Canon

imageCLASS
MF 2 4 9 dw

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Service Guide

For Authorized Service Facilities

IMPORTANT

THIS SERVICE GUIDE INCLUDES THE INFORMATION RELATING TO THE imageCLASS MF249dw, MF247dw, and MF244dw.

SPECIFICATIONS AND OTHER INFORMATION CONTAINED HEREIN MAY VARY SLIGHTLY FROM ACTUAL DEVICE VALUES OR THOSE FOUND IN ADVERTISING AND OTHER PRINTED MATTER.

USE OF THIS SERVICE GUIDE SHOULD BE STRICTLY SUPERVISED TO AVOID DISCLOSURE OF CONFIDENTIAL INFORMATION.

ALL PRICES LISTED ARE SUBJECT TO CHANGE WITHOUT NOTICE.

PART NUMBERS LISTED MAY BE CHANGED WITHOUT NOTICE TO REFLECT ENGINEERING REVISIONS.

REVISION HISTORY

Revision	Date	Sections	Details
—	September 2016	All	Release of the imageCLASS MF240 Series Service Guide for Authorized Service Facilities.

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LEGAL NOTICES

DISCLAIMER

Contents

I.   **Product Overview**

The Canon imageCLASS MF240dw Series consists of the imageCLASS MF249dw, MF247dw, and MF244dw. These models are All-in-One compact, B&W (black-and-white), wireless laser printers. These models bring the following capabilities to users in a small office or home office environment:

- The imageCLASS MF240dw Series machines print in B&W at speeds up to 28 ppm (pages-per-minute) using 1-sided LTR (Letter) paper[1,2].
- The imageCLASS MF249dw and MF247 are 4 in 1 multi-function (Print, Scan, Copy, and Fax (PC Fax included) automatic duplex, AirPrint printers with a 6-line touch LCD display.
- The imageCLASS MF244dw is a 3 in 1 multi-function (Print, Scan, and Copy) printer with duplex and AirPrint functionality, and a 5-line LCD display.
- Print resolution of up to 600 dpi (dots per inch).
- Standard front-loading paper cassette 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 PCL5e/6 printing.
- Built-in network connectivity that supports network printing.
- Wi-Fi capabilities, which include Duplex 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 MF249dw	**imageCLASS MF247dw**	**imageCLASS MF244dw**	
imageCLASS MF249dw			1418C006AA
imageCLASS MF247dw			1418C011AA
imageCLASS MF244dw			1418C021AA
Supplies and Consumables			
Cartridge 137 (Yields approximately 2,400 sheets (LTR), with the factory default print density setting.)			9435B001AA
Service Materials and Parts Catalog			
imageCLASS MF240dw Series Service Manual			Available for download on the e-Support Web site
imageCLASS MF240dw 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. 18.

Model	Tier	Extended Coverage Length and Type	Item Number[4]
imageCLASS MF249dw and MF247dw	2E	1 Year Exchange/Carry-In	5707B042AA
		2 Year Exchange/Carry-In	5707B043AA
		3 Year Exchange/Carry-In	5707B044AA
		4 Year Exchange/Carry-In	5707B045AA
imageCLASS MF244dw	1E	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 MF240 Series Product
- Power Cord
- User Software DVD-ROM
- Telephone Cable (MF249dw and MF247dw only)
- Warranty Card
- Getting Started Guide
- Cartridge 137 Starter[5]

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 MF240dw Series	750 to 3,000 prints	Up to 15,000 prints

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5   The starter toner cartridge yields approximately 1,700 pages (LTR, 20 lb bond (80 g/m^2)).

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 employee certified to service the imageCLASS MF240 Series machines.

IV. Educational Training

A. Training Program Overview

To be certified to service the imageCLASS MF240 Series machines, a Service Technician must download and take the imageCLASS MF4570dw * MF4570dn * MF4450 * D550 CBT (Computer Based Training) course. The imageCLASS MF4570dw * MF4570dn * MF4450 * D550 CBT is available for download via the TRAINING section of the Authorized Service Facility Support Center Web site. The CBT course provides the technician with the knowledge required for servicing and maintaining the imageCLASS MF240 Series.

B. Certification

It is recommended that a technician successfully complete the imageCLASS MF4570dw * MF4570dn * MF4450 * D550 online CBT course to receive certification to service the imageCLASS MF240 Series machines.

C. Who Should Complete

Any technician responsible for serving or supporting the imageCLASS MF240 Series machines must successfully complete the online CBT course.

D. Prerequisites

There are no prerequisites for this training course.

It is highly recommended that the service technician have:

- Prior experience with Canon imageCLASS devices.
- Familiarity with common hand tools to disassemble and service Canon devices.

E. Course Format

The CBT provides essential servicing information for the device, and familiarizes the service technician with important areas of the service manual and user's guide.

Learning resources provided as downloads from within this training course include:
– Service Manual in PDF
– e-Manual User's Guide in HTML format

This online course is self-paced, and can take approximately 2 hours or longer. It is important that a quiet, non-distracting learning area be set up by the student beforehand to effectively take this training.

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.))
- Sufficient storage space to download and use the learning resources

NOTE:
Windows Internet Explorer is necessary to download the documents supplied with this course. In Internet Explorer 8, the file download option is disabled by default. To enable file downloading in Internet Explorer 8, follow these 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, then and 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.

The student should now be able to download the learning resources contained within the course.

V. Servicing Notes

A. Power and Plug Requirements

The imageCLASS MF240 Series 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
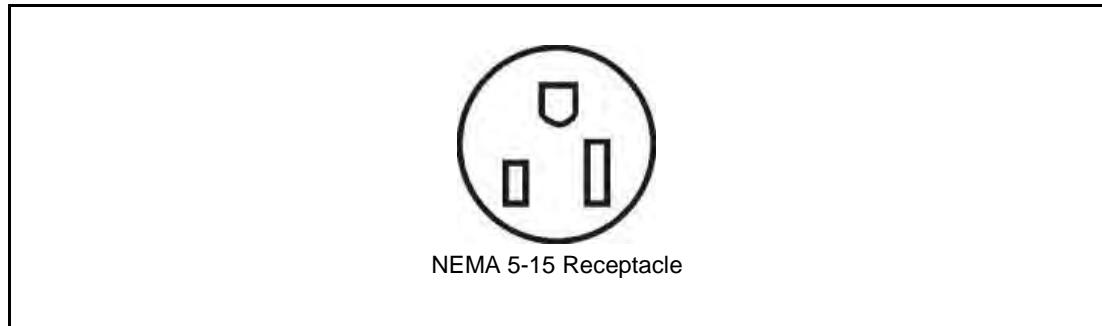
B. Installation Space Requirements

The imageCLASS MF240dw Series approximate installation space requirements are shown below. Always ensure that there is enough space for the service and operation of the device.

Keep the back and sides of the machine at least 4" (100 mm) away from a wall for the proper servicing of the equipment.

imageCLASS Model	Width	Depth	Height
MF249dw	15.4" (391 mm)	14.9" (378 mm)	14.2" (361 mm)
MF247dw	15.4" (391 mm)	14.7" (371 mm)	14.2" (361 mm)
MF244dw	15.4" (391 mm)	14.7" (371 mm)	14.2" (361 mm)

Table 5 — imageCLASS MF249dw Installation Space Requirements

imageCLASS MF249dw
Width and Depth Requirements

5"
(128 mm) 14 1/2"
(369 mm) 3 7/8"
(99 mm)

1 3/4"
(45 mm)

15 3/8"
(390 mm)

| **Height Requirements** |

12 1/8"
(308 mm)

14 1/4"
(360 mm)

Table 6 — imageCLASS MF247dw Installation Space Requirements
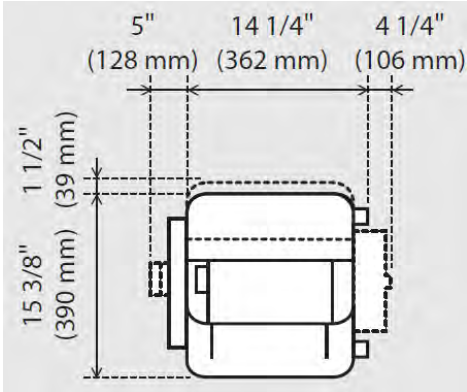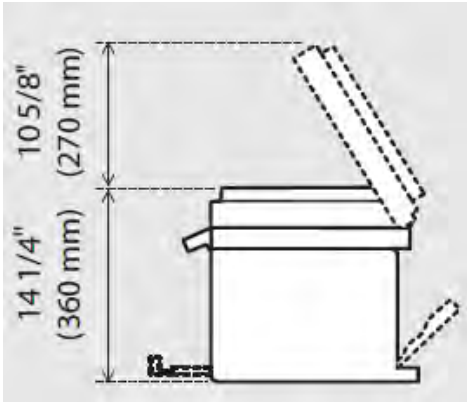
imageCLASS MF247dw
Width and Depth Requirements
5" (128 mm) 14 1/4" (362 mm) 4 1/4" (106 mm) 1 1/2" (39 mm) 15 3/8" (390 mm)
Height Requirements
10 5/8" (270 mm) 14 1/4" (360 mm)

Table 7 — imageCLASS MF244dw Installation Space Requirements

imageCLASS MF244dw
Width and Depth Requirements
Height Requirements

C. Estimated Installation Time

The estimated length of time needed to unpack and install the machine is approximately 5.2 minutes[6]. This is based on one (1) experienced technician or end-user.

D. Notes on the Wireless LAN

- The imageCLASS MF240dw Series machines 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.

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[6] This does not include approximately 7.1 minutes to install the printer driver.

E. Firmware Upgrade

The imageCLASS MF240dw Series machines support 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/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 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 MF240dw Series 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 MF240/MF230 Series Service Manual*.

F. Service Support Tools, Solvents, and Oils

The only tools required for servicing the imageCLASS MF240dw Series are a part of the technician's standard tool set. No special tools are required.

The solvent and oil in the table below should also be carried to ensure the imageCLASS MF240dw Series machines are serviced properly. For more information on the oil below, see the *imageCLASS MF240/MF230 Series Service Manual*.

Table 8 — Solvent and Oil List

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	HY9-0007	• Apply to the gears, shafts, and shaft supports. • Molykote EM-50L (Dow Corning Corporation)

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

G. Periodic Replacement Parts

The imageCLASS MF240dw Series machines do 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 9 — Main Unit Consumables List

Description	Part Number[4]	Quantity	Estimated Life (prints)[7]	Remarks
Cartridge 137	9435B001AA	1	2,400	Based on the ISO/IEC 19752 Standard.

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

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 MF240dw Series machines do not have consumable parts that require replacement.

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

VI. Limited Warranty and Technical Support

A. Limited Warranty Conditions

The Canon imageCLASS MF240dw Series Limited Warranties are 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 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 ASF 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 ASF location that can provide Carry-In Service.

The end-user needs to contact the ASF 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://www.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 ASF locations is also available on the consumer Web site.

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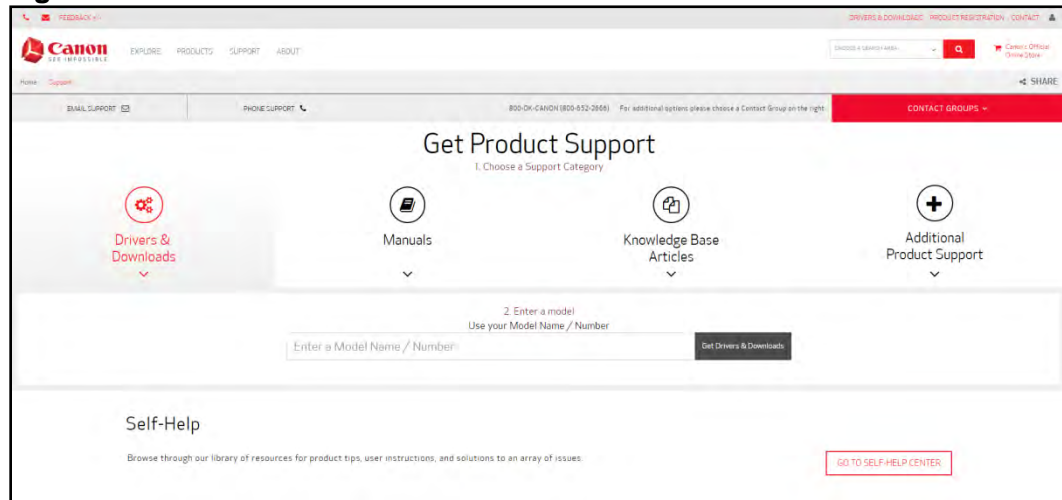
C. eCarePAK Extended Service Plan

The eCarePAK Extended Service Plan is purchased in bulk by a distributor or dealer, who then sells the eCarePAK to their 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.
- Reimbursement to the ASF during the eCarePAK Extended Service Plan is through the ECP (Electronic Claims Processing) system. See "Warranty Compensation Procedures," on p. 26.

1. Purchasing an eCarePAK Extended Service Plan

A customer (end-user) can purchase an eCarePAK Extended Service Plan from the dealer or reseller 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 ASFs to provide warranty and post-warranty service for the imageCLASS MF240dw Series.

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 MF240dw Series.
- 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 **Genuine Canon USA parts** 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. 26.

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.

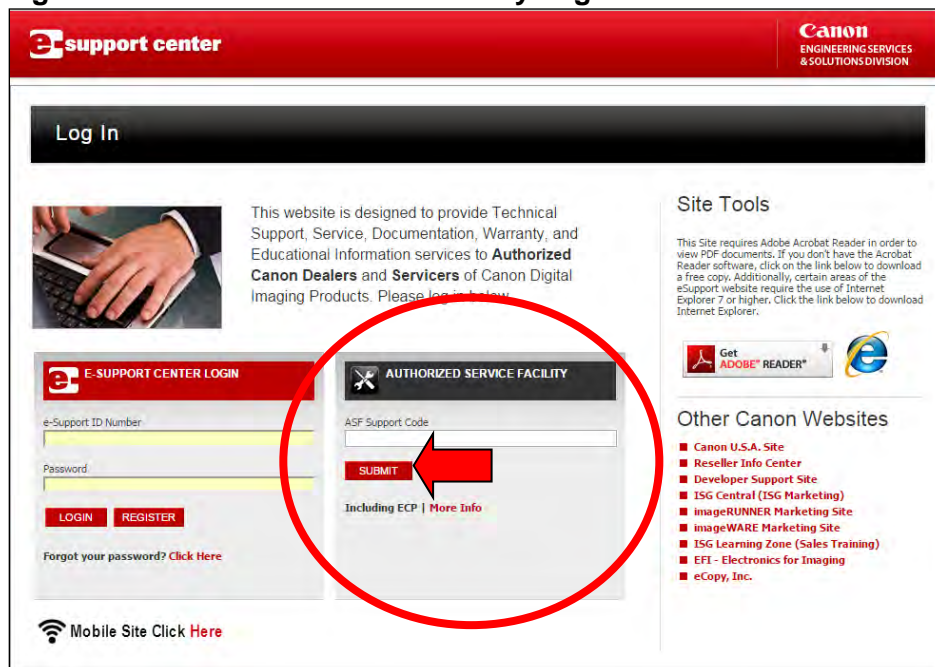**Figure 2 — Authorized Service Facility Login**

Figure 3 — Authorized Service Facility Support Center

C. Call Escalation Procedure

Canon USA provides a time-sensitive call escalation process for all imageCLASS MF240dw Series 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

```
                    ┌─────────────────────────────┐
                    │          Canon              │
        ┌──────────▶│ imageCLASS MF240dw Series   │◀──────┐
        │           │         End-User            │       │
        │           └─────────────────────────────┘       │
        │                    │         ▲                   │
        │          Assistance Required │                   │
   Resolved        by the End-User     │                   │
        │                    ▼         │              Resolved
        │           ╭─────────────────────────╮            │
        │           │          CITS           │            │
        │     ┌─────│ 1-800-OK-CANON (652-2666)│            │
        │     │     ╰─────────────────────────╯            │
        │     │              │                             │
   ┌────────────────┐   CITS Refers the End-User           │
   │  Carry-In or   │        to the ASF                    │
   │Exchange Service│        ▼                             │
   │   Requested    │   ╭─────────────────────────╮        │
   └────────────────┘   │       Canon's           │        │
                        │         ASF             │────────┘
                        ╰─────────────────────────╯
                             │         ▲
                   Assistance Required │
                     by the ASF        │
                             ▼         │
                        ╭─────────────────────────╮
                        │          CITS           │
                        │     1-866-702-2666       │
                        ╰─────────────────────────╯
                             │         ▲
                             ▼         │
                        ╭─────────────────────────╮
                        │       Canon USA         │
                        │       Engineering       │
                        ╰─────────────────────────╯
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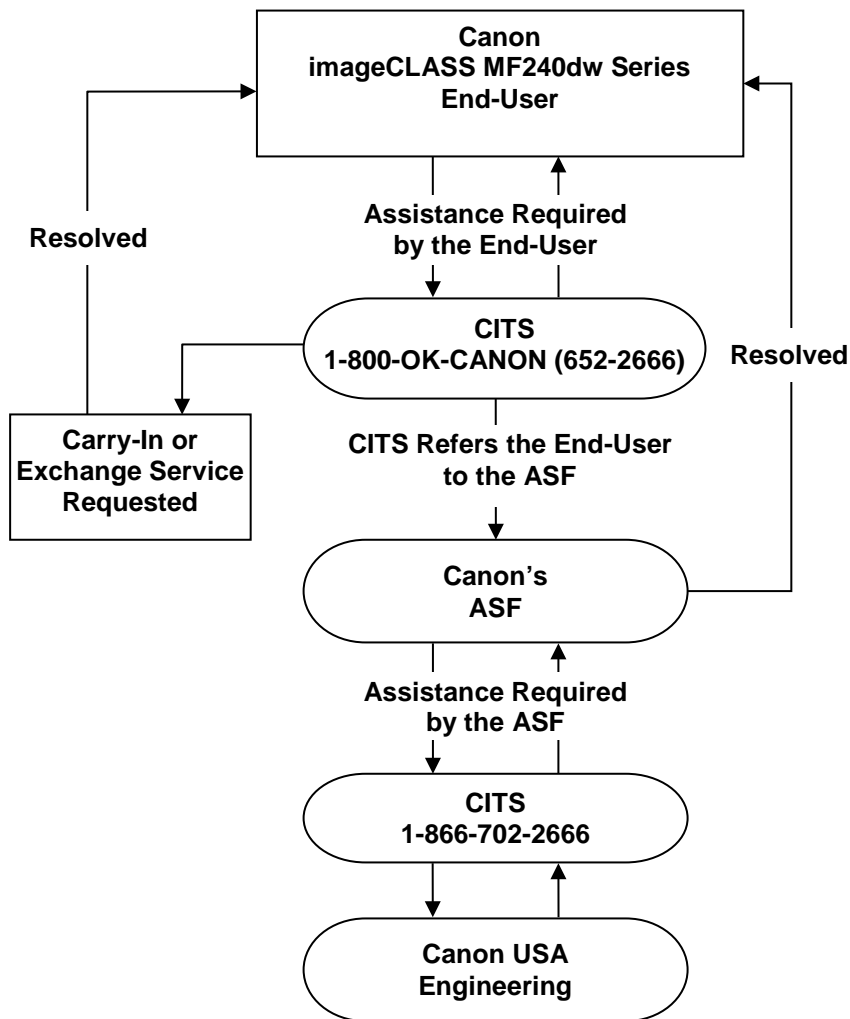
IX.   Warranty Procedures

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 10 — 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
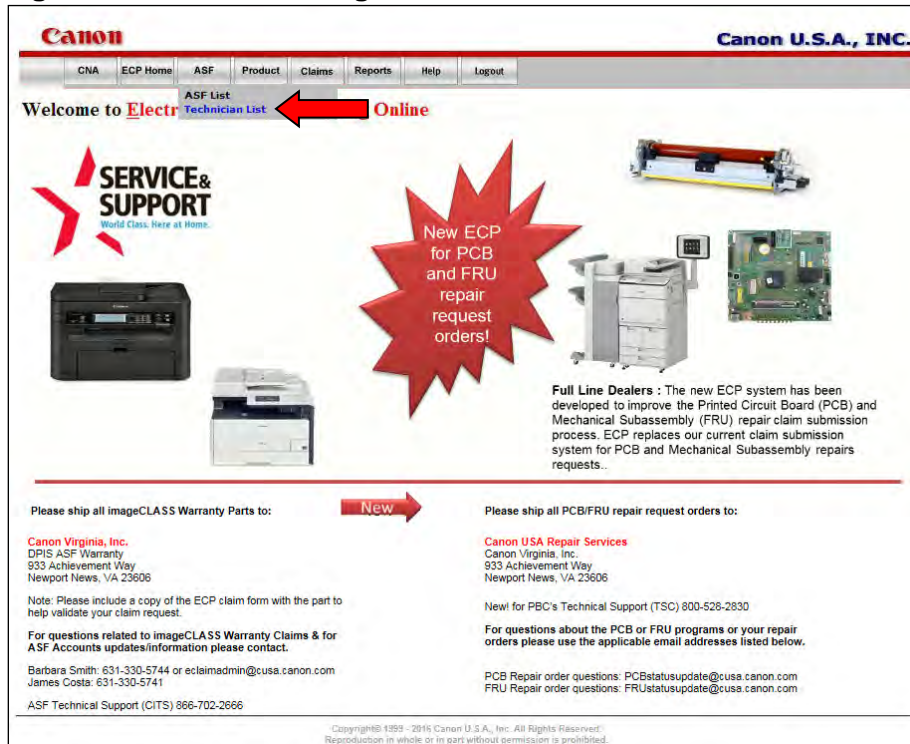
Click "Add New", enter the technician's information, and then click "Submit".

Figure 8 — ECP ASF Tab – Technician List

Figure 9 — ECP ASF Tab - Add Technician Information
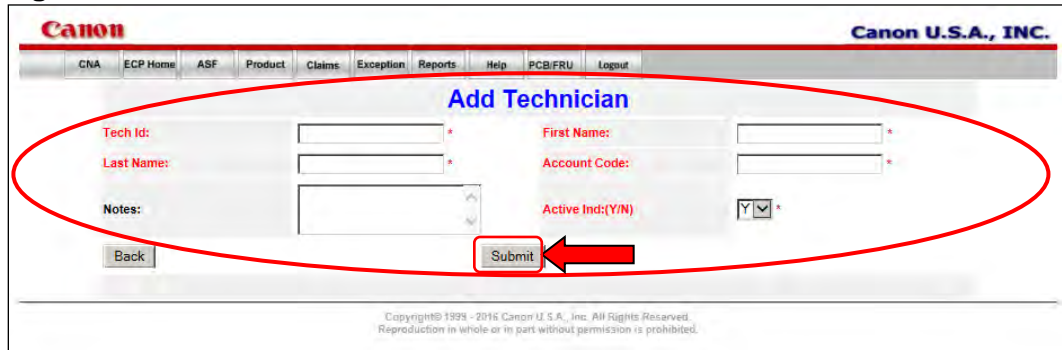
2. Submit a Warranty Claim

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
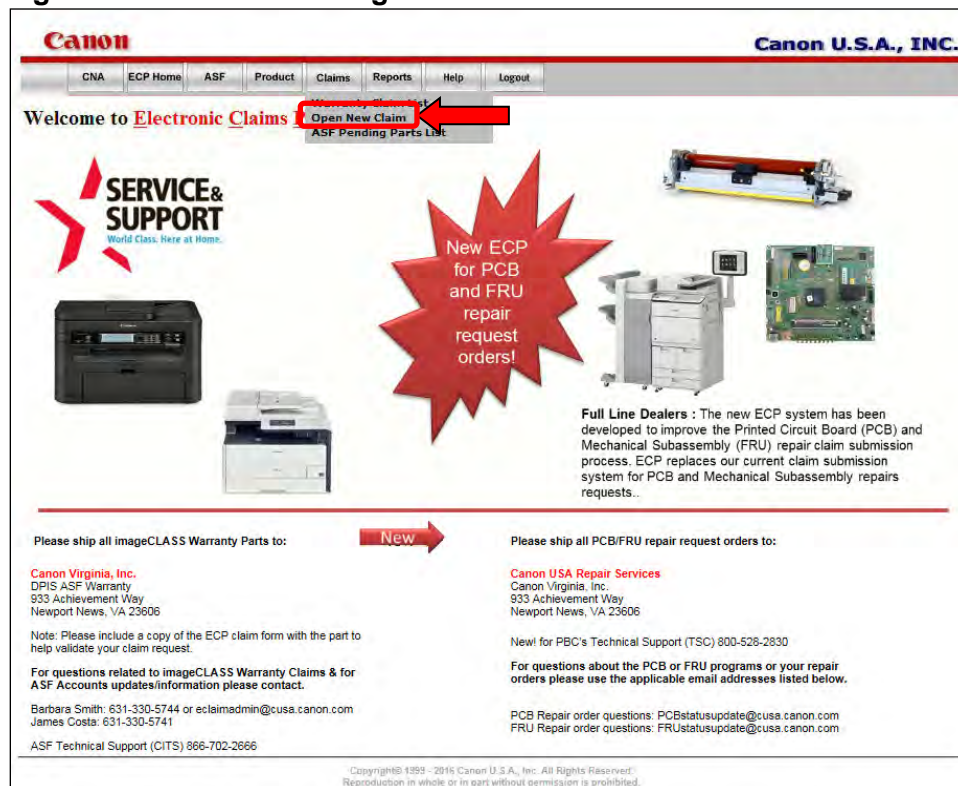
Figure 11 — ECP - Open New Claim Screen

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 ASFs are required to submit their parts purchase orders electronically via CNA. No manual orders are accepted. The ASF is responsible for all shipping costs related to their order.

Figure 13 — CNA Log In
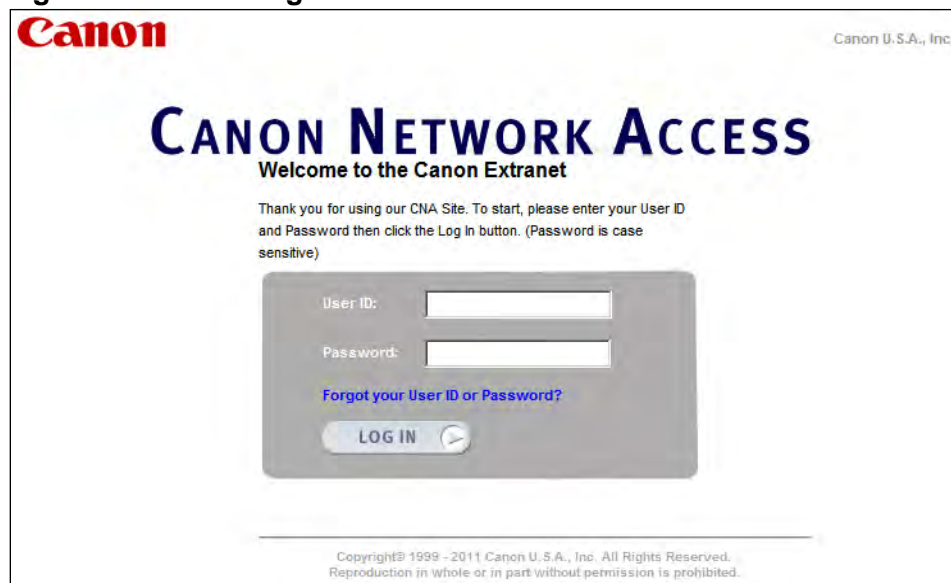
Figure 14 — ISG Central – CNA Tab

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
- Log on to the ECP system

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 ASF 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 schedule 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 — CNA – Order and Invoice Inquiry

XI. Appendix

A. Specifications

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

Table 11 — imageCLASS MF240dw Series Main Unit Specifications

Item			Description		
			MF249dw	**MF247dw**	**MF244dw**
Dimensions (W x D x H)			15.4" x 14.8" x 14.2" (390 mm x 378 mm x 360 mm)	15.4" x 14.6" x 14.2" (390 mm x 371 mm x 360 mm)	15.4" x 14.6" x 14.2" (390 mm x 371 mm x 360 mm)
Weight[8]			Approximately 30.2 lb (13.7 kg)	Approximately 28.2 lb (12.8 kg)	Approximately 28.0 lb (12.7 kg)
Cartridge			Canon Cartridge 137 yields approximately 2,400 LTR pages with the factory default print density setting.		
Cartridge Type			Single cartridge system		
Maximum Monthly Print Volume			Up to 15,000 pages		
Power Requirements			110V – 127V AC, 50/60 Hz, 15 A		
Plug			NEMA 5-15		
Power Consumption	Maximum		Approximately 1,050 W		
	Standby Mode		Approximately 5.6 W	Approximately 4.1 W	
	Sleep Mode		USB Connection: 1.2 W Wired Connection: 1.3 W Wireless Connection: 2.0 W		
	Main Power Switch Turned OFF		Approximately 0.5 W		
Warm-Up Time (From Power ON until the Machine Enters Standby)			Approximately 13.5 seconds[9]		
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[10]	Standby		Inaudible		
	Operation	Sound Power	1-Sided and 2-Sided: Approximately 6.6 B		
		Sound Pressure	1-Sided: 51 dB 2-Sided: 52 dB	1-Sided: 52 dB 2-Sided: 52 dB	

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

Table 12 — Paper Handling Specifications

Item		Description		
		MF249dw	**MF247dw**	**MF244dw**
Paper Source/Capacity		Paper Cassette: 250 sheet capacity[11] Multi-Purpose Tray: 1 sheet capacity[11]		
Document Feeder		Up to 50 sheets (Duplex, LTR)[11]	Up to 35 sheets (Simplex, LTR)[11]	
Paper Output[12]	**Output Tray**	Approximately 100 sheets (16 to 20 lb bond (60 to 80 g/m^2)) (face-down)[11]		
Paper Weight	**Paper Cassette**	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 Cassette**	Legal, Letter, Executive, Statement Envelopes: COM10, C5, and DL Custom: Width: 3" to 8 1/2"; Length: 8.3" to 14"		
	Multi-Purpose Tray	Letter, Legal, Executive, Statement, Envelopes: COM10, C5, and DL Custom: Width: 3" to 8 1/2"; Length: 5" to 14"		
Media Types[13]	**Paper Cassette**	Plain Paper, Heavy Paper, Recycled Paper, Color Paper, Bond Paper, Index Cards, Labels, and Envelopes		
	Multi-Purpose Tray	Plain Paper, Heavy Paper, Recycled Paper, Color Paper, Bond Paper, Index Cards, Labels, and Envelopes		
Envelope Capacity		Paper Cassette: Up to 20 envelopes Multipurpose Tray: 1 envelope		
Envelope Types		COM10, C5, DL		

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

Table 13 — Connectivity, Wi-Fi, and Software Specifications

Item	Specifications		
	MF249dw	**MF247dw**	**MF244dw**
Standard Interfaces	• USB 2.0 (A USB cable is not included.)[14] • 10/100Base-TX Ethernet (Network) • IEEE 802.11b/g/n (Wireless)[3]		
Wi-Fi Connection Method	WPS (Wi-Fi Protected Setup), Manual Setup		
Wi-Fi Communication Mode	Infrastructure Mode and Access Point Mode		
Wi-Fi Security	WEP, WPA-PSK (TKIP/AES-CCMP), WPA2-PSK (TKIP/AES-CCMP)		
Wi-Fi Transmission Scheme	DS-SS System, OFDM System		
Wi-Fi Frequency Range	2,412 to 2,462 MHz		
Wi Fi Maximum Radio-Frequency Power Transmitted	Approximately 15.98 dBm		
USB Functions	Print		
Network Functions	Print		
Embedded Web Server	Yes (Remote UI)		
Web Browser Support for Remote UI	Internet Explorer 7.0 or higher on Windows Vista/7/8/higher, Safari 3.2.1 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, imageWARE Enterprise Management Console 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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14   USB 2.0 requires Windows 10, 8.1, 8, 7, or Vista.

Table 14 — Print Specifications

Item		Description		
		MF249dw	**MF247dw**	**MF244dw**
Type		Monochrome Laser		
Print Speed[2] (LTR, Plain Paper)	**Simplex**	Up to 28 ppm		
	Duplex	Up to 16 ppm		
First Print Time[15]		Approximately 6 seconds		
Printer Language		Canon UFR II LT (Host-based), PCL5e/6		
Print Resolution		Up to 600 x 600 dpi; (Up to 1,200 x 1,200 dpi equivalent)		
Gradation		256 gradations		
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		512 MB (Shared)		

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.

Table 15 — Copy Specifications

Item		Description		
		MF249dw	**MF247dw**	**MF244dw**
Copy Speed[2] (LTR)	**Simplex**	Up to 28 ppm		
	Duplex	Up to 16 ppm		
Copy Resolution		Text/Photo(High Speed): Up to 300 dpi x 600 dpi Text/Photo, Photo, Text: Up to 600 dpi x 600 dpi		
Halftones		Up to 256 levels		
First Copy Time[16]		Platen Glass: Approximately 8.7 seconds Feeder: Approximately 14 seconds		
Reduction/Enlargement		25%, 50%, 64%, 78%, 100%, 129%, 200%, 400%		
Zoom		25% to 400% in 1% increments		
Original Type		Text/Photo (High Speed), Text/Photo, Photo, and Text		
Continuous Copying Capacity		Up to 999 copies		
Maximum Copy Size		Platen: Up to 8 1/2" x 11" (LTR) ADF: Up to 8 1/2" x 14" (LGL)		
Copy Features		Memory Sort, 2 on 1, 4 on 1, ID Card Copy		
Copy Memory		512 MB (Shared)		

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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15 May vary, depending on the output environment.
16 LTR size, after returning from the Energy Saver mode.

Table 16 — Scan Specifications

Item		Description		
		MF249dw	**MF247dw**	**MF244dw**
Scanner Type		Color Scanner		
Scanning Speed (LTR at 300 x 300 dpi)	**B&W**	Approximately 3.0 seconds/sheet		
	Color	Approximately 4.0 seconds/sheet		
Scan Resolution		Optical: Platen Glass: Up to 600 x 600 dpi Feeder: Up to 300 x 300 dpi Software Interpolated: Up to 9,600 x 9,600 dpi		
Maximum Document Size		Platen: Up to 8 1/2" x 11 3/4" ADF: Up to 8 1/2" x 14" (LGL)		
Driver		TWAIN WIA (Windows Image Acquisition) 2.0 (Windows Vista, 7, 8, and 8.1) ICA (Image Capture Application) (Mac OS X 10.6.*x* or later)		

Table 17 — Fax Specifications

Item	Description		
	MF249dw	**MF247dw**	**MF244dw**
Line Used	PSTN (Public Switched Telephone Network) [17]		
Communication Mode	Super G3, G3		
Modem Speed	Super G3: Up to 33.6 Kbps G3: Up to 14.4 Kbps Automatic Fallback		
Compression Method	MH, MR, MMR		
Transmission Speed	Approximately 3.0 seconds per page[18] (ECM-MMR, transmitting from memory at 33.6 Kbps)		
Fax Resolution	Up to 200 x 400 dpi (Super Fine)		
Memory Capacity (Sending and Receiving)	Up to 256 pages[18] (Total pages of transmission/reception) Maximum number of fax jobs that can be sent from memory: 10 Maximum number of fax jobs that can be received into memory: 90		
Dialing	4 One-Touch Key destinations, 100 Coded Dialing destinations, 103 Group Dialing destinations, Address Book Dialing, Regular Dialing with the numeric keys, Automatic Redialing, Manual Redialing, and 114 Sequential Broadcast destinations		
Reports	Send Results Transmission Management Report[19] and RX Results Report		

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17 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.

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

19 Output automatically after 40 transmissions.

B. Warranty

1. imageCLASS MF240dw Series 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

Canon U.S.A., Inc.   One Canon Park, Melville, New York 11747
Canon Canada, Inc.   6390 Dixie Road Mississauga, Ontario L5T 1P7 Canada

Canon is a registered trademark of Canon Inc.

C. List of Tables

D. List of Figures