Canon

imageCLASS
LBP162dw

Service Guide

For Authorized Service Facilities

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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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REVISION HISTORY

Revision	Date	Section(s)	Details
—	March 2018	All	Release of the imageCLASS LBP162dw Service Guide for Authorized Service Facilities.

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Contents

I.   Product Overview

The Canon imageCLASS LBP162dw is a compact, B&W (black-and-white), wireless laser printer. This model brings the following capabilities to users:

- The imageCLASS LBP162dw prints in B&W at speeds up to 30 ppm (pages-per-minute, simplex) using 1-sided LTR (Letter) paper[1,2].
- The imageCLASS LBP162dw has features such as duplex print, AirPrint functionality, and a 5-line black-and-white LCD display.
- Print resolution of up to 600 dpi (dots per inch).
- Standard front-loading paper drawer with a capacity of up to 250 sheets, and a multi-purpose tray with a capacity of up to 1 sheet (LTR, 20 lb bond (80 g/m^2)).
- Includes a USB 2.0 high-speed port for printing.
- Meets the ENERGY STAR guidelines for energy efficiency.
- Standard UFR (Ultra-Fast Rendering) II LT and PCL6 printing.
- Built-in network connectivity that supports network printing.
- Wi-Fi capabilities, which include print at speeds of up to 802.11b/g/n[3].
- Support for mobile printing from Apple iOS and Android mobile devices.

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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   The copy/print speed is measured during continuous copy/print runs. Copy/print speeds may vary, depending on the paper type, size, and paper feeding direction. Copy/print speeds on smaller paper sizes may be slower. Also, the machine may experience downtime or decrease the copy/print speed in the middle of a continuous copy/print run to adjust the temperature inside the machine or maintain the optimal print quality.

3   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[4]
imageCLASS LBP162dw	
imageCLASS LBP162dw	2438C006AA
Supplies and Consumables	
Drum Cartridge 051 (Yields approximately 23,000 pages (LTR), with the factory default print density setting.)	2170C001AA
Toner Cartridge 051 (Yields approximately 1,700 pages (LTR), with the factory default print density setting.)	2168C001AA
Toner Cartridge 051H (Yields approximately 4,100 pages (LTR), with the factory default print density setting.)	2169C001AA
Optional Accessories	
imageCLASS LBP162dw Service Manual	Available for download on the e-Support Web site
imageCLASS LBP160 Series Parts Catalog	

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4   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. 16.

Model	Extended Coverage Length and Type	Item Number[4]
imageCLASS LBP162dw	1 Year Exchange/Carry-in	5707B038AA
	2 Year Exchange/Carry-in	5707B039AA
	3 Year Exchange/Carry-in	5707B040AA
	4 Year Exchange/Carry-in	5707B041AA

4   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 LBP162dw
- Drum 051 (installed)
- Power Cord
- USER Software DVD-ROM

- Starter Cartridge 051 (700 pages, installed)
- Getting Started Guide
- Warranty Card
-

C. Monthly Print 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 Volume

Model	Optimum Performance Range	Maximum Monthly Print Volume
imageCLASS LBP162dw	250 to 2,500 prints	Up to 15,000 prints

III.   Service Authorization

To obtain and maintain authorization to provide warranty and post-warranty service, an ASF (Authorized Service Facility) must have at least one (1) employee who has successfully completed the imageCLASS LBP162dw device-training program.

IV.   Educational Training

A. Training Program Overview

Technicians who complete the imageCLASS LBP162dw online training course are authorized to service and support the imageCLASS LBP162dw.

The imageCLASS LBP162dw CBT course is available via the TRAINING section of the Authorized Service Facility Support Center Web site.

B. Certification

The successful completion of the imageCLASS LBP162dw online training course is required to sell and service this product.

Certification includes the following models:

- imageCLASS LBP162dw

C. Who Should Complete

All service technicians who are responsible for installing, servicing, and supporting the imageCLASS LBP162dw machines must successfully complete the imageCLASS LBP162dw online training course to receive technical support and dealer authorization to sell these products.

D. Prerequisites

It is highly recommended the service technician have:

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

E. Course Format

The imageCLASS LBP162dw online training course is a self-paced course. It details the features, specifications, and servicing procedures for the machines in the imageCLASS LBP162dw.

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-based Web browser with access to the TRAINING section of the Authorized Service Facility Support Center Web site
- Flash-enabled Web browser (preferably Microsoft IE (Internet Explorer)) (The minimum version supported is IE 8. If IE 11 is used, make sure it is in the Compatibility mode.))

It is necessary to enable file downloads in Internet Explorer to download the documents supplied within the 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; select the "Tools" menu.
2. Click "Internet Options."
3. Click "Security."
4. Click "Custom level."
5. Scroll down to the Downloads section, and click "Enable" under <Automatic prompting for file downloads> and under <File download>.
6. Click "OK" to close all the dialog boxes.
7. Close and reopen Internet Explorer. You should now be able to download the learning resources contained within the course.

V. Servicing Notes

A. Power and Plug Requirements

The imageCLASS LBP162dw device requires 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
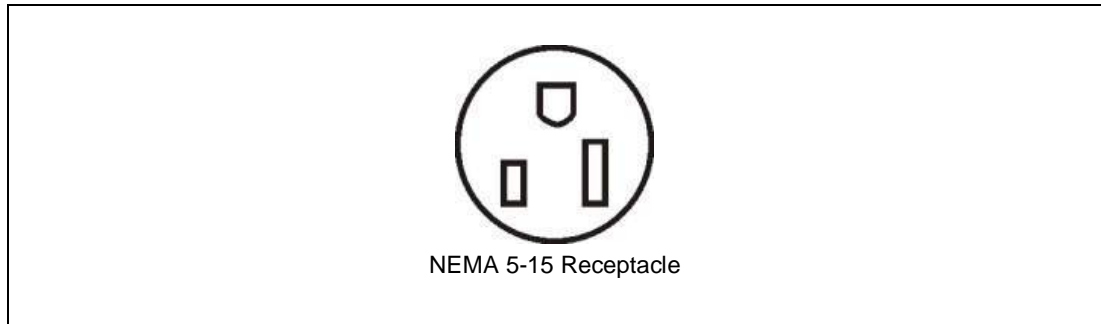
B. Installation Space Requirements

The approximate installation space requirements for the imageCLASS LBP162dw are shown below. Always ensure that there is enough space for the service and operation of the device.

Table 5 — Main Unit Installation Space Requirements
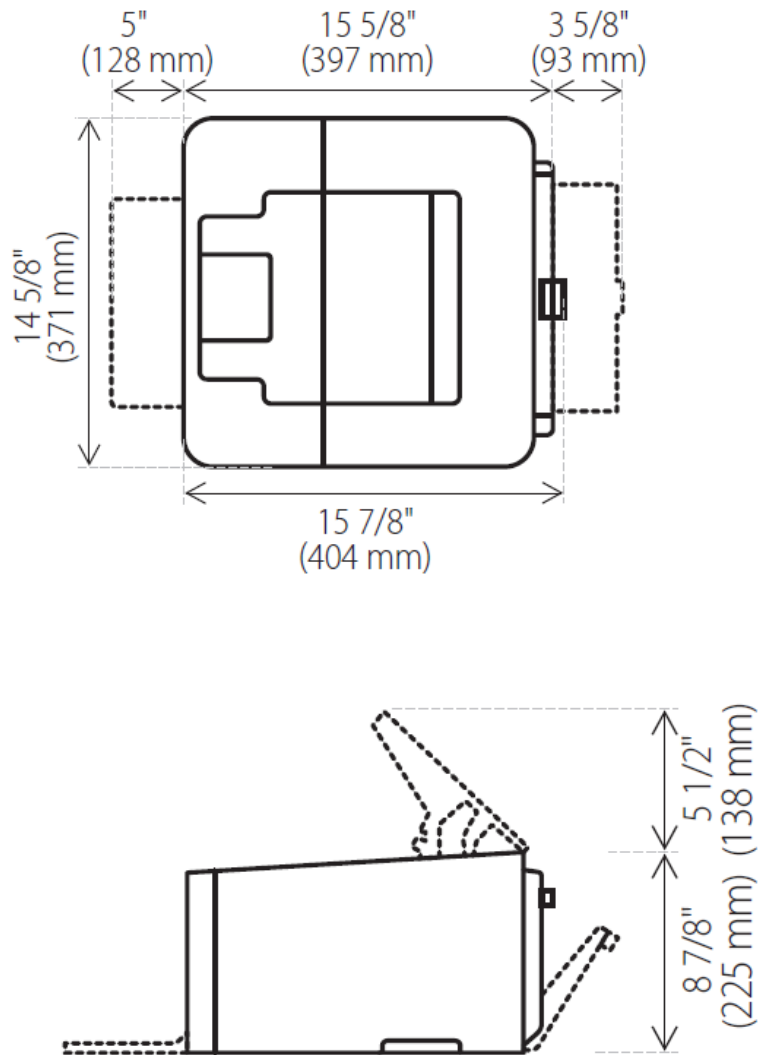
C. Estimated Installation Time

The estimated length of time needed to unpack and install the machine is approximately 1.0 minutes[5] (based on one (1) person).

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5   Installation time indicates the time from unpacking of the main unit until power on. Driver installation may take an additional 8.4 minutes.

D. Notes on the Wireless LAN

- The imageCLASS LBP162dw is 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.

E. Firmware Upgrade

The imageCLASS LBP162dw supports two methods to upgrade the firmware.

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). 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 Engine 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 LBP162dw 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 LBP162dw Service Manual*.

F. Service Support Tools

The only tools required for servicing the imageCLASS LBP162dw are part of the technician's standard tool set. No special tools are required.

The solvent in the table below should also be carried to ensure the imageCLASS LBP162dw is serviced properly. For more information on the substances below, see the *imageCLASS LBP162dw Service Manual.*

Table 6 — Solvents and Oils

Type	Part Number[4]	Usage/Remarks
Ethyl Alcohol	None (Purchase locally)	• For cleaning metal parts, plastic, grease, and toner • Keep away from flammable materials.
Lubricant	FY9-6005	• Apply to the gears

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

G. Periodic Replacement Parts

The imageCLASS LBP162dw does not have parts that require periodic replacement.

H. 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	Item Number[4]	Quantity	Estimated Life (prints)[6]	Remarks
Drum Cartridge 051	2170C001AA	1	23,000	Based on the ISO/IEC standard
Toner Cartridge 051	2168C001AA	1	1,700	
Toner Cartridge 051H	2169C001AA	1	4,100	

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

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

I. Consumable Parts

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

The imageCLASS LBP162dw does not have consumable parts.

VI. Limited Warranty and Technical Support

A. Limited Warranty Conditions

The warranty for the Canon imageCLASS LBP162dw is effective for a period of one (1) year following the delivery of the machine to the original purchaser. Carry-In Service and Exchange Service are included.

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 any consumables, such as paper.

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

B. 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-OK-CANON (652-2666), is available Monday through Friday, 8 A.M. to 8 P.M. EST (Eastern Standard 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.
- Attempts to resolve hardware, software, and operational problems.
- Assists 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 ASF for the carry-in service, 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.

1. **Carry-In Service**

    Carry-In Service provides the end-user with a local Authorized Service Facility where they can carry in the defective product and have it repaired.

    CITS will help the end-user over the telephone to diagnose any problems with the machine first. If telephone-based troubleshooting fails to resolve the problem, the CITS help desk will provide the end-user with the contact information of the nearest Authorized Service Facility location that can provide Carry-In Service.

    The end-user needs to contact the Authorized Service Facility to schedule a repair.

2. **Exchange Service**

    The Exchange Service option enables Canon USA to ship the end-user a replacement product for the defective product.

    CITS will help the end-user over the telephone to diagnose any problems with the machine first. If telephone-based troubleshooting fails to resolve the problem, and Exchange Service is requested, the CITS help desk issues the end-user a Return Authorization Number.

    The end-user must provide the CITS help desk with the following information:

    - Product serial number
   - A ship to location for the replacement product

    Canon USA will ship a replacement product to the end-user by the next business day (two (2) business days Exchange Service for Alaska and Hawaii), provided the request is made prior to 4 P.M. EST, Monday through Friday, except for holidays.

    The replacement product includes a prepaid shipping label for the return shipment of the defective product back to Canon USA. The end-user must ship the defective product within ten (10) days of receipt of the replacement product.

3. Internet Support

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

Figure 1 — Canon USA's Consumer Web Site
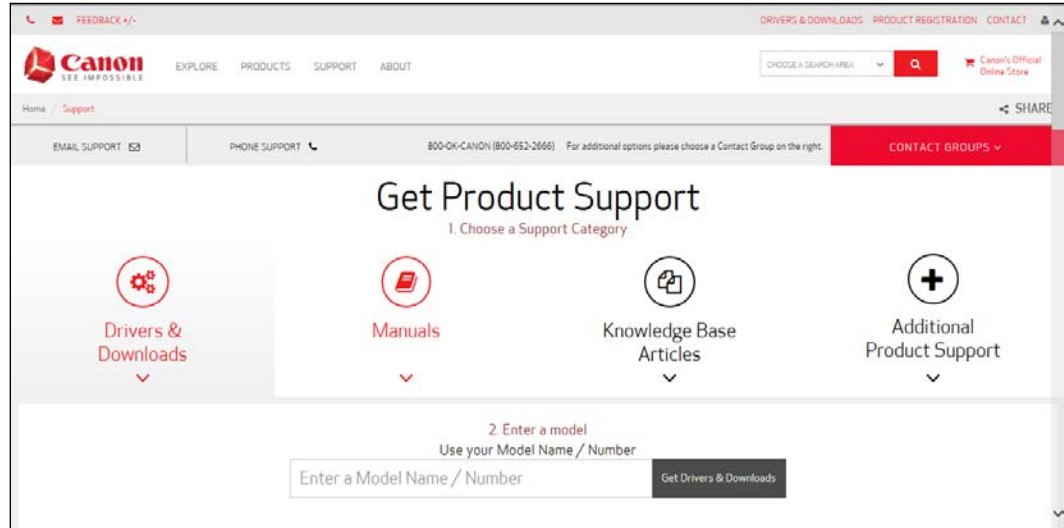
C. eCarePAK Extended Service Plan

The eCarePAK Extended Service Plan is purchased in bulk by a dealer, who then sells the eCarePAK to its customers. Extended coverage plans are available for up to 4 years.

The eCarePAK Extended Service Plan enables the customer to extend the service coverage on their Canon product beyond the one (1) year limited warranty. It provides the customer toll-free telephone support, and if needed, Exchange Service for their Canon product for the duration of the extended coverage. A customer can purchase a 1 to 4 year extended coverage plan for a total of 5 years of 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.

1. Purchasing an eCarePAK Extended Service Plan

A customer (end-user) can purchase an eCarePAK Extended Service Plan from the dealer 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

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 on eCarePAKs via e-mail message to ecarepak_support@cusa.canon.com.

VII. Authorized Service Facility Program

The Canon USA Authorized Service Facility program enables Authorized Service Facilities to provide warranty and post-warranty service for the imageCLASS LBP162dw.

ASF responsibilities:

To authorize a service facility as an ASF, the facility must meet and maintain eligibility requirements under the ASF program. This includes, but is not limited to the following:

- Trained service technicians on the Canon imageCLASS LBP162dw.
- The ASF must be able to invoice for repair service through the Internet.
- ASFs must maintain accurate service records. All repairs must be properly recorded, and the records must be made available to Canon USA when requested. The ASF must verify the product purchase date, product model, serial number, and log all repairs with any parts used.
- The ASF must inform Canon USA of any changes in company status, including a change of address and changes in service management.
- The ASF must have an established line of credit with Canon USA to facilitate the purchase of spare parts, training programs, and other service materials, as required, to support the customer base properly.
- ASFs are expected to maintain a spare parts inventory, sufficient to support the expected repair volume. ASFs must use **<u>Genuine Canon USA parts</u>** in all repairs.

VIII. ASF Technical Support Offerings

A. ASF Support

ASFs can contact the Canon Help Desk at CITS Monday through Friday, 8 A.M. to 8 P.M. EST, except for holidays at 1-866-702-2666. Before contacting CITS, a technician must exhaust all other resources including the service manual, and the e-Support Center Web site for technical publications, and their internal service support infrastructure.

Note: The ASF support times may change without notice.

B. Internet Support

The Authorized Service Facility Support Center Web site, available from Canon USA's Engineering Services and Solutions Division, provides high-quality support via the Internet.
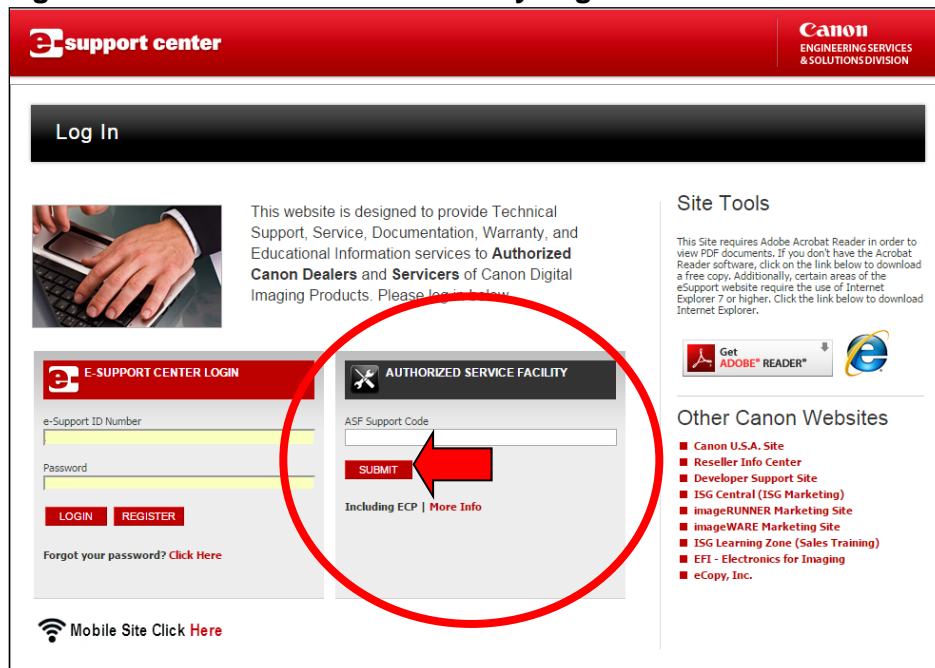
Canon USA's Authorized Service Facility Support Center Web site is designed to give ASFs access to the following technical support information:

- Notification of new product releases, patches, and technical publications.
- Read and download online documentation.
- Warranty Claims Processing: ECP (Electronic Claims Processing) System.
- Technical documentation (Service Manuals and Parts Catalogs) and training information.

For information on how to access the WARRANTY section of the Authorized Service Facility Support Center, or how to file a claim, see "Warranty Compensation Procedures," on p. 24.

To access online support for ASFs, go to www.support.cusa.canon.com, locate the "Authorized Service Facility Login," and enter the ASF Support Code: **imageCLASS2016**. This serves as your permanent access ID to the Authorized Service Facility Support Center's Web site.

Figure 2 — Authorized Service Facility Login

Figure 3 — Authorized Service Facility Support Center

C. Call Escalation Procedure

Canon USA provides a time-sensitive call escalation process for all imageCLASS LBP162dw ASFs. The CITS help desk is the single point of entry for this process. Once a call is placed to the CITS help desk and information is logged into the call management system, a case number is assigned to the call. Every effort is made to resolve the problem during the call. For problems that cannot be resolved during the initial call and require escalation, follow the process below.

Figure 4 — Call Escalation Procedure Flow Chart

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                        ┌─────────────────────┐
              ┌────────►│       Canon         │◄────────┐
              │         │    imageCLASS       │         │
              │         │      End-User       │         │
 Resolved     │         └─────────────────────┘         │
              │              │      ▲                    │
              │         Assistance Required              │
              │          by the End-User                 │
              │              ▼      │                    │
              │         ╭─────────────────────╮          │
              │         │        CITS         │       Resolved
              │   ┌─────│ 1-800-OK-CANON      │          │
              │   │     │    (652-2666)       │          │
              │   │     ╰─────────────────────╯          │
   ┌──────────────────┐      │                           │
   │  Carry-In or     │ CITS Refers the End-User         │
   │ Exchange Service │    to the ASF                    │
   │   Requested      │      ▼                           │
   └──────────────────┘ ╭─────────────────────╮          │
                        │      Canon's        │──────────┘
                        │        ASF          │
                        ╰─────────────────────╯
                             │      ▲
                        Assistance Required
                          by the ASF
                             ▼      │
                        ╭─────────────────────╮
                        │        CITS         │
                        │   1-866-702-2666    │
                        ╰─────────────────────╯
                             │      ▲
                             ▼      │
                        ╭─────────────────────╮
                        │     Canon USA       │
                        │    Engineering      │
                        ╰─────────────────────╯
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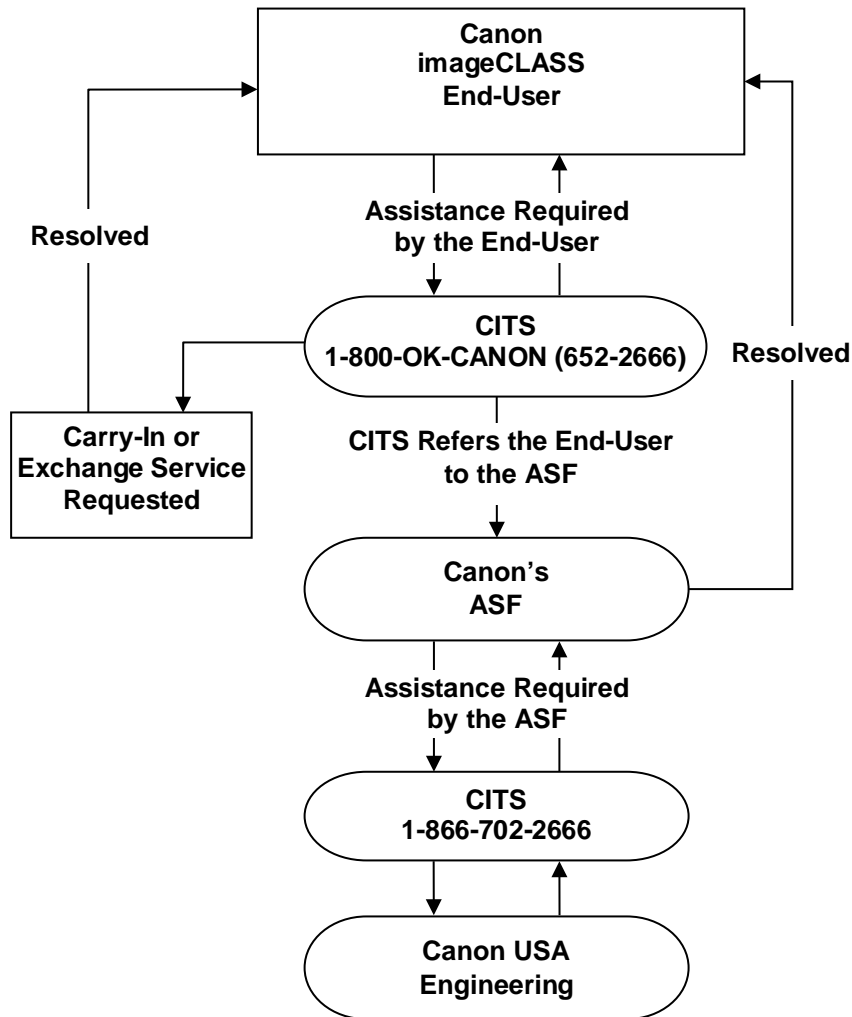
IX.   Warranty Procedures

The ECP warranty system includes:

Parts Return Threshold: Defective parts with a dealer cost of $95.00 or more must be returned to Canon Virginia, Inc. along with a print out of the ECP warranty claim form. Warranty parts claimed and submitted with a value of $95.00 or more are put on hold with a status of "Pending Receive" until the part is received and validated.

Shipping Address for Defective Parts:
Canon Virginia, Inc.
DPIS ASF Warranty
933 Achievement Way
Newport News, VA 23606

Serial Number Validation: The system validates the format of the serial number based on the model submitted for each claim.

Claim Volume Threshold: The ECP system checks the count of how many claims are submitted by the ASF within a 30-day period. If the 30-day period claim count exceeds the claim volume threshold, the claim will not be validated or accepted.

A. Warranty Service Claim Guidelines

The table below describes the guidelines used to determine whether a warranty claim is valid. If a claim does not meet the guidelines for warranty compensation, the customer should be charged for the repair.

Table 8 — Warranty Service Claim Guidelines

Incident Type	Warranty
Manufacturer's defect	Yes
Manufacturer's upgrade	Yes
Service adjustments/normal wear-and-tear	Yes
Installation	No
Installation of drivers	No
Software application related	No
Configuration setup	No
Cleaning	No
Preventative maintenance	No
Customer replaceable items or consumables	No
Tampering	No
Misuse or neglect	No
User training	No
Acts of God	No
Product on which original identifying marks or serial numbers have been defaced, removed, or altered.	No
Problems caused by electrical power fluctuations	No

For questions as to the validity of a repair, contact CITS Monday through Friday, 8 A.M. to 8 P.M. EST, except for holidays at 1-866-702-2666 for authorization.

All ASF repairs must be warranted by the ASF for a period of thirty (30) days. If the same problem occurs within thirty (30) days, the ASF repairs the machine without charge to the customer. Additional parts may be claimed; however, no additional labor compensation is provided.

B. Warranty Compensation Procedures

The following procedures are designed to help ASFs receive parts and labor compensation for repairs performed under the terms and conditions of the Canon USA limited warranty. To receive warranty compensation during the warranty period, the customer's product serial number is required. Parts costing $95.00 or more must be returned to Canon Virginia, Inc. as directed through the ECP system. ECP can be accessed through the Authorized Service Facility Support Center's Web site (www.support.cusa.canon.com) in the WARRANTY section. For access to the ECP warranty processing system, click on the WARRANTY tab. You are prompted for your User ID and Password via the CNA (Canon Network Access) screen.

Contact the ECP administrator directly at eclaimadmin@cusa.canon.com to report problems with the ECP system, or if you experience problems accessing this site.
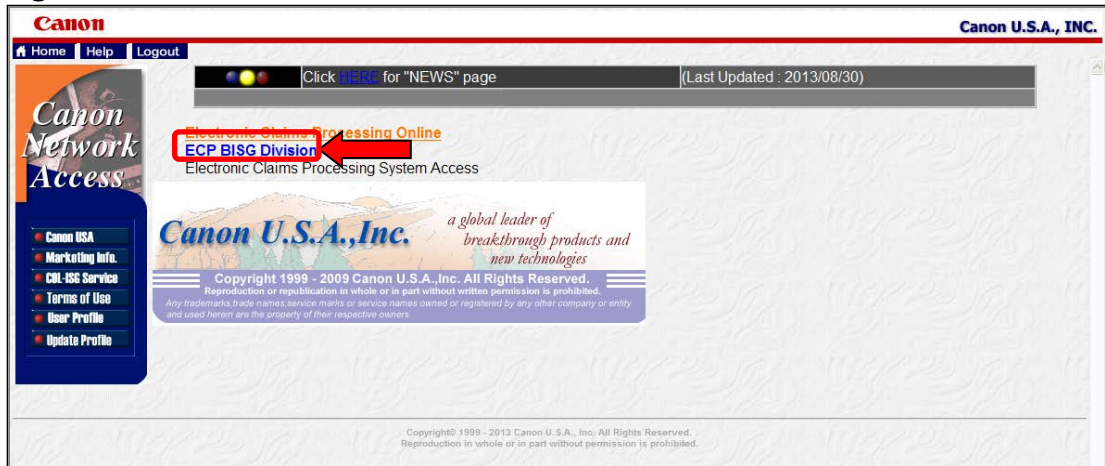
Figure 5 — ECP Log In
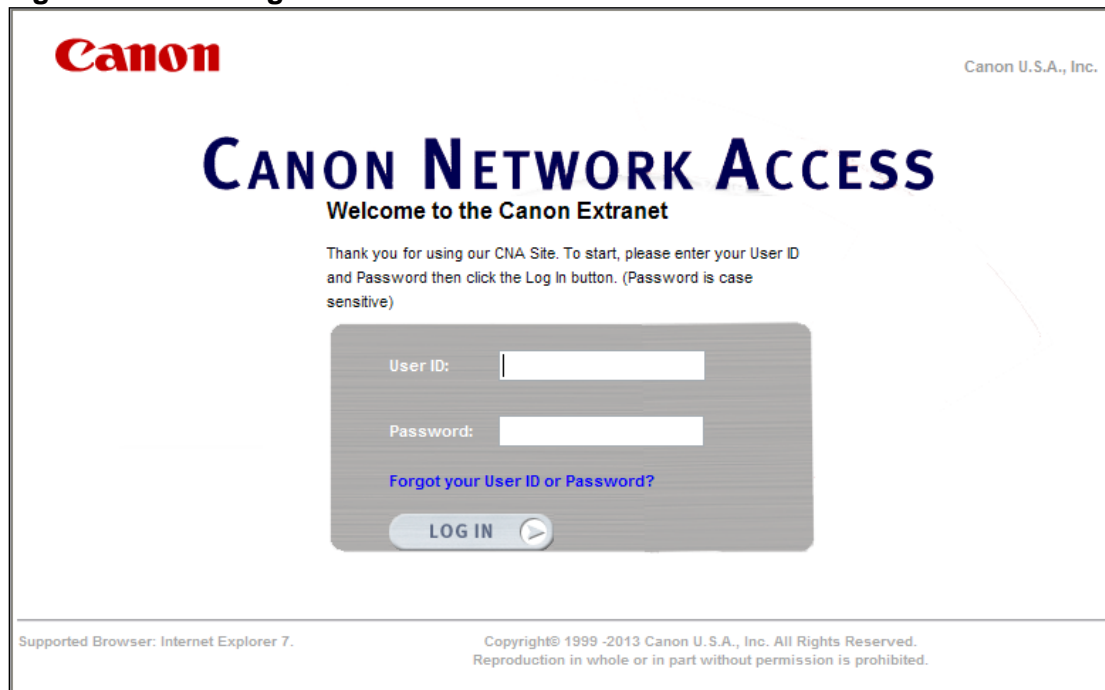
There is an *Electronic Claims Processing User's Guide for Authorized Service Facilities* available online to assist with questions regarding the ECP system.

All claims must be submitted within thirty (30) days of repair.

To access the ECP Claims Processing Center, click on the "ECP BISG Division" link.

Figure 6 — ECP Access Link

1. **Adding a New Technician**

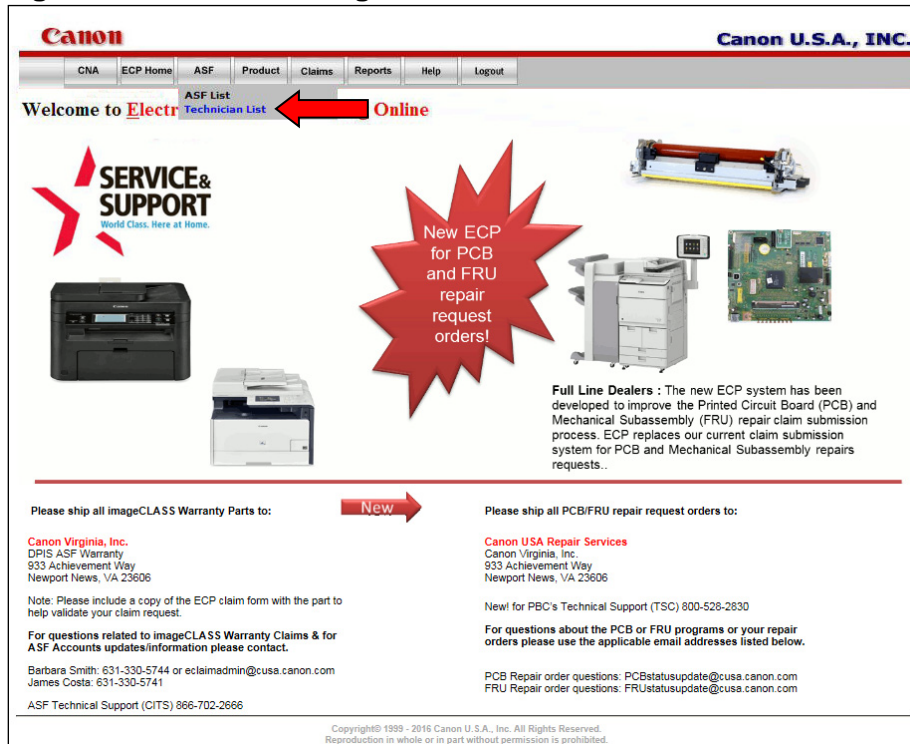   Before an ASF can submit a new claim, a technician must be added to the Technician List.

   From the ECP Home Page, select the "ASF" tab, and then select "Technician List".

Figure 7 — ECP Home Page – ASF Tab

Click "Add New", enter the technician's information, and then click "Submit".

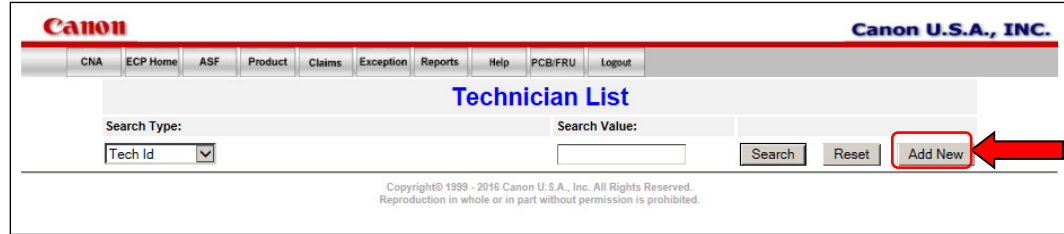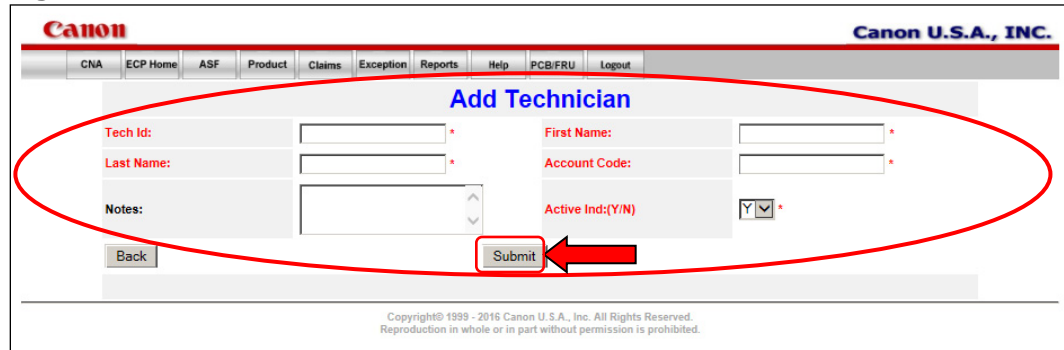**Figure 8 — ECP ASF Tab – Technician List**

Figure 9 — ECP ASF Tab - Add Technician Information

2. Submit a Warranty Claim

To open a new warranty claim, select "Open New Claim" from the "Claims" tab at the top of the ECP home page. Select your ASF location, and the screen self-populates with your company's name.

You are required to select or enter the following information:

- Technician Name who performed the service
- Model Name
- Serial Number
- POP (Proof of Purchase) Date

After all the information is entered, click the "Validate" button to process the claim. If a warning is displayed about the data entered during the claim process, the system specifies which values are invalid. The system also checks whether the unit is still under warranty, and generates a unique claim number for the submitted claim. Continue filling in your claim information, including the Problem Code, Cause Code, and any parts used in the service of the unit.

Warranty labor compensation is issued via Direct Deposit on a bi-weekly basis, as claims are validated by the ECP System Administrator.
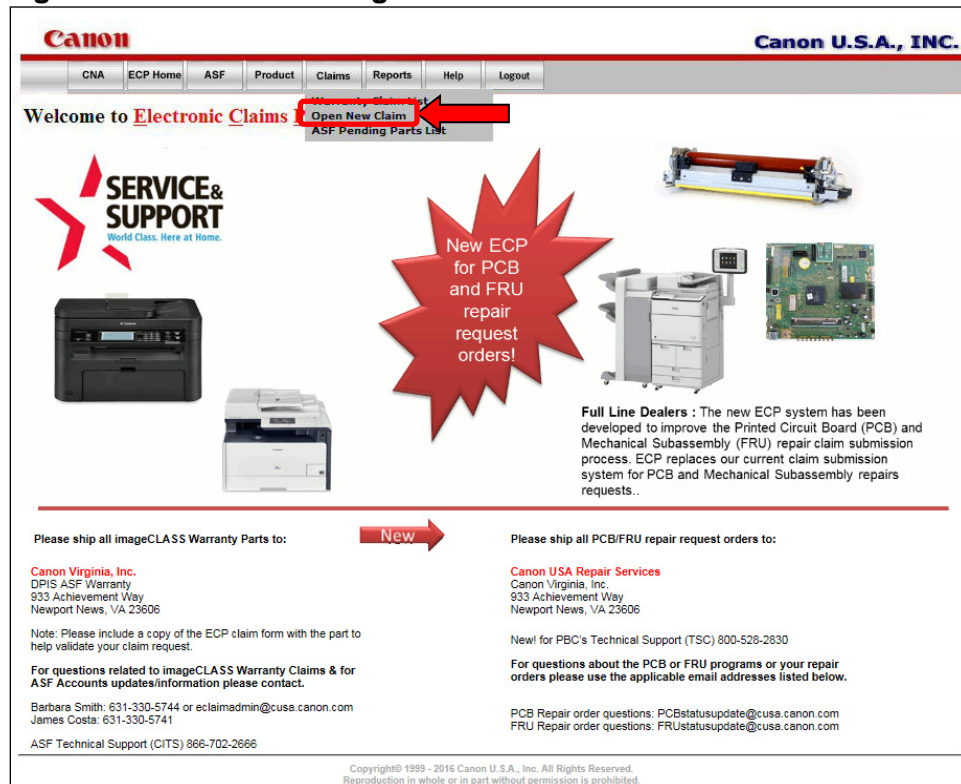
Figure 10 — ECP Home Page – Claims Tab

Figure 11 — ECP - Open New Claim Screen

3. Parts Return

Once the Parts List section on the Open New Claim screen is saved, the screen displays additional fields for Parts Compensation.

Select either "Replenish" or "Credit" for "Parts Compensation", depending on if you want to replenish the parts used from your inventory, or receive a credit for the parts used to repair the unit.

Note: For each claim, the ASF can select to either receive a credit for the purchase price of the parts, or replenish the parts used to repair the unit. If "Credit" is selected, the ASF receives a credit to their account that can be used to purchase other parts in the future. If "Replenish" is selected, then Canon ships the parts listed free of charge to the ASF.

Figure 12 — ECP – Submit Parts Compensation

Enclose a copy of the ECP warranty claim in the box with the defective parts. Parts identified for return must be received within fifteen (15) days. Defective parts that were replaced during warranty service, with a cost over $95.00, must be returned and shipped to:

Canon Virginia, Inc.
DPIS ASF Warranty
933 Achievement Way
Newport News, VA 23606

Note: For defective parts over $95.00 that must be returned, Canon USA will reimburse the ASF $7.50 for the shipping costs to Canon Virginia, Inc.

X. Parts Support

A. Parts and Service Material Orders

1. Canon Network Access

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

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

Figure 13 — CNA Log In
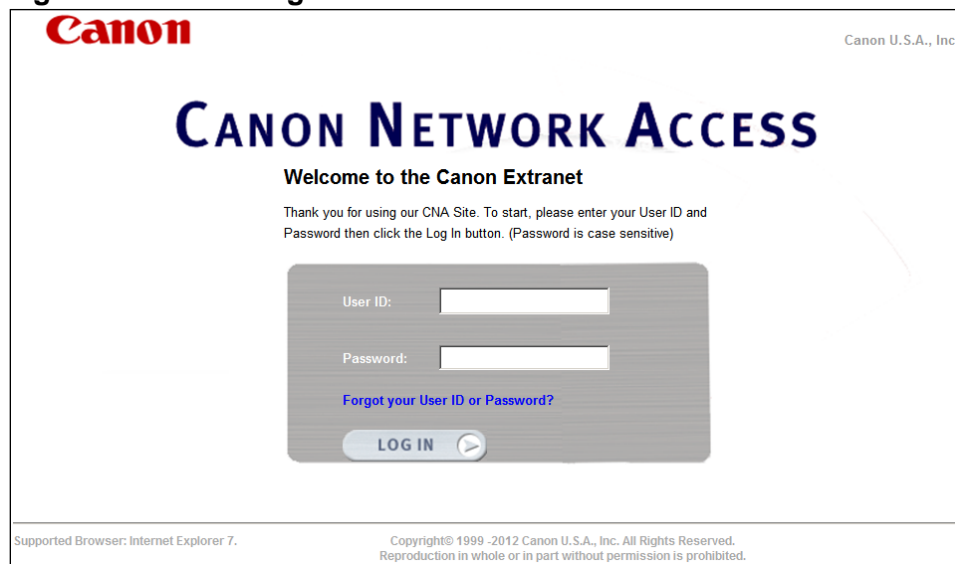
Figure 14 — ISG Central

The CNA Web site enables you to:

- Order parts
- Download parts information and the parts price list
- View the parts discontinuation schedule information
- Inquire about orders and invoices

The CNA Web site is accessible 24 hours a day, and 7 days a week.

2. **Parts Order Desk**

ASFs without access to the CNA Web site must contact the Canon Parts Order Desk at 1-866-481-2569. The ASF is responsible for all shipping costs related to their order.

B. Parts Order Entry

1. Regular Orders

All parts for regular orders are shipped via ground once the parts orders are printed by Canon USA, unless an alternate shipping method is requested by the Dealer for rush orders.

Note: Shipments may be delayed for credit review.

2. Rush Orders

To ensure same day shipment of rush orders, submit all one (1) and two (2) day emergency purchase orders no later than 4 P.M. EST.

All purchase orders placed through CNA are confirmed via an e-mail message.

C. Parts Information/Parts Price List Download

All parts information for active parts are made available on the CNA Web site under the Parts Information link. Downloadable files by model and product are also available under the Parts Information link.

Note: ASFs without access to the CNA Web site must contact the Canon Parts Order Desk at 1-866-481-2569.

D. Parts Discontinuation Schedule Information

Parts discontinuation information is available on the CNA Web site under the Parts/Supply Discontinuation link. Information is available regarding active machines, machines scheduled to be discontinued within the year, and discontinued machines.

Note: ASFs without access to the CNA Web site must contact the Canon Parts Order Desk at 1-866-481-2569.

E. Order/Invoice Inquiry

Inquiries concerning purchase orders and invoices can be made on the CNA Web site. You can search using the purchase order, invoice number, or conduct a search for the most recent date required. For additional tracking information, purchase orders that have been shipped contain a link to the UPS (United Parcel Service) Web site. For questions concerning parts, please send an e-mail message to canonparts@cusa.canon.com.

Note: New Accounts are not available on the CNA Web site. ASFs without access to the CNA Web site should contact the Canon Parts Order Desk at 1-866-481-2569 for order and invoice inquiries.

Figure 15 — Canon Network Access

XI. Appendix

A. Specifications

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

Table 9 — imageCLASS LBP162dw Series Main Unit Specifications

Item		Description
		imageCLASS LBP162dw
Dimensions (W x D x H)		14.6" x 15.9" x 8.9" (371 mm x 404 mm x 225 mm)
Weight[7]		Without toner cartridge: 15.4 lb (7 kg)
Cartridge		Canon Cartridge 051 yields approximately 1,700 LTR pages with the factory default print density setting. Canon Cartridge 051H yields approximately 4,100 LTR pages with the factor default print density setting.
Cartridge Type		Separate toner and drum
Maximum Monthly Print Volume		Up to 15,000 pages
Power Requirements		120V – 127V AC, 60 Hz, 4 A
Plug		NEMA 5-15
Power Consumption	Maximum	Approximately 1060 W
	Standby Mode	Approximately 3.1 W
	During Operation	Approximately 290 W
	Sleep Mode	USB Connection: 0.6 W Wired Connection: 0.6 W Wireless Connection: 0.5 W
	Main Power Switch Turned OFF	Approximately 0.1 W
Warm-Up Time (From Power ON until the Machine Enters Standby)		Approximately 15 seconds[8]
Environmental Conditions		Temperature: 50°F to 86°F (10°C to 30°C) Humidity: 20% to 80% RH (Relative Humidity) (no condensation)
Host Interface		100BASE-TX, 10BASE-T, Hi-Speed USB, and IEEE 802.11 b/g/n (Infrastructure Mode)
Noise[9] **during Operation**		Approximately 70.7 db or less

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7   The weight includes the toner cartridge.
8   Warm-up time may vary, depending on the installation environmental conditions.
9   Measured in accordance with the ISO7779 standard. Declared noise emissions are in accordance with the ISO9296 standard.

Table 10 — Paper Handling Specifications

Item		Description
		imageCLASS LBP162dw
Paper Source/Capacity		Paper Cassette: 250 sheet capacity[10] Multi-Purpose Tray: 1 sheet capacity[10]
Paper Output[11]	**Output Tray**	Approximately 100 sheets (16 to 20 lb bond (60 to 80 g/m^2)) (face-down)[10]
Paper Weight	**Paper Drawer**	Approximately 16 lb bond to 60 lb cover (60 to 163 g/m^2)
	Multi-Purpose Tray	Approximately 16 lb bond to 60 lb cover (60 to 163 g/m^2)
Media Sizes	**Paper Drawer**	Legal, Letter, Executive, Statement Envelopes: COM10, C5, Monarch, and DL Custom: Width: 3" to 5"; Length: 8.5" to 14"
	Multi-Purpose Tray	Legal, Letter, Executive, Statement Envelopes: COM10, C5, Monarch, and DL Custom: Width: 3" to 5"; Length: 8.5" to 14"
Media Types[12]	**Paper Drawer**	Plain Paper, Heavy Paper, Recycled Paper, Bond Paper, Labels, and Envelopes
	Multi-Purpose Tray	Plain Paper, Heavy Paper, Recycled Paper, Bond Paper, Labels, and Envelopes
Envelope Capacity		Paper Drawer: Up to 10 envelopes Multipurpose Tray: 1 envelope
Envelope Types		COM10, C5, Monarch, DL

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10 Based on 20 lb bond (80 g/m^2) paper.
11 May vary, depending on the installation environment and paper type used.
12 Automatic 2-Sided printing is available for Heavy Paper (90 to 120 g/m^2) and Bond Paper (60 to 120 g/m^2).

Table 11 — Connectivity, Wi-Fi, and Software Specifications

Item	Specifications imageCLASS LBP162dw
Standard Interfaces	• USB 2.0 (A USB cable is not included.)[13] • 10/100/1000Base-TX Ethernet (Network) • IEEE 802.11b/g/n (Wireless)[3]
Wi-Fi Connection Method	WPS (Wi-Fi Protected Setup), Manual Setup
Wi-Fi Security	WEP, WPA-PSK (TKIP/AES-CCMP), WPA2-PSK (TKIP/AES-CCMP)
Wi-Fi Frequency Range	2,412 to 2,462 MHz
Wi Fi Maximum Radio-Frequency Power Transmitted	Approximately 15.98 dBm
Embedded Web Server	Yes (Remote UI)
Web Browser Support for Remote UI	Internet Explorer 8.0 or higher on Windows Vista/7/8/higher, Safari 5.0.6 or higher on Mac OS X 10.5.8/higher (except for Classic environment)
Print Protocols	LPD (IPv4, IPv6), RAW (IPv4, IPv6), WSD-Print (IPv4, IPv6)
Bundled Software	Canon Printer Driver, e-Manual, Wireless Setup Assistant, Drivers are available for download from http://www.usa.canon.com/support
Supported Operating Systems	Windows 10, 8.1, 8, 7, Windows Vista Windows Server 2012 R2/2012/2008 R2/2008/2003/2003 R2 Mac OS X V10.6 and higher, Linux (Web Distribution only)

3   Wireless performance may vary, depending on terrain and distance between the printer and wireless network clients.

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13   USB 2.0 requires Windows 10, 8.1, 8, 7, or Vista.

Table 12 — Print Specifications

Item	Description
	imageCLASS LBP162dw
Type	Monochrome Laser
Print Speed[2] (LTR, Plain Paper), Simplex	Up to 30 ppm
First Print Time[14]	Approximately 5.1 seconds
Printer Language	Canon UFR II LT (Host-based), PCL6
Print Resolution	Up to 600 x 600 dpi; (Up to 1,200 x 1,200 dpi equivalent)
Maximum Print Size	Up to 8 1/2" x 14" (LGL)
Output Tray Capacity	Approximately 100 sheets (16 to 20 lb bond (60 to 80 g/m^2))
Print Memory	256 MB

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   The copy/print speed is measured during continuous copy/print runs. Copy/print speeds may vary, depending on the paper type, size, and paper feeding direction. Copy/print speeds on smaller paper sizes may be slower. Also, the machine may experience downtime or decrease the copy/print speed in the middle of a continuous copy/print run to adjust the temperature inside the machine or maintain the optimal print quality.

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14   May vary, depending on the output environment.

B. Warranty
1. imageCLASS 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 one year 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 from 8:00 a.m. to 8:00 p.m. Eastern Time (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.

Canon

Canon U.S.A., Inc.   One Canon Park, Melville, New York 11747
Canon is a registered trademark of Canon Inc.

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.

Canon

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

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