paper feed performance fails or when marks on the back of the recording paper are at intervals of 1.97" (50 mm).
Pre-transfer roller	
Pre-transfer roller	
Registration arm	Clean when marks are on the recording paper
Transfer guide (upper and lower)	

Item	Instructions
Transfer charging roller	Clean when marks appear on the back of the recording paper or blank spots at intervals of 1.85" (47 mm) in copied or received images.
Paper feed belt	Clean when marks appear on the back of the recording paper.
Paper feed guide	
Fixing entrance guide	Clean when marks appear on the back of the recording paper, irregular/smudged black vertical lines, paper jam, or wrinkles in copied or received images.
Fixing film	Clean when marks are at intervals of 2.95" (75 mm) or poor fixing in a printout.
Fixing pressure roller	Clean when marks on back of the recording paper is at intervals of 2.48" (63 mm), poor fixing, paper jam, or wrinkles in printout.
Fixing eject roller	Clean when the recording paper jams.
Face-up deflector	
Lower paper delivery guide	

H. Repairable Parts List

TBD

Note: Please refer to Section VIII (Warranty) of the Facsimile "Quick Access Management Information Guide" which explains that warranty parts on Canon U.S.A.'s Facsimile Repairable Parts List 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 above part(s) should be sent to your A.P.R.F.

I. Recommended Special Tools List

Tool	Part Number	Use
Grease (FLOIL GE676)	CK-0544-000	Apply to specified areas.
Grease (MOLYKOTE EM-50L)	HY9-0007-000	
Grease (TELLUS OIL 68)	CK-8003-000	
Printer Driver Test	RY9-0124-000	Check printer and option operations.
Thickness Gauge (1.6 mm)	RY9-0123-000	Used when setting up the envelope feeder separation guide.
Thickness Gauge (0.7 mm)	RY9-0122-000	Used with the printer driver tester when adjusting the installation location of the envelope feeder multi-feed sensor.
ROM Extraction Tool	HY9-0022-000	Used for removal of ROM.

VI. Warranty Policy

A. Warranty Terms

1. The warranty term for the LC 3170 Series is ninety (90) days from date of delivery to the original purchaser from Canon U.S.A., Inc. or its authorized dealer. See [Canon LC 3170 Series Product Limited Warranty](#).
2. LC 3170 Series authorized dealers are responsible for providing warranty service to the customer. The customer is entitled to repair from the dealer, at no charge, in accordance with the terms and conditions set forth in the [Canon LC 3170 Series Product Limited Warranty](#).

B. Warranty Parts Credit and Repair

Parts that are specified on the LC 3170 Series Repairable Parts List (See [Page 8](#)) 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
Tel.: 1-407-297-1001
Fax.: 1-407-297-4810

Nationwide Repair Service Inc.
6785 West 15 Second Terrace
Overland Park, KS 66223
Tel.: 1-913-897-3124
Fax.: 1-913-897-2153

Under warranty, repairable parts are 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 is sent back to the dealer.

Parts that are not specified on the LC 3170 Series Repairable Parts List (See [Page 8](#)) must be shipped to the following address:

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

Under warranty, the LC 3170 Series authorized dealer will receive credit for returned non-repairable defective parts.

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.

VIII. Training

A. Overview

The Laser Class 3170 Self-Paced Training Program is a supervised self-paced course. Under the supervision of a Course Manager, the students will be required to complete each module and watch a video.

Students can attend Connectivity Quest to learn about the network environment in which the LC 3170 will exist. Connectivity Quest can be scheduled either before or after completion of the LC 3170 Self-Paced Training Program.

B. Certification

Those who complete and pass the LC 3170 Self-Paced Training Program and meet all prerequisites will receive certification.

1. Administration

- A Course Manager installs faults (bugs) to simulate malfunctions. After the student successfully completes all skill checks, the Course Manager must complete and send the Certification Request Form to their Regional Service Training Center. The Certification Request Form is available from Canon On-line in the Training Services section. Select "Forms" and then select the file name "*Certification Request Form.*"
- Course Manager must provide an appropriate training environment, which includes adequate working space, which is free from distractions. Also necessary is proper lighting, tools and test equipment as required.
- Grading Policy - Pass/Fail
(PASS = successfully completes all skill checks)

C. Prerequisites

The technician must be certified on the following:

- Successful completion of the LBP1760 Course
- Successful completion of the LC Series Course

D. Materials

The training course requirements and recommendations are:

1. Requirements

- LC 3170 or LC 3175 or LC 3175MS
- LC 3170 Training Package
- TV and VCR

2. Recommendations:

- Printer Board
- Dual Line Upgrade Kit
- Network Printer Interface Board I
- Handset

The contents of the LC 3170 Self-Paced Training Program are listed below:

Item	Part Number
LC3170 Training Program includes:	
<ul style="list-style-type: none"> • Course Manager's Guide Qty. 1 • Video Qty. 1 • Student Workbook Qty. 1 	DU8-9582-000
Student Workbook	DU7-5108-000

Items needed, but not included in the LC3170 Training package are:

Item	Part Number
LC 3170 Service Manual	HY8-19AP-000
LC 3170 Parts Catalog	HY8-39AM-000

All service materials may be ordered by contacting the Parts Order Desk at telephone number 1-732-521-7230 or fax number 1-800-258-0900.

IX. Appendix

A. Laser Class 3170 Series Product 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 its Laser Class Facsimile Equipment and Canon-brand accessories or options for such Facsimile Equipment (when installed on the equipment for which they were designed) (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 which are brought to Canon's or its authorized dealer's attention and which are proven to be defective upon inspection will be exchanged for new parts or comparable rebuilt parts. The warranty period for replacement parts shall begin upon shipment of the same, but shall in no event exceed the warranty period of the defective part. This warranty does not extend to used equipment or to any external interface equipment.

This warranty does not cover any consumables. No consumables for the Fax Equipment are warranted except that a separate warranty is given for the Canon FX Toner Cartridge. This warranty does not extend to software. The purchaser will be solely responsible for obtaining and installing all required software, programming design or coding, as to all of which Canon shall have no responsibility. This warranty shall only apply if the FAX Equipment 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 FACSIMILE MACHINES 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 SHALL BE VOID AND OF NO FORCE AND EFFECT WITH RESPECT TO ANY FAX EQUIPMENT WHICH IS DAMAGED AS A RESULT OF: (A) NEGLIGENCE, 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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This Limited Warranty gives you specific legal rights, and you may have other rights, which vary, from state to state or province to province.

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.

Canon is a registered trademark of Canon Inc.

CANON U.S.A., INC.

One Canon Plaza
Lake Success, New York 11042-1198