

**Canon**

**imageCLASS**  
**LBP215dw**



***Service Guide***

**For Authorized Servicers**

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**THIS SERVICE GUIDE INCLUDES THE INFORMATION RELATING TO THE imageCLASS LBP215dw.**

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## I. Product Overview

The Canon imageCLASS LBP215dw is a compact, B&W (Black-and-White), wireless laser printer. This model also brings the following capabilities to users:

- Copy and print speeds of up to 40 ppm (pages-per-minute) using 1-sided LTR (letter-sized) paper.
- Includes a front-loading paper cassette with a capacity of up to 250 sheets and a multipurpose tray with a capacity of up to 100 sheets (LTR, 20 lb bond (80 g/m<sup>2</sup>)).
- Ability to attach an optional paper cassette with a capacity of 550 sheets.
- Includes a USB 2.0 high-speed port for printing from USB memory.
- Meets the ENERGY STAR guidelines for energy efficiency. Approximately 0.9 W of energy is used in the Energy Saver mode.
- Standard UFR II, PCL 5/6, and PostScript printing.
- Google Cloud Print capable.
- Apple AirPrint capable<sup>1</sup>.
- Built-in network connectivity that supports network printing.
- Includes Print features such as Secured Print, Page Border, Header/Footer, Page Layout, Two-sided Printing, Collating, Booklet Printing, Grouping, and Mixed Paper Sizes/Orientations.
- Wi-Fi capabilities include Duplex Print at speeds of up to 802.11b/g/n<sup>2</sup>.

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<sup>1</sup> Compatible with the iPad, iPhone, and iPod touch.

<sup>2</sup> 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](http://www.cna.cusa.canon.com) for the most up-to-date item numbers.

**Table 1 — Configuration**

Item	Item Number <sup>3</sup>
<p><b>imageCLASS LBP215dw with optional Cassette Feeding Module-AH1</b></p> 	
imageCLASS LBP215dw	2221C001AA
<b>Supplies and Consumables</b>	
Cartridge 052 Black (Yields approximately 3,100 pages (LTR), with the factory default print density setting.)	2199C001AA
Cartridge 052 H Black (Yields approximately 9,200 pages (LTR), with the factory default print density setting.)	2200C001AA
<b>Optional Accessories</b>	
Cassette Feeding Module-AH1 (550-Sheet Cassette Pedestal)	0732A033AA

<sup>3</sup> Item numbers and part numbers are subject to change without notice.

**Table 1 — Configuration (Continued)**

Item	Item Number <sup>3</sup>
<b>Service Materials and Parts Catalog</b>	
imageCLASS LBP215 Series Service Manual	Available for download on the <a href="#">e-Support</a> Web site
imageCLASS LBP215 Series Parts Catalog	

<sup>3</sup> 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. 18.

Model	Extended Coverage Length and Type	Item Number <sup>3</sup>
imageCLASS LBP215dw	1 Year Exchange/Carry-in	5707B042AA
	2 Year Exchange/Carry-in	5707B043AA
	3 Year Exchange/Carry-in	5707B044AA
	4 Year Exchange/Carry-in	5707B045AA

<sup>3</sup> 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 LBP215dw
- Cartridge 052 Standard (approx. yield 3,100 pages)
- Power Cord
- Getting Started Guide
- USER Software DVD-ROM
- 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 LBP215dw	750 to 4,000 prints	Up to 80,000 prints



### III. Service Authorization

To obtain and maintain authorization to provide warranty and post-warranty service, an AS (Authorized Servicer) must have at least two (2) employees who has successfully completed the imageCLASS LBP215dw device-training program.

### IV. Educational Training

#### A. Training Program Overview

Technicians who successfully complete the imageCLASS LBP215dw Online Training (18ICLBP215000) and pass the certification exam are authorized to service and support the imageCLASS LBP215dw.

The imageCLASS LBP215dw online course is available via the TRAINING section of the [e-Support Center](#) Web site.

#### B. Certification

The successful completion of the imageCLASS LBP215dw course and passing of the final assessment exam are required to sell and service this product.

Certification includes the following models:

- imageCLASS LBP215dw

#### C. Who Should Complete

All service technicians who are responsible for installing, servicing, and supporting the imageCLASS LBP215dw machine must successfully complete the imageCLASS LBP215dw online course and pass the certification exam 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 MF devices
- Experience with taking eLearning courses
- Familiarity with common hand tools to disassemble and service Canon devices

### E. Course Format

The imageCLASS LBP215dw online course is a self-paced course. It details the features, specifications, and servicing procedures for the machines in the imageCLASS LBP215dw product family.

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

- Print Version of the Course
- Service Manuals

It will require approximately 2.0 hours to complete this course successfully. 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 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**

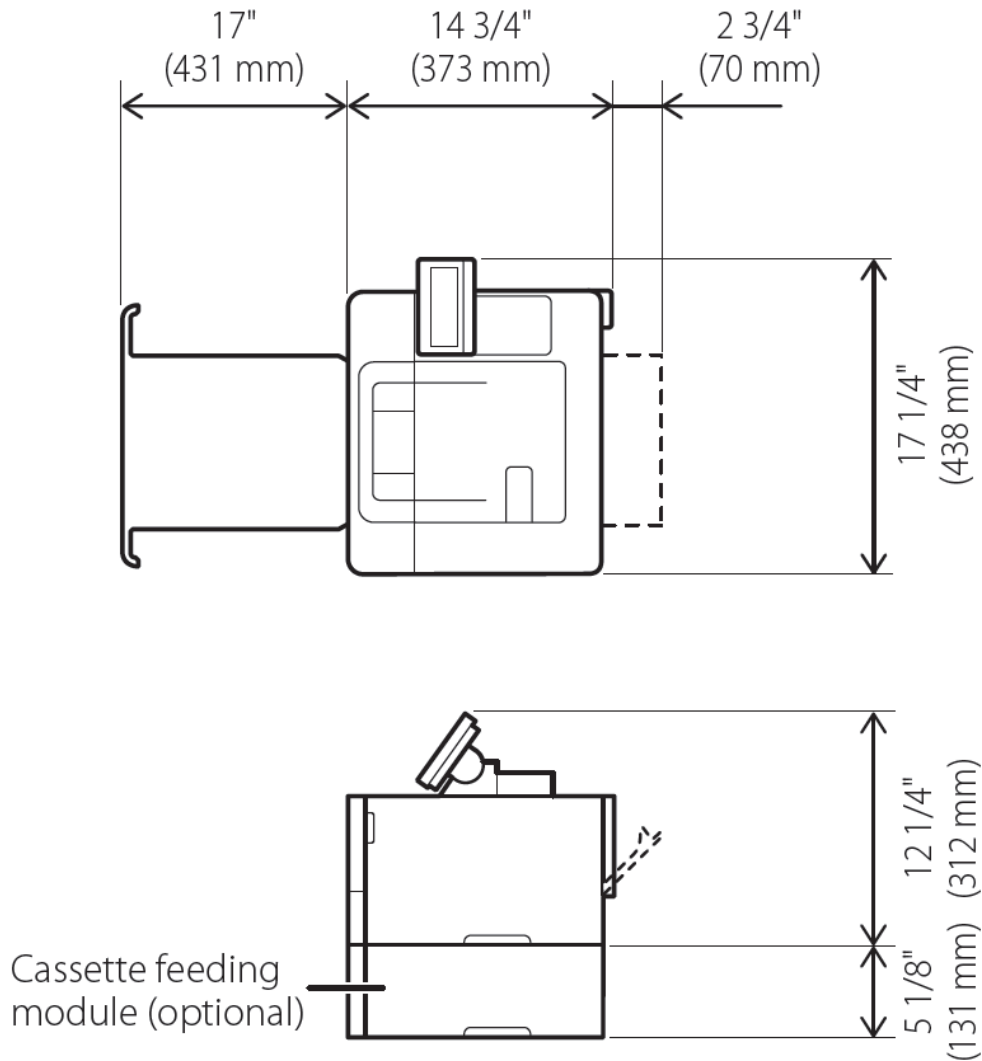
The imageCLASS LBP215dw device requires a NEMA 5-15 receptacle for proper operation. Before installation, confirm that a proper NEMA receptacle is available for this device. It is not necessary to have a dedicated line.

**Table 4 — Power and Plug Requirements**

**B. Installation Space Requirements**

The approximate installation space requirements for the imageCLASS LBP215dw are shown below. Always ensure that there is enough space for the service and operation of the device.

**Table 5 — imageCLASS LBP215dw Main Unit Installation Space Requirements**



**C. Estimated Installation Time**

The estimated length of time needed to unpack and install the machine is approximately 4 minutes (based on one (1) person).

The estimated length of time needed to install each optional Paper Feeding Module is 1.5 minutes (based on two (2) people).

## **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.

Remote support services consist of the Remote User Interface Support Mode, imageWARE Remote, and Remote Services Suite.

### **1. Remote User Interface Support Mode**

The Remote User Interface Support mode enables a technician, who is in a remote location to browse, change, and check settings on the machine. This can reduce device down time associated with taking the device in for servicing.

## E. Firmware Upgrade

The imageCLASS LBP215dw 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 LBP215dw 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 LBP215 Series Service Manual*.

## F. Service Support Tools

The only tools required for servicing the imageCLASS LBP215dw 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 LBP215dw is serviced properly. For more information on the solvent below, see the *imageCLASS LBP215 Series Service Manual*.

**Table 6 — Solvent**

Type	Item Number <sup>3</sup>	Usage/Remarks
Ethyl alcohol	N/A	<ul style="list-style-type: none"> <li>• Cleaning metal parts, oil stains, and toner stains</li> <li>• Purchase locally.</li> <li>• Keep away from flame.</li> </ul>

<sup>3</sup> Item numbers and part numbers are subject to change without notice.



### IMPORTANT

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

## G. Periodic Replacement Parts

The imageCLASS LBP215dw 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 <sup>3</sup>	Quantity	Estimated Life (prints) <sup>4</sup>	Remarks
Cartridge 052	2199C001AA	1	3,100	Based on the ISO/IEC standard
Cartridge 052 H Black	2200C001AA	1	9,200	

<sup>3</sup> Item numbers and part numbers are subject to change without notice.

<sup>4</sup> 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 LBP215dw and accessories do not have consumable parts.

**J. Soft Counters**

The imageCLASS LBP215dw uses soft counters to track its functional print use. The table below indicates the default counter configurations of the imageCLASS LBP215dw that are displayed on the Utility menu’s Check Counter screen.

**Table 8 — Soft Counter Configuration**

Counter	Description	Default Display	Default Switch
1	101: Total 1	On	Fixed
2	102: Total 2	On	May be changed via Service Mode setting to any available counter.

The imageCLASS LBP215dw does 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 LBP215dw is effective for a period of one (1) year 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. 18 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

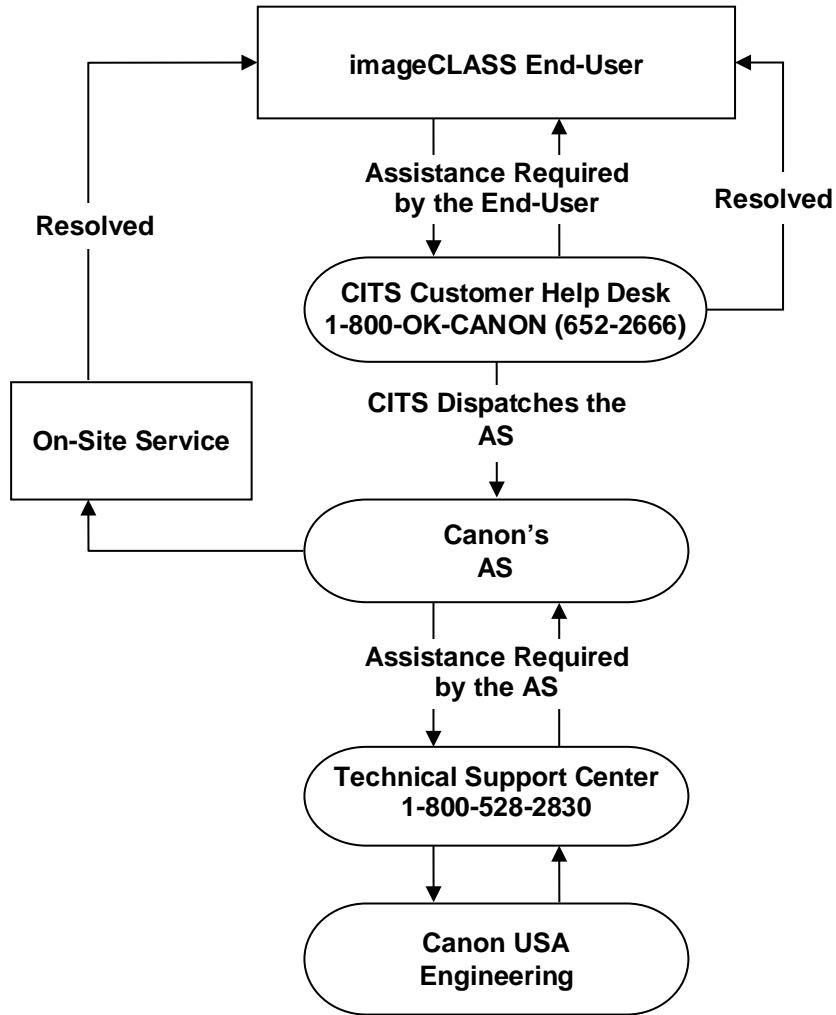
The Authorized Servicer/Dealer Customer Registration (ASCR) System is where the product's serial number is linked to the servicer of record. If a dealer registers the serial number through ASCR, the dealer will be the servicer of record for that product. ASCR also enables dealers to specify which support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

#### 1. Dispatch by CITS

In this support option, the end-user calls the Canon help desk (CITS) for technical support and troubleshooting. CITS can be reached at 1-800-OK-CANON (652-2666), and is available Monday through Friday, 8 A.M. to 8 P.M. ET (Eastern Time), except for holidays. CITS first has the user perform all user-capable service remedies. If CITS determines that service is required, CITS dispatches the dealer. To obtain reimbursement for service delivered during the end-user warranty or Canon eCarePAK coverage term, you 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 end-user service call flow.

Figure 1 — Dispatch by CITS Call Escalation Procedure Flow Chart



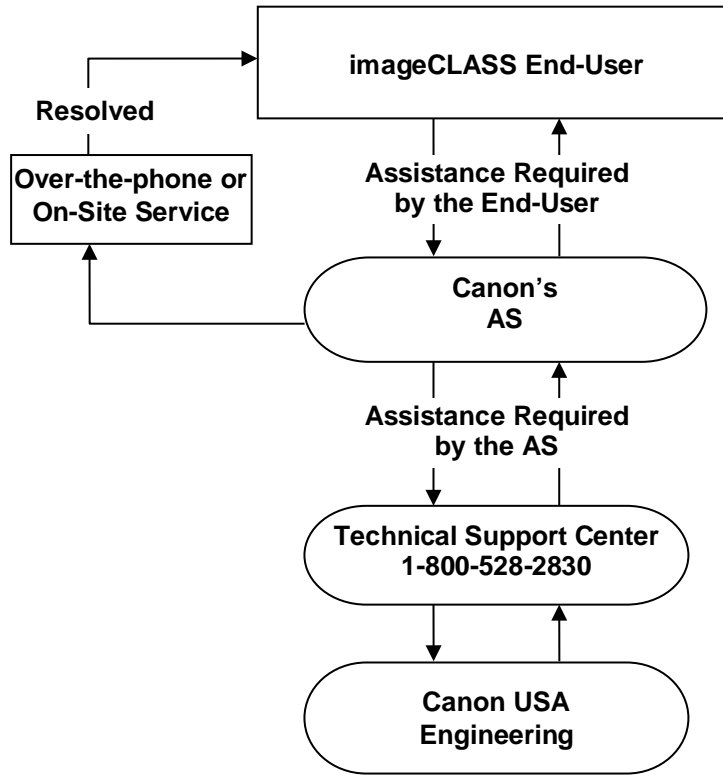
## 2. Warranty Marketing Program

Some service providers may select to have their own help desk serve as the “first point of contact” rather than CITS. This places the responsibility of having an effective in-warranty call avoidance process on the service provider. If the issue cannot be resolved over the phone, the Authorized Servicer 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 will be referred back to the Authorized Servicer. Refer to the *imageCLASS Authorized Servicer Program Guide* for labor compensation and part return information.

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

Refer to Figure 2 for the end-user service call flow.

**Figure 2 — Warranty Marketing Call Escalation Procedure Flow Chart**



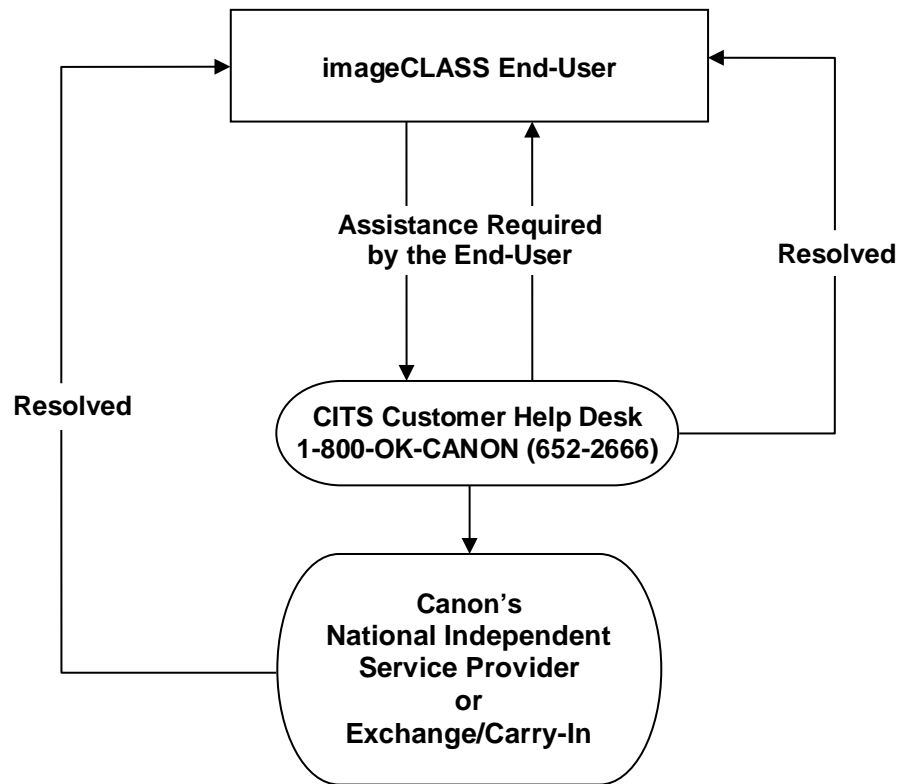
**IMPORTANT:** Do not enter a serial number in the ASCR System for any products that you cannot service. By entering the customer’s product serial number, you agree to provide service for that product.

**3. Service for Unregistered Machines**

The Authorized Servicer can select not to be involved in the warranty support process. In this option 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 end-user 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 Authorized Servicer, 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 one (1) 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 dealer 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 Authorized Servicer who sold them the machine. Only an Authorized Servicer 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](mailto: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 Authorized Servicer 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 LBP215dw Main Unit and Print Specifications**

Item	Description
	imageCLASS LBP215dw
<b>Printer Type</b>	Desktop Laser
<b>Print Speed<sup>5</sup></b>	Up to 40 ppm (Simplex LTR), up to 32 ppm (Simplex LGL)
<b>First Print Time</b>	Approximately 5 seconds (LTR)
<b>Recovery Time</b>	Approximately 4 seconds
<b>Warm Up Time (at a room temp. of 68°F (20°C))<sup>6</sup></b>	Approximately 14 Seconds
<b>Printer Language</b>	UFR II, PCL 5/6, PostScript
<b>Print Resolution</b>	Up to 600 dpi x 600 dpi
<b>Maximum Print Size</b>	Up to 8 1/2" x 14" (Legal)
<b>Duplex Print</b>	Yes, Automatic
<b>Display Type</b>	5 inch control panel
<b>Print Features</b>	Secured Print, Page Border, Header/Footer, Page Layout, Two-sided Printing, Collating, Booklet Printing, Grouping, Mixed Paper Sizes/Orientations
<b>Print Memory</b>	1 GB
<b>Direct Print from USB</b>	JPEG, TIFF, PDF
<b>Mobile Print</b>	Apple AirPrint, Canon PRINT Business, Mopria Print Service, Google CloudPrint, and uniFLOW Secure Mobile Printing
<b>Maximum Monthly Print Volume</b>	Up to 80,000 pages
<b>Environmental Conditions</b>	Temperature: 50°F to 86°F (10°C to 30°C) Humidity: 20% to 80% RH (Relative Humidity) (No Condensation)

5 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.

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



**imageCLASS LBP215dw Main Unit and Print Specifications Continued**

Item		Description
		imageCLASS LBP215dw
<b>Power Requirements</b>		120V – 127V AC, 60 Hz, 6.5 A
<b>Plug</b>		NEMA 5-15
<b>Power Consumption</b>	<b>Maximum</b>	Approximately 1,300 W w/o Accessories Approximately 1,320 W w/Accessories
	<b>Standby</b>	Approximately 10 W
	<b>During Operation</b>	Approximately 600 W Average
	<b>Sleep Mode</b>	Approximately 0.9 W
	<b>Power Is OFF<sup>7</sup></b>	Approximately 0.3 W or less
<b>Dimensions (H x W x D)</b>		Approximately 12.3" x 17.2" x 14.7" (312 mm x 438 mm x 373 mm)
<b>Weight</b>		Approximately 20.3 lb (9.2 kg)

**Table 10 — Cassette Feeding Module-AH1**

Item	Description
<b>Paper Capacity</b>	550 sheets (21 lb bond (80 g/m <sup>2</sup> ))
<b>Power Supply</b>	From the main unit
<b>Paper Types and Weights</b>	Plain 1 (16 to 20 lb bond (60 to 74 g/m <sup>2</sup> )) Plain 2 (20 to 24 lb bond (75 to 89 g/m <sup>2</sup> )) Recycled 1 (16 to 20 lb bond (60 to 74 g/m <sup>2</sup> )) Recycled 2 (20 to 24 lb bond (75 to 89 g/m <sup>2</sup> )) Thin 1 (16 lb bond (60 g/m <sup>2</sup> )) Thin 2 (14 to 16 lb bond (52 to 59 g/m <sup>2</sup> )) Heavy 1 (24 to 28 lb bond (90 to 105 g/m <sup>2</sup> )) Heavy 2 (28 to 32 lb bond (106 to 120 g/m <sup>2</sup> )) Bond 1 (16 to 20 lb bond (60 to 74 g/m <sup>2</sup> )) Bond 2 (20 to 28 lb bond (75 to 104 g/m <sup>2</sup> )) Bond 3 (28 lb to 32 lb bond (105 to 120 g/m <sup>2</sup> ))
<b>Paper Sizes</b>	LTR, LGL, STMT, EXEC, Custom Portrait (Width: 4.1" to 8.5" (105 mm to 215.9 mm); Length: 5.8" to 14" (148 mm to 355.6 mm))
<b>Dimensions (H x W x D)</b>	5.2" x 15.7" x 17.4" (131 mm x 399 mm x 443 mm)
<b>Weight</b>	Approximately 8.4 lb (3.8 kg)

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.

**Table 11 — Paper Handling Specifications**

Item		Description
<b>Paper Source/Capacity</b>		Cassette: 250 sheet capacity <sup>8</sup> Multi-Purpose Tray: 100 sheet capacity <sup>8</sup>
<b>Paper Output</b> <sup>9</sup>		Approximately 65 sheets <sup>8</sup>
<b>Paper Weight</b>	<b>Cassette</b>	Approximately 14 to 32 lb bond (52 to 120 g/m <sup>2</sup> )
	<b>Multi-Purpose Tray</b>	Approximately 14 to 43 lb bond (52 to 163 g/m <sup>2</sup> )
<b>Media Sizes</b>	<b>Cassette</b>	LGL, LTR, STMT, EXEC, and Custom (4.1" x 5.8" to 8.5" x 14" (105 x 148 mm to 215.9 x 355.6 mm))
	<b>Multi-Purpose Tray</b>	LGL, LTR, STMT, EXEC, and Custom (3" x 5" to 8.5" x 14" (76.2 x 127 mm to 215.9 x 355.6 mm))  Envelopes: COM10, Monarch, C5, DL
<b>Media Types</b> <sup>10</sup>	<b>Cassette</b>	Thin, Plain, Recycled, Heavy, Bond
	<b>Multi-Purpose Tray</b>	Thin, Plain, Recycled, Heavy, Bond, Label, and Envelope
<b>Envelope Types</b>		COM10, Monarch, C5, DL

<sup>8</sup> Based on 20 lb bond (80 g/m<sup>2</sup>) paper.

<sup>9</sup> May vary, depending on the installation environment and paper type used.

<sup>10</sup> Chlorine-free paper can be used.

**Table 12 — Connectivity and Software Specifications**

Item	Description
<b>Standard Interfaces</b>	<ul style="list-style-type: none"> <li>• USB 2.0 High-Speed (A USB cable is not included.)<sup>11</sup></li> <li>• 10BASE-T/100BASE-TX/1000BASE-T Ethernet (Network)</li> <li>• IEEE 802.11 b/g/n</li> <li>• Wireless Direct Connection</li> </ul>
<b>USB Functions</b>	Print
<b>Network Functions</b>	Print
<b>Embedded Web Server</b>	Yes (Remote UI)
<b>Web Browser Support for Remote UI</b>	Internet Explorer 10.0 or higher on Windows 7/8/8.1/10, Safari 5.0.6 or higher on Mac OS X 10.5.8/higher (except for Classic environment)
<b>Print Protocols</b>	LPD, RAW, WSD-Print
<b>Software</b>	Drivers are available for download from <a href="http://www.usa.canon.com/support">http://www.usa.canon.com/support</a> .
<b>Supported Operating Systems</b>	Windows 10, 8.1, 8, 7 Windows Server 2016/2012 R2/2012/2008 R2/2008 Mac OS X V10.8.5 and higher

<sup>11</sup> USB 2.0 Hi-Speed requires Windows 10, 8.1, 8, or 7.

## 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](http://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-ROMS 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 with 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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