



imageRUNNER
ADVANCE
C475iF 



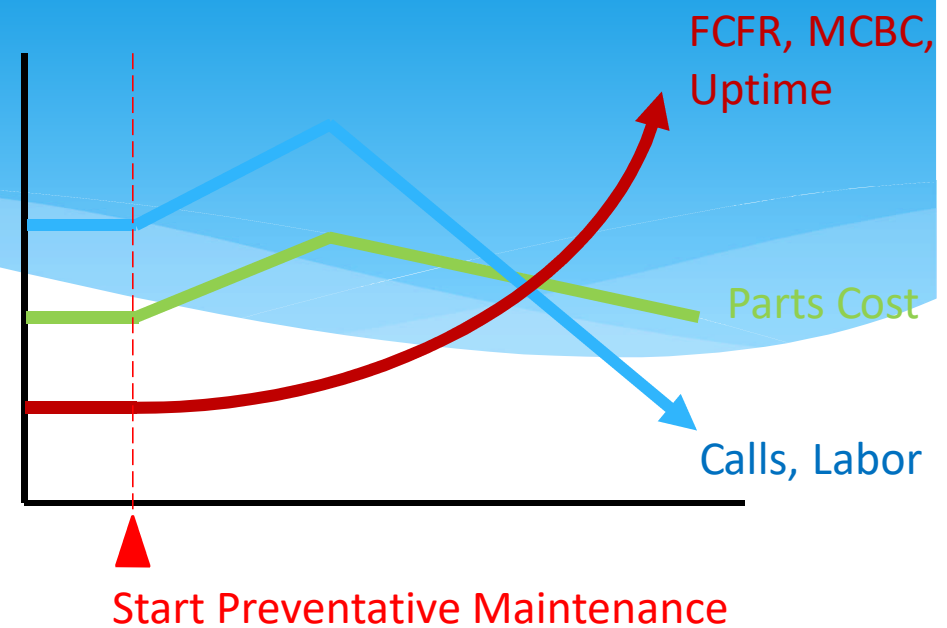
Preventative Maintenance Procedure

5/30/2019

➤ Purpose

Increase following items.

- ◆ **FCFR** (*First Call Fix Rate*)
- ◆ **Uptime**
- ◆ **MCBC** (*Mean Copies Between Calls*)
- ◆ **Customer Satisfaction**



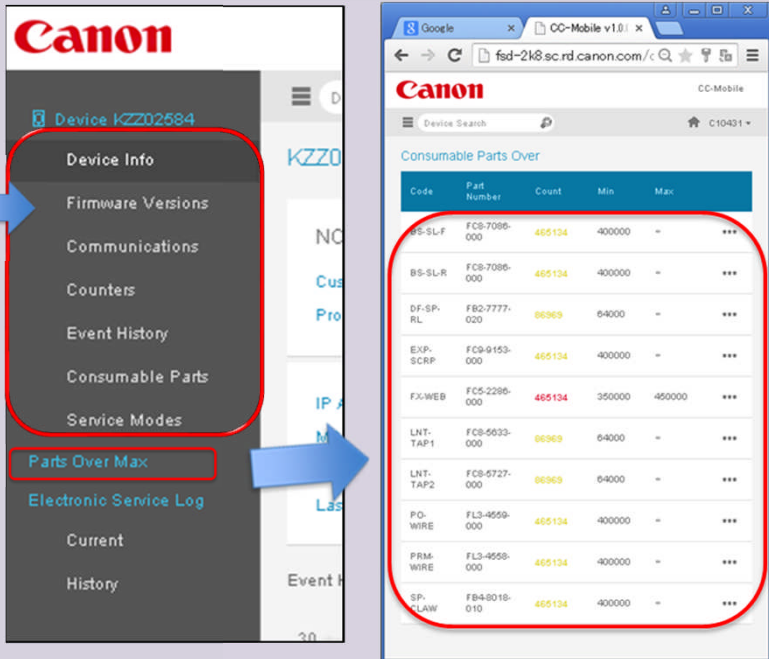

➤ How to use



This document was developed by Canon USA Engineering Services and Solutions to perform consistent, effective and efficient maintenance on all Canon products.






iR ADV C475iF / C475iFZ Advanced Maintenance Guide

Service History Check - [Pre Visit]

Procedure	Detail	Note	Time																																																							
<p>Action Prior to Customer Visit:</p> <p>Whenever possible, Check Snapshot for :</p> <ul style="list-style-type: none"> Firmware Version Event History Part Counters Service Mode Settings 	<p>1. Log into Snapshot :</p>  <p>The screenshot shows the Canon mobile app interface. On the left, a menu is open with 'Parts Over Max' highlighted. A blue arrow points from this menu item to a table titled 'Consumable Parts Over'. The table lists various parts with their counts and limits.</p> <table border="1"> <thead> <tr> <th>Code</th> <th>Part Number</th> <th>Count</th> <th>Min</th> <th>Max</th> </tr> </thead> <tbody> <tr> <td>BS-SL-F</td> <td>FC8-7086-000</td> <td>465134</td> <td>400000</td> <td>---</td> </tr> <tr> <td>BS-SL-R</td> <td>FC8-7086-000</td> <td>465134</td> <td>400000</td> <td>---</td> </tr> <tr> <td>DF-SP-RL</td> <td>FB2-7777-020</td> <td>66969</td> <td>64000</td> <td>---</td> </tr> <tr> <td>EXP-SCRIP</td> <td>FC9-9153-000</td> <td>465134</td> <td>400000</td> <td>---</td> </tr> <tr> <td>FX-WEB</td> <td>FC5-2286-000</td> <td>465134</td> <td>350000</td> <td>450000</td> </tr> <tr> <td>LNT-TAP1</td> <td>FC8-5633-000</td> <td>66969</td> <td>64000</td> <td>---</td> </tr> <tr> <td>LNT-TAP2</td> <td>FC8-5727-000</td> <td>66969</td> <td>64000</td> <td>---</td> </tr> <tr> <td>PO-WIRE</td> <td>FL3-4659-000</td> <td>465134</td> <td>400000</td> <td>---</td> </tr> <tr> <td>PRM-WIRE</td> <td>FL3-4659-000</td> <td>465134</td> <td>400000</td> <td>---</td> </tr> <tr> <td>SP-LAW</td> <td>FB4-8016-010</td> <td>465134</td> <td>400000</td> <td>---</td> </tr> </tbody> </table>	Code	Part Number	Count	Min	Max	BS-SL-F	FC8-7086-000	465134	400000	---	BS-SL-R	FC8-7086-000	465134	400000	---	DF-SP-RL	FB2-7777-020	66969	64000	---	EXP-SCRIP	FC9-9153-000	465134	400000	---	FX-WEB	FC5-2286-000	465134	350000	450000	LNT-TAP1	FC8-5633-000	66969	64000	---	LNT-TAP2	FC8-5727-000	66969	64000	---	PO-WIRE	FL3-4659-000	465134	400000	---	PRM-WIRE	FL3-4659-000	465134	400000	---	SP-LAW	FB4-8016-010	465134	400000	---	<ul style="list-style-type: none"> Enter the machine Serial Number to check the following: <ol style="list-style-type: none"> Firmware Version – Prepare Firmware if necessary Communications Counters – Machine Usage Event History – Check History for Errors, Alarms and Jams Consumable Part Counters - Prepare Consumable and Durable Parts <p>1. Understand the machine's current condition (jams and error, needed consumable parts) before visiting EM call or Q-Call.</p> <p>2. Prepare all consumable parts that exceeded MIN/MAX Target and replace them on Q-call, replace any exceeded MIN/MAX parts that you have now at EM call.</p> <p>3. Take the necessary actions for the jamming and errors.</p>	<p>Check</p>  <p>6 min</p>
Code	Part Number	Count	Min	Max																																																						
BS-SL-F	FC8-7086-000	465134	400000	---																																																						
BS-SL-R	FC8-7086-000	465134	400000	---																																																						
DF-SP-RL	FB2-7777-020	66969	64000	---																																																						
EXP-SCRIP	FC9-9153-000	465134	400000	---																																																						
FX-WEB	FC5-2286-000	465134	350000	450000																																																						
LNT-TAP1	FC8-5633-000	66969	64000	---																																																						
LNT-TAP2	FC8-5727-000	66969	64000	---																																																						
PO-WIRE	FL3-4659-000	465134	400000	---																																																						
PRM-WIRE	FL3-4659-000	465134	400000	---																																																						
SP-LAW	FB4-8016-010	465134	400000	---																																																						


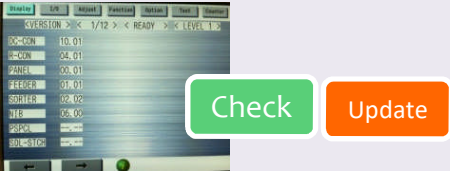


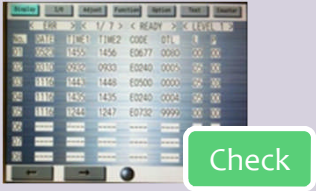

iR ADV C475iF / C475iFZ Advanced Maintenance Guide

Common Process (Before)

Procedure	Detail	Note	Time
C1 Verify Customers' Concern	Ask the customer about the condition of the machine and validate any issues they have. Ask Questions to find out if there are any following issues on the machine? 1.Copy Quality 2.Jamming 3.ERROR 4.Other issues (Copier Only) 5.No Problem	◆ Point: - To perform efficient maintenance, we need to ask the customer about machine condition.	Check 
C2 Check the Serial Number	Ensure the serial number on the machine matches the serial number that you are dispatched to.	◆ Point: - If the serial number is incorrect and there is more than one machine at the account that is down please notify dispatch.	Scan 
C3 Perform COM-TEST	➤ COPIER > Function > INSTALL>COM-TEST 	If COM-TEST is NG, fix this issue at first. If you can't fix this issue please insure the issue is resolved prior to leaving the account.	Check  COM TEST 







iR ADV C475iF / C475iFZ Advanced Maintenance Guide

Common Process (Before)

Procedure	Detail	Note	Time
C4 Check Service Log	1. Check Service Log	◆ Point: 1. Check the log to see if there is any reoccurring issues. If you see the same issues listed on the log, then the root cause hasn't been fixed. 2. Check what parts were replaced recently. These parts should not be replaced again for the same issue. 3. If the problem seems to be related to the previous call, check what the previous tech did.	Visual Check 
C5 Check System Software Version If Snapshot tool was used successfully, skip steps C5 through C8	1. Check System Software Version > COPIER>DISPLAY>VERSION Check for latest version on e-support and recommend to update the system software to latest version 	◆ Point: The latest firm contains following major countermeasure. 1. As of 4/25/19 MN-CON is v13.02.01 TP19_115	Check  COM TEST 
C6 Check Service history If Snapshot tool was used successfully, skip steps C5 through C8	1. Check ERR/JAM history > COPIER>DISPLAY>ERR > COPIER>DISPLAY>JAM 	If you find a lot of intermittent or same ERR/JAM	Visual Check 

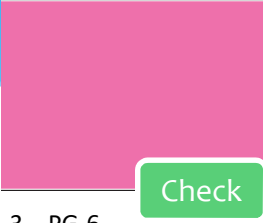

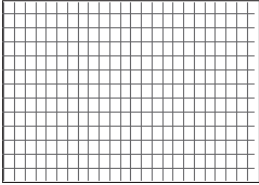



iR ADV C475iF / C475iFZ Advanced Maintenance Guide

Common Process (Before)

Procedure	Detail	Note	Time
<p>C7</p> <p>Check the P/U roller counters</p> <p><i>Reset the counters if parts are replaced.</i></p> <p><i>*Check that physical condition of the part matches the counter</i></p> <p>If Snapshot tool was used successfully, skip steps C5 through C8</p>	<p>Check the roller counters.</p> 	<p>◆ Point: Replace the rollers <u>over 100%</u> to eliminate parts over life related JAM.</p> <p>Cassette 1, Bypass: COPIER>COUNTER>DRBL-1</p> <ul style="list-style-type: none"> ➤ C1-FD-RL (150K) ➤ C1-SP-RL (150K) ➤ M-FD-RL (150K) ➤ M-SP-RL (150K) <p>Cassette 2,3,4: COPIER>COUNTER>DRBL-2</p> <ul style="list-style-type: none"> ➤ C2/C3/C4-FD-RL (150K) ➤ C2/C3/C4-SP-RL (150K) <p>ADF: COPIER>COUNTER>DRBL-2</p> <ul style="list-style-type: none"> ➤ DF-SP-RL (50K) ➤ DF-PU-RL (50K) 	<p>Visual Check</p>  <p>1 min</p>
<p>C8</p> <p>Check the other durable counters</p> <p><i>Reset the counters if parts are replaced.</i></p> <p><i>*Check that physical condition of the part matches the counter</i></p>	<p>1. See the Parts counter. COPIER>COUNTER>DRBL-1/DRBL-2</p> 	<p>◆ Point: Recommend to replace the following parts over 100%. COPIER>COUNTER>DRBL-1.</p> <ul style="list-style-type: none"> ➤ Fixing FX-UNIT (150K) ➤ Transfer Roller (150K) ➤ 2TR-Roll (150K) ➤ TR-Unit 	<p>Replace</p>  <p>10 min</p> <p>Visual Check</p>  <p>1 min</p> <p>Replace</p>  <p>15 min</p>

iR ADV C475iF / C475iFZ Advanced Maintenance Guide

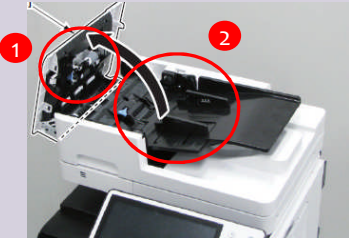

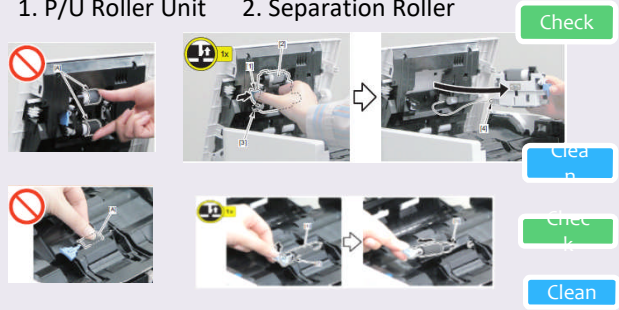

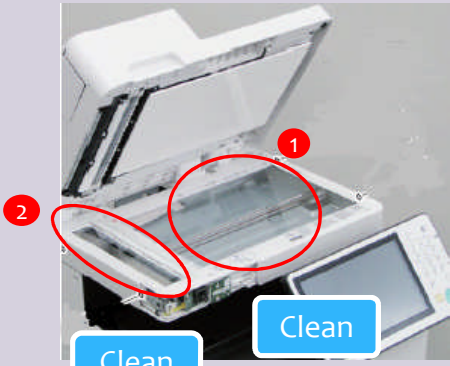

Common Process (Before)

Procedure	Detail	Note	Time
<p>C9</p> <p>Make Samples (Before Sample)</p>	<p>Make the following Copy/Print samples from ADF and Copy Glass.</p> <ol style="list-style-type: none"> PG-5 CA7   <ol style="list-style-type: none"> PG-6 PG-10  	<p>Resolve issues as seen.</p> <p>PCQ</p>	
<p>C10</p> <p>Inspect paper Feed</p>	<p>Make copies from all Cassette using at least 5 originals in the ADF.</p>  <ol style="list-style-type: none"> Cassette 1 Cassette 2 Cassette 3 Bypass tray <p>Check</p>	<p>Make copies using the following cassette.</p> <p>◆Point:</p> <p>Make following jobs.</p> <ol style="list-style-type: none"> Double sided Staple <p>If you see the JAM, find the cause and fix that issue.</p>	<p>Check</p>  <p>5 min</p>

Perform C9 and C10 at the same time to save time


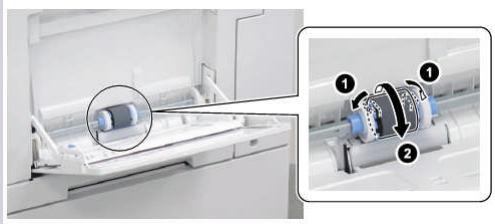
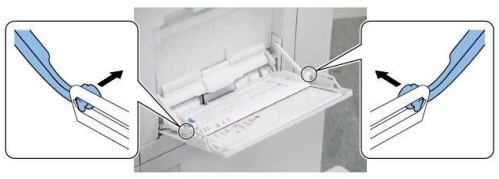



iR ADV C475iF / C475iFZ Advanced Maintenance Guide

Maintenance Process

Procedure	Detail & Action	Note	Time
M1 Clean ADF for Dust	1. Inside cover 	◆ Point:	Clean 
M2 Check / Clean ADF Rollers	Clean the rollers 1. P/U Roller Unit 2. Separation Roller 	Clean the rollers using lint free paper with water. Sensors should be cleaned by blower brush. ➤ If the rollers are under 50% usage, cleaning may not be necessary. ➤ Be sure not to touch the surface of the roller when disassembling /assembling	Clean 
M3 Clean the Glass/ Optics	1. Copy Glass 2. CIS Unit 	◆ Point: 1. Clean the Copy Glass 2. Check that there is no dirt or any foreign particles on the scanner system part. (CIS/CCD) 3. Check that the CIS/CCD unit moves smoothly and there is no dirt on the rail. 4. Check that there is no dew condensation found on the scanning system parts.	Clean 

iR ADV C475iF / C475iFZ Advanced Maintenance Guide

Maintenance Process

Procedure	Detail	Note	Time
<p>M4</p> <p>Check / Clean Rollers on Multi Feeder & Cassette Rollers</p> <p>COPIER> COUNTER> DRBL-1> M-FD-RL COPIER> COUNTER> DRBL-1> M-SP-RL</p> <p>*Visually Inspect the Rollers and only clean if necessary. If the Rollers were recently replaced or cleaned they may be fine</p>	<p>Clean the rollers 1. Multi feed Roller 2. Multi feed Separation Roller</p>     	<p>Clean the rollers using lint free paper with water.</p> <ol style="list-style-type: none"> 1. Check that there is no foreign particles such as paper dust, etc. 2. Check that the Pick-up/Feed/Sep rollers are not worn and deformed and has no cut /dirt. 3. Check that the Feed Guide is not worn and deformed and has no cut/dirt. 4. Check all cassettes for: <ul style="list-style-type: none"> • Installed properly and the paper size is configured properly • Side guides/trail edge guide plate is properly set. • Middle plate moves smoothly and is not deformed. 	<p>Visual Check</p> <p>Clean</p>  <p>3 min</p>

iR ADV C475iF / C475iFZ Advanced Maintenance Guide

Maintenance Process

Procedure	Detail	Note	Time
<p>M4 continued</p> <p>Check / Clean Rollers on Multi Feeder & Cassette Rollers</p> <p>COPIER> COUNTER> DRBL-1> C1-FD-RL COPIER> COUNTER> DRBL-1> C1-SP-RL</p> <p>COPIER> COUNTER> DRBL-2> C2-FD-RL COPIER> COUNTER> DRBL-1> C2-SP-RL</p>		<p>*Visually Inspect the Rollers and only clean if necessary. If the Rollers were recently replaced or cleaned they may be fine</p> <p>Orange Tool is used to attach the Roller</p> <p>Separation roller is on the cassette</p>	<p>Visual Check</p> <p>Clean</p> <p>2 min</p>
<p>M5</p> <p>Clean the Fixing ; Open up the side of the machine</p> <p>COPIER>COUNTER>LF>FX-LF Life of the Fixing assembly is judged according to the life value.</p> <p>Fixing Assembly LF setting value reaching alarm. COPIER> OPTION> FNC-SW>FIX-DLV</p>	<p>Adjustment/Maintenance> Maintenance> Clean Pressure roller for Fixing</p>	<p>Take out the Fixing Assembly and clean the inlet guides</p> <p>◆ Point:</p> <ol style="list-style-type: none"> 1. Check that the fixing film and pressure roller is not worn and deformed and has no cut/ dirt <p>➤ Clean the Fixing Inlet Guide with lint-free paper moistened with alcohol</p> <p>Easy replacement without screws or tools. The parts counter of the fixing assembly is automatically initialized when the Fixing assembly is replaced.</p>	<p>Visual Check</p> <p>Clean</p> <p>4 min</p>



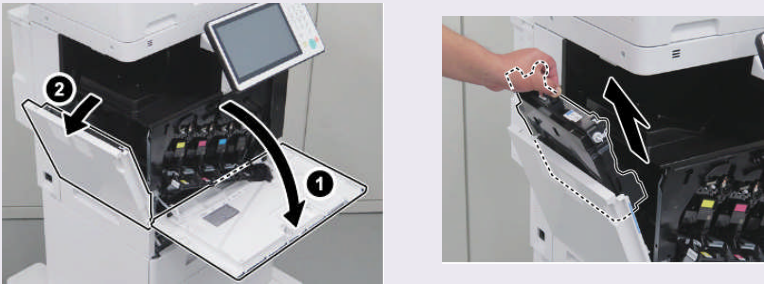
iR ADV C475iF / C475iFZ Advanced Maintenance Guide

Maintenance Process

Procedure	Detail	Note	Time
<p>M6</p> <p>Check / Clean ITB Unit area</p>	 <p>When taking out the ITB unit, be careful as to not damage it. Place a paper on a flat surface somewhere safe when cleaning / inspecting it.</p>	<p>Inspect and clean any foreign substance around ITB Belt and its unit. Inspect for lines and any damage to the ITB</p>	<p>Check/ Clean</p>  <p>5 min</p>

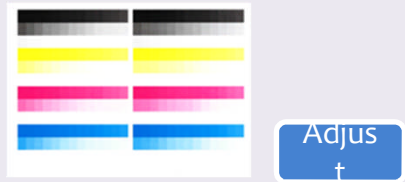



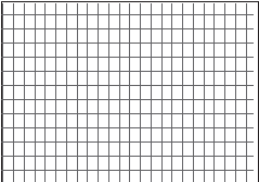





iR ADV C475iF / C475iFZ Advanced Maintenance Guide

Maintenance Process

Procedure	Detail	Note	Time
<p>M7</p> <p>Check / Clean: Secondary Transfer Outer Roller Unit area</p>		<p>Inspect for any foreign substance. Clean all areas of any stray toners, paper dust.</p> <p>Clean the right door paper path area also.</p>	<p>Clean</p> 
<p>M8</p> <p>Check / Clean each Drum /Toner Cartridge</p> <p><i>*Visually Inspect the Drum for lines and only clean around it if necessary</i></p>		<p>Replace cartridge if causing CQ issues.</p>	
<p>M9</p> <p>Waste Toner Container</p>		<p>100K pages (Based on full color 60%, 5% Duty)</p> <p>After replacement of the waste toner container, be sure to clear the parts counter. COPIER>COUNTER> DRBL-1>WST-TNR</p>	

iR ADV C475iF / C475iFZ Advanced Maintenance Guide

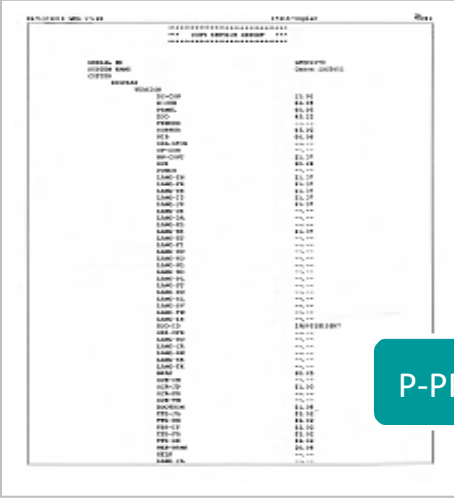


Common Process (After)

Procedure	Detail	Note	Time
C11 Perform Auto Adjust Gradation	1. Auto Adjust Gradation Settings/Registration>Adjustment/Maintenance >Adjust Image Quality> Auto Adjust Gradation 	◆ Point: 1. If the customer uses heavy paper, perform an Auto Adjust Gradation with plain and heavy paper.	Adjust 
C12 Make Samples (After Sample)	Make the following Copy/Print samples from the ADF and Copy Glass. 1. PG5  2. CA7 	3. PG-6  4. PG-10 	Check 
C13 Test paper Feed	Make copies from All Cassette using at least 5 originals each from ADF.  1. Cassette 1 2. Cassette 2 3. Cassette 3 4. Bypass tray 	Make copies from the following cassettes. ◆ Point: Make following jobs. 1. Double sided 2. Staple 3. Hole punch If you see the JAM, find the cause and fix that issue.	Check 

Perform C12 and C13 at the same time to save time

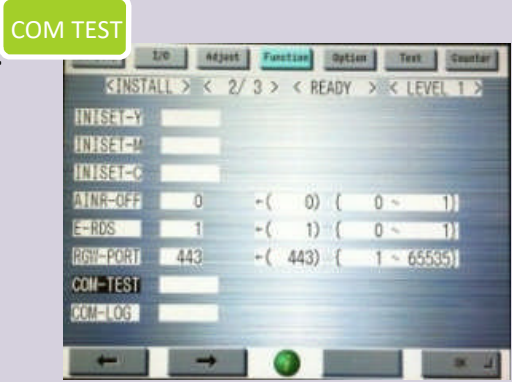


iR ADV C475iF / C475iFZ Advanced Maintenance Guide

Common Process (After)

Procedure	Detail	Note	Time
<p>C14</p> <p>Complete Documentation</p>	<p>Service Log / e-Log</p> <p>Fill out</p> <p>P-PRINT</p>  <p>P-PRINT</p>	<p>◆Point:</p> <ol style="list-style-type: none"> Let the customer print the test prints from their PC while completing the documentation. Write down the <u>detail actions and all part names and part #</u> in the service log / e-log for the next visit. If you change the service mode value or update the system software, make a P-Print and keep it with the Service Log and User data list. 	<p>Fill Out</p>  <p>3 min</p> <p>P-Print</p>  <p>2 min</p>

iR ADV C475iF / C475iFZ Advanced Maintenance Guide

Common Process (After)

Procedure	Detail & Action	Note	Time
<p>C15</p> <p>Perform COM-TEST</p> <p>iWR enabled Symbol</p>	<p>1. IF COM test passed at the beginning of the service call do not perform a com-test. If it did not please repair this issue and perform a successful com-test.</p> <p>➤ COPIER > Function > INSTALL>COM-TEST</p>	<p>If COM-TEST is NG, fix this issue at first. If you can't fix this issue get assistance.</p> 	<p>Check</p>  <p>COM TEST</p> 
<p>C16</p> <p>Communicate to the customer that you are leaving.</p>	<p>Ask the customer if everything was addressed. Do they have the necessary supplies and ask if they are satisfied with your service.</p>	<p>◆ Address all customer issues with your service manager. Ensure they are resolved or addressed, whether they are administrative, service related or sales oriented.</p>	<p>Scan</p> 