Canon

imageCLASS
D1650 / D1620

Service Guide

for Authorized Servicers

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THIS SERVICE GUIDE INCLUDES THE INFORMATION RELATING TO THE imageCLASS D1650/D1620.

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I. Product Overview

The Canon imageCLASS D1650 and D1620 are compact, B&W (black-and-white), multi-function copier devices with the following capabilities:

- The imageCLASS D1650 and D1620 machines print in B&W at speeds of up to 45 ppm (pages-per-minute) using 1-sided, LTR (Letter) size paper[1]. It is a duplex, AirPrint printer, and contains mobile print features.
- The imageCLASS D1650 and D1620 can copy LGL (Legal) size paper from the platen glass and ADF (Automatic Document Feeder), and contains soft counters to track the number of copies and printouts.
- Print resolution of up to 600 dpi x 600 dpi (dots per inch).
- High-capacity pickup with one standard front-loading paper cassette (capacity of up to 550 sheets), and a multi-purpose tray (capacity of up to 100 sheets (LTR, 20 lb bond (80 g/m^2)). If the customer adds three (3) optional Paper Feeding Units (capacity of up to 550 sheets each), this enables a large printing volume capacity of up to 2,300 sheets (LTR, 20 lb bond (80 g/m^2)).
- Has a 5” color touch panel display.
- Includes two USB ports for USB devices.
- Meets the ENERGY STAR guidelines for energy efficiency.
- Standard UFR (Ultra-Fast Rendering) II, PCL5/6, and PS (PostScript) printing.
- Built-in network connectivity that supports network printing.
- Wi-Fi capabilities at speeds of up to 802.11b/g/n[2].
- Support for mobile printing from Apple iOS and Android mobile devices.

1 The print speed is based on internal testing, and may vary, depending on the number of prints, paper size, paper type, and paper orientation selected.
2 Wireless performance may vary, depending on terrain and distance between the printer and wireless network clients.

II. Product Configuration, Box Contents, and Monthly Print Volume

A. Configuration and eCarePAKs

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) Web site www.cna.cusa.canon.com for the most up-to-date item numbers.

Table 1 — Configuration

Item	Item Number[3]
imageCLASS D1650 with Paper Feeder Unit PF-C1	
imageCLASS D1650	2223C023AA
imageCLASS D1620	2223C024AA
Consumables	
Cartridge 121 (Yields approximately 5,000 sheets (LTR, 20 lb bond (80 g/m^2))	3252C001AA
Accessories	
Paper Feeder Unit PF-C1 (550-sheet capacity, can attach three (3) units)	0865C001AA
Cabinet Stand Type-S	5858A010AA
Copy Card Reader-F1 (Department ID authentication with Canon magnetic stripe cards)	4784B001AA
Barcode Print Kit-E1 (Print bar codes)	5143B001AA
Send PDF Security Kit-E1 (Send encrypted PDFs and add digital signatures)	9594B002AA
Control Interface Kit-C1 (Connect to third party card reader or coin operator system)	5145B001AA
Service Materials and Parts Catalog	
imageCLASS D1600 Series Service Manual	Available for download on the e-Support Web site
imageCLASS D1600 Series Parts Catalog	

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

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

Table 2 — eCarePAKs

eCarePAKs are available for purchase through an Authorized Canon Reseller or Distributor. For more information, see "eCarePAK Extended Service Plan," on p. 17.

Model	Extended Coverage Length and Type	Item Number[3]
imageCLASS D1650	1 Year Exchange/Carry-In	5707B050AA
	2 Year Exchange/Carry-In	5707B051AA
imageCLASS D1620	1 Year Exchange/Carry-In	5707B046AA
	2 Year Exchange/Carry-In	5707B047AA

3 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.

imageCLASS D1650/D1620 Box Contents
• Main Unit
• Power Cord
• User Software DVD-ROM
• Telephone Cable (imageCLASS D1650 only)
• Warranty Cards (for both U.S.A. and Canada)
• Starter Guide
• Standard Cartridge 121 (Yields approximately 5,000 sheets (LTR, 20 lb bond (80 g/m^2))

C. Monthly Print/Copy Volume

The optimum performance range is the volume range that the equipment is intended to run on a regular basis to maintain a high-level of performance and print/copy quality.

The maximum monthly print volume is the maximum number of pages the machine can produce within a one (1) month period (based on LTR paper). It is recommended not to use the device to produce the maximum number of pages, or a greater volume, on a consistent monthly basis.

Table 3 — Maximum Monthly Print/Copy Volume

Model	Optimum Performance Range	Maximum Monthly Print/Copy Volume
imageCLASS D1650 imageCLASS D1620	2,000 to 7,500 prints/copies	Up to 150,000 prints/copies

III. Service Authorization

To obtain and maintain authorization to provide warranty and post-warranty service, an AS (Authorized Servicer) must have at least one (1) employee who has successfully completed the imageCLASS D1650/D1620 device-training program.

IV. Educational Services

A. Training Program Overview

Technicians who successfully complete the imageCLASS D1600 Series Online Training course and assessment are authorized to service and support the imageCLASS D1600 Series.

Course Name	Course Code
imageCLASS D1600 Series Online Training	18ICMF410D1600O

The imageCLASS D1600 Series Online Training is available via the TRAINING section of the e-Support Center Web site.

B. Certification

The successful completion of the imageCLASS D1600 Series course and passing the final assessment exam are required to sell and service this product.

Certification includes the following models:

- imageCLASS D1650
- imageCLASS D1620

C. Who Should Complete

All service technicians who are responsible for installing, servicing, and supporting the imageCLASS D1600 Series machines must successfully complete the imageCLASS D1600 Series online course and pass the certification exam to receive technical support and authorization to sell these products.

D. Prerequisites

It is highly recommended the service technician have:

- Prior experience with Canon imageCLASS Multi-function devices
- Experience with taking eLearning courses
- Familiarity with common hand tools to disassemble and service Canon devices

E. Course Format

The imageCLASS D1600 Series online course is a self-paced course. It details the features, specifications, and servicing procedures for the machines in the D1600 Series.

Learners should download the following resources to have as a reference while taking this course:

- Print Version of the Course
- Service Manual

It will require approximately 2.0 hours for successful completion of this course. It is important that a quiet and undistracted learning area be set up by the student beforehand to effectively take this course.

F. Course Equipment

- Windows workstation with audio and access to the TRAINING section of the e-Support Center Web site
- Flash-enabled Web browser (preferably Microsoft Internet Explorer)

It is necessary to enable file download in Internet Explorer to download the documents supplied with this course. Internet Explorer 8 disables the file download option by default. To enable Internet Explorer 8 to download files, perform the following steps:

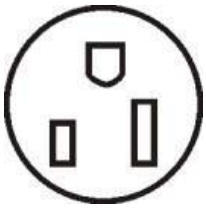
1. Open Internet Explorer, and select the [Tools] menu.
2. Select [Internet Options].
3. Select the [Security] tab.
4. Select [Custom level].
5. Scroll down the Security Settings list until the [Downloads] section is displayed, and then select the [Enable] radio button under <Automatic prompting for file downloads> and under <File download>.
6. Click [OK] until all dialog boxes are closed.
7. Close and re-open Internet Explorer.

V. Servicing Notes

A. Power and Plug Requirements

The imageCLASS D1650 and D1620 devices require a NEMA 5-15 receptacle for proper operation. Before installation, confirm that a proper NEMA receptacle is available for this device. It is not necessary to have a dedicated line.

Table 4 — Power and Plug Requirements



NEMA 5-15 Receptacle

B. Installation Space Requirements

The approximate installation space requirements for the imageCLASS D1650/D1620 machines are shown below.

Table 5 — imageCLASS D1650/D1620 Installation Space Requirements

Configuration	Dimensions (W x D x H)
Standard (Desktop)	23.4" x 39.6" x 28.6" (594 mm x 1,005 mm x 724 mm)
Full Configuration	24.0" x 39.6" x 60.9" (634 mm x 1,005 mm x 1,547 mm)

IMPORTANT

Make sure that there is approximately 4” (100 mm) or more of space around the machine for proper installation, operation, and service.

C. Estimated Installation Time

The table below indicates the estimated length of time needed to install the main unit and optional accessories from an unpacked condition. The estimated installation times are based on one (1) experienced technician.

Table 6 — Estimated Installation Times

Description	Estimated Time
imageCLASS D1650/D1620 Main Unit	5 minutes
Paper Feeder Unit PF-C1	1.5 minutes

D. Remote Support Services

Remote support services are systems, tools, and best practices that Canon USA provides to resellers. These services help maximize efficiency, avoid unnecessary site visits, and prepare a reseller to provide the necessary information for a site visit.

For more information about Remote Support Services, go to the Canon e-Support Web site, reference the “Tech Support” tab, and then select the “Remote Services” sub-tab.

E. Notes on the Wireless LAN

- The imageCLASS D1650 and D1620 are designed for indoor use, and must be kept at a close distance (approximately 16.4' (5 m)) from an access point.
- It is recommended to check if masking is found. Communications between walls and floors can deteriorate; therefore, arrange for the proper installation of the machine to reduce any deterioration in communications.
- Radio wave interference may occur if radio wave equipment, such as a microwave is near the machine, and it is in the same frequency band as the radio wave used by the wireless LAN. Keep the machine away from radio wave sources as much as possible.

F. Firmware Upgrade

This section describes the two most popular methods used to upgrade the firmware. For more information on the other methods, see the *imageCLASS D1600 Series Service Manual*.

1. UST (User Support Tool)
2. Via the Internet

1. Upgrading with the UST

Firmware is available for download on the Canon USA public Web site (http://www.usa.canon.com/support). When servicing the machine, make sure to go to the Canon USA public Web site, and download the most recent firmware.

Note:

- A computer and the most recent UST (User Support Tool) file are required to install upgraded firmware.
- Only the Main Controller PCB can be upgraded using the UST.
- The UST and firmware are included in the firmware package download from the Canon USA public Web site.

2. Upgrading via the Internet

The imageCLASS D1650/D1620 firmware can be upgraded without the use of an external PC.

IMPORTANT

- To upgrade the firmware via Internet, the Serial Number of the machine must be written on the Main Controller PCB, and the BODY number must be registered in the Service Mode.
- The machine must also be connected to a network with Internet access.

After the machine's firmware is updated, the machine restarts and installs the update. For more information on updating firmware without a PC, see the *imageCLASS D1600 Series Service Manual*.

G. Solvents

In addition to the standard tools used to service this device, a service technician should also carry special tools to maintain the machine, and carry specific solvents and oils for the cleaning and lubrication of key components of the machine.

For more information on the special tools, solvents, and oils, see the *imageCLASS D1600 Series Service Manual*.

IMPORTANT

Please **DO NOT** clean the photosensitive drum or the transfer roller.

H. Cleaning

There are no parts that require cleaning.

I. Periodic Replacement Parts

There are no parts that require periodic replacement.

J. Consumables

Consumables are all products and materials that are consumed with regular use and cannot be reused. Such consumables include, but are not limited to, paper and toner.

A number of factors are considered to determine the approximate yield expectancy of a consumable item, including paper size and the amount of coverage per page.

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

Table 7 — Main Unit Consumables List

Description	Part Number[3]	Quantity	Estimated Life (prints)[4]	Remarks
Cartridge 121	3252C001AA	1	5,000	Based on the ISO/IEC standard

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

K. Consumable Parts

Consumable parts are parts that have a limited life, which can be reached during a customer's specific machine operation, and should then be replaced as needed by a service technician.

The imageCLASS D1650/D1620 and the optional Paper Feeder PF-C1 do not have consumable parts that require replacement.

4 The value is based on LTR paper with the factory default print density setting.

L. Soft Counters

The imageCLASS D1650 and D1620 machines use soft counters to track functional copy use. The control panel displays up to two counters on the Counter Status Check screen (when the Counter Check key on the control panel is pressed). By default, the imageCLASS D1650 and D1620 machines display 2 out of 6 counters on the Counter Status Check screen.

The table below indicates the default counter configurations of the imageCLASS D1650/D1620 machine that is displayed on the Counter Status Check screen. For more information on the soft counter configurations, see the *imageCLASS D1600 Series Service Manual*. Specifically, refer to the Service Mode section of the Service Mode section of the Service Manual that covers the setting under COPIER > OPTION > USER.

Table 8 — Soft Counter Configuration

Counter	Description	Default Display	Default Switch
1	101: Total 1	On	Fixed
2	201: Copy (Total 1)	On	May be changed via Service Mode setting to any available counter.
3	Not Displayed	Off	
4	Not Displayed	Off	
5	Not Displayed	Off	
6	Not Displayed	Off	

The displayed counters can be changed, enabled, or disabled in the Service Mode, except for Counter 1. Counter 1 cannot be changed under any circumstances.

Since the imageCLASS D1650 and D1620 do not support 11” x 17” paper, the customer cannot use a double-click charge scheme.

VI. Limited Warranty and Technical Support

A. Limited Warranty Conditions

The warranty for the Canon imageCLASS D1650/D1620 is effective for a period of three (3) years following the delivery of the machine to the original purchaser. The service coverage period can be extended by the purchase of a Canon eCarePAK. See "Canon eCarePAK Extended Service Plan," on p. 17 for more information.

The Canon Toner Cartridge Limited Warranty is effective for a period of thirty (30) days from the date of the original purchase.

There is no warranty on other consumables, such as paper.

For detailed warranty information, refer to the Limited Warranty cards located in the Appendix.

B. Warranty and eCarePAK Support Options

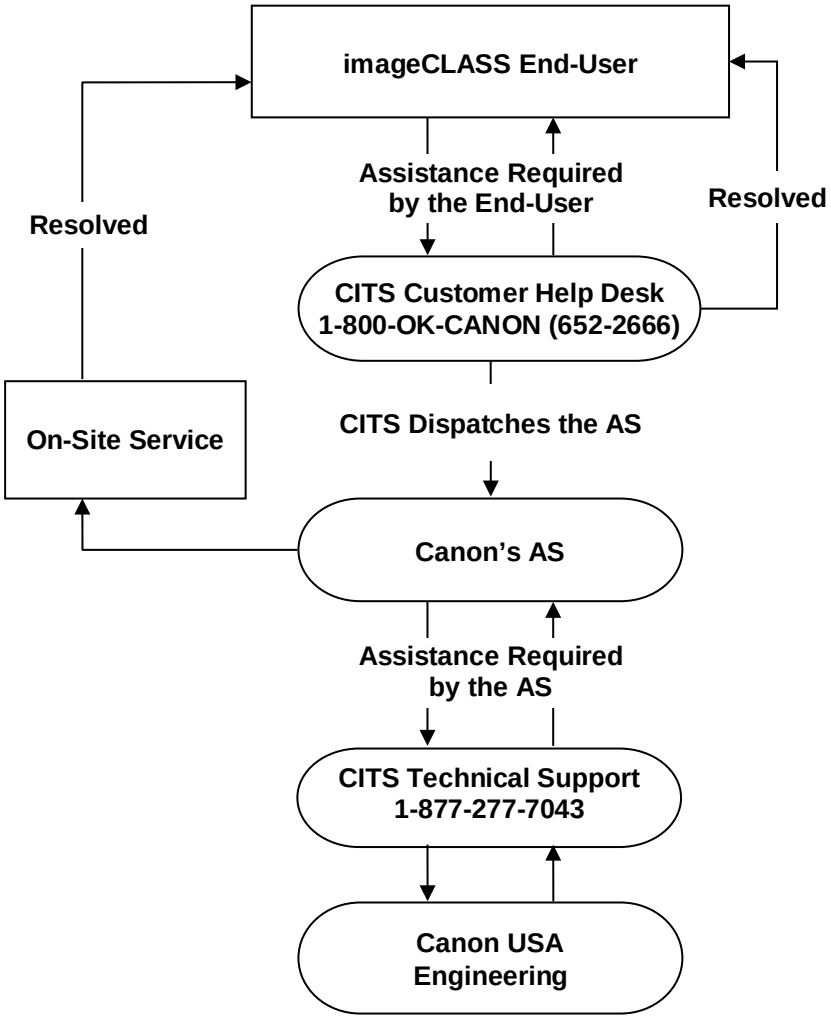
The ASCR (Authorized Servicer/Dealer Customer Registration) System is where the product's serial number is linked to the servicer of record. If an AS (Authorized Servicer) registers the serial number through ASCR, the AS is the servicer of record for that product. ASCR also enables Authorized Servicers to specify which support option they have selected from the two available support options described below.

1. Dispatch by CITS

In this support option, the end-user must call the Canon help desk (CITS) for technical support and troubleshooting. CITS can be reached at 1-800-OK-CANON (652-2666). Check the Canon U.S.A. website for hours of availability. CITS first has the user perform all user-capable service remedies. If CITS determines that service is required, CITS dispatches the Authorized Servicer of record. To obtain reimbursement for service delivered during the end-user warranty or Canon eCarePAK coverage term, an AS must be dispatched by CITS. For labor and parts compensation details, refer to the *imageCLASS Authorized Servicer Program Guide*.

Refer to Figure 1 for the Dispatch by CITS Escalation Procedure call Flow.

Figure 1 — Dispatch by CITS Call Escalation Procedure Flow Chart



2. Warranty Marketing Program

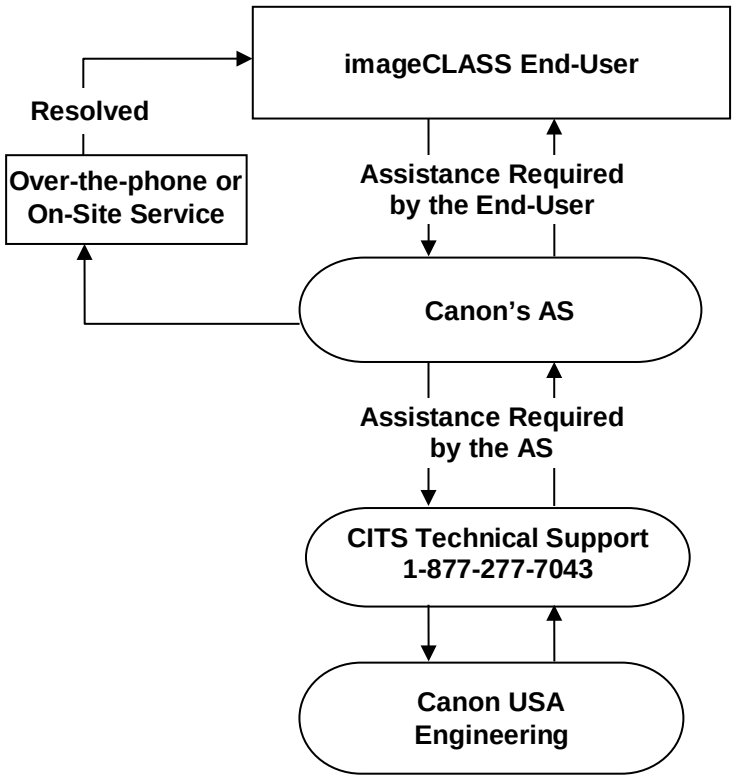
Some service providers may select to have their own help desk serve as the "first point of contact" other than CITS. This puts the responsibility of an effective in-warranty call avoidance process on the service provider. If the issue cannot be resolved over the phone, the AS is responsible to dispatch a qualified technician. Service calls performed under this arrangement are not eligible for labor reimbursement, as described in the CITS dispatch option. Instead, a one-time payment is issued to the service provider for each product (serial number) they select to support in this manner. Any user calls made to CITS are referred back to the AS.

For labor compensation and part return information, refer to the *imageCLASS Authorized Servicer Program Guide*.

IMPORTANT: Under the Warranty Marketing Program, the service provider assumes 100% of all end-user responsibility.

Refer to Figure 2 for the Warranty Marketing service call flow.

Figure 2 — Warranty Marketing Call Escalation Procedure Flow Chart



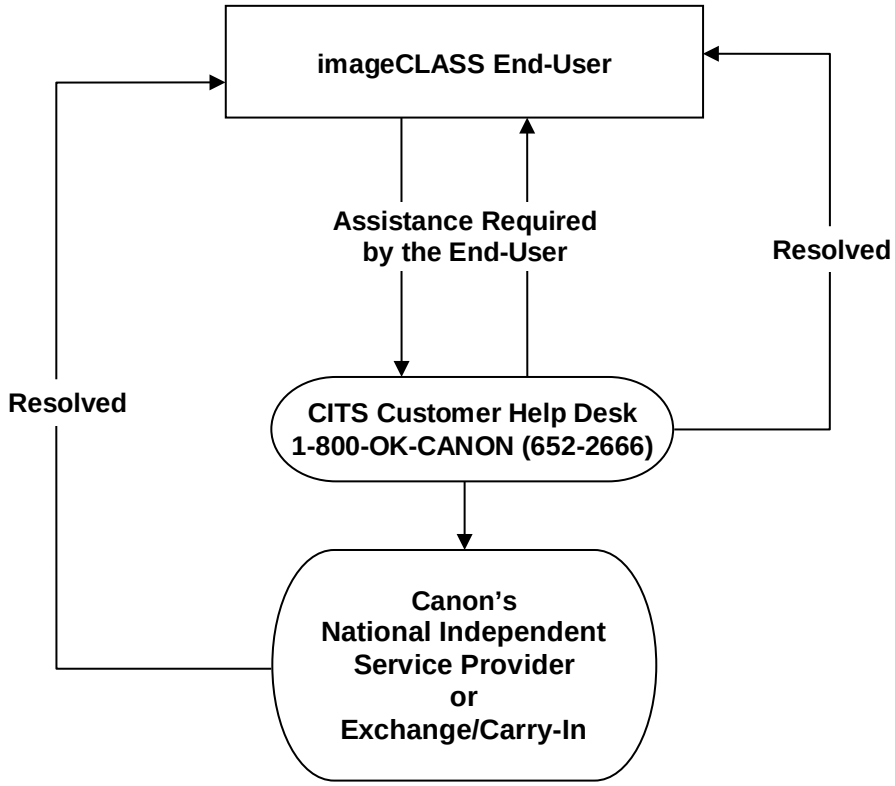
IMPORTANT: Do not enter a serial number in the ASCR System for any products that you cannot service. By entering the customer's product serial number, you agree to provide service for that product.

3. Service for Unregistered Machines

The AS does not have to be involved in the warranty support process. In the case, where the machine is not registered in the ASCR System, CITS receives all user calls, and machines are serviced by Canon U.S.A.'s National Independent Service Provider or through Canon U.S.A.'s Exchange/Carry-In program.

Refer to Figure 3 for the unregistered machine service call flow.

Figure 3 — Unregistered Machine Call Escalation Procedure Flow Chart



C. Canon eCarePAK Extended Service Plan

The Canon eCarePAK is a post-warranty extended service plan that can be purchased in bulk by an AS, who then sells the eCarePAK to its customers. Extended coverage plans are available in yearly increments. See the *imageCLASS Authorized Servicer Program Guide* for details.

The eCarePAK Extended Service Plan enables the customer to extend the service coverage on their Canon product beyond the three (3) year limited warranty. It provides the customer with support that depends on the service option selected during ASCR registration (Dispatch by CITS or Warranty Marketing Program).

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.
- Any parts reimbursement to the AS while the eCarePAK Extended Service Plan is in effect, is through the e-Tag system.

1. Purchasing an eCarePAK Extended Service Plan

A customer (end-user) can purchase an eCarePAK Extended Service Plan from the AS who sold them the machine. Only an AS 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

2. 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: Ask any questions about eCarePAKs via e-mail message to ecarepak_support@cusa.canon.com.

D. Authorized Servicer Support and Program Information

Go to e-Support or ISG Central for the latest version of the *imageCLASS Authorized Servicer Program Guide*. The Program Guide contains detailed information about:

- Available AS support from Canon U.S.A., Inc.
- Warranty programs
- Parts ordering and return procedures
- The ASCR registration process
- eCarePAK
- Warranty labor and Warranty Marketing compensation
- Access to e-Support and ISG Central

VII. Appendix

A. Specifications

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

Table 9 — imageCLASS D1650/D1620 Main Unit, Copy, and Print Specifications

Item		Specifications
Printer Type		Desktop, Black-and-White Laser
Print and Copy Speed[1]		Up to 45 ppm (Simplex LTR), Up to 36 ppm (Duplex LGL)
First Print Time		Approximately 6.2 seconds (LTR)
First Copy Time		Approximately 6.0 seconds (LTR)
Warm Up Time[5]	**From Power ON**	Approximately 14 seconds
	From Deep Sleep	Approximately 4 seconds
Document Feeder Capacity[6]		Up to 50 sheets (LTR); Up to 30 sheets (LGL)
Printer Language		UFR II, PCL5/6, PS3
Print Resolution		Up to 600 dpi x 600 dpi
Reading Resolution		Up to 600 dpi x 600 dpi
Gradation		Up to 256 Gradations
Maximum Paper Size		Up to 8 1/2" x 14" (Legal)
Maximum Number of Copies		Up to 999 copies
Duplex Print		Yes (Standard)
Print and Copy Memory		Up to 1 GB (Shared)
Direct Print from USB		JPEG, TIFF, PDF formats
Mobile Print		Canon Print Business App, Apple AirPrint, Mopria Print Service, and Google Cloud Print
Environmental Conditions		Temperature: 50°F to 86°F (10°C to 30°C) Humidity: 20% to 80% RH (Relative Humidity) (No Condensation)

1 The print and copy speed is based on internal testing, and may vary, depending on the number of prints/copies, paper size, paper type, and paper orientation selected.

5 Warm-up time may vary, depending on the environment and conditions under which the machine is used.

6 Based on 20 lb bond (80 g/m^2) paper.

imageCLASS D1650/D1620 Main Unit, Copy, and Print Specifications Continued

Item		Specifications
Power Requirements		120V – 127V AC, 60 Hz
Plug		NEMA 5-15
Power Consumption	**Maximum**	Approximately 1,390 W
	Standby	Approximately 17 W
	During Operation	Approximately 680 W
	Sleep Mode	Approximately 0.9 W
	Power Is OFF[7]	Approximately 0.1 W
Dimensions (W x D x H)	**With NFC**	Approximately 19.4” x 18.3” x 17.8” (494 mm x 464 mm x 452 mm)
	Without NFC	Approximately 18.9” x 18.3” x 17.8” (480 mm x 464 mm x 452 mm)
Weight		Approximately 41.9 lb (19.0 kg)

Table 10 — Scanner Specifications

Item		Specifications
Type		Color Scanner
Maximum Scan Size	**Platen Glass**	Up to 8 1/2” x 14”
	Feeder	
Scan Resolution	**Platen Glass**	Up to 600 dpi x 600 dpi
	Feeder	Up to 300 dpi x 600 dpi
Scan Speed[8] **(LTR, 600 x 600 dpi)**	**1-Sided**	Approximately 21 ipm
	2-Sided	Approximately 35 ipm

7 Even if the machine’s power is turned OFF, a slight amount of power is still consumed. To stop power consumption completely, disconnect the power plug from the AC power outlet.

8 The scan speed is based on scanning from the platen glass. The communication time is not included.

Table 11 — Paper Handling Specifications

Item		Specifications
Paper Source/Capacity	**Paper Cassette (Standard)**	Up to 550 sheets[6]
	Multi-Purpose Tray	Up to 100 sheets[6]
	Paper Feeder Unit PF-C1	Up to 550 sheets[6]
Paper Output[9]	**Output Tray**	Approximately 250 sheets[6]
Paper Weight	**Paper Cassette**	Approximately 14 to 32 lb bond (52 to 120 g/m^2)
	Multi-Purpose Tray	Approximately 14 lb bond to 73 lb cover[10] (52 to 199 g/m^2)
Media Sizes	**Paper Cassette**	Letter, Legal, Executive, Statement, and Custom: Width: 4.1” to 8 1/2”; Length: 5.8” to 14”
	Multi-Purpose Tray	Letter, Legal, Executive, Statement Envelopes: COM10, Monarch, C5, DL, and Custom Width: 3” to 8 1/2”, Length: 5” to 14”
Media Types	**Paper Cassette**	Thin Paper, Plain Paper, Recycled Paper, Color Paper, Heavy Paper (90 to 120 g/m^2), and Bond Paper
	Multi-Purpose Tray	Thin Paper, Plain Paper, Recycled Paper, Color Paper, Heavy Paper (90 to 199 g/m^2), Bond, Labels, and Envelopes
Envelope Types		COM10, Monarch, ISO-C5, DL

6 Based on 20 lb bond (80 g/m^2) paper.

Table 12 — Paper Feeder Unit PF-C1 (Optional) Specifications

Item	Specifications
Paper Capacity	550 sheets
Power Supply	From the main unit
Paper Weight	Approximately 14 to 32 lb bond (52 to 120 g/m^2)
Paper Sizes	Letter, Legal, Executive
Dimensions (W x D x H)	17.8" x 18.5" x 5.4" (453 mm x 470 mm x 141 mm)
Weight	Approximately 11.9 lb (5.4 kg)

9 May vary, depending on the installation environment and paper type used.
10 Up to 30 sheets of 73 lb cover (199 g/m^2) can be loaded into the Multi-Purpose Tray.

Table 13 — Fax Specifications (imageCLASS D1650 only)

Item	Specifications
Line Used	PSTN (Public Switched Telephone Network)[11]
Communication Mode	Super G3, G3
Modem Speed	Super G3: Up to 33.6 Kbps G3: Up to 14.4 Kbps
Compression Method	MH, MR, MMR, JBIG
Transmission Speed	Approximately 2.6 seconds per page[12] (ECM-JBIG, transmitting from memory at 33.6 Kbps)

11 The Public Switched Telephone Network currently supports fax modem speeds up to 28.8 Kbps, depending on telephone line conditions. Fax machines that can send and receive documents must conform to ITU-T v.34 guidelines.

12 Based on the ITU-T (ITU Telecommunication Standardization Sector) Standard Chart No. 1, JBIG standard mode.

B. Warranty

1. imageCLASS D1650/D1620 Exchange/Carry-In Limited Warranty

CANON imageCLASS SERIES EXCHANGE/CARRY-IN PRODUCT LIMITED WARRANTY

The limited warranty set forth below is given by Canon U.S.A., Inc. ("Canon USA") with respect to the Canon imageCLASS Series product and accessories packaged with this limited warranty (collectively, the "Product") when purchased and used in the United States.

Cartridges for the product are covered by a separate warranty. Accordingly, this limited warranty does not cover any cartridges for the product, whether shipped with the product or purchased thereafter.

Canon USA warrants the Product to be free from defects in workmanship and materials under normal use and service for a period of three years after delivery to the original purchaser ("Purchaser") by Canon USA or its authorized Reseller. During the relevant warranty period, and in its sole discretion, Canon USA shall, or shall cause its authorized service provider ("Service Provider"), to, without charge, repair, or replace any defective part with a new or comparable rebuilt part, or exchange the Product with a new or refurbished Product. Warranty replacement shall not extend the warranty period of the malfunctioning Product. This warranty shall not extend to consumables, such as paper, as to which there shall be no warranty or replacement.

Canon USA offers assistance for installation, operation, and support* of the Product as follows:
(a) On-line troubleshooting via a searchable Knowledgebase, answers to frequently asked questions, the latest driver and firmware downloads, and email support at www.cusa.canon.com/support. (b) Toll free telephone support at 1-800-OK-CANON (652-2666), Monday through Friday (excluding holidays).

If Canon USA's remote assistance above cannot fix your Product's malfunction, Canon USA shall provide the contact information of the nearest authorized Canon USA Service Provider ("Service Provider") for service, or will exchange the Product, except where the malfunction involves a user replaceable item, in which case Canon USA will send you a replacement part with installation instructions. You will be responsible for installing the user replaceable items in your Product.

If the service or exchange is performed, and (1) the Product malfunction is not covered by this limited warranty, or (2) the applicable warranty period has expired or has not been sufficiently established by appropriate documentation, then you will be charged for such service at the then current service rates of Canon USA or the Service Provider, or for such exchange, as applicable.

This warranty shall only apply if the Product is used in conjunction with compatible computers, peripheral equipment, and software. Canon USA shall have no responsibility for such items except for compatible Canon brand peripheral equipment covered by a separate warranty ("Separate Warranty"). Repairs of such Canon brand peripheral equipment shall be governed by the terms of the Separate Warranty. 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 USA, 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.

NO IMPLIED WARRANTY, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, APPLIES TO THE PRODUCT AFTER THE APPLICABLE PERIOD OF THE EXPRESS LIMITED WARRANTY STATED ABOVE. NO OTHER WARRANTY OR GUARANTY, EXCEPT AS MENTIONED ABOVE, GIVEN BY ANY PERSON, FIRM, OR CORPORATION WITH RESPECT TO THE PRODUCT SHALL BIND CANON USA 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, neglect, 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 USA's operator's manual or other documentation, (c) installation or repair by other than authorized service representatives qualified by Canon USA who are acting in accordance with Canon USA's service bulletins, (d) use of supplies or parts (other than those distributed by Canon USA) 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 distributed with 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 CD-ROM'S 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 USA. 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 USA IMMEDIATELY IF YOU HAVE NOT RECEIVED A COPY OF THE SOFTWARE MANUFACTURER'S LICENSE AGREEMENT.

NEITHER CANON USA NOR ANY SERVICE PROVIDER SHALL BE LIABLE FOR PERSONAL INJURY OR PROPERTY DAMAGE (UNLESS CAUSED SOLELY AND DIRECTLY BY THE NEGLIGENCE OF CANON USA 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, INCLUDING, WITHOUT LIMITATION, 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 USA OR ANY SERVICE PROVIDER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. NOR SHALL RECOVERY OF ANY KIND AGAINST CANON USA 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 NOT CAUSED SOLELY AND DIRECTLY BY THE NEGLIGENCE OF CANON USA OR ANY SERVICE PROVIDER. THIS WARRANTY SHALL NOT EXTEND TO ANYONE OTHER THAN THE ORIGINAL PURCHASER OF THE PRODUCT AND STATES SUCH PURCHASER'S EXCLUSIVE REMEDY.

*Support options are subject to change without notice.

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

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2. Canon Toner Cartridge Limited Warranty

CANON TONER CARTRIDGE LIMITED WARRANTY

Canon U.S.A., Inc. and Canon Canada Inc., (collectively "Canon") warrant to the original purchaser ('the Purchaser") of the Canon Toner Cartridge packaged with this limited warranty (the "Cartridge"), when used in a compatible* Canon-brand product (the "Product"), to be free from defects in workmanship and materials under normal use and service for a period of thirty (30) days from the date of original purchase. A defective Cartridge returned to Canon U.S.A., Inc., Canon Canada, Inc. or an authorized dealer (a "Dealer") of Canon U.S.A., Inc. or Canon Canada, Inc. within the thirty (30) day warranty period and proven to be defective upon inspection will be exchanged for a new Cartridge. The warranty period for any replacement Cartridge shall begin upon its shipment and will extend for no longer than the balance of the period remaining on the warranty for the defective Cartridge at the time of such shipment.

When returning any Cartridge under this limited warranty, you must pack the Cartridge in its original carton with a copy of the bill of sale (or invoice of purchase), together will a complete explanation of the problem and return it to the entity from whom you purchased the Cartridge (i.e. Canon USA, Inc., Canon Canada, Inc. or a Dealer). To obtain the shipping address of Canon U.S.A, Inc. or Canon Canada, Inc., please call the Canon U.S.A., Inc. Help Desk at 1-800-828-4040 or Canon Canada Technical Support at 1-800-OK-CANON. Shipping charges, if any, must be prepaid. If your Cartridge is covered by this limited warranty, a new Cartridge will be returned to you without charge by Canon U.S.A., Inc., Canon Canada, Inc. or the Dealer from whom you purchased the Cartridge.

NO IMPLIED WARRANTY OR CONDITION**, INCLUDING ANY IMPLIED WARRANTY OR CONDITION** OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, APPLIES TO THE CARTRIDGE AFTER THE APPLICABLE PERIOD OF THE EXPRESS LIMITED WARRANTY STATED ABOVE, AND NO OTHER EXPRESS WARRANTY, CONDITION** OR GUARANTY, EXCEPT AS MENTIONED ABOVE, GIVEN BY ANY PERSON OR ENTITY WITH RESPECT TO THE CARTRIDGE SHALL BIND CANON OR ANY SERVICE PROVIDER (SOME STATES AND PROVINCES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU). NO WARRANTY IS GIVEN ON ANY USED CARTRIDGE.

This limited warranty does not apply to, and does not guarantee, any particular cartridge yield (i.e., number of copies per Cartridge). Cartridge yield will vary depending on average density of originals copied and other factors. See Canon U.S.A.'s or Canon Canada's operator's manual for the Product for further information.

This warranty is void and of no force and effect if the Cartridge is damaged as a result of (a) abuse, neglect, mishandling or alteration of the Cartridge, a Product Accessory or a Product in which the Cartridge is incorporated, electric current fluctuation, exposure to light, or accident; (b) improper use, including failure to follow operating or maintenance instructions in, or environmental conditions prescribed in, the applicable operator's manual or other documentation; (c) installation or repair by other than service representatives qualified by Canon who are acting in accordance with Canon's service bulletins; or, (d) use of supplies or parts (other than those distributed by Canon) which damage the Cartridge or cause abnormally frequent service calls or service problems. Nor does this warranty extend to any Cartridge on which the original lot numbers or dating have been defaced, removed, or altered.

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 CARTRIDGE, 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 CARTRIDGE 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 ANY CARTRIDGE SOLD BY CANON NOT CAUSED SOLELY AND DIRECTLY BY THE NEGLIGENCE OF CANON OR ANY SERVICE PROVIDER. THIS WARRANTY SHALL NOT EXTEND TO ANYONE OTHER THAN THE ORIGINAL PURCHASER OF THE CARTRIDGE.

This limited warranty gives you specific legal rights, and you may also have other rights which vary from state to state or province to province.

THIS WARRANTY APPLIES TO CARTRIDGES SOLD AND USED IN THE U.S.A. AND CANADA ONLY.

* As specified in the Product's operator's manual.
** In Canada

CAUTION:
Keep out of reach of children.
Keep from contact with oxidizing materials.
Refer to instructions for handling and storing.

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Canon Canada, Inc. 6390 Dixie Road Mississauga, Ontario L5T 1P7 Canada

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