

Canon

imageCLASS

MF 429dw



Service Guide

for Dealers

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I. Product Overview

The Canon imageCLASS MF429dw is a compact, B&W (black-and-white), wireless, laser printer, and brings the following capabilities to users in a small office or home office environment:

- The imageCLASS MF429dw machine prints in B&W at speeds of up to 40 ppm (pages-per-minute) using 1-sided, LTR (Letter) size paper¹. It is a duplex, AirPrint printer, and contains mobile print and Secured Print features.
- The imageCLASS MF429dw can copy LGL (Legal) size paper from the platen glass and ADF (Automatic Document Feeder), and contains soft counters to track the number of copies and printouts.
- Print resolution of up to 600 dpi x 600 dpi (dots per inch).
- High-capacity pickup with one standard front-loading paper cassette (capacity of up to 250 sheets), and a multi-purpose tray (capacity of up to 100 sheets (LTR, 20 lb bond (80 g/m²²)).
- Has a 5" color touch panel display.
- Includes two USB ports for printing.
- Standard UFR (Ultra-Fast Rendering) II, PCL 5/6, and PS (PostScript) printing.
- Built-in network connectivity that supports network printing.
- Wi-Fi capabilities at speeds of up to 802.11b/g/n².
- Support for mobile printing from Apple iOS and Android mobile devices.


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

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

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

Note: All configurations shown are for reference purposes only, and are subject to change without notice. Please refer to the Price List in the CNA (Canon Network Access) Web site www.cna.cusa.canon.com for the most up-to-date item numbers.

Table 1 — Configuration

Item	Item Number ³
imageCLASS MF429dw with the Optional Cassette Feeder Unit-AH1 Attached	
	
imageCLASS MF429dw	2222C001AA
Consumables	
Cartridge 052H (High-Yield Cartridge yields approximately 9,200 sheets (LTR), with the factory default print density setting.)	2200C001AA
Accessories	
Cassette Feeding Unit-AH1 (550-sheet capacity, can attach one (1) unit)	0732A033AA

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

Table 1 — Configuration Continued

Item	Item Number ³
uniFLOW SPP (Secure Printing) License Options	
SPP Device License for CMFP – 1 Device	3575B197AA
SPP Device License for CMFP – 10 Devices	3575B198AA
SPP Device License for CMFP – 25 Devices	3575B199AA
SPP Device License for CMFP – 50 Devices	3575B200AA
SPP Device License for CMFP – 75 Devices	3575B201AA
SPP Device License for CMFP – 100 Devices	3575B202AA
SPP Device License for CMFP – 250 Devices	3575B416AA
Service Materials and Parts Catalog	
imageCLASS MF429dw Service Manual	Available for download on the e-Support Web site
imageCLASS MF429dw Parts Catalog	

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

Table 2 — eCarePAKs

eCarePAKs are available for purchase through an Authorized Canon Reseller or Distributor. For more information, see [“eCarePAK Extended Service Plan,”](#) on p. 22.

Model	Tier	Extended Coverage Length and Type	Item Number ³
imageCLASS MF429dw	4E	1 Year Exchange/Carry-In	5707B082AA
		2 Year Exchange/Carry-In	5707B083AA
		3 Year Exchange/Carry-In	5707B084AA
		4 Year Exchange/Carry-In	5707B085AA

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

B. Box Contents

Note: The box contents shown below are for reference purposes only, and are subject to change without notice.

imageCLASS MF429dw Box Contents
• Main Unit
• Power Cord
• User Software DVD-ROM
• Telephone Cable
• Warranty Cards (for both U.S.A. and Canada)
• Starter Guide
• Standard Cartridge 052 (Yields approximately 3,100 sheets (LTR, 20 lb bond (80 g/m ²)))

C. Monthly Print/Copy Volume

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

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

Table 3 — Maximum Monthly Print/Copy Volume

Model	Optimum Performance Range	Maximum Monthly Print/Copy Volume
imageCLASS MF429dw	500 to 4,000 prints/copies	Up to 80,000 prints/copies

III. uniFLOW Secure Printing

uniFLOW is a print and output management solution that can be customized to meet the needs of an organization. uniFLOW offers an organization of any size, a way to track printing and copying costs, secure sensitive documents, and enable users to print from any available printer on the network.

IV. Service Authorization

To obtain and maintain authorization to provide warranty and post-warranty service, a Dealer must have at least one (1) employee who has successfully completed the imageCLASS MF429dw device-training program.

V. Educational Services**A. Training Program Overview**

Technicians who successfully complete the imageCLASS MF429dw online course, and pass the certification exam are authorized to service and support the imageCLASS MF429dw machine.

The imageCLASS MF429dw online course is available via the TRAINING section of the [e-Support Center](#) Web site.

B. Certification

A service technician must complete the imageCLASS MF429dw course successfully, and pass the final assessment exam to sell and service this product.

Certification includes the imageCLASS MF429dw.

C. Who Should Complete

All service technicians who are responsible for installing, servicing, and supporting the imageCLASS MF429dw machines must successfully complete the imageCLASS MF429dw online course, and pass the certification exam to receive technical support and dealer authorization to sell this product.

D. Prerequisites

It is highly recommended the service technician have:

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

E. Course Format

The imageCLASS MF429dw online course is a self-paced course. It details the features, specifications, and servicing procedures.

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

- Print Version of the Course
- Service Manual

It takes 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)

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, and then select the [Enable] radio button under <Automatic prompting for file downloads> and under <File download>.
6. Click [OK] until all dialog boxes are closed.
7. Close and re-open Internet Explorer.

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

VI. Software Solutions

This chapter describes the optional software solutions that can be purchased to enhance the end user's experience and interaction with the machines.

A. uniFLOW

uniFLOW is a print/output management solution that can be customized to meet the needs of an organization. uniFLOW offers an organization of any size, a way to track printing and copying costs, secure sensitive documents, and enable users to print from any available printer on the network.

B. uniFLOW Online

uniFLOW Online is a cloud-based secure printing and cost tracking solution. It is used to help businesses manage their print environment without having to invest in a print server infrastructure, and enables them to keep control of the full printing process.

uniFLOW Online contains these features:

- Flexible authentication (for example, PIN Code or Card)
- Secure Printing
- Send Print Jobs from Anywhere (mobile printing)
- Cloud-based infrastructure

A trial is available at no charge, and includes all the features of uniFLOW Online. At the conclusion of the trial, and if the full uniFLOW Online solution has not been purchased, the following features will no longer be accessible:

- Secure Printing
- Send Print Jobs from Anywhere (mobile printing)

To install uniFLOW Online, training is required. For more information on uniFLOW Online training, go to the Training section on the e-Support Center Website.

C. imageWARE Enterprise Management Console and Plug-ins

iW EMC (imageWARE Enterprise Management Console) is a Web-based network device management utility that enables IT managers to control and manage all devices installed on the network from one central location. IT managers can discover devices, view device status, manage device settings, import and export security policies, and notify users of device errors via e-mail.

The optional plug-ins are available for IT managers and dealers through <http://www.imageware.com>, or to the dealer only through Canon U.S.A.'s e-Support Center Web site www.support.cusa.canon.com.

VII. Servicing Notes**A. Power and Plug Requirements**

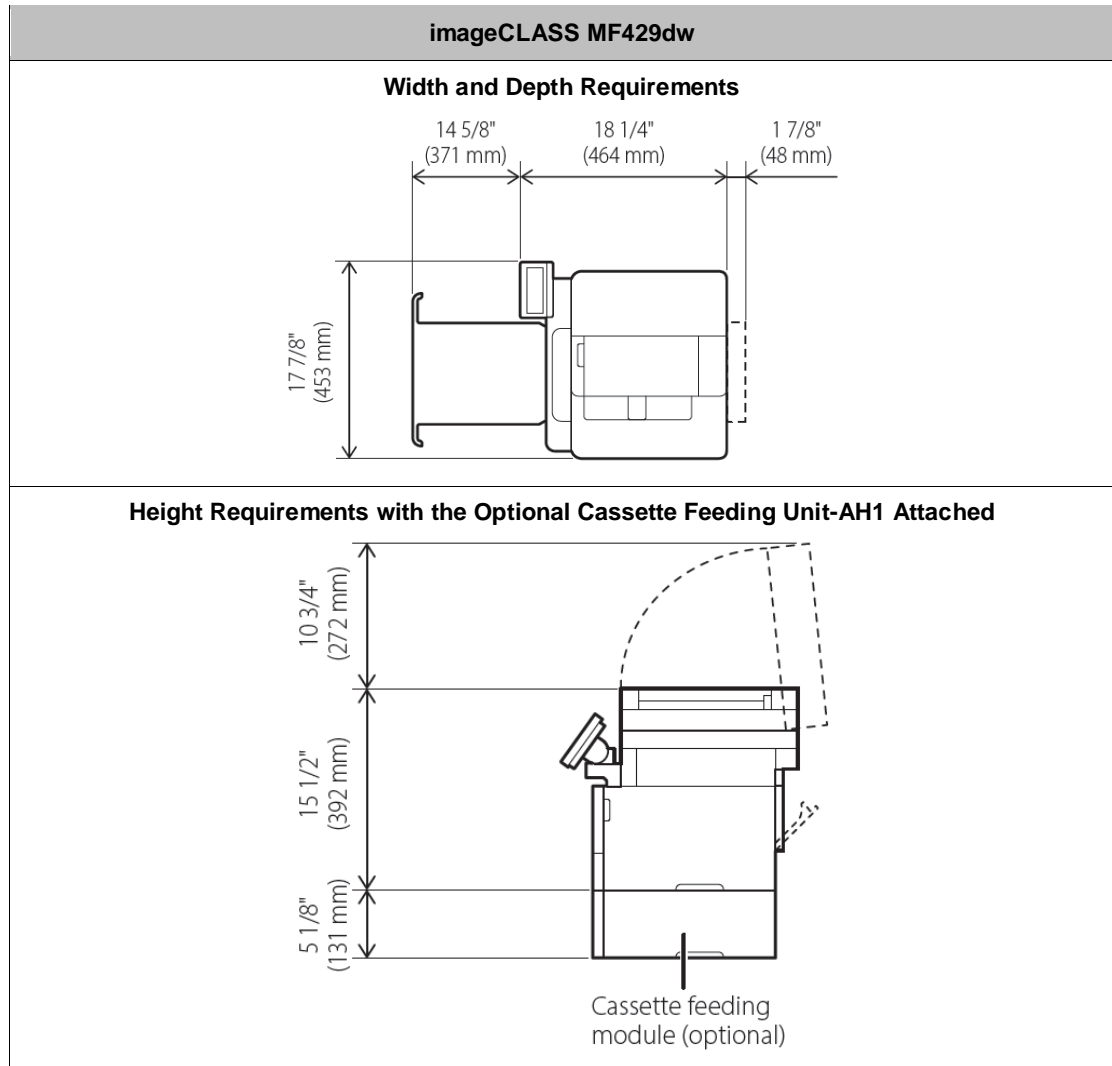
The imageCLASS MF429dw device requires a NEMA 5-15 receptacle for proper operation. Before installation, confirm that a proper NEMA receptacle is available for this device. It is not necessary to have a dedicated line.

Table 4 — Power and Plug Requirements

B. Installation Space Requirements

The approximate installation space requirements for the imageCLASS MF429dw machine are shown below.

Table 5 — imageCLASS MF429dw Installation Space Requirements



IMPORTANT

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

C. Estimated Installation Time

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

Table 6 — Estimated Installation Times

Description	Estimated Time
imageCLASS MF429dw Main Unit	4 minutes
Cassette Feeding Unit-AH1	1.5 minutes

D. Remote Support Services

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

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

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

2. imageWARE Remote

imageWARE Remote is a service that collects page counter, service parts counter, and alarm, jam, and error code data from Canon devices with the eRDS (Embedded Remote Diagnostic System).

The eRDS enables a device to transmit counter and error code data to a UGW (Universal Gateway) database that the reseller can retrieve via a Web portal. imageWARE Remote provides the following benefits to customers:

- The ability to communicate meter counter information to the UGW database for review by the reseller.
- The ability to communicate device alarm, jam, and error alert notifications to the UGW database. The notification settings can be adjusted by the reseller within the UGW.

3. Remote Services Suite

The Remote Services Suite provides Web access to some of the more frequently-used UGW functions and status reports. The tools included in the suite are UGW SnapShot and Device Management Tool.

The Remote Services Suite tools provide:

- Mobile-friendly, simplified device status and information reports
- Simpler device registration, that includes bulk registration of multiple machines in one upload operation
- Ability to share credentials between e-Support and UGW

a. UGW SnapShot

SnapShot is a Web application for use on desktop PCs and mobile devices. SnapShot provides the ability to query device information from the imageWARE Remote UGW.

SnapShot is designed to perform the following functions:

- Display detailed device information, including counters, consumable statuses, firmware version, and events.
- Display summary screens of devices that are assigned to a specific customer.

b. Device Management Tool

The Device Management Tool is a Web application that replaces the Device Upload Tool for registering, managing, and unregistering devices in the UGW.

The Device Management Tool is designed to perform the following functions:

- Create customer profiles and contract information.
- Register devices to a customer, either individually or in quantity
- Unregister devices from a customer, either individually or in quantity.

E. Notes on the Wireless LAN

- The imageCLASS MF429dw is designed for indoor use, and must be kept at a close distance (approximately 16.4' (5 m)) from an access point.
- It is recommended to check if masking is found. Communications between walls and floors can deteriorate; therefore, arrange for the proper installation of the machine to reduce any deterioration in communications.
- Radio wave interference may occur if radio wave equipment, such as a microwave is near the machine, and it is in the same frequency band as the radio wave used by the wireless LAN. Keep the machine away from radio wave sources as much as possible.

F. Firmware Upgrade

This section describes the two most popular methods used to upgrade the firmware. For more information on the other methods, see the *imageCLASS MF429dw Service Manual*.

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

1. Upgrading with the UST

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

Note:

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

2. Upgrading via the Internet

The imageCLASS MF429dw 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 MF429dw Service Manual*.

G. Special Tools and Solvents

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

For more information on the special tools, solvents, and oils, see the *imageCLASS MF429dw Service Manual*.



IMPORTANT

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

H. Cleaning

There are no parts that require cleaning.

I. Periodic Replacement Parts

There are no parts that require periodic replacement.

J. Consumables

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

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

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

Table 7 — Main Unit Consumables List

Description	Part Number ³	Quantity	Estimated Life (prints) ⁴	Remarks
Cartridge 052H	2200C001AA	1	9,200	Based on the ISO/IEC standard

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

K. Consumable Parts

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

The imageCLASS MF429dw and the optional Cassette Feeding Unit-AH1 do not have consumable parts that require replacement.

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

L. Soft Counters

The imageCLASS MF429dw machine uses soft counters to track its functional copy use. The control panel displays up to two counters on the Counter Status Check screen (when the Counter Check key on the control panel is pressed). By default, the imageCLASS MF429dw machine displays 2 out of 6 counters on the Counter Status Check screen.

The table below indicates the default counter configurations of the imageCLASS MF429dw machine that is displayed on the Counter Status Check screen. For more information on the soft counter configurations, see the *imageCLASS MF429dw Service Manual*. Specifically, refer to the Service Mode section of the Service Manual that covers the setting under COPIER > OPTION > USER.

Table 8 — Soft Counter Configuration

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

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

Since the imageCLASS MF429dw machine does not support 11" x 17" paper, the customer cannot use a double-click charge scheme.

VIII. Limited Warranty and Technical Support

A. Limited Warranty Conditions

The warranty for the Canon imageCLASS MF429dw 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. 22 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

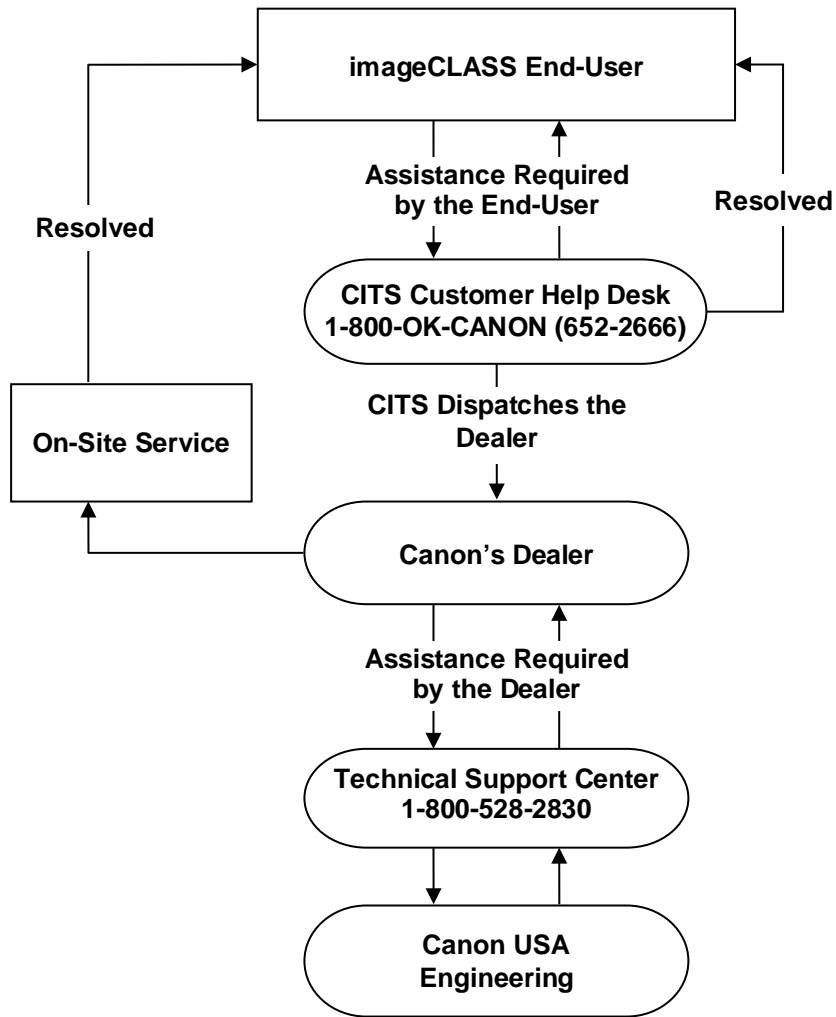
The Authorized Servicer/Dealer Customer Registration (ASCR) System is where the product's serial number is linked to the servicer of record. If a dealer registers the serial number through ASCR, the dealer will be the servicer of record for that product. ASCR also enables dealers to specify which support 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 Dealer Program Guide*.

Refer to [Figure 1](#) for the end-user service call flow.

Figure 1 — Dispatch by CITS Call Escalation Procedure Flow Chart



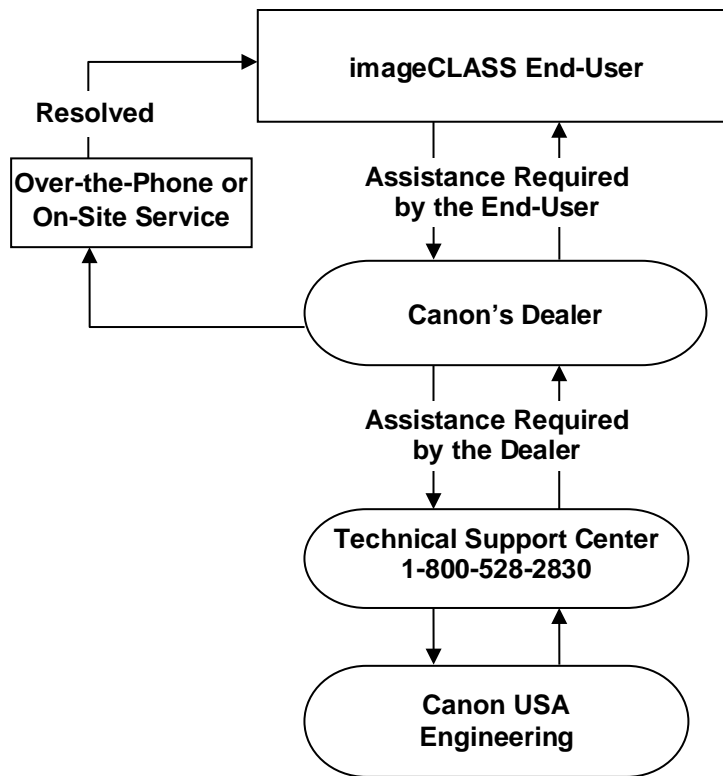
2. Warranty Marketing Program

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 dealer 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 dealer. Refer to the *imageCLASS Dealer 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



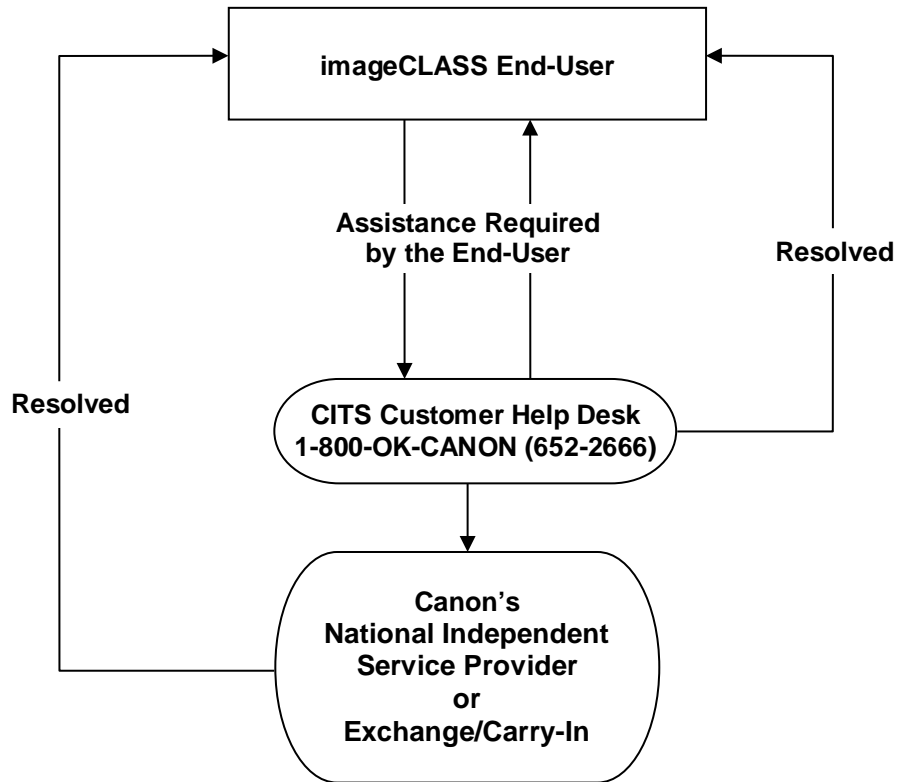
IMPORTANT: Enter a serial number in the ASCR System for only the products that you service. By entering the customer’s product serial number, you agree to provide service for that product.

3. Service for Unregistered Machines

The dealer 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 a dealer, who then sells the eCarePAK to its customers. Extended coverage plans are available in yearly increments. See the *imageCLASS Dealer 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 dealer who sold them the machine. Only an authorized dealer or distributor can purchase an eCarePAK from Canon.

eCarePAK orders must contain the following information:

- Reseller's e-mail address, name, and address
- Customer's e-mail address, name, and address
- The device's model number, serial number, and purchase date

2. Registering an eCarePAK Extended Service Plan

Canon USA registers each eCarePAK, and provides the customer with the terms and conditions that pertain to their purchased eCarePAK Extended Service Plan via U.S. Mail.

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

D. Dealer Support and Program Information

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

- Available dealer 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

IX. Appendix
A. Specifications

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

Table 9 — imageCLASS MF429dw Main Unit, Copy, and Print Specifications

Item		Specifications
Printer Type		Desktop, Black-and-White Laser
Print and Copy Speed¹		Up to 40 ppm (Simplex LTR), Up to 32 ppm (Simplex LGL)
First Print Time		Approximately 6 seconds (LTR)
First Copy Time		Approximately 6 seconds (LTR)
Warm Up Time⁵	From Power ON	Approximately 14 seconds
	From Deep Sleep	Approximately 4 seconds
Document Feeder Capacity⁶		50 sheets
Printer Language		UFR II, PCL5/6, PS3
Print Resolution		Up to 600 dpi x 600 dpi
Reading Resolution		Up to 600 dpi x 600 dpi
Gradation		Up to 256 Gradations
Copy Ratio		100% (Direct), 400% (Maximum), 200%, 129% (STMT > LTR), 78%, (LGL > LTR), 64%, (LTR > STMT), 50%, and 25% (Minimum)
Maximum Paper Size		Up to 8 1/2" x 14" (Legal)
Maximum Number of Copies		Approximately 999 copies
Duplex Print		Yes (Standard)
Copy Modes		Paper Setting, Favorite Setting, Two-sided, Original Type Selection, Cancel, N-on-1, Density Adjustment, Sharpness, Erase Frame, Collate, Copy ID Card
Print and Copy Memory		Up to 1 GB (Shared)
Direct Print from USB		JPEG, TIFF, PDF formats
Mobile Print		Canon Print Business App, Apple AirPrint, Mopria Print Service, Google Cloud Print, and uniFLOW Secure Mobile Printing
Maximum Monthly Print Volume		Up to 80,000 pages
Environmental Conditions		Temperature: 50°F to 86°F (10°C to 30°C) Humidity: 20% to 80% RH (Relative Humidity) (No Condensation)

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

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

⁶ Based on 20 lb bond (80 g/m²) paper.

imageCLASS MF429dw Main Unit, Copy, and Print Specifications Continued

Item		Specifications
Power Requirements		120V – 127V AC, 60 Hz, 6.5 A
Plug		NEMA 5-15
Power Consumption	Maximum	Approximately 1,320 W
	Standby	Approximately 17 W
	During Operation	Approximately 600 W
	Sleep Mode	Approximately 0.9 W
	Power Is OFF ⁷	Approximately 0.1 W
Dimensions (W x D x H)		Approximately 17 7/8" x 18 1/4" x 15 1/2" (453 mm x 464 mm x 392 mm)
Weight		Approximately 35.8 lb (16.2 kg)

Table 10 — Scanner Specifications

Item		Specifications
Type		Color Scanner
Maximum Scan Size	Platen Glass	Up to 8 1/2" x 14"
	Feeder	
Scan Resolution	Platen Glass	Up to 600 dpi x 600 dpi
	Feeder	
Scan Speed ⁸ (LTR, 600 x 600 dpi)	1-Sided	Approximately 13/38 ipm (Color/B&W) (300 x 600 dpi)
	2-Sided	Approximately 26/70 ipm (Color/B&W) (600 x 600 dpi)
Driver		TWAIN, WIA, ICA

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

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

Table 11 — Paper Handling Specifications

Item		Specifications
Paper Source/Capacity	Paper Cassette (Standard)	Up to 250 sheets ⁶
	Multi-Purpose Tray	Up to 100 sheets ⁶
	Cassette Feeding Unit-AH1	Up to 550 sheets ⁶
Paper Output ⁹	Output Tray	Up to 65 sheets (LTR) ⁶
Paper Weight	Paper Cassette	Approximately 14 to 32 lb bond (52 to 120 g/m ²)
	Multi-Purpose Tray	Approximately 14 lb bond to 90 lb index (52 to 163 g/m ²)
Media Sizes	Paper Cassette	Letter, Legal, Executive, Statement, Custom: Width: 4.1" to 8 1/2"; Length: 5.8" to 14"
	Multi-Purpose Tray	Letter, Legal, Executive, Statement, Envelopes: COM10, Monarch, C5, DL, and Custom Width: 3" to 8 1/2", Length: 5" to 14"
Media Types	Paper Cassette	Thin Paper, Plain Paper, Recycled Paper, Heavy Paper (90 to 120 g/m ²), and Bond Paper
	Multi-Purpose Tray	Thin Paper, Plain Paper, Recycled Paper, Heavy Paper (90 to 163 g/m ²), Bond, Labels, and Envelopes
Envelope Capacity		Multi-Purpose Tray: Up to 10 envelopes
Envelope Types		COM10, Monarch, ISO-C5, DL

⁶ Based on 20 lb bond (80 g/m²) paper.

Table 12 — Cassette Feeding Unit-AH1 (Optional) Specifications

Item	Specifications
Paper Capacity	550 sheets ⁶
Power Supply	From the main unit
Paper Weight	Approximately 14 to 32 lb bond (52 to 120 g/m ²)
Paper Sizes	Letter, Legal, STMT, Executive, Custom: Width: 4.1" to 8 1/2"; Length: 5.8" to 14"
Dimensions (W x D x H)	15.7" x 14.7" x 6.1" (399 mm x 373 mm x 156 mm)
Weight	Approximately 8.3 lb (3.8 kg)

⁶ Based on 20 lb bond (80 g/m²) paper.

⁹ May vary, depending on the installation environment and paper type used.

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

Item	Specifications
Standard Interfaces	<ul style="list-style-type: none"> • USB 2.0 (A USB cable is not included.)¹⁰ • 10/100/1000 Base-T Ethernet (Network) • IEEE 802.11b/g/n (Wireless)² • USB 2.0 x 2 (Host), USB 2.0 x 1 (Device) • Wireless Direct Connection
Wi-Fi Connection Method	WPS (Wi-Fi Protected Setup), Manual Setup
Wi-Fi Communication Mode	Infrastructure Mode, Access Point Mode
Wi-Fi Security	Infrastructure Mode: WEP 64/128 bit, WPA-PSK (TKIP/AES-CCMP), WPA2-PSK (TKIP/AES-CCMP) Access Point Mode: WEP 64/128 bit
Wi-Fi Transmission Scheme	DS-SS System, OFDM System
Wi-Fi Frequency Range	2,412 to 2,472 MHz
Wi-Fi Maximum Radio-Frequency Power Transmitted	Approximately 15.98 dBm
USB Functions	Print, Scan
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	Drivers are available for download from http://www.usa.canon.com/support
Supported Operating Systems	Windows 10, 8.1, 8, 7 Windows Server 2016, 2012 R2/2012/2008 R2/2008 Mac OS X V10.8.5 or later

² Wireless performance may vary, depending on terrain and distance between the printer and wireless network clients.

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

Table 14 — Fax Specifications

Item	Specifications
Line Used	PSTN (Public Switched Telephone Network) ¹¹
Communication Mode	Super G3, G3
Modem Speed	Super G3: Up to 33.6 Kbps G3: Up to 14.4 Kbps
Compression Method	MH, MR, MMR, JBIG
Transmission Speed	Approximately 3.0 seconds per page ¹² (ECM-JBIG, transmitting from memory at 33.6 Kbps)
Fax Resolution	Up to 400 x 400 dpi (Ultra Fine)
Receiving	Automatic Reception, Manual Reception, Remote Reception by Telephone (Default ID: 25)
Memory Capacity (Sending and Receiving)	Up to 512 pages ¹² (Total pages of transmission/reception) Maximum number of fax jobs that can be sent from memory: 30 Maximum number of fax jobs that can be received into memory: 90
Dialing	Coded Dialing (281 destinations), Group Dialing (299 destinations), Address Book Dialing, Regular Dialing (with the numeric keys), Automatic Redialing, Manual Redialing, and Sequential Broadcast (310 destinations)
Reports	TX Result Report, Communication Management Report ¹³ and RX Result Report

Table 15 — E-Mail and I-Fax Specifications

Item	Specifications
Communication Protocol	File: SMB, FTP E-Mail/I-Fax: SMTP, POP3, I-Fax (Simple)
File Format	Standard: PDF (Compact and Searchable), JPEG, TIFF Optional: PDF (Encrypted and Digital Signature)
Resolution	Up to 600 x 600 dpi
Paper Size	Letter, Legal, Statement

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

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

13 Is output automatically after 40 transmissions.

B. Warranty

1. imageCLASS MF429dw 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.

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

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