

Canon



**imageRUNNER
ADVANCE
C9075S PRO/C9065S PRO**



Service Guide

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REVISION HISTORY

Revision	Date	Sections	Details
	September 2011	All	Release of the imageRUNNER ADVANCE C9075S PRO /C9065S PRO.
1	September 2011	III, V & VI	PRISMAprepare and PRISMAaccess training requirements added. Dealer Authorization updated for the imageRUNNER ADVANCE C9000S PRO series.
2	March 2015	VII	Added the Fixing Unit assembly and unit ITB Unit assembly

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I. Product Overview, Configuration, and Accessories

A. Product Overview

The imageRUNNER ADVANCE C9075S PRO and the imageRUNNER ADVANCE C9065S PRO (the imageRUNNER ADVANCE C9000S PRO Series) devices are high-speed, high-performance and highly integrated color digital imaging devices designed for corporate CRD (Central Reprographic Departments), Print-for-pay, Print Shops, and Quick Printers. The imageRUNNER ADVANCE C9000 Series are co-developed between Canon U.S.A., Inc. (Canon USA) and Océ (a Canon Group Company). These digital solutions integrate the imageRUNNER ADVANCE C9000S PRO series engine and accessories with the Océ PRISMAsync Controller and operation management.



This imageRUNNER ADVANCE C9000S PRO Series consists of the following configurations:

- The **imageRUNNER ADVANCE C9075S PRO**: a Segment 5 device that prints and copies color letter sheets at speeds of up to 70-ppm (pages per minute) and B&W (Black & White) letter sheets at speeds of up to 75 ppm.
- The **imageRUNNER ADVANCE C9065S PRO**: a Segment 4 device that prints and copies color and B&W letter sheets at speeds of up to 65-ppm.

The imageRUNNER ADVANCE C9000S PRO Series models offer a standard 80 GB HDD (Hard Disc Drive), expandable to a 1TB HDD, and 2GB of RAM (Random Access Memory), expandable to 2.5GB of RAM. The imageRUNNER ADVANCE C9000S PRO Series models feature a single pass duplexing automatic document feeder (DADF).



The imageRUNNER ADVANCE C9000S PRO Series utilizes the pQ toner, an oil-free toner that utilizes small particles containing micro-dispersed wax so that toner fixes evenly and lays flat, resulting in sharp, vivid, dense images and a smooth finish. The pQ Toner has a smaller and finer grain. The smaller size produces higher image quality and higher detail. With the pQ toner (that does not require oil-based fusing) fuser marks no longer appear on the final output, producing high quality output.

As an Energy Star Partner, Canon U.S.A., Inc. has determined that the imageRUNNER ADVANCE models meet the Energy Star guidelines for energy efficiency¹.

¹ If any options are installed the device may no longer be ENERGY STAR qualified.


Model Comparison (Table 1)

Features			imageRUNNER ADVANCE	
			C9075S PRO	C9065S PRO
Print Speed (Letter)	BW		Up to 75 ppm	Up to 65 ppm
	Color		Up to 70 ppm	Up to 65 ppm
Scan Speed (LTR, 600 dpi)	Simplex	B&W	Up to 45 ipm	
		Color	Up to 45 ipm	
	Duplex	B&W	Up to 44 ipm	
		Color	Up to 44 ipm	
FCOT (Platen Glass) (BW/Color)			Approximately 15.0 seconds / 15.0 seconds	
FPOT (BW/Color)			Approximately 8.0 seconds / 8.0 seconds	
Warm-Up Time	From Main Power up and Sleep Mode		Approximately 6 min	Approximately 5 min
	From Low Power Mode		Approximately 90 Seconds	Approximately 100 Seconds
Main Memory	Standard / Maximum		2GB / 2.5GB	
HDD Memory	Standard / Maximum		80GB / 1TB	
DADF	Standard		Single-Pass Duplexing ADF	
	Capacity		Up to 300 sheets	
Multiple Copies			1-9,999	
Resolution	Copy		600 x 600 dpi	
	Print		1200 x 1200 dpi	
Operator Panel			Standard	
Toner Yield (@5.0% Coverage)	Black		Up to 72,000	
	Color		Up to 54,000	
Drum Yield	Black		Up to 530,000 (Letter)	Up to 550,000 (Letter)
	Color		Up to 174,000 (Letter)	
Power Requirements			208V / 15A	
Plug Type			NEMA 6-15P	
Standard / Maximum Paper Capacity			Up to 3,400 / 9,300 Sheets	
Maximum Paper Size			13" x 19"	
Maximum Paper Weight			300gsm/110lb Cover	
Available Paper Supply Options	Paper Deck-Unit-A1 (Up to 3,500 sheets)		Option	
	POD Deck Lite-A1 (Up to 3,500 sheets)		Option	
	Multi-Drawer Paper Deck-A1 (Up to 6,000 sheets)		Option	

B. Configuration

Note: All configurations shown are for *reference purposes only* and are subject to change without notice. Please refer to the Dealer Price List on the ISG Central Website for the most up-to-date Item Numbers.

Configuration (Table 2)

Item	Item Number ²
 <p>imageRUNNER ADVANCE C9075S with the Operator Attention Light and the Booklet Finisher-A1 shown</p>	
imageRUNNER ADVANCE C9000S PRO Series	
imageRUNNER ADVANCE C9075S PRO Base Model ^{3, 4}	3618B043AB
imageRUNNER ADVANCE C9065S PRO Base Model ^{3, 4}	3619B042AC
Hardware Accessory Options	
ADF Access Handle-A1	1095B001AA
Paper Deck Unit-A1 ⁵	3691B002BA
POD Deck Lite-A1 ⁵	3692B002BA
Multi-Drawer Paper Deck-A1 ⁵	3699B002AA
Paper Deck Double Feeding Detection Kit-A1 (for Multi-Drawer Paper Deck-A1)	3111B001AA
Staple Finisher-A1 ⁶	3701B002AB
Booklet Finisher-A1 ⁶	3703B002AB
Puncher Unit-BF1 ⁷	2895B002AA
Professional Puncher-C1	3844B003AA
Professional Puncher Integration Unit-B1	3844B001AA
Plastic Comb 19-Hole Punch LTR-A1 ⁸	3028B001AA
Twin Loop 21-Hole Punch LTR-A1 ⁸	3028B002AA
Twin Loop 32-Hole Punch LTR-A1 ⁸	3028B003AA
Color Coil 44-Hole Punch LTR-A1 ⁸	3028B004AA
Velo Bind 11-Hole Punch LTR-A1 ⁸	3028B005AA

² Item Numbers and Part Numbers are subject to change without notice.

³ Includes: Main unit, Single Pass Duplexing Automatic Document Feeder, Color Image Reader, Océ PRISMAsync Controller, Operation Panel, 2 x 1,100-Sheet Paper Drawers, 2 x 550-sheet Paper Cassettes, Buffer Pass Unit, 10 Base-T/100 Base-TX/1000 Base-T Ethernet, USB 2.0 high speed connectivity, Drum Units, one (1) license for E-Shredding-B1, one (1) license for Scanning-B1, one (1) license for Scheduler-A1, one (1) license for Multiple Queues + Hot Folders-A1, X-Rite i1 Spectrophotometer.

⁴ Requires Copy Tray-P1, Staple Finisher-A1 or Booklet Finisher-A1.

⁵ Paper Deck Unit-A1, POD Deck Lite-A1 or Multi-drawer Paper Deck-A1 cannot be installed at the same time.

⁶ Staple Finisher-A1, Booklet Finisher-A1 or Copy Tray-P1 cannot be installed at the same time.

⁷ Option for Staple Finisher-A1 or Booklet Finisher-A1. Installs inside finisher.

⁸ Optional Punch die for Professional Puncher-C1. Only one die can be installed at a time. Please check the appropriate product reference materials for information regarding life expectancy of the die.

Item	Item Number ²
Loose Leaf 3-Hole Punch LTR-A1 ⁸	3028B006AA
Loose Leaf 5-Hole Punch LTR-A1 ⁸	3028B022AA
Pro Click 32-Hole Punch LTR-A1 ⁸	3028B021AA
High Durability Plastic Comb 19-Hole Punch LTR-A1 ⁸	3028B033AA
High Durability Color Coil 44-Hole Punch LTR-A1 ⁸	3028B034AA
High Durability Loose Leaf 3-Hole Punch LTR-A1 ⁸	3028B035AA
Tab Feeding Attachment Kit-B1 ⁹	6793A004AA
Document Insertion Unit-H1 ¹⁰	3708B002AA
Paper Folding Unit-G1 ¹⁰	3711B001AA
Inner Booklet Trimmer-A1	2988B001AB
Operator Attention Light	5614B001AA
Copy Tray-P1	3700B001AA
System Connectivity Accessories	
Removable HDD Kit-AB1	3741B001AA
3.5inch/80GB HDD-A1 ¹¹	3739B001AA
3.5inch/1TB HDD-B1	3740B001BA
System Options	
Fontset Simplified Chinese-B1	5857B001AA
Fontset Traditional Chinese-B1	5858B001AA
Fontset Japanese-B1	5855B001AA
Fontset Korean-B1	5856B001AA
Remote Viewer-B1	5852B001AA
USB Flash Drive (for the USB Key and USB Stick)	1060084290
Supplies & Consumables	
Stamp Ink CRG-C1	1857B001AA
Stamp Unit-B1	1858B001AA
Staple-G1 (for Staple Finisher-A1 & Booklet Finisher-A1) ¹²	6788A001AC
Staple Cartridge-H1	6789A001AC
Staple-H1 (for Staple Finisher-A1 & Booklet Finisher-A1) ¹³	6790A001AA
Staple-P1 (for Booklet Finisher-A1) ¹⁴	1008B001AA
GPR-32/33 Black Drum Unit	2780B003AA
GPR-32/33 Color Drum Unit	2781B004BA
GPR-32 Black Toner	2791B003AA
GPR-32 Cyan Toner	2795B003AA
GPR-32 Magenta Toner	2799B003AA
GPR-32 Yellow Toner	2803B003AA

⁹ Additional Tab Feeding Attachment for cassettes 3 or 4.

¹⁰ Requires Staple Finisher-A1 or Booklet Finisher-A1.

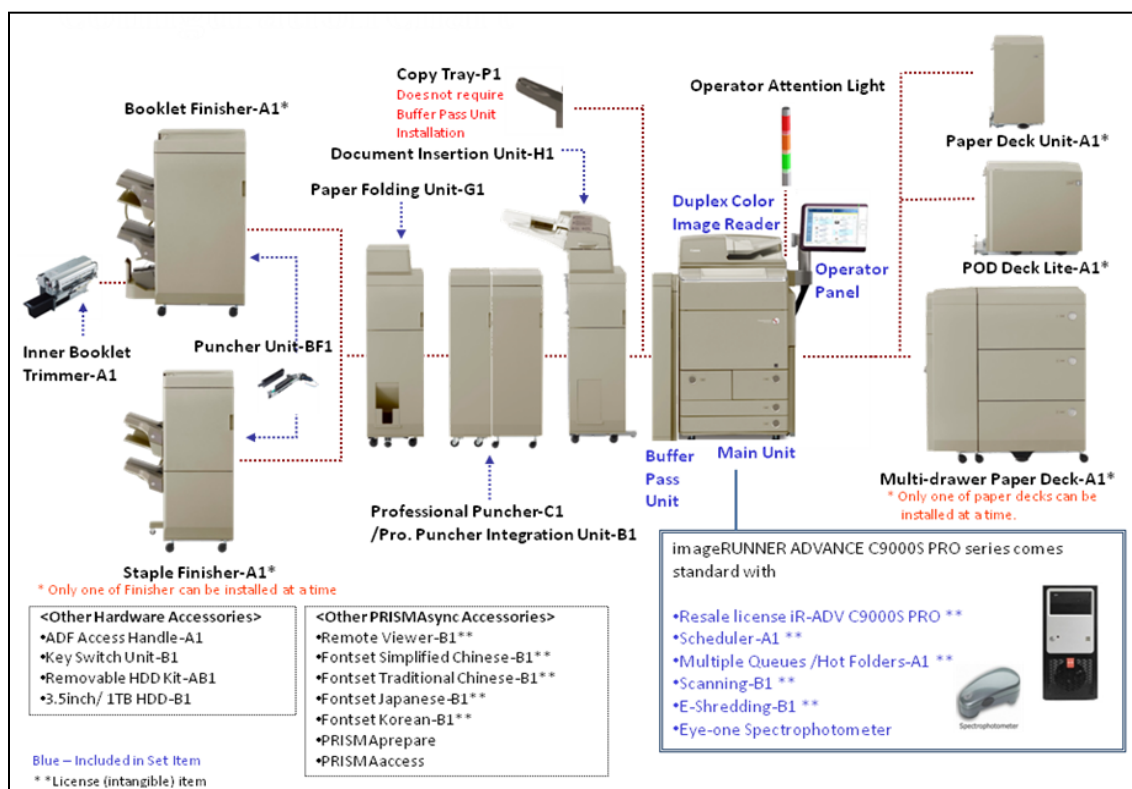
¹¹ 80 GB HDD as a service part only, cannot be used to increase storage.

¹² Used for corner/double stapling only. Up to 100 sheets. Three cartridges per case, up to 5,000 staples per cartridge.

¹³ The Staple Cartridge-H1 is required. Used for corner/double stapling only. Up to 50 sheets. Three cartridges per case, up to 5,000 staples per cartridge.

¹⁴ Used for booklet finishing only. Two cartridges per case, up to 5,000 staples per cartridge.

Figure 1 – Configuration



C. Main Unit Box Contents

Note: Box contents shown are for reference purposes only and are subject to change without notice.

- Main Unit
- Drum cartridge (Bk)
- Drum cartridge (C)
- Drum cartridge (M)
- Drum cartridge (Y)
- Drum warranty card
- Installation Check List
- PRISMAsync Controller (separate Package)

II. Features

A. Océ PRISMAsync Controller



The imageRUNNER C9000S Series is integrated with the Océ PRISMAsync controller. The PRISMAsync controller enables the end-user to define all media and color settings once and use them throughout the prepress and printing process. Capable of operating in both Windows and Macintosh environments the PRISMAsync controller is capable of handling multiple complex color print jobs. The graphical user interface includes a job scheduler to display every queued job, providing an overview of work scheduled for the day. The Océ PRISMAsync controller runs on a Windows XP Operating System and comes equipped with an Intel QuadCore i7 processor, three (3) 250 GB HDs, and 4 GB of memory.

Benefits of the Océ PRISMAsync Controller:

- Fully integrated digital front-end provides intuitive production management
- Task-based and unified workflow for efficient resource allocation
- Media handling with media-driven operation
- Efficient productivity with unique scheduling tool
- Considerable processing power
- Advanced intelligent color management for high-quality documents
- The optional Océ PRISMAprepare software the allows the end-user to preview documents onscreen

B. Operator Panel



The imageRUNNER ADVANCE C9000S Series is integrated with an Operator Panel with a unique graphical user interface for end-user and service technician accessibility.

The Super VGA high-resolution TFT screen utilizes large on-screen buttons for easy navigation.

The Operator Panel allows the end-user to view and access job information, manage print jobs, monitor the status of print jobs, and monitor the status of the imageRUNNER ADVANCE C9000S. In addition, with the touch of a button the end-user has the ability to stop the imageRUNNER ADVANCE engine or place the imageRUNNER ADVANCE engine into a sleep mode. The service technician has access to view and manage system information.

The Operator Panel supports a USB interface for memory media integration and device support. With the optional Océ PRISMAprepare software installed on the PRISMAsync controller, the end-user has the ability to preview documents from the Operator Panel.

C. Duplex Color Image Reader Unit-A1

The Duplex Color Image Reader Unit-A1, a single pass duplex automatic document feeder, handles jobs that rely on the processing of originals. The Duplex Color Image Reader Unit-A1 has a paper capacity of up to 300 sheets (20 lb bond (80g/m²)) of originals and supports paper sizes of 11" x 17", LGL, LTR, LTRR, STMT and STMTR in weights from 13 lb bond to 80 lb cover.

D. E-shredding-B1

The E-shredding software license allows the end-user to securely erase jobs from the imageRUNNER ADVANCE C9000S and the Océ PRISMAsync controller. This prevents unauthorized people from accessing deleted jobs. This functionality is interesting for government institutions, law firms and other customers with an increased demand for data security. Available erase options within e-shredding are:

- Gutmann - All jobs on the imageRUNNER ADVANCE C9000S PRO Series and the Océ PRISMAsync controller are erased in 35 overwrite passes.
- US DOD 5220.22m, 8-306.d - All jobs on the imageRUNNER ADVANCE C9000S PRO Series and the Océ PRISMAsync controller are erased in three (3) overwrite passes.
- Custom - The end-user can define the number of overwrite passes manually.

The hard disk random erase functionality (Data Erase Kit), which is available for the imageRUNNER ADVANCE C9000S PRO Series, is part of the e-shredding license.

Note: e-shredding has an impact on product performance. Depending on the e-shredding settings (number of overwrites) and the complexity of the processed job data an impact of 10% to 40% can be expected on product performance.

E. Scanning-B1

The scanning license enables the scan-to-file function. Supported scan-to-file destinations include FTP, e-mail and the optional PRISMAccess.

F. Scheduler-A1

The Scheduler License provides end-users with a real-time overview of all scheduled jobs via the Schedule tab on the Operation Panel. The Scheduler allows up to 8 hours of production planning. The Scheduler displays the time needed to print scheduled jobs, and the media (types) required to print scheduled jobs. The Scheduler informs the operator if the media loaded is sufficient for the scheduled jobs. The printer status color code on the Scheduler corresponds to the operator attention light if installed. The operator is able to adjust the warning time before the next operator interaction to allow sufficient time to keep the machine running without interruption.

G. Multiple Queues/Hot Folders-A1

This option enables the possibility to create multiple Line Printer Remote (LPR) queues or PS/PDF hot folders to automate the customer's workflow for repetitive jobs.

III. Accessories and Advanced Options

A. Accessory Options

1. Paper Deck Unit-A1



The Paper Deck Unit-A1 accessory has a capacity of up to 3,500 sheets and supports paper sizes of up to 8.5" x 11" in weights ranging from 14 lb bond to 80 lb cover (Uncoated). The Paper Deck Unit-A1 includes air assisted pick up & paper feed as well as roller pick up & paper feed. The Paper Deck Unit-B1 cannot be installed with the POD Deck Lite-A1 or Multi Drawer Paper Deck-A1.

2. POD Deck Lite-A1



The Paper Deck Unit-A1 accessory has a capacity of up to 3,500 sheets and supports paper sizes of up to 13" x 19" in weights ranging from 14 lb bond to 110 lb cover (Uncoated). The POD Deck Lite-A1 includes air assisted pick up & paper feed as well as roller pick up & paper feed. The POD Deck Lite-A1 cannot be installed with the Paper Deck Lite-B1 or the Multi Drawer Paper Deck-A1.

3. Multi Drawer Paper Deck-A1



The Multi Drawer Paper Deck-A1 is a three drawer Accessory with a capacity of up to 6,000 sheets (up to 2,000 sheets per drawer). The Multi Drawer Paper Deck-A1 supports paper sizes of up to 13" x 19.2" in weights ranging from 14 lb bond to 110 lb cover (Uncoated). The Multi Drawer Paper Deck-A1 includes air assisted pick up & paper feed as well as roller pick up & paper feed. The Multi Drawer Paper Deck-A1 cannot be installed with the Paper Deck-A1 or the POD Deck-A1.

4. Inner Booklet Trimmer-A1

The Inner Booklet Trimmer-A1 has a booklet capacity of up to 30-booklets and supports one side trim adjustable from 2 mm to 20 mm. the Inner Booklet Trimmer-A1 has a waste capacity of up to 1,500 trimmed sheets.

5. Booklet Finisher-A1



The Booklet Finisher-A1 provides multiple functions for the imageRUNNER ADVANCE. Saddle stitch for up to 20-sheets with paper sizes of up to 13" X19.2", V folding of up to three sheets without stapling. In addition, the Booklet Finisher-A1 supports multi-position stapling (corner stapling and double-stapling) for up to 100-sheets and supports paper weights of up to 110lb cover. The Booklet Finisher-A1 has three output trays with an output capacity of up to 4,250 sheets (Letter) (Sample Tray up to 250 sheets, Top Tray up to 1,500 sheets, Bottom Tray up to 2,500 sheets). The Booklet Finisher-A1 cannot be installed with the Staple Finisher-A1 or Copy Tray-P1.

6. Staple Finisher-A1



The Staple Finisher-A1 is capable of multi-position stapling (corner stapling and double-stapling) for up to 100-sheets and supports paper weights of up to 110lb cover. The Staple Finisher-A1 has three output trays with an output capacity of up to 4,250 sheets (Letter) (Sample Tray up to 250 sheets, Top Tray up to 1,500 sheets, Bottom Tray up to 2,500 sheets). The Staple Finisher-A1 cannot be installed with the Booklet Finisher-A1 or Copy Tray-P1.

7. Document Insertion Unit-H1



This Document Inserter Unit-H1 for the imageRUNNER ADVANCE gives users the ability to insert pre-printed cover sheets or insert sheets for binding. There is an upper tray and a lower tray each having a capacity of up to 200 sheets (up to 400 sheets total). The Document Insertion Unit-H1 supports paper weights of 14 lb bond to 110 lb cover and a paper size of LTR to 13"x19".

8. Paper Folding Unit-G1



The Paper Folding Unit-G1 enables the user to Z-fold, C-fold, Accordion Z-fold, Half-fold (V-fold), and double parallel fold paper for businesses that require letters, invoices, or brochures to be folded.

9. Puncher Unit-BF1

The Puncher Unit-BF1 provides 2 and 3-hole punch capability for paper stocks up to 140 lb Index. This option supports 2-hole punch for LGL and LTRR paper and 3-hole punch for 11" x 17" and LTR. The Puncher Unit-BF1 requires the Staple Finisher-A1 or the Booklet Finisher-A1.

10. Professional Puncher-C1 (With Integration Unit)



The Professional Puncher-C1 provides users with a variety of punch patterns. The punch patterns are available as die sets (easily replaced by the user). The Professional Puncher Unit-C1 combined with the Professional Puncher Integration Unit-B1 provides the end-user with the ability to create off-line plastic spiral bound books. This option supports LTR size paper only up to 80 lb Cover.

B. System Options

1. Océ PRISMAprepare

The optional Océ PRISMAprepare is an all-in-one job preparation client application for document makeready from composition through production. PRISMAprepare can be used to collect and combine PDF documents from a variety of digital and analog sources into one document with multiple sections. PRISMAprepare can be used to clean up pages from digital or hard copy sources, enhance documents, assign media attributes, create inserts, or optimize image color brightness and saturation.

PRISMAprepare allows the end-user to preview every step in the preparation process on screen, eliminating the need for hard copy proofing. The integrated color management capabilities enable the end-user to modify color brightness and saturation, replace, change or modify colors and access PANTONE Matching System and HKS¹⁵ spot color libraries.

PRISMAprepare is device-independent. The end-user can print PDF files to a variety of print devices when printing from Adobe Acrobat.

Adobe Acrobat Version 9 or later must be installed on each PC that will utilize a license of Océ PRISMAprepare.

Adobe Acrobat Version 9 or later must be installed on each Personal Computer (PC) that will utilize a license of Océ PRISMAprepare.

PRISMA Systems Training is required to sell and support Océ PRISMAprepare. See the PRISMAprepare and PRISMAaccess Software Solutions Guide for more details.

2. Océ PRISMAaccess

The optional Océ PRISMAaccess is an enterprise job submission and print management application for a printshop or printroom. The Océ PRISMAaccess job submission and print management application enables end-user customers to submit jobs to a printroom directly from their desktops via a web interface, downloadable driver or e-mail. Communication features include automated e-mail notification and a personalized overview of jobs in production to update the end-user customer on the status of orders. Adobe Acrobat Version 9 or later must be installed on each PC that will utilize a license of Océ PRISMAaccess.

PRISMA Systems Training is required to sell and support Océ PRISMAprepare. See the PRISMAprepare and PRISMAaccess Software Solutions Guide for more details.

¹⁵ HKS is an abbreviation of three German color manufacturers: Hostmann-Steinberg Druckfarben, Kast + Elinger Druckfarben, and H. Schmincke & Co.

3. Remote Viewer-B1

The Remote Viewer license enables the end-user to access the status window of the Océ PRISMAsync controller remotely from any computer in the same network. The remote viewer is accessed by typing 'http://[printer name or IP address]/remoteinfo' to the address bar of an internet browser. The remote information provided includes:

- The current status, displaying the same status bar visible on the Operator Panel.
- A fixed timeline of 30 minutes with a moving bar below it showing the time left for all scheduled print jobs to be finished.

C. Operator Attention Light



The optional Operator Attention Light is mounted on top of the imageRUNNER ADVANCE and helps the end-user to monitor the status of the imageRUNNER ADVANCE from a distance.

The light's colors match the printer status displayed on the dashboard of the Operator Panel.

- Red - The machine has stopped. Operator attention is required. (i.e. a required media type is not available or an error has occurred.)
- Orange - The machine will stop soon (i.e. required media is low). Operator attention is required soon. The orange light illuminates when the machine reaches a specified warning time. The warning time can be set by the end-user in the "System" view of the operator panel.
- Green - The machine is busy printing. Operator attention is not required.
- No color - The machine is idle. There are no jobs scheduled for printing.

IV. Productivity Features

A. Customer Expectations Document

Canon USA offers Dealers a Customer Expectations Document (CED) that contains features and capabilities of the Canon imageRUNNER ADVANCE C9000S PRO Series of devices. This document was developed to assist Canon USA dealers as part of their pre-sale, and pre-installation planning process to potential customers to help clarify the requirements and responsibilities associated with owning and operating an imageRUNNER ADVANCE C9000S PRO Series device.

It is recommended that potential customers that are interested in purchasing imageRUNNER ADVANCE C9000S PRO Series device have, and familiarize themselves with, the information in the CED prior to making their purchase.

Each model in this imageRUNNER ADVANCE Series will have its own CED, which can be found on the Canon USA e-Support website.

B. Serviceability

The imageRUNNER ADVANCE models are designed to improve serviceability, quality, and deliver lower service costs resulting in increased dealer service profitability.

The overall design of the imageRUNNER ADVANCE models enables a reduction in the time required to service the major components. Access to common parts and frequently used components has been improved to allow Technicians to perform tasks more efficiently.

In addition, an improvement in parts life (based on liberal usage conditions) reduces the replacement interval of parts and therefore the overall part costs.

C. Remote Support Services

The imageRUNNER ADVANCE C9000S PRO Series does not support imageWARE Remote or the Content Delivery System. This specification is subject to change.

V. Dealer Sales/Service Authorization

To become authorized and maintain authorization to sell and service the imageRUNNER ADVANCE C9000S PRO Series, each Authorized Dealer location must have at least two (2) Technicians who have successfully completed the following courses:

- The imageRUNNER ADVANCE 3 day, Systems course (a prerequisite for the imageRUNNER ADVANCE C9000, 4 day, Training Program)
- The imageRUNNER ADVANCE C9000 PRO / C7000 Series, 4 day, Print Engine and Accessories Hardware Training Program.
- The PRISMAsync 3 day Hardware Training Program. (formally known as the imagePRESS C7010VPS Series Hardware Training Program)

The PRISMA Systems Training, which includes PRISMAprepare and PRISMAaccess (formally known as imagePRESS C7010VPS Series Systems Training Program) is recommended for a systems engineer but is not required to sell or service the imageRUNNER ADVANCE C9000S Series product. However The PRISMA Systems Training course is required to sell and service the Océ PRISMAprepare and Océ PRISMAaccess software. In addition PRISMA Systems Training is required to receive support for Océ PRISMAprepare and Océ PRISMAaccess

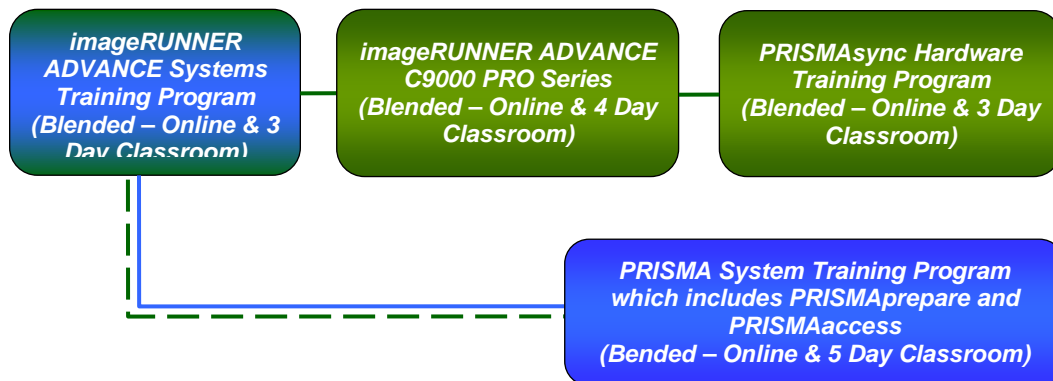
By meeting these requirements, a dealer can be confident that their service department has the skills and knowledge needed to be successful in servicing and supporting the imageRUNNER ADVANCE C9000S PRO Series.

In keeping with our current support policy, only those technicians who have successfully completed or who are enrolled in the training program will be entitled to live, phone-based support through our Technical Support Center (TSC). Self-Service Support (software downloads, knowledgebase, support forums, technical publications) will continue to be available through our e-Support website for all technicians.

VI. Educational Training

A. Training Program Overview

The learning path for the new imageRUNNER ADVANCE products has been designed to build the knowledge and skills of your support professionals in a way that will impact your customers in the most positive manner, both in the support of the product and the solutions you offer. The learning path (see diagram below) will start with a comprehensive blended imageRUNNER ADVANCE Systems program to build the foundation of the new user interfaces and the expanded product functionality. The learning path for the imageRUNNER ADVANCE C9000S PRO Series product concludes with a blended program focused on either the knowledge and skills needed for your Technicians or the knowledge and skills needed for your System Engineer.



Most of the training for the imageRUNNER ADVANCE training programs is a blended format where all of the theoretical information is learned through online modules and is reinforced with a hands-on classroom experience. The learning path is designed in two distinct paths, one for technicians and one for system engineers:

The imageRUNNER ADVANCE Systems Training program is the foundational program, serving as the gateway course, and is required to complete either the technician or system engineer learning path.

Technicians and system engineers will learn in the imageRUNNER ADVANCE Systems course everything from key operations, security, send features, network expansion and printing options.

The **imageRUNNER ADVANCE C9000 PRO Series Training Program** is a comprehensive blended learning program, which will educate the student in all areas of installation and support for the imageRUNNER ADVANCE C9000 PRO Series. In this course, they will learn everything from installing to servicing the main unit, through connecting and configuring the unit to meet customer's needs and expectations in all areas of printing and copying environments.

The PRISMA System Training Program is designed for system engineers, and focuses on Océ PRISMAprepare and Océ PRISMAaccess as well as the PRISMAsync controller.

With all of these programs keep in mind that the technicians and systems engineers will be required to complete all online modules prior to attending class. Failure to complete all required online courses will put the student at risk of being sent home from class.

It is highly recommended that all of your technicians and system engineers responsible for installing, configuring, and supporting these products successfully complete the entire learning path of the training program.

B. Certification

Technician certification is required for authorization to sell this product. The technician certification will be awarded when both the online and the classroom portions of these programs are successfully completed on the following models:

- imageRUNNER ADVANCE Systems
- imageRUNNER ADVANCE C9000 PRO Series Hardware
- imageRUNNER ADVANCE C7000 Series Hardware
- PRISMAsync Hardware Training Program

C. Technician Training

Technician training is designed for field technicians and systems engineers who will be responsible for the supporting the imageRUNNER ADVANCE C9000S PRO Series.

1. Online Courses – Technician Training

The online Systems and Hardware modules are available on e-Support. You can view the course overview of each course for more detailed information pertaining to the content of each course. You can also view the estimated time for completion of each module on the course content page. Each of the courses below are designed to teach theory, which will be reinforced during the hands-on activities in the classroom and will provide your Technicians and Systems Engineers with the complete knowledge required for the installation, configuration, and support of the imageRUNNER ADVANCE C9000S PRO Series.

Online Modules (Table 3)

Course Name	Course Code	Required
PRISMAsync Hardware Training Program	091PC7010VPS00Q	Yes
imageRUNNER ADVANCE Systems	09IRTAS01E	Yes
imageRUNNER ADVANCE C9000 PRO Series	09IRTAC901E	Yes
Basic Color Principles	09TCT17E	Yes

2. Classroom - Technician Training

Building on the eLearning modules, there is a three (3) day Systems, a four (4) day imageRUNNER ADVANCE C9000 PRO Series hardware classroom program and a three (3) day PRISMAsync Hardware classroom program. These intensive classroom programs will blend information taught online with the hands-on and practical application of the classroom. Each student will have an opportunity to practice disassembly and installation of key components as well as the practical exercises for troubleshooting many areas including the PRISMAsync Server as well as the print engine and accessories. This hands-on approach will focus on giving each Technician and Systems Engineer the ability to support the imageRUNNER ADVANCE C9000S PRO Series and meet the needs of your customers.

These Classroom courses will address the following components:

- imageRUNNER ADVANCE Systems
 - Introduction/Overview
 - New UI & Remote UI
 - Send Options
 - Network Options
 - Print Expansion Options
 - imageRUNNER ADVANCE Security
 - imageRUNNER ADVANCE Essentials
 - UGW and CDS
- PRISMAsync Hardware
 - imageRUNNER ADVANCE Systems
 - Installation & Upgrade
 - Basic Machine Operation (Part 1)
 - Product Concept & User Roles/Responsibilities
 - System Passwords, Maintenance Access & Key Operations
 - PRISMAsync Workflow
 - Basic Machine Operation (Part 2)
- imageRUNNER ADVANCE C9000 PRO Hardware
 - Introduction/Overview
 - Main Controller/Data Flow –Image Processing
 - Image Formation
 - Fixing, Media Transport
 - Laser Exposure System
 - ImageRUNNER ADVANCE Accessories

3. Prerequisites

Prior to enrolling into the blended technician training program, each student will have to successfully achieve a certification of the Applied Technology (or equivalent) and Basic Color Principles courses.

4. Training Facilities

Training is available in the following regional training center.

- Itasca, Illinois

The online portion is located in the eLearning Center on the e-Support Center website <http://www.support.cusa.canon.com>.

D. PRISMAsync Systems Blended Training

1. Training Overview

The PRISMAsync Systems Training which includes PRISMA prepare and PRISMA access (formally known as imagePRESS C7010VPS Systems Training Program) is designed for systems engineers that will have the responsibility to support the PRISMAsync Series Print Servers. The PRISMA Systems course will focus on the differences in the hardware between the PRISMAsync controller and the previous controllers. The training program also includes comprehensive training on the Océ PRISMAaccess and Océ PRISMAprepare applications that support the PRISMAsync controller.

2. PRISMAsync Five Day Systems Program

This systems course is a Blended Program with an online course and a five (5) day a hands-on activity filled classroom course that includes a final examination. Canon USA recommends that all systems engineers who will service and support the imageRUNNER ADVANCE C9000S PRO Series devices successfully complete this course to ensure they are prepared to support these products and customers.

The PRISMA Five Day Systems Training Program specifically focuses on the most prominent areas:

- Product Overview, Configuration & Specifications
- Key Operations and Media Library with the PRISMAsync controller
- Print Engine Differences & Similarities
- PRISMAsync Features, Functions and Printing
- PRISMAsync Workflow
- PRISMAsync Color Management
- PRISMAaccess Installation and Configuration
- PRISMAaccess Workflow
- PRISMAaccess Administration
- PRISMAprepare Installation and Configuration
- PRISMAprepare Workflow
- PRISMAprepare Administration

3. Prerequisites

There are no prerequisites required.

E. Service Materials

Printed Service Manuals and Parts Catalogs will be provided for reference use only in class at each of the technical training program locations and are not available for general purchase.

Service Manuals will be available in electronic format via download in the eLearning course and in on the Canon e-Support website at <http://www.support.cusa.canon.com>. An electronic PDF file of Service Manuals will be made available to each student attending the class to copy onto a laptop at the course completion. The student will be provided a printed TRG (Technical Reference Guide) that can be taken with them upon completion of the class.

F. Student Feedback and Course Follow-up

All students attending the classroom course at a Canon regional training center will be asked to complete a 10-question feedback survey. In addition, all students completing the technical training classroom course will receive a Training Survey approximately ninety (90) days after the class concluded. The purpose of this will be to find out how well each student was prepared to apply his or her knowledge in the field. The feedback will be utilized to continue to enhance the classroom course.

VII. Servicing Notes

A. Power and Plug Requirements

Canon USA Inc. strongly suggests dedicated and properly grounded outlets for these imageRUNNER ADVANCE devices and optional accessories. Before installation, confirm that dedicated NEMA receptacles are available for these devices.

The imageRUNNER ADVANCE C9000S PRO Series requires a dedicated single-phase 208V/15A NEMA 6-15R receptacle for the Main Unit and a dedicated single-phase 120V/20A NEMA 5-20R receptacle for the PRISMAsync controller and accessories for proper operation.

Confirm that a single-phase 120V/20A NEMA 6-15R and a single-phase 120V/20A NEMA 5-20R receptacles are available prior to installation.

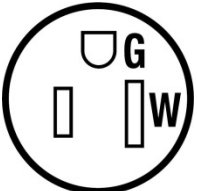
Power and Plug Requirements for Main Unit and Accessories (Table 4)

Description	Power Supply	Plug Specifications
imageRUNNER ADVANCE C9000S PRO Series	208V/15A	NEMA 6-15
Paper Deck Unit-A1	From the Main Unit	N/A
POD Deck Lite-A1	120V/15A	NEMA 5-15
Multi Drawer Paper Deck-A1		
Document Insertion Unit-H1		
Paper Folding Unit-G1		
Professional Puncher-C1 (With Integration Unit)		
PRISMAsync Controller		
Staple Finisher-A1		
Booklet Finisher-A1		
Inner Booklet Trimmer-A1	From the Finisher	N/A
Puncher Unit-BF1		

imageRUNNER ADVANCE C9075S PRO/C9065S PRO Main Unit Power Receptacle (Table 5)

imageRUNNER ADVANCE C9000S PRO Series Main Unit	
	 NEMA 6-15R Receptacle

Accessories Power Receptacle (Table 6)

PRISMAsync Controller and Accessories	
	NEMA 5-15 Receptacle

B. Installation Weight & Dimensions

The imageRUNNER ADVANCE C9075S PRO/C9065S approximate weight and dimensions differ depending on how it is configured with the optional accessories.

Approximate Weight (Table 7)

Component	Approximate Weight	
Main Unit w/ Duplex Color Image Reader Unit-A1, Buffer Pass Unit-F1, and Consumables	723.9 lb	328 kg
Operator Panel	9.3 lb	4.2 kg
Operator Attention Light	2.2 lb	1 kg
PRISMAsync Controller	35 lb	16 kg
Paper Deck Unit-A1	81.6 lb	37 kg
POD Deck Lite-A1	110 lb	50 kg
Multi-Drawer Paper Deck-A1	331 lb	150 kg
Staple Finisher-A1	134 lb	61 kg
Booklet Finisher-A1	238 lb	108 kg
Professional Puncher-C1	176 lb	80 kg
Integration Unit-B1	88.2 lb	40 kg
Document Insertion Unit-H1	134 lb	61 kg
Paper Folding Unit-G1	157 lb	71 kg
Inner Booklet Trimmer-A1	7.05 lb	32 kg
Puncher Unit-BF1 ¹⁶	8.2 lb	3.7 kg
Copy Tray-P1	2.9 lb	1.3 kg

Dimensions (Table 8)

Unit	Height		Width		Depth	
Main Unit w/ Duplex Color Image Reader Unit-A1 and Operator Panel ¹⁷	55.1"	1,400 mm	50.2"	1,275 mm	36.75"	932 mm
Main Unit w/ Duplex Color Image Reader Unit-A1, Operator Panel, & Operator Attention Light ¹⁸	65.0"	1,650 mm	50.2"	1,275 mm	36.75"	932 mm
PRISMAsync Controller	16.5"	420 mm	7.9"	200 mm	16.9"	430 mm
Buffer Pass Unit-F1	40.0"	1,016 mm	7.0"	178 mm	25.0"	635 mm
Paper Deck Unit-A1	22.4"	570 mm	12.75"	323 mm	23"	583 mm
POD Deck Lite-A1	22.4"	570 mm	23.66"	601 mm	24.5"	621 mm
Multi-Drawer Paper Deck-A1	41"	1,040 mm	37.4"	950 mm	31.4"	797 mm
Staple Finisher-A1 ¹⁹	41"	1,040 mm	30.8"	782 mm	30.13"	765 mm
Booklet Finisher-A1 ¹⁹	41"	1,040 mm	35.3"	896 mm	30.13"	765 mm
Professional Puncher-C1	41"	1,040 mm	12"	305 mm	31.25"	794 mm
Integration Unit-B1	41"	1,040 mm	10.13"	257 mm	31.25"	794 mm
Document Insertion Unit-H1	55.4"	1,407 mm	26.4"	746 mm	31.25"	794 mm
Paper Folding Unit-G1	46.9"	1,190 mm	13.25"	336 mm	31.25"	794 mm
Inner Booklet Trimmer-A1	15.9"	403 mm	9.9"	251 mm	24.6"	625 mm
Puncher Unit-BF1 ¹⁶	15.5"	392 mm	3.8"	95 mm	15.5"	392 mm
Copy Tray-P1	5.63"	143 mm	14.38"	365 mm	14.75"	375 mm

Note: The above dimensions are for reference only and should not be confused with the required space for installation.

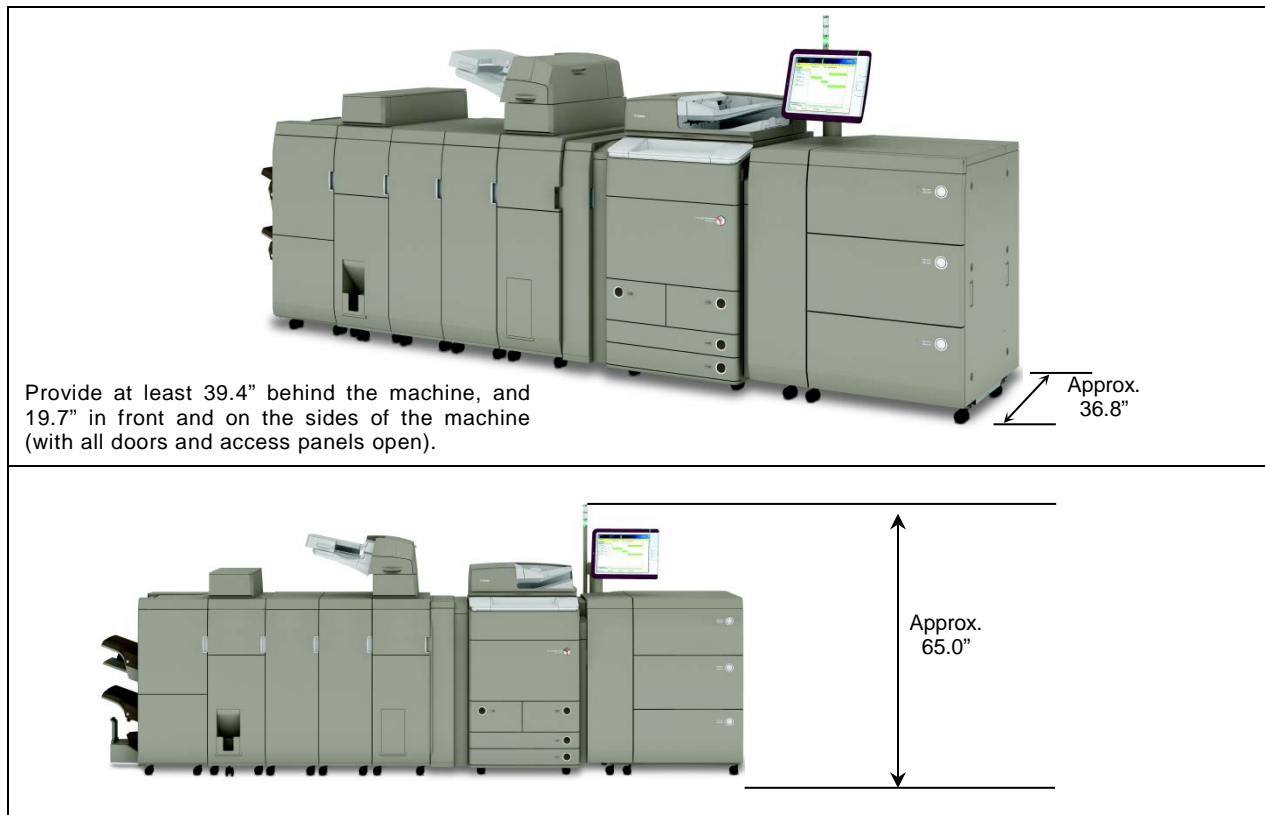
¹⁶ Installed inside the optional Staple Finisher-A1 or Booklet Finisher-A1

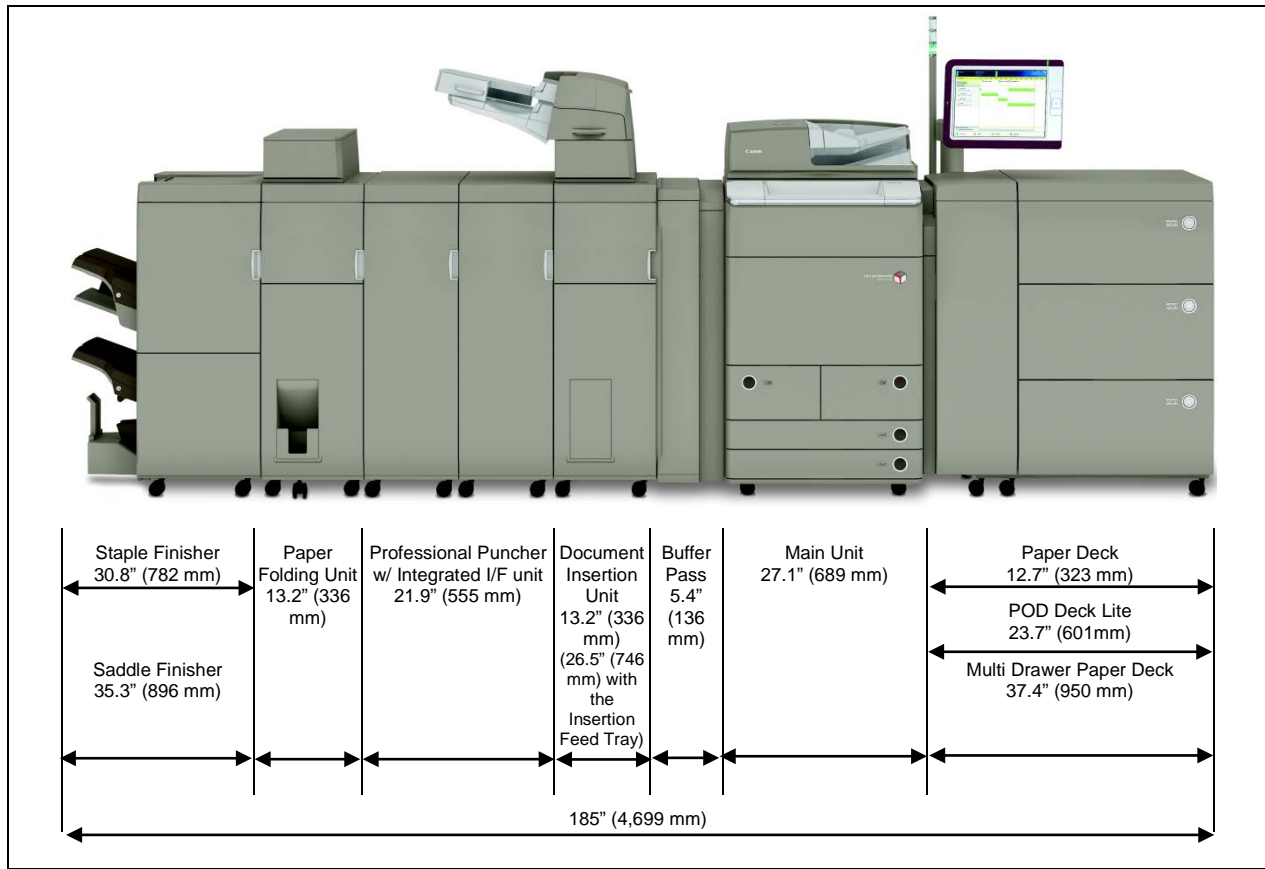
¹⁷ The width is measured to the right edge of the operator panel, and the height is measured to the top of the operator panel.

¹⁸ The width is measured to the right edge of the operator panel, and the height is measured to the top of the attention light.

¹⁹ The auxiliary tray is extended.

Dimensions Diagram (Table 9)

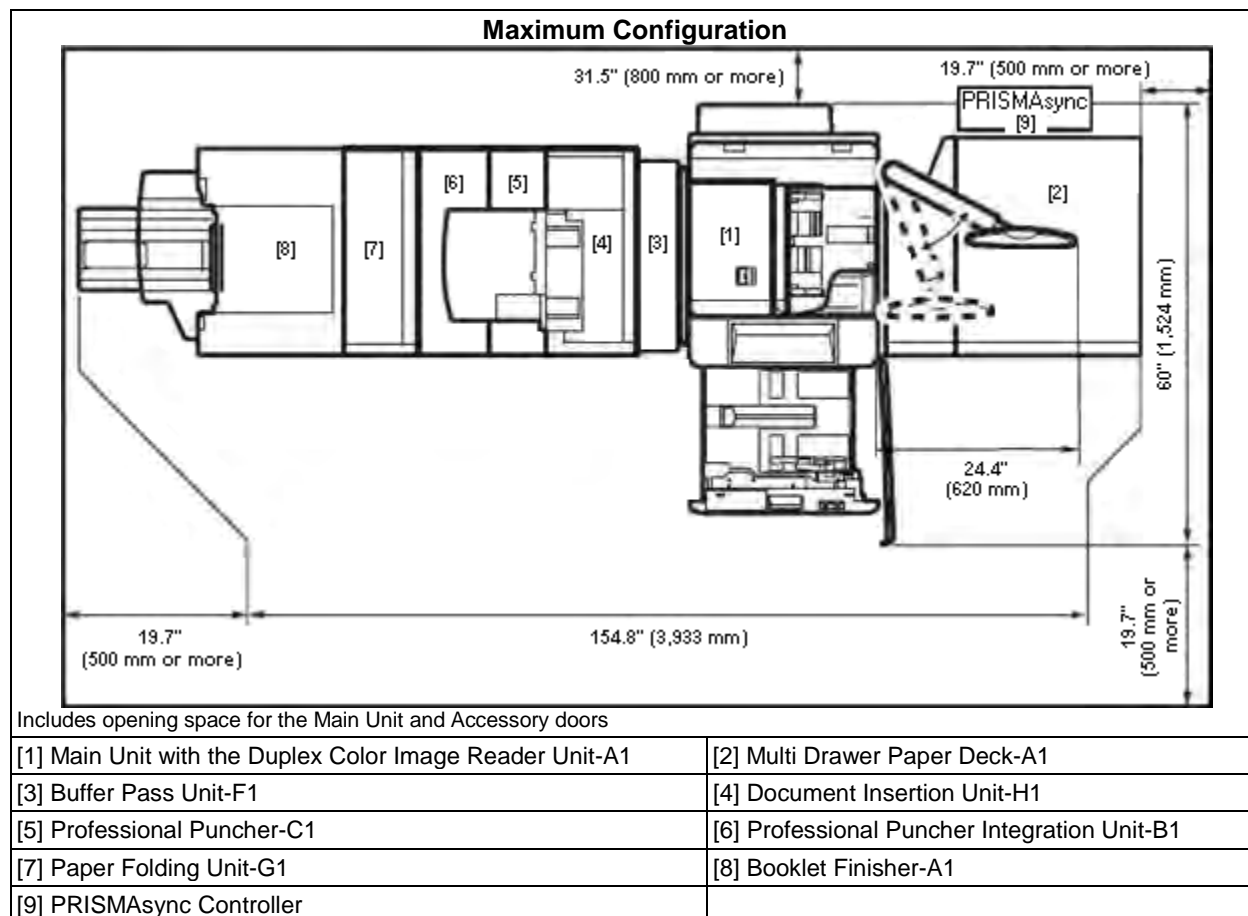




C. Installation Space Requirements

The imageRUNNER ADVANCE C9000S PRO Series approximate installation space requirements will differ depending on its configuration with optional accessories.

Installation Space (Table 10)



NOTES:

- Provide 19.75" (500 mm) on the sides and the front of the machine for unrestricted operation, including the opening of the main unit and accessory doors.
- With the main unit only, provide at least 4" (100 mm) behind the machine to the wall for unrestricted operation, including the opening of the main unit doors.
- With the accessories attached, provide at least 31.5" (800 mm) behind the machine to the wall for unrestricted operation, including the opening of the main unit and accessory doors.
- Do not place anything around the machine. Especially, do not place anything around the breaker, as doing so may prevent access to the breaker in an emergency, possibly resulting in personal injury.

D. Estimated Installation Times

The estimated Installation times below are the estimated times required for installation the main unit installation and optional accessories starting from an unpacked condition. The estimated installation times can be achieved only with a minimum of two (2) experienced technicians on the imageRUNNER ADVANCE C9000S PRO Series.

Actual work times may differ from the estimated times shown in the table. Refer to the imageRUNNER ADVANCE C9075S PRO/C9065S PRO Series Service Manual for further details.

Estimated Installation Times (Table 11)

Description	Estimated Time
Main Unit and Buffer Pass Unit	45 minutes
PRISMAsync Controller	15 minutes
Operator Panel	15 minutes
Operator Attention Light	5 minutes
Duplex Color Image Reader Unit-A1	10 minutes
Paper Deck Unit-A1	14 minutes
Paper Deck Heater Unit-A1	19 minutes
POD Deck Lite-A1	17 minutes
Multi-drawer Paper Deck-A1	20 minutes
Buffer Pass Unit-F1	8 minutes
Staple Finisher-A1	8 minutes
Booklet Finisher-A1	9 minutes
Puncher Unit-BF1	11 minutes
Document Insertion Unit-H1	8 minutes
Paper Folding Unit-G1	12 minutes
Professional Puncher-C1 & Professional Puncher Integration Unit-B1	17 minutes
Inner Booklet Trimmer-A1	14 minutes
Removable HDD Kit-AB1	25 minutes
3.5inch/80GB HDD-A1 / 3.5inch/1TB HDD-B1	9 minutes
Copy Tray-P1	2 minutes

E. Firmware Upgrade

1. Computer Requirements for Upgrading

The following are the recommended Desktop PC or laptop specifications²⁰ to use for the download:

- CPU: Intel Celeron 400MHz or higher (32-bit processor only)
- Memory: 512 MB of RAM or more
- Free HDD Capacity: 1 GB or more of available hard disk space
- High-Speed USB 2.0 (recommended) or 1.1
- Display: VGA 640 x 480 resolution or better, 256 colors or more
- Operating System (any of the following):
- Microsoft Windows 2000 Server/Professional
- Microsoft Windows XP Professional or Home Edition
- Network connection: 10Base-T/100Base-TX, or a PCMCIA slot for an Ethernet card

2. PRISMAsync Controller Firmware



CAUTION

The parameters of the USB flash drive, used as the USB stick and USB Key, are very specific, reference the

²⁰ Specifications are subject to change without notice.

[USB Flash Drive Specifications \(for the USB Key and USB Stick\)](#) (Table 40). Using a USB flash drive that does not meet these parameters may result in an error when backing up the system or an error during firmware installation.



WARNING

The USB flash drives used to create a system backup and to install firmware must not be used interchangeably. The preparation process to install firmware requires that the USB flash drive be formatted. Any data on the USB flash drive would be lost. This will include any system backup data.

a. PRISMAsync Controller System Backup

A USB flash drive (USB key) is included with the PRISMAsync controller. The USB Key is available to save a back up of the PRISMAsync controller system and licenses.

It is highly recommended that a service technician/system engineer create a system backup to the USB key after device installation, a major system change or a system upgrade.

A service technician/system engineer can restore the PRISMAsync controller system and licenses after an upgrade or system failure. The USB key must be kept with the imagePRESS Device.

b. PRISMAsync Controller Firmware Updates

PRISMAsync Controller firmware updates are available as a service part and can be ordered by the dealer.

A USB flash drive (USB stick), available for purchase, is used by the service technician/system engineer to upgrade or restore the PRISMAsync controller firmware. The process to prepare the USB stick, to make it ready to install firmware, formats the USB stick (eliminating all contents) and downloads the new firmware to the USB stick.

During the PRISMAsync Controller firmware update process, the current firmware is erased and replaced by firmware installed from the USB stick. Therefore, it is highly recommended that the service technician/system engineer backup the system using a separate USP Flash drive (the USB key), see System Backup. After the Firmware update, the installed licenses can be restored using the USB key.

Once the USB stick has been used to update firmware on the PRISMAsync controller, it cannot be used again to update firmware until the preparation process has been repeated.

3. imageRUNNER ADVANCE Firmware Update

The Service Support Tool²¹ (Version 4.52 or later) is available via the Canon USA e-Support Center website for updating the following system components:

- System Software stored on the Hard Disk Drive (HDD)
- Language
- HD Format
- Remote User Interface (RUI) stored on the HDD
- MEAP Cont
- BootROM on the Main Controller Printed Circuit Board (PCB)

When the HDD is replaced, the Service Support Tool²¹ is used to format the new HDD and load software. Canon USA will make the data for these updates available to the dealers via e-Support.

Refer to the Service Manual for complete upgrading procedures.

²¹ Check the e-Support Center Download Center for the most current version of the Service Support Tool

F. International License Management System

The PRISMAsync Controller is licensed and activated through the International License Management System (ILMS) server.

To activate the PRISMAsync Controller, the service technician must complete the activation form and e-mail to sf@cusa.canon.com. The following information is required:

- The Dealer Order Number
- The License Number for the PRISMAsync Controller
- The PRISMAsync Host ID (MAC address)
- The serial number of the imageRUNNER ADVANCE.

G. PRISMAprepare and PRISMAaccess Activation

To activate the Optional Océ PRISMAprepare and Océ PRISMAaccess applications the end-user or dealer will need to complete the software Fulfillment Authorization Form provided with the package of PRISMAprepare and PRISMAaccess software. Complete the form with the following information:

- The Server Name
- MAC Address or Host ID of the PC
- E-mail Address to send the license file
- Contact Information

Once completed the form must be fax or e-mailed to the contact information provided on the form. The license file to activate the software will be sent to the e-mail address provided on the form.

H. Recommended System Engineer Requirements

An SE (System Engineer)²² is recommended to work with Canon's networked devices, and should have the following basic job functions:

- Systems integration (pre-sale and post-sale)
- Installation
- Education of customers and dealership personnel
- Troubleshooting

To perform the above tasks successfully, it is crucial that the SE have strong computer skills and working knowledge in the following areas (listed in order of importance):

1. The major computer platforms (IBM-compatible and Macintosh)
2. Computer hardware (including cabling)
3. Computer software (including drivers)
4. Operating systems:
 - Windows 2000 Professional/Server/Advanced Server
 - Windows XP Professional/Home Edition (32 bit)
 - Windows XP Professional x64 (64 bit)
 - Windows Server 2003 (32 and 64 bit versions)
 - Windows Vista (32 bit)
 - Mac OS versions 10.1.5 and up (for PS/PCL), and versions 10.2.8 – 10.4.2 (for UFR II)
5. Network Operating Systems:
 - Novell NetWare 3.x, 4.x, 5.x, and 6.x
 - Windows NT/2000/2003
 - Mac OS X
6. Protocols:
 - TCP/IP
 - IPX/SPX
 - NetBIOS
 - AppleTalk
7. Printing
8. Scanning

It is also important that the SE have computer skills and working knowledge in the following areas:

- Other computer platforms (mainframe and UNIX)
- Networking
- Basic electronics

²² An SE (System Engineer) is a professional title often used by hardware vendors for individuals who perform systems related tasks, such as analysis, design, and programming. System Engineers are also often involved in pre-sales activities.

The Education/Training (listed in preferred order) of a successful Canon dealership's SE include:

1. Novell CNA or Novell CNE or Microsoft MCSE certification
2. Two years of experience being a Canon Copier Service Technician (training centered on connectivity products)
3. A degree in Computer Science or Engineering, or a computer technician with two years of experience is required in the above areas.

I. Hard Disk Drive Handling

The imageRUNNER ADVANCE C9000S PRO Series uses a HDD (Hard Disk Drive) for storage of the firmware and image data. The HDD is easily affected by shock, vibration, and static charge. Therefore, its handling requires special care. When transporting a HDD, which is available as a service part, it must be kept in its original package until it is installed into the main body.

Exemption clause:

Canon USA or any of its affiliates or dealers will not be liable for any damages for loss of data received or stored on the hard disk, including loss arising from lost opportunity to use such data, even if Canon is informed of the possibility of such damages. Therefore, it is recommended not to permanently store data on the HDD without having secured copies or printouts of such data. (Review the terms of the product's limited warranty for more details.)

Note: If a HDD must be replaced due to a fault, all MEAP application files stored on it will be lost, requiring reinstallation of all applications and their license files in addition to performing the normal work associated with the replacement of the hard disk. Refer to the imageRUNNER ADVANCE C9075S PRO/C9065S PRO Series Service Manual for further details.

J. Consumables

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

A number of factors are considered when the approximate yield expectancy of a consumable is determined, including paper size and the amount of coverage per page.

Note 1: All consumables shown in the below table are estimates for reference purposes only and are subject to change without notice. Actual usage may vary.

Note 2: These models contain logic (a default setting) to help the dealer control costs by only allowing a toner bottle to be replaced by the end-user customer when approximately 5% of its content remains. However, this can be disabled in Service Mode thereby allowing replacement of a bottle at any time by the end-user customer. Please see the Service Manual for details.

Main Unit Consumables List (Table 12)

Description	Part Number ²	Quantity	Estimated Life (copies/prints ²³)	Remarks
GPR-32 Black Drum Unit	2780B003AA	1	530,000	imageRUNNER ADVANCE C9075S PRO
			550,000	imageRUNNER ADVANCE C9065S PRO
GPR-32 Color Drum Unit	2781B004AA	1	174,000	
GPR-32 Black Toner	2791B003AA	1	72,000 ²⁴	
GPR-32 Cyan Toner	2795B003AA	1	54,000 ²⁴	
GPR-32 Magenta Toner	2799B003AA	1	54,000 ²⁴	
GPR-32 Yellow Toner	2803B003AA	1	54,000 ²⁴	

²³ Value is based on LTR sized paper. Estimated average values in the field, based on data from supplier. Data is subject to change depending upon many factors including, without limitation, monthly copy volume, environment, type of image printed and customer handling of the equipment.

²⁴ Estimated 5% toner coverage on LTR sized paper.

K. Periodically Replaced Parts

Description	Part Number ²	Quantity	Estimated Life (copies/prints)	Remarks
Primary Charging Wire	FL2-8915-000	1	150,000	
Primary Charging Wire Cleaning Pad Slider	FL2-0462-000	1	150,000	
Primary Charging Wire Cleaning Pad Holder	FL2-2720-000	1	150,000	
Pre-primary Transfer Charging Wire	FL2-8807-000	1	150,000	
Pre-primary Transfer Charging Wire Cleaning Pad Slider	FL2-0462-000	1	150,000	
Pre-primary Transfer Charging Wire Cleaning Pad Holder	FL2-2720-000	1	150,000	
Grid Plate	FC8-2295-000	1	150,000	
Grid Cleaning Pad	FL3-4090-000	1	150,000	
Ozone Filter	FL3-4101-000	2	500,000	
Primary Charging Dustproof Filter	FL2-0439-000	1	500,000	
Fixing Dustproof Filter	FL2-8946-000	1	500,000	
Pressure Thermistor 1	FK2-7870-000	1	1,000,000	imageRUNNER ADVANCED C9075S PRO
			1,108,000	imageRUNNER ADVANCED C9065S PRO
Pressure Thermistor 2	FK2-7871-000	1	1,000,000	imageRUNNER ADVANCED C9075S PRO
			1,108,000	imageRUNNER ADVANCED C9065S PRO
Primary Charging Assembly	FM4-5704-000	1	1,400,000	
Pre-primary Transfer Charging Assembly	FM3-4720-000	1	14,000,000	

L. Consumable Parts

Consumable parts are defined as those parts having a limited yield that will be reached during a customer's specific machine operation and should be replaced as needed. Examples of consumable parts may include but are not limited to feed rollers, cleaner blades, etc. The consumable parts provided below show an estimated yield to assist in the initial parts/supplies planning.

Note: All consumable parts shown in the below tables are for reference purposes only and are subject to change without notice.

Main Unit Consumable Parts List (Table 13)

Description	Part Number ²	Quantity	Estimated Life (copies/prints ²³)	Remarks
Multi-purpose Tray Feed Roller	FB1-8581-000	1	120,000	
Multi-purpose Tray Separation Roller	FC6-6661-000	1	120,000	
Secondary Transfer Static Eliminator	FM3-9841-000	1	550,000	
ITB	FY7-0409-000	1	550,000	
ITB Cleaning Blade	FC8-1699-000	1	200,000	
ITB Inner Scraper Holder	FL2-8873-000	1	550,000	
Right Deck Pickup Roller/ Left Deck Pickup Roller	FC5-2524-000	2	500,000	
Right Deck Feed Roller/ Left Deck Feed Roller	FC5-2526-000	2	500,000	
Right Deck Separation Roller/ Left Deck Separation Roller	FC5-2528-000	2	500,000	
Cassette 3 Pickup Roller/ Cassette 4 Pickup Roller	FC5-2524-000	2	500,000	
Cassette 3 Feed Roller/ Cassette 4 Feed Roller	FC5-2526-000	2	500,000	
Cassette 3 Separation Roller/ Cassette 4 Separation Roller	FC5-2528-000	2	500,000	
Fixing Belt Unit	FM4-5701-000	1	400,000	
Pressure Belt Unit	FM4-5702-000	1	500,000	
Primary Transfer Roller (Y/M/C/Bk)	FC8-1692-000	4	550,000	
Secondary Transfer Inner Roller	FC7-9325-000	1	550,000	
Secondary Transfer Outer Roller	FC9-0386-000	1	550,000	
Drum Cleaning Blade (Bk)	FC8-2281-000	1	530,000	imageRUNNER ADVANCED C9075S PRO
			550,000	imageRUNNER ADVANCED C9065S PRO
Drum Cleaning Scoop-up Sheet (Bk)	FL2-8652-000	1	530,000	imageRUNNER ADVANCED C9075S PRO
			550,000	imageRUNNER ADVANCED C9065S PRO
Edge Scraper 1 (Bk)	FL2-8653-000	1	530,000	imageRUNNER ADVANCED C9075S PRO
			550,000	imageRUNNER ADVANCED C9065S PRO

Main Unit Consumable Parts List (Table 13) Continued

Description	Part Number ²	Quantity	Estimated Life (copies/prints ²³)	Remarks
Edge Scraper 2 (Bk)	FL2-8654-000	1	530,000	imageRUNNER ADVANCED C9075S PRO
			550,000	imageRUNNER ADVANCED C9065S PRO
Developing Assembly (Bk)	FM4-6615-000	1	500,000	imageRUNNER ADVANCED C9075S PRO
Developing Assembly (Y)	FM4-6612-000	1	500,000	imageRUNNER ADVANCED C9075S PRO
Developing Assembly (M)	FM4-6613-000	1	500,000	imageRUNNER ADVANCED C9075S PRO
Developing Assembly (C)	FM4-6614-000	1	500,000	imageRUNNER ADVANCED C9075S PRO
Waste Toner Container	FM4-5696-000	1	50,000	Based on 5% toner coverage for each color @ 100% Color Ratio

Duplex Color Image Reader Unit-A1 Consumable Parts List (Table 14)

Description	Part Number ²	Quantity	Estimated Life (copies/prints ²³)	Remarks
Pickup roller	FC8-5577-000	1	80,000 pages	
Feed roller 1	FL2-9608-000	1	80,000 pages	
Separation roller	FB2-7777-000	1	80,000 pages	
Dust-colleting	FC8-5727-000	8	80,000 pages	
Dust-colleting type E	FC8-5633-000	2	80,000 pages	

Paper Deck Unit-A1 Consumable Parts List (Table 15)

Description	Part Number ²	Quantity	Estimated Life (copies/prints ²³)	Remarks
Pickup Roller (Front)	FF5-7829-000	1	250,000 pages	
Pickup Roller (Rear)	FF5-7830-000	1	250,000 pages	
Feed Roller	FF6-1975-000	1	250,000 pages	
Separation Roller	FB2-7777-000	1	250,000 pages	

POD Deck Lite-A1 Consumable Parts List (Table 16)

Description	Part Number ²	Quantity	Estimated Life (copies/prints ²³)	Remarks
Pickup Roller (Front)	FF5-7829-000	1	500,000 pages	
Pickup Roller (Rear)	FF5-7830-000	1	500,000 pages	
Feed Roller	FF6-1975-000	2	500,000 pages	
Separation Roller	FB2-7777-000	1	500,000 pages	

Multi-drawer Paper Deck-A1 Consumable Parts List (Table 17)

Description	Part Number ²	Quantity	Estimated Life (copies/prints ²³)	Remarks
Pickup Roller (Front)	FF5-7829-000	3	500,000 pages	
Pickup Roller (Rear)	FF5-7830-000	3	500,000 pages	
Pickup/Feed Roller	FF6-1975-000	3	500,000 pages	
Separation Roller	FB5-6586-000	3	500,000 pages	
Pickup Clutch	FH6-5145-000	6	4,000,000 pages	
Pickup Roller Release Solenoid	FH6-5146-000	3	4,000,000 pages	

M. Main Engine Fixing Unit and ITB Unit

As an option, Canon USA has made available Main Engine Fixing Unit and ITB Unit for replacement as single units. The Fixing Unit and ITB Unit consist of consumable and periodically replaced parts.

These assemblies are designed to be replaced by the service technician only in extreme circumstances where replacing consumable and periodically replaced parts of the Fixing Unit or ITB Unit does not correct print quality issues.

Main Unit Fixing Assembly (Table 18)

Main Unit Fixing Assembly				
Item	Part Number ²	Quantity	imageRUNNER ADVANCE	Remarks
Fixing Unit	FM3-9870-000	1	C9075S PRO/ C9065S PRO	
ITB Unit	FM4-8544-020	1	C9075S PRO/ C9065S PRO	

N. Periodic Replacement Parts

Periodic Replacement Parts (Table 19)

Description	Part Number ²	Quantity	Estimated Life (copies/prints)	Remarks
Primary Charging Wire	FL2-8915-000	1	150,000	
Primary Charging Wire Cleaning Pad Slider	FL2-0462-000	1	150,000	
Primary Charging Wire Cleaning Pad Holder	FL2-2720-000	1	150,000	
Pre-primary Transfer Charging Wire	FL2-8807-000	1	150,000	
Pre-primary Transfer Charging Wire Cleaning Pad Slider	FL2-0462-000	1	150,000	
Pre-primary Transfer Charging Wire Cleaning Pad Holder	FL2-2720-000	1	150,000	
Grid Plate	FC8-2295-000	1	150,000	
Grid Cleaning Pad	FL3-4090-000	1	150,000	
Ozone Filter	FL3-4101-000	2	500,000	
Primary Charging Dustproof Filter	FL2-0439-000	1	500,000	
Fixing Dustproof Filter	FL2-8946-000	1	500,000	
Pressure Thermistor 1	FK2-7870-000	1	1,000,000	imageRUNNER ADVANCED C9075S PRO
			1,108,000	imageRUNNER ADVANCED C9065S PRO
Pressure Thermistor 2	FK2-7871-000	1	1,000,000	imageRUNNER ADVANCED C9075S PRO
			1,108,000	imageRUNNER ADVANCED C9065S PRO
Primary Charging Assembly	FM4-5704-000	1	1,400,000	
Pre-primary Transfer Charging Assembly	FM3-4720-000	1	1,400,000	

O. Periodic Maintenance

Some parts of the machine must be periodically maintained and/or replaced on a periodic basis to ensure a specific level of machine performance. These parts are likely to affect the performance once they fail even in the absence of external change or damage. Whenever possible, plan their replacement so that it will coincide with a scheduled service visit.

Main Unit Periodic Maintenance (Table 20)

Part Name	Estimated Timing (sheets) ^{2b}								Remarks
	120,000	150,000	200,000	500,000	550,000	1,000,000	As needed	Others	
◆:Replacement (Periodical replacement) ●: Replacement (Consumable parts) Δ: Cleaning ×: Lubrication □: Adjustment ■: Inspection									
Dustproof Glass Cleaning (Bk)							Δ		Clean as needed
Dustproof Glass Cleaning (Y/M/C)							Δ		Clean as needed using the attached cleaning tool
Primary Charging Assembly		Δ				◆			Clean when replacing the Primary Charging Wire
Pre-primary Transfer Charging Assembly		Δ		◆					Clean when replacing the Pre-primary Transfer Charging Wire
Toner Catch Sheet (color)								Δ	Clean when replacing the Color Drum Unit
Toner Catch Tray (black)								Δ	
Toner Blocking Plastic Sheet		Δ							Clean with lint free paper
Primary Charging Wire		◆							
Primary Charging Wire Cleaning Pad Slider		◆							
Primary Charging Wire Cleaning Pad Holder		◆							
Pre-transfer Charging Wire		◆							
Pre-transfer Charging Wire Cleaning Pad Slider		◆							
Pre-transfer Charging Wire Cleaning Pad Holder		◆							
Grid Plate		◆							
Grid Cleaning Pad		◆							
Developing Assembly (Y)				●					
Developing Assembly (M)				●					
Developing Assembly (C)				●					
Developing Assembly (Bk)				●					
Drum Cleaning Blade (Bk)					●				
Drum Cleaning Scoop-up Sheet (Bk)					●				
Edge Scraper 1 (Bk)					●				
Edge Scraper 2 (Bk)					●				
Post-secondary Transfer Sensor				Δ			Δ		Clean as needed
Patch Sensor				Δ					Clean when replacing the Black Drum
ITB Unit								□	When releasing the pressure of ITB Unit, execute <i>Auto Correct Color Mismatch</i>
ITB Driver Roller								Δ	Clean when replacing the ITB
ITB Stirring Roller								Δ	
ITB Inside Scraper								Δ	
ITB HP Sensor								Δ	


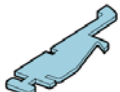


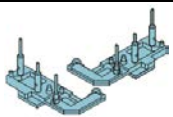
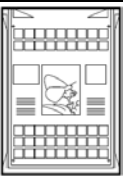
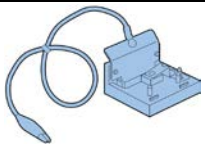
25 Estimated average values in the field, based on data from supplier. Data is subject to change depending upon many factors including, without limitation, monthly copy volume, environment, type of image printed and customer handling of the equipment.

Part Name	Estimated Timing (sheets) ²⁵								Remarks
	120,000	150,000	200,000	500,000	550,000	1,000,000	As needed	Others	
◆: Replacement (Periodical replacement) ●: Replacement (Consumable parts) Δ: Cleaning ×: Lubrication □: Adjustment ■: Inspection									
ITB Displacement Sensor								Δ	
ITB Cleaning Unit								■	Clean when replacing the ITB Cleaning
ITB					●				
ITB Cleaning Blade			●						
Primary Transfer Roller (Y)					●				
Primary Transfer Roller (M)					●				
Primary Transfer Roller (C)					●				
Primary Transfer Roller (Bk)					●				
Secondary Transfer Inner Roller					●				
ITB Inner Scraper Holder					●				
Secondary Transfer Outer Roller					●		Δ		Clean when replacing the Secondary Transfer Outer Roller
Secondary Transfer Static Eliminator					●		Δ		
Fixing Belt Unit Gear								×	Clean when replacing the Pressure Belt. Apply grease to all gear teeth.
Pressure Belt Unit Gear								×	Clean when replacing the Fixing Belt. Apply grease to all gear teeth.
Cleaning of oil stain on the Contact Roller of Pressure Belt Position Sensor and the lower side of Lower Unit								Δ	Clean when replacing the Pressure Belt.
Fixing Inlet Guide, Sensor Flag				Δ					Clean when replacing the Fixing Inlet Guide, Sensor Flag
Pressure Thermistor 1						◆			
Pressure Thermistor 2						◆			
Fixing Belt Unit				●					Every 400,000
Pressure Belt Unit				●					
Right Deck Pickup Roller				●					
Left Deck Pickup Roller				●					
Right Deck Feed Roller				●					
Left Deck Feed Roller				●					
Right Deck Separation Roller				●					
Left Deck Separation Roller				●					
Cassette 3 Pickup Roller				●					
Cassette 4 Pickup Roller				●					
Cassette 3 Feed Roller				●					
Cassette 4 Feed Roller				●					
Cassette 3 Separation Roller				●					
Cassette 4 Separation Roller				●					
Multi-purpose Tray Feed Roller	●								
Multi-purpose Tray Separation Roller	●								
Transparency Sensor							Δ		Clean as needed
Pre-Fixing Feed Belt				Δ			Δ		
Ozone Filter				◆					
Primary Charging Dustproof Filter				◆					
Fixing Dustproof Filter				◆					
Waste Toner Container								◆	Replace every 50,000 sheets

P. Special Tools

In addition to the standard tools used to service these devices, the following special tools should also be carried according to its rank when servicing an imageRUNNER ADVANCE C9000S PRO Series.

Special Tools (Table 21)

Description	Part Number2	Rank	Appearance	Remarks
Digital Multimeter	FY9-2002-000	A		Use for electrical checks; for adjustment of laser power in combination with the laser power checker.
Door Switch	TKN-0093	A		
Tester Extension Pin	FY9-3038-000	A		Used as a probe extension when making electrical checks.
Tester Extension Pin (L Shaped)	FY9-3039-000	A		Used as a probe extension when making electrical checks.
Mirror Positioning Tool	FY9-3046-040	B		Used for positioning mirror mounts.
CA-1 Test Sheet	FY9-9030-000	A		Used for adjusting/checking images.
Electrode for checking potential sensor	FY9-3057-010	B		Surface potential sensor for zero-level check
Rank Description				
A: Each service person is expected to carry one.				
B: Each five or so service persons are expected to carry one.				

Refer to the imageRUNNER ADVANCE C9075S PRO/C9065S PRO Series Service Manual for complete details.

Q. Soft Counter

The imageRUNNER ADVANCE C9000S PRO Series uses soft counters to track its functional copy use. The operator panel can display up to eight (8) counters in the Maintenance Mode (when the Maintenance button on the operator panel is pressed). The imageRUNNER ADVANCE C9000S PRO Series operator panel displays up to eight (8) counters on the Maintenance Mode screen.

The Maintenance Mode screen shows two types of counters; Billing counters and Day counters. Billing counters represent the total number of prints that have been made since the machine was installed. The Day counters displays the same counters, however, the day counters can be reset to zero (0). The Day counters can be reset at any time (i.e., between jobs, daily or between meter readings).

The table below indicates the default counter configurations of the imageRUNNER ADVANCE C9000S PRO Series in maintenance mode. Refer to the imageRUNNER ADVANCE C9075S PRO/C9065S PRO Series Service Manual for complete details on the Soft Counter configurations.

Soft Counter (Table 22)

Counter	Meter Number	Counter Description (from Service Manual)	Default Display	Adjustability of Display
1	101	Total 1	On	May not be changed
2	108	Total (B&W 1)	On	May be changed via Service Mode setting to any available counter
3	229	Copy (Full Color + Single Color/Large)	On	
4	230	Copy (Full Color + Single Color/Small)	On	
5	321	Print (Full Color + Single Color/Large)	On	
6	322	Print (Full Color + Single Color/Small)	On	
7	Not Displayed	Not Displayed	Off	
8	Not Displayed	Not Displayed	Off	

The default counter 3 (meter 229) and counter 4 (meter 230) do not increment when a copy is made. Canon USA recommends changing these counters during installation to what is most appropriate to your service organization.

When changing any of the counters, the PRISMAsync Controller and the Main engine must be rebooted for the changes to take effect.

Refer to the imageRUNNER ADVANCE C9000S PRO Series Service Manual for complete details on the Soft Counter configurations.



CAUTION

After performing a RAM clear, the counter will change back to its default. As a result, the service technician must note the soft counter settings before performing the RAM clear and return the soft counter settings after the RAM clear has been performed.

VIII. Suggested End-User Customer Service Offerings

A. Monthly Copy Volume

The maximum print/copy monthly volume is the maximum number of pages the machine can produce within a one-month period (based on letter size paper). However, the device should not be used to produce the maximum number of pages, or a greater volume, on a consistent monthly basis.

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.

Monthly Copy Volume (Table 23)

Model	Optimum Performance Range (based on LTR sized paper)	Maximum Monthly Volume (based on LTR sized paper)
imageRUNNER ADVANCE C9075S PRO	Approximately 30,000-150,000	Up to 350,000
imageRUNNER ADVANCE C9065S PRO	Approximately 30,000-110,000	Up to 330,000

Monthly Print Copy Volume Definitions (Table 24)

Monthly PCV Type	Description
Optimum Performance Range	This is the print/copy volume range that the equipment was intended to run on a regular basis to maintain a high level of performance and print/copy quality. Running the equipment within this range ensures that no undue stress is placed on components, and it allows time for the proper servicing and maintenance of the equipment.
Maximum Monthly Copy/Print Volume	On occasion, the machine can produce up to the above prints/copies. However, sustained use of the machine at this level, will significantly impact the long term performance and durability of the machine. You should expect an increase in the number of service calls and down time during periods of Maximum production use.

B. Limited Warranty Support

1. End-User Limited Warranty Conditions

Ninety (90) days after delivery to the original purchaser or 30,000 prints/copies, or a combination of both, whichever comes first.

This warranty covers the imageRUNNER ADVANCE C9000S PRO Series product, Canon Brand options for the imageRUNNER ADVANCE C9000S PRO Series product, and the Océ brand PRISMAsync Controller designed for use with the imageRUNNER ADVANCE C9000S PRO Series product.

Note: No warranty is given on any consumables or consumable parts, such as paper, toner, chemicals, or pick-up rollers.

Please refer to the imageRUNNER ADVANCE C9075S PRO/ C9065S Series Limited Warranty located in the [Appendix](#).

2. GPR-32/33 Drum Unit Limited Warranty

Full Credit:	Black Drum Unit	1,000 prints or copies (or a combination of both) or 30 days after delivery to the original purchaser, whichever comes first.
	Color Drum Unit	1,000 prints or copies (or a combination of both) or 30 days after delivery to the original purchaser, whichever comes first.
Prorated Credit:	Black Drum Unit	350,000 prints or copies (or a combination of both) or 120 days after delivery to the original purchaser, whichever comes first.
	Color Drum Unit	140,000 prints or copies (or a combination of both) or 120 days after delivery to the original purchaser, whichever comes first.

For detailed limited warranty information, please refer to the GPR-32 and/or the GPR-33 Drum Unit Limited Warranty located in the [Appendix](#).

3. Flat-Rate Program

The Flat-Rate Program provides a flat-rate credit to Canon USA's full-line dealers as compensation for warranty expenses that they may incur. Dealers who purchase an imageRUNNER ADVANCE C9000S PRO Series Canon branded options for the imageRUNNER ADVANCE C9000S PRO product and the Océ branded PRISMAsync Controller designed for use with the imageRUNNER ADVANCE C9000S PRO product device will receive a Flat-Rate Program credit during the month following their purchase. This credit covers the dealer's cost of defective parts and drums with a dealer cost **under \$300.00** that have been replaced during the term of the end-user's Limited Warranty.

The Flat-Rate Program enables the dealer to return the more expensive machine parts to receive reimbursement for in-warranty part failures. The flat-rate credit is a percentage of your eligible machine purchases, drums, and accessories. Flat-rate credits are posted monthly in the CNA (Canon Network Access) section of Canon USA's ISG Central Web site. Refer to the [Online Limited Warranty Credit Inquiry](#) section for more information.

Original defective parts with a dealer cost **over \$300.00** that have been replaced during the term of the end-user warranty are eligible to receive reimbursement credit through the e-Tag process. Parts that are listed on the Canon USA Repairable Parts List should be sent to an APRF (Authorized Parts Repair Facility) to be repaired at no charge.

To request a part reimbursement credit, complete the e-Tag warranty claim form in the Warranty section of the e-Support Center Web site at <http://www.support.cusa.canon.com>. Refer to the [e-Tag](#) section of this Service Guide for further details and instructions.

Additional information on the Flat-Rate Program is located on the Canon USA's e-Support Web site at <http://www.support.cusa.canon.com>, as shown in Figure 2.

Figure 2 – e-Support: Flat-Rate Program

support center Canon
ENGINEERING SERVICES & SOLUTIONS DIVISION

Home Tech Support Field Support Training ATSP Warranty Video Communication Center Major Accounts Management Center

Info Center Flat-Rate Program e-Tag Part Repair Facilities Refurbished Subassembly Program ASCR Product Advisories

Flat-Rate Program

Once per month, Canon's Systems & Technical Support Division issues credit under the Flat-Rate warranty program to cover the cost of defective parts and drums with a dealer cost under \$300.

No documentation or part/drum returns are required in order to receive the monthly Flat-Rate credit. This credit is calculated using purchases of machines, accessories and drums from the previous month. For example, May 2012 represents credit for purchases made in April 2012.

Product shipments to dealers of National Account and Government Marketing Division placements are treated as if the dealer had purchased the machine. They are added to the total number of wholesale purchases the dealer made.

The Flat-Rate Program applies to full-line dealers of imagePRESS (iP), imageRUNNER (iR), Color imageRUNNER (CiR), imageRUNNER ADVANCE (iR ADV), Color imageRUNNER ADVANCE (CiR ADV) and Océ VarioPrint products.

To view on-line Flat-Rate warranty credits, log onto the ISG Central website at www.isgcentral.cusa.canon.com. Go to the Canon Network Access (CNA) site and select Warranty Credit Inquiry -> Flat Rate Warranty Reimbursement.

Flat-Rate Program Links

- Flat-Rate Warranty Reimbursement Program Changes 08/06/09 (PDF: 124KB)
- FAQ's Viewing Flat-Rate Credits on CNA 05/30/08 (PDF: 24KB)

Flat-Rate Reference Table

Covered Products

- ImagePRESS (iP)
- Monochrome (iR)
- Business Color (CiR)
- imageRUNNER ADVANCE (iR ADV)
- imagePASS A1, B1, B2, C1, C2, D1, E1, G1, H1, J1
- imagePRESS Server T1

Non-Covered Products

- Facsimile
- ImageCLASS
- Micrographics/DR Scanners/imageFORMULA
- imagePROGRAF
- imagePASS L-1, M-1, M-2, M-3, S-1, S-2, U-1, U-2
- ColorPASS, GX-100, GX-200, GX-300, GX-400
- imagePRESS Server Q1, Q2, A1100, A2000, A2100, A3000, A3100, A3200, J100, J200
- imagePRESS Creo Server A7000, A7500

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4. Warranty Parts for Repair

The APRFs (Authorized Parts Repair Facilities) are authorized by Canon USA to repair circuit boards for various Canon products. The APRF program is designed to help your dealership reduce service costs by having circuit boards repaired instead of purchasing brand new boards. Each circuit board is live tested and updated to the latest firmware version prior to returning it to your dealership.

Parts specified on the Canon USA Repairable Parts List must be prepaid and shipped directly to one of the following Authorized Parts Repair Facilities. Log on to the Canon USA e-Support Web site at <http://www.support.cusa.canon.com> to view the Canon USA Repairable Parts List. Go to the Warranty tab, Part Repair Facilities, Repairable Parts List. See [Figure 3 – e-Support: Authorized Parts Repair Facilities](#) for more details.

Hytec Dealer Services, Inc. 3600 Vineland Road (Suite 121) Orlando, FL 32811 Telephone: 1-407-297-1001 Customer Service: 1-800-883-1001 Technical Support: 1-888-883-2001 Fax: 1-407-297-4310	Nation-Wide Repair Service, Inc. 16151 Foster Street Overland Park, KS 66085 Customer Service: 1-866-655-8676 Technical Support: 1-800-798-1814 Fax: 1-913-631-8372
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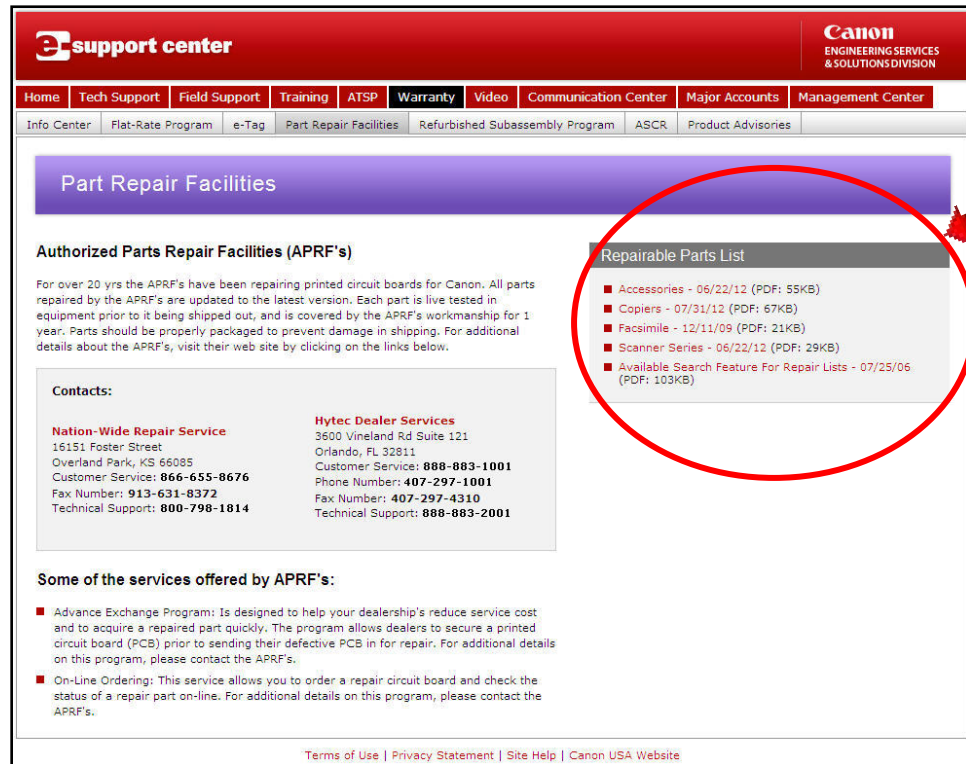
Repairable parts (under warranty) are repaired free-of-charge by the APRFs. Usually, the turnaround time is approximately five (5) business days. Once repaired and tested, the parts are shipped back to your dealership via UPS Ground.

If a part is not repairable, the APRF will contact your dealership, and Canon USA's Warranty Control Section will issue a credit to your account.

To check the status of your part, please contact the APRF.

The Repairable Parts List index is in the Warranty section of the e-Support Center Web site at <http://www.support.cusa.canon.com> Select from the Repairable Parts List, as shown below, for the most current list.

Figure 3 – e-Support: Authorized Parts Repair Facilities



Warranty Parts over \$300.00 that are not on the Repairable Parts List
All original defective parts with a dealer cost valued over \$300.00, that are not specified on the Repairable Parts List, must be submitted to Canon Virginia, Inc. with a completed e-Tag warranty claim form, and a handwritten or computer-generated copy of the machine's service history.

Canon Virginia, Inc.

12000 Canon Boulevard
Newport News, VA 23606
Attention: Warranty Returns

The service history log must include the following:

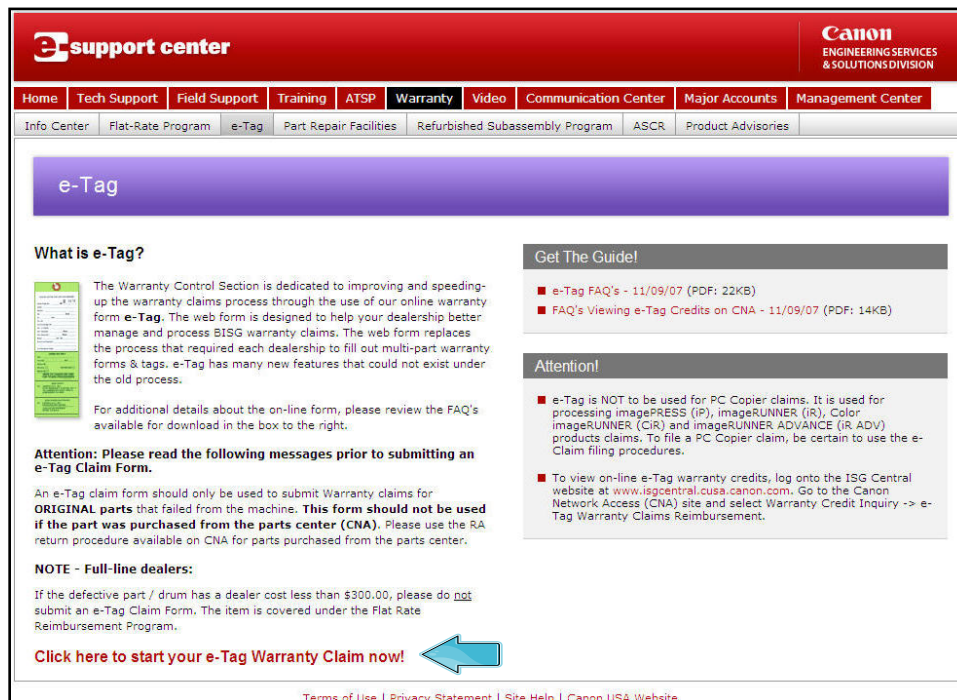
- Dealer Name
- Machine's Installation Date
- Machine's Serial Number
- Part Number
- Work Performed (Highlight Current Service Call)
- Part Description
- Date Part Was Removed
- Machine Copy Count
- Reason for Removal

5. e-Tag

e-Tag is an electronic limited warranty claim form that is completed online, printed out, and accompanied by the original defective part or defective drum that is being returned to the Warranty Control Section for warranty compensation.

The e-Tag warranty claim form can be accessed in the Warranty section of the e-Support Center Web site at <http://www.support.cusa.canon.com>.

Figure 4 – e-Support: e-Tag



To submit a new warranty claim, select the type of claim from the drop-down list, shown below, and complete the required sections of the e-Tag limited warranty claim form.

Figure 5 – e-Support: e-Tag Claim Console

A copy of the e-Tag warranty claim form and the machine's service history must be returned with the original defective parts to the address provided on the bottom of the e-Tag warranty claim form.

The service history log can be handwritten or computer-generated, and must include the following information:

- Dealer Name
- Machine's Installation Date
- Machine's Serial Number
- Part Number
- Work Performed (Highlight Current Service Call)
- Part Description
- Date Part Was Removed
- Machine Copy Count
- Reason for Removal

For defective drums, ship the drum to the address provided on the bottom of the e-Tag warranty claim form, accompanied by a copy of the e-Tag warranty claim form, the machine's service history log, a "before" sample copy that depicts the problem, and an "after" sample copy that shows that the problem has been resolved.

After a claim form is authorized, parts, drums, and labor credits are posted on the CNA Web site the following business day.

6. Online Limited Warranty Credit Inquiry

The Online Warranty Credit Inquiry enables your dealership to check, download, and print the details of your e-Tag and Flat-Rate Program credits on the CNA (Canon Network Access) Web site.

a. e-Tag Inquiry

To view your e-Tag warranty claim credits online, log on to the ISG Central Web site at <http://www.isgcentral.cusa.canon.com>, and select “Canon Network Access (CNA)”, as shown below.

Figure 6 – ISG Central



On the CNA Web site, select “Warranty Credit Inquiry”, and then select “e-Tag Warranty Claims Reimbursement” to perform an e-Tag Warranty claims search, as shown in the following screen shots.

Figure 7 – CNA: Warranty Credit Inquiry

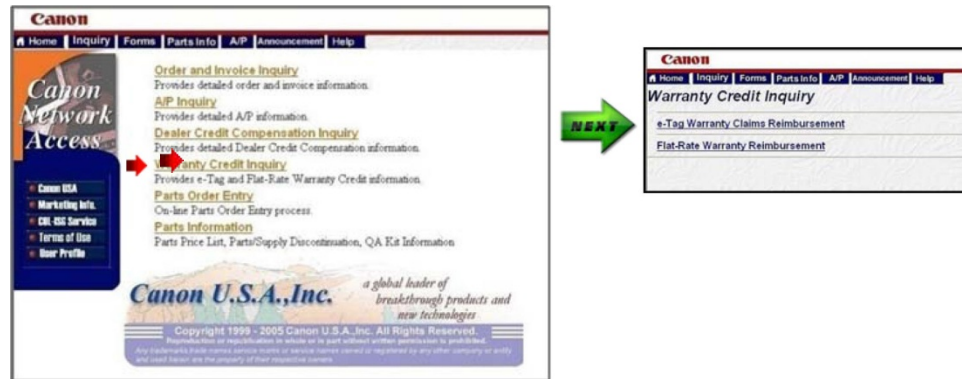


Figure 8 – CNA: e-Tag Warranty Claims Search



To check the status of the e-Tag warranty claims already submitted:

Go to the e-Tag Warranty Claim Console, as shown at the bottom of the screen shot in [Figure 5 – e-Support: e-Tag Claim Console](#). This console enables you to check the status of your claims. To view the details of the e-Tag limited warranty claim form, double-click any record.

Note: e-Tag warranty claims are connected to the e-Support ID number that is entered. Therefore, it is highly recommended that only one person enter and manage the e-Tag warranty claims from your dealership.

b. Flat-Rate Inquiry

To view your Flat-Rate warranty reimbursements online, log on to the ISG Central Web site at <http://www.isgcentral.cusa.canon.com>, and select “Canon Network Access (CNA)”, as shown below.

Figure 9 – ISG Central



On the CNA Web site, select “Warranty Credit Inquiry”, and then select “Flat-Rate Warranty Reimbursement” to perform a Flat-Rate Warranty claims search, as shown in the following screen shots.

Figure 10 – CNA: Warranty Credit Inquiry

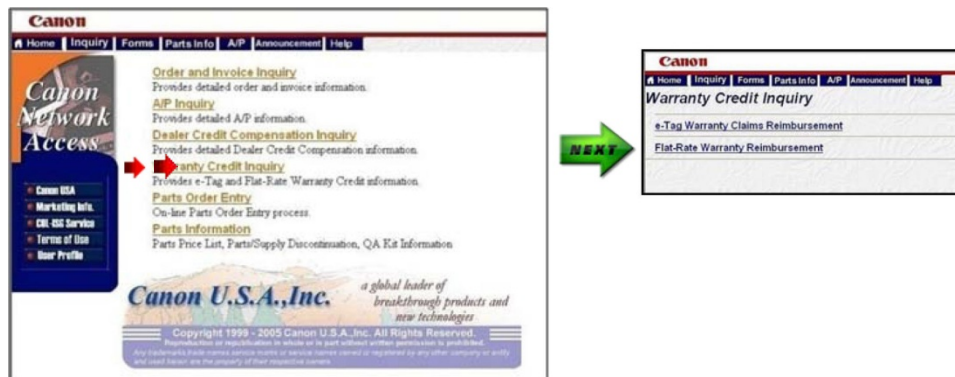


Figure 11 – CNA: Flat-Rate Warranty Reimbursement Search



C. Service Parts Availability

Service parts ordering will be available 24 hours a day, 7 days a week, 365 days a year to provide the quickest possible response should the need arise for such parts. Canon USA will provide service parts for the key units, assemblies and consumables to cover the entire machine function, and this is designed to avoid potential machine downtime for the customer. Various shipment options²⁶ currently offered include:

- Next Flight Out (NFO)
- UPS (Ground, Next Day, Early AM)
- Pickup (Rush, Spot)

Table 25 – Parts Order Center Days and Hours of Operation

Days of Operation	Hours of Operation	Parts Order Center	Telephone Number
Monday – Friday	9:00 AM – 7:00 PM Eastern Standard Time	Canon Parts Order Center	866-481-2569
Monday – Friday ²⁷	7:00 PM – 9:00 AM Eastern Standard Time	24 / 7 Call Center	800-263-9271
Saturday – Sunday Error! Bookmark not defined. All National Holidays	24 Hours		

²⁶ Shipment options are subject to change

²⁷ Only authorized dealer personnel with a unique PIN access code will be allowed to utilize this service. Contact the Canon Parts Order Center (canonparts@cusa.canon.com) for more information.

IX. Product Technical Support Offerings

A. Dealer Support Requirements

imageRUNNER ADVANCE C9000S PRO Series Technical Training is required to receive technical support for the imageRUNNER ADVANCE C9075S PRO and imageRUNNER ADVANCE C9065S PRO products. Refer to the Canon Technical Support Center ([TSC](#)) for further details.

To ensure that every dealer receives the highest level of support and help to resolve the end user's problems quickly and accurately, we recommend the following to maximize your technical support request:

- Your support personnel should check technical documentation (User Manuals, Technical Publications, etc.) and the e-Support Web site (24 hours a day, 7 days a week) before calling Canon USA's TSC (Technical Support Center), since your concern may have already been addressed and documented.
- Have your Support ID number ready when you call the TSC, and make sure that you are where the engine or application is located and accessible. This dramatically improves the TSC's ability to help troubleshoot the problem, and eliminate the "guesswork" when answering a specific question. This also helps to supply you with answers that are more accurate.
- Provide the serial number of the installed engine or application you want to troubleshoot. While the serial number is required to access support, it also provides the Support Specialist with information about previous calls for support.
- Make sure to provide environment-specific information, and any other site-specific variables.
- Submit and update your profile information, such as cell phone number, e-mail address, and company address on the e-Support Web site in the Current Profile section. You can also call Canon USA's TSC. Accurate profile information enables you to contact support personnel faster, and is necessary, if more information is required from the caller later.
- Have a Dealer Technician or Systems Engineer call Canon USA with what resolved your issue. This information is helpful, and enables a Support Specialist to assist other callers who may have the same problem.

B. Canon USA Support Offerings

The following support mechanisms were established to deliver high quality, timely technical support services, and product information to imageRUNNER ADVANCE dealerships. These support services cover areas such as system and user software, networking and connectivity issues, electro-mechanical operations, and other hardware servicing.

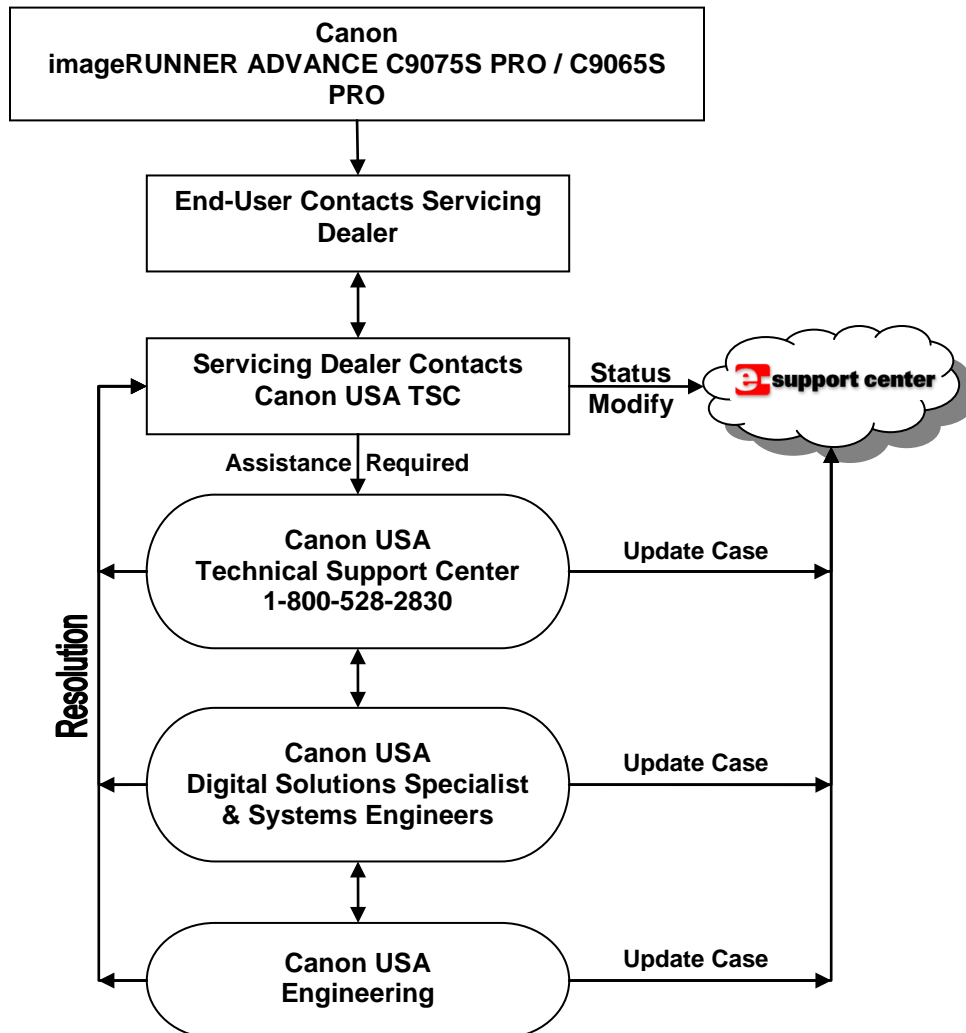
1. Canon USA Technical Support Center

Canon USA provides a time sensitive call escalation process for all authorized imageRUNNER ADVANCE C9000S PRO Series dealers. The TSC is the single point of entry for this process. Once a call is placed to the TSC and information is logged into the call management system, a case number will be assigned to the call. Every effort is made to resolve the problem during the call. Calls that cannot be resolved during the initial call and require escalation need to follow the process below. The status of all escalated cases can be viewed via e-Support or by calling the TSC.

Canon USA's TSC support responsibilities are as follows:

- All technical support for the end-user is provided solely by the contracted servicing Dealer.
- The Canon USA TSC will be the central contact/escalation for the reporting of all known outstanding hardware and software issues to Canon USA's engineering and development groups.
- The Canon USA TSC will be available to all Authorized Dealers, Systems Engineers, and technicians who have successfully completed the Training Program.
- The TSC will provide technical information regarding all Canon associated hardware and software products.
- The TSC will deploy, as required through proper escalation procedures, all on-site Canon USA digital solutions specialist and systems engineers.

Canon USA Support Escalation Flow Chart (Table 26)



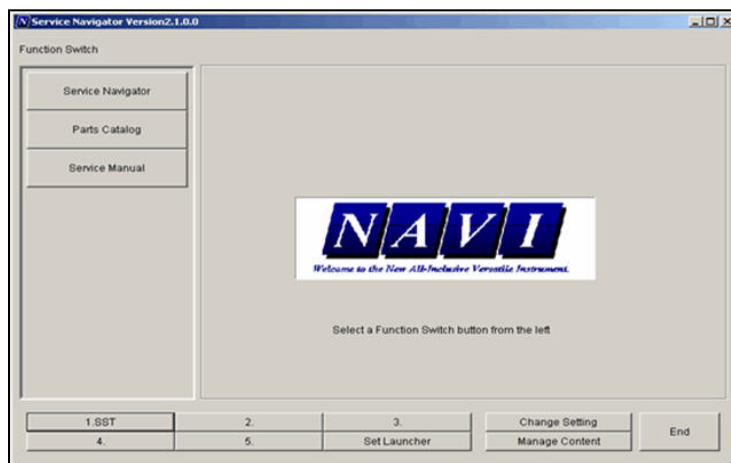
2. NAVI

NAVI is a computer-based program (application) designed to function as both an information resource and a diagnostic tool for Canon dealership's technicians equipped with laptops or for dealer in-house help desk environments.

Figure 12 – NAVI Login Screen



Figure 13 – NAVI Screen



a. Features

- Detects the device's engine status
- Enables you to research a knowledge base of known problem case data to solve a current machine problem when connected directly to the machine or offline (connection to the machine has not been established)
- Provides access to model servicing information, such as work procedures and electromechanical component references
- Provides a link to Canon Technical Documentation, which is offered to dealers for sale on a CD-ROM
- Provides a link to Canon Service Tools, such as the SST (Service Support Tool) and PDL Downloader
- Enables you to access the machine's Service Mode from a computer running the NAVI application, and perform the Auto Reset function (returns all machine settings back to their initial or default values)
- Enables you to adjust the machine's error and jam thresholds.
- Enables you to lookup replacement parts via a Web browser

b. Benefits

- Improves the time to resolution for the more challenging technical situations faced in the field
- Increases customer satisfaction by increasing the number of first visit problem resolutions, thereby reducing the number of required second visits
- Reduces the chances of incorrect or unnecessary parts usage with NAVI's diagnostic abilities and reference information
- Enables device engine reporting to aid in service costs forecasting

c. Getting Started with NAVI

(1) Participate in Training

The NAVI e-Learning course is available on e-Support for those technicians who have computer skills and use the SST. The NAVI e-Learning course is interactive, and contains guided simulations that show the technician how to use NAVI to service, maintain, and troubleshoot Canon devices. Technicians taking the NAVI e-Learning course will also learn how to make NAVI an integral part of their tool kit.

After the successful completion of the NAVI e-Learning course, technicians can begin to use NAVI as the tool to help them resolve field issues in a timely manner.

(2) Get the NAVI Files

There are two ways to get the files to start using NAVI:

- Download the necessary files from the e-Support Web site free-of-charge. It is recommended to download these files via a high-speed Internet connection, as the files are large.
- Purchase the NAVI Catch-Up CD Set. The Catch-Up CD Set contains the basic NAVI program, documentation, and model files to add previously introduced models to a computer with NAVI installed.

(3) Install NAVI and Use the Program

Use the following procedure to install and use NAVI:

- Install the core NAVI program and any patches
- Add model support, as necessary
- Add any updated model case data
- If you have previously issued technical documentation on CD-ROMs, you can link these files with NAVI

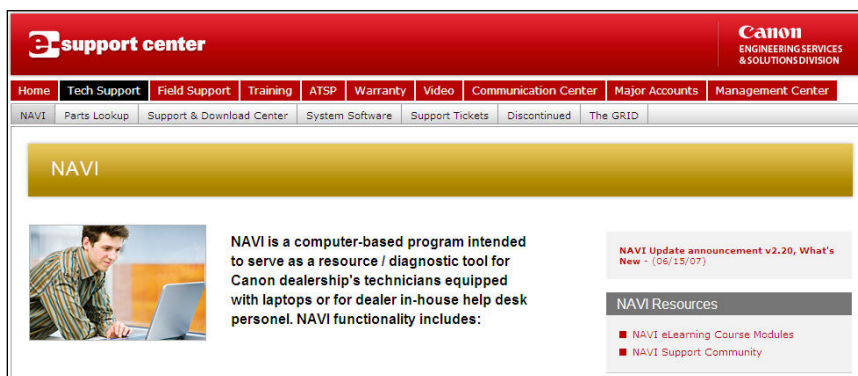
d. Updates

Continuous updates to each imageRUNNER ADVANCE model's Update Data Pack are available for download from the e-Support Web site free-of-charge.

e. NAVI Support

For additional details and information on NAVI, refer to the NAVI mini-home page on the e-Support Web site, located in the "Tech Support" tab.

Figure 14 – e-Support: NAVI's Mini-Home Page



3. Internet Support

a. Canon USA's e-Support Center Website

Canon USA's Engineering Services and Solutions Division (formerly the Systems and Technical Support Division) provides high-quality e-Support via the Internet, and is only available for Canon USA's Authorized Servicing Dealers.

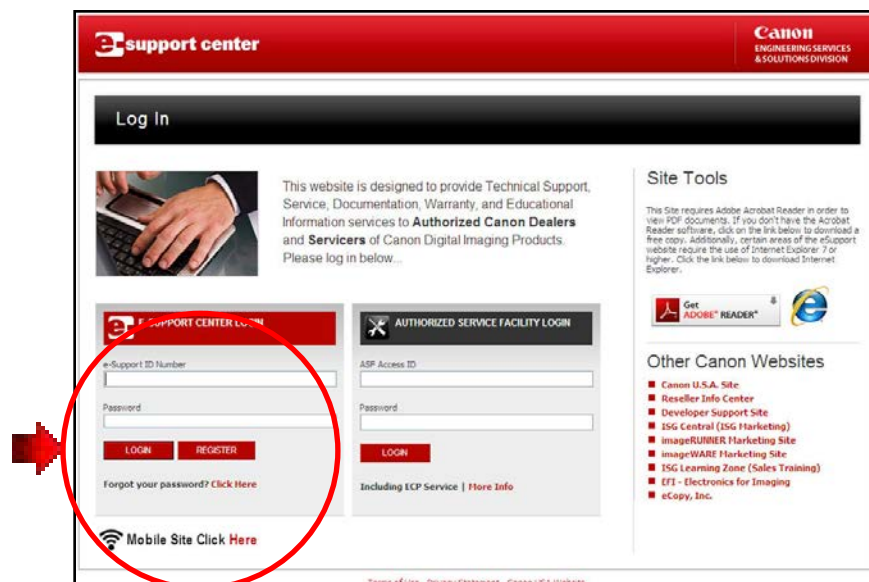
Canon USA's e-Support is designed to provide dealer Systems Engineers and Technicians access to technical support information via the Worldwide Web.

The following functions and information can be accessed:

- Proactive notification of new releases, patches, Technical Publications, and other information via e-mail
- Search for Technical Solutions with the Integrated Knowledge Management System through natural language query
- Read or download on-line documentation
- Download patches and their Readme files
- Download Firmware and Software Drivers
- Track and Modify logged Cases
- Review all open Cases

To access e-Support, you must first register for an e-Support ID Number. To register for an e-Support ID number, go to the Canon USA's e-Support Center Web site at <http://www.support.cusa.canon.com>. Click on the "Register" button, and follow the instructions. This service is available at no additional charge to all authorized dealers.

Figure 15 – The Canon e-Support Center Login



b. Canon USA ISG Central Website

Complete Service Guide versions are available on the Canon USA's ISG Central Web site (<http://isgcentral.cusa.canon.com>).

Access is limited to an Authorized Dealer's Management staff. Please contact your Dealer Administrator to request access to the Engineering Services and Solutions section of ISG Central.

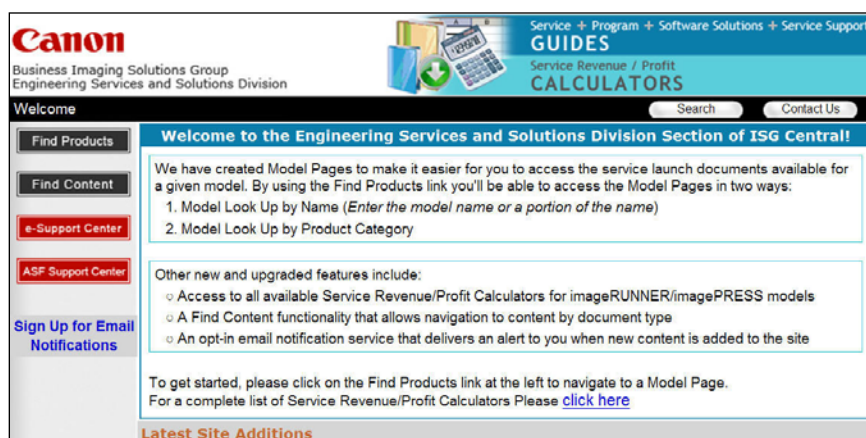
Figure 16 – ISG Central: Login Screen

When an end-user logs on to the ISG Central Web site, he/she must select the “Engineering Services and Solutions” button to access the Service Guides area of the Web site, as shown below.

Figure 17 – ISG Central Welcome Page



Figure 18 – ISG Central: Engineering Services and Solutions Page



X. Appendix

A. Specifications

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

imageRUNNER ADVANCE C9075S PRO/C9065S (Table 27)

Item		Specification	
		imageRUNNER ADVANCE	
		C9075S PRO	C9065S PRO
Type		Color Digital Multifunction Imaging System	
Copy Method		Laser Dry Electrostatic Transfer	
Developing System		Dry Dual Component Toner Projection	
Fixing System		New Induction Heat Fusing System	
Maximum Original Size		11" x 17"	
Maximum Copy/Print Size		13" x 19 1/4"	
Minimum Copy Size		4" x 5 7/8"	
Memory		Standard 2 GB RAM, Maximum 2.5 GB RAM	
Hard Disk Drive		Standard 80 GB Hard Disk Drive, Maximum 1TB Hard Disk Drive	
Standard Interfaces	Network	Ethernet 10 Base-T / 100 Base-TX / 1000 Base-T	
	Others	USB 2.0 x 1 (At Operator Panel)	
Copy / Print Speed (Bk/Color) (Letter)		Up to 75/70 ppm	Up to 65/65 ppm
FCOT(B&W/Color)		Approximately 15 seconds / Approximately 15 seconds	
FPOT(B&W/Color)		Approximately 8 seconds / Approximately 8 seconds	
Warm Up Time (at room temp. of 20°C)	From Power On	Approximately 6 minutes	Approximately 5 minutes
	From Sleep Mode	Approximately 6 minutes	Approximately 5 minutes
Engine Resolution		Up to 1,200x1,200dpi	
Halftone		256 Gradations (Continuous Tone)	
Paper Capacity -Standard (20lb Bond)	Paper Drawers	Up to 1,100 sheets x 2 Paper Drawers	
	Paper Cassettes	Up to 550 sheets x 2 Paper Cassettes	
	Stack Bypass	Up to 100 sheets	
Paper Capacity -Optional (20lb Bond)	Paper Deck-A1	Up to 3,500 sheets	
	POD Deck Lite-A1	Up to 3,500 sheets	
	Multi-Drawer Paper Deck-A1	Up to 2,000 sheets x 3 Paper Decks	
Maximum Paper Capacity (20lb Bond)		Up to 9,300 sheets	

imageRUNNER ADVANCE C9075S PRO/C9065S (Table 27) Continued

Item		Specification	
		imageRUNNER ADVANCE	
		C9075S PRO	C9065S PRO
Paper Size	Paper Drawer 1, 2 (Left & Right)	LTR	
	Paper Cassette 3, 4 (Lower)	13" x 19", 12 5/8" x 17 11/16" (320 x 450 mm), 12" x 18", 11"x17", LGL, LTR, LTRR, EXEC, STMTR, Custom Size (5 1/2" x 7 1/8" to 13" x 19 1/4" (139.7 x 182 mm to 330.2 mm x 487.7 mm))	
	Stack Bypass	13" x 19", 12 5/8" x 17 11/16" (320 x 450 mm), 12" x 18", 11"x17", LGL, LTR, LTRR, EXEC, STMTR, Custom Size (4" x 5 7/8" to 13" x 19 1/4" (100 mm x 148 mm to 330.2 mm x 487.7 mm)) and Envelopes	
Paper Weight & Type	Paper Drawer 1, 2 (Left & Right)	14 lb bond - 80 lb cover (52 g/m ² - 220 g/m ²) / Thin, Plain, Heavy, Color, Recycled, Pre-Punched, Transparency, Bond, Letterhead	
	Paper Cassette 3, 4 (Lower)	14 lb bond - 80 lb cover (52 g/m ² - 220 g/m ²) / Thin, Plain, Heavy, Color, Recycled, Pre-Punched, Transparency, Tab, Bond, Letterhead	
	Stack Bypass	14 lb bond - 110 lb cover (52 g/m ² - 300 g/m ²) / Thin, Plain, Heavy, Color, Recycled, Pre-Punched, Transparency, Tracing, Labels, Bond, Letterhead, Coated, Textured, Envelopes	
Duplexing		Standard Automatic Trayless Duplexing	
Dimensions (HxWxD)		55.1" x 44.1" x 36.75" (1,400 mm x 1,120 mm x 932 mm) (with the Automatic Document Feeder and Operation Panel in the left most position)	
		94.96" x 50.2" x 36.75" (1,650 mm x 1,275 mm x 932 mm) (with the Operator Attention Light Installed and the Operation Panel in the right most position)	
Weight		Approximately 670 lb (304 kg) (including Main unit, consumables, DADF, Operation Panel and the PRISMAsync Controller)	
Installation Space (WxD) (With the stack bypass and auxiliary tray extended)		Approximately 50.2" x 57.1" (1,275 mm x 1,450 mm)	
Power Requirement		208V AC / 60Hz / 15A	
Plug		NEMA 6-15P	
Power Consumption	Maximum	Approximately 2.5 kW or less	
	Sleep Mode	Approximately 1.5W	
Energy Star Qualified		YES	

Duplex Color Image Reader Unit-A1 (Table 28)

Item		Specification	
Original Feeding Mechanism		Single Pass Duplex Automatic Document Feeder	
Size and Weight of Originals		11" x 17", LGL, LTR, LTRR, STMT, or STMTR B&W Original: 13 lb bond to 80 lb cover (50 to 220 g/m ²) Color Original: 17 lb bond to 80 lb cover (64 to 220 g/m ²)	
Original Paper Capacity		300 sheets (20 lb bond (80 g/m ²))	
Scan Speed @ 600 dpi		Simplex	Duplex
	Color	Up to 45 ipm	Up to 44 ipm
	B&W	Up to 45 ipm	Up to 44 ipm
Resolution for Reading		Up to 600 dpi x 600 dpi	
Acceptable Originals		Sheet, book, three dimensional objects (up to 4.4 lb (2 kg))	
Magnification		Regular paper size: Same Ratio 1:1	
		Reduction 1:0.78 (LGL → LTR) 1:0.73 (11" x 17" → LGL, 11" x 15" → LTR) 1:0.64 (11" x 17" → LTR) 1:0.50 (11" x 17" → STMT) 1:0.25	
		Enlargement 1:1.21 (LGL → 11" x 17") 1:1.29 (LTR → 11" x 17") 1:2.00 (STMT → 11" x 17") 1:4.00	
		Copy Ratio: 25 to 400% (in 1% increments)	
Power Source/ Consumption		From the main unit: Approximately 180 W	
Dimensions (H x W x D)		Approximately 2 7/8" x 24 3/8" x 22 1/4" (72 mm x 620 mm x 564 mm)	
Weight		Approximately 86.9 lb (39.4 kg)	

Paper Deck Unit-A1 (Table 29)

Item	Specification
Paper Sizes	LTR
Paper Weight / Paper Types	14 lb bond to 80 lb cover (52 to 220 g/m ²) /Thin, Plain, Heavy, Color, Recycled, Pre-Punched
Paper Deck Capacity	Up to 3,500 sheets (20 lb bond (80 g/m ²))
Power Requirement / Maximum Power Consumption	From main unit / Approximately 44 W
Dimensions (HxWxD) / Weight	Approximately 22 1/2" x 12 3/4" x 22" (570 mm x 323 mm x 583 mm) / Approximately 81.6 lb (37 kg)
Installation Space (WxD)	C9075S PRO / C9065PRO: Approximately 63" x 36 3/4" (1,600 mm x 932 mm) (When the auxiliary tray is extended)

POD Deck Lite-A1 (Table 30)

Item	Specification
Paper Sizes	13" x 19", 12 5/8" x 17 11/16" (320 x 450 mm), 12" x 18", 11"x17", LGL, LTR, LTRR
Paper Weight / Paper Types	14 lb bond to 110 lb cover (52 to 300 g/m ²) / Thin, Plain, Heavy, Color, Recycled, Pre-punched, Transparency, Labels, Bond, Letterhead, Coated, Textured,
Paper Deck Capacity	Up to 3,500 sheets (20 lb bond (80 g/m ²))
Power Requirement / Maximum Power Consumption	120-127V AC, 60Hz, 5A / 288 W maximum
Plug	120V, 60Hz, 15A / NEMA 5-15P
Dimensions (HxWxD) / Weight	Approximately 22 1/2" x 23 5/8" x 24 1/2" (570 mm x 601 mm x 621 mm) / Approximately 110 lb (50 kg)
Installation Space (WxD)	Approximately 65 3/4" x 36 3/4" (1,671 mm x 932 mm) (When the auxiliary tray is extended)

Multi-Drawer Paper Deck-A1 (Table 31)

Item	Specification
Paper Sizes	13" x 19", 12 5/8" x 17 11/16" (320 x 450 mm), 12" x 18", 11"x17", LGL, LTR, LTRR, EXEC, Custom Size(5 1/2" x 7 1/8" to 13" x 19 1/4" (139.7 mm x 182 mm to 330.2 mm x 487.7 mm))
Paper Weight / Paper Types	14 lb bond to 110 lb cover (52 to 300 g/m ²) / Thin, Plain, Heavy, Color, Recycled, Pre-Punched, Transparency, Labels, Tab, Bond, Letterhead, Coated, Textured
Paper Deck Capacity	Up to 6,000 sheets (20 lb bond (80 g/m ²))
Tray Capacity	Up to 2,000 sheets x 3 paper decks (20 lb bond (80 g/m ²))
Power Requirement / Maximum Power Consumption	120~127V 60Hz 4A /Approximately 753 W maximum
Plug	120V, 60Hz, 15A / NEMA 5-15P
Dimensions (HxWxD) / Weight	Approximately 41" x 37 3/8" x 31 3/8" (1,040 mm x 950 mm x 797 mm) / Approximately 331 lb (150 kg)
Installation Space (WxD)	Approximately 79 1/2" x 36 3/4" (2,020 mm x 932 mm) (When the auxiliary tray is extended)

Staple Finisher-A1 (Table 32)

Item	Specification
Number of Trays	3
Paper Sizes	13" x 19", 12 5/8" x 17 11/16" (320 x 450 mm), 12" x 18", 11"x17", LGL, LTR, LTRR, EXEC, STMTR, Custom Size (4" x 5 7/8" to 13" x 19 1/4" (100 x 148 mm to 330.2 mm x 487.7 mm)) , Envelopes
Paper Weight / Paper Types	14 lb bond to 110 lb cover (52 to 300 g/m ²)*1 / Thin, Plain, Heavy, Color, Recycled, Pre-Punched, Transparency, Tracing, Labels, Tab, Bond, Letterhead, Coated, Textured, Envelopes *1 Collating cannot be set for paper less than 16 lb bond (60 g/m ²)
Paper Capacity	Tray A (Up to) LTR, STMTR, EXEC: 1,500 sheets (or 7 3/4" (195 mm) in height) 13" x 19", 12" x 18", 11" x 17", LGL, LTRR: 750 sheets (or 3 7/8" (97 mm) in height)
	Tray B (Up to) LTR : Up to 250 sheets (or 1 1/4" (32 mm) in height) 13" x 19", 12" x 18", 11" x 17", LGL, LTRR, EXEC : Up to 125 sheets (or 5/8" (16 mm) in height)
	Tray C (Up to) LTR: Up to 2,500 sheets (or 12 3/4" (325 mm) in height) STMTR, EXEC: Up to 1,250 sheets (or 6 3/8" (162 mm) in height) 13" x 19", 12" x 18", 11" x 17", LGL, LTRR: Up to 750 sheets (or 3 7/8" (97 mm) in height)
Paper Capacity of Staple Mode (20lb Bond)	Tray A / Tray C (Up to) LTR, STMTR, EXEC: Up to 1,500 sheets / 100 sets (7 3/4" or (195 mm) in height) 13" x 19", 12" x 18", 11" x 17", LGL, LTRR : Up to 750 sheets / 50 sets (3 7/8" (97 mm) in height)
Maximum Stapling Capacity (Up to)	LTR, EXEC: Up to 100 sheets (20 lb bond (80 g/m ²)) 11" x 17", LGL, LTRR: Up to 50 sheets (20 lb bond (80 g/m ²))
Type of Staple / Size	Corner / 11" x 17", LGL, LTR, LTRR, EXEC Double / 11" x 17", LGL, LTR, LTRR, EXEC
Power Requirement / Maximum Power Consumption	AC100-240V, 50/60Hz, 2.8A / 207 W maximum
Plug	120V, 60Hz, 15A / NEMA 5-15P
Dimensions (HxWxD) & Weight	Approximately 41" x 25 3/4" (30 3/4"*1) x 30 1/8" (1,040 mm x 654 mm (782 mm) x 765 mm) / Approximately 134 lb (61 kg) (When the auxiliary tray is extended)
Installation Space (WxD) (Approximately)	Approximately 84 3/4" x 36 3/4" (2,152 mm x 932 mm) (When the stack bypass and the auxiliary tray are extended) 111 5/8" x 36 3/4" (2,834 mm x 932 mm) (When the optional Document Insertion Unit-H1 and Paper Folding Unit-G1 are attached, the stack bypass and the auxiliary tray are extended)

Booklet Finisher-A1 (Table 33)

Item		Specification
Number of Trays		3
Paper Sizes		13" x 19", 12 5/8" x 17 11/16" (320 x 450 mm), 12" x 18", 11"x17", LGL, LTR, LTRR, EXEC, STMTR, Custom Size (4" x 5 7/8" to 13" x 19 1/4" (100 x 148 mm to 330.2 mm x 487.7 mm)), Envelopes
Paper Weight / Paper Types		14 lb bond to 110 lb cover (52 to 300 g/m ²)*1 / Thin, Plain, Heavy, Color, Recycled, Pre-Punched, Transparency, Tracing, Labels, Tab, Bond, Letterhead, Coated, Textured, Envelopes *1 Collating cannot be set for paper less than 16 lb bond (60 g/m ²)
Paper Capacity	Tray A (Up to)	LTR, STMTR, EXEC: Up to 1,500 sheets (or 7 3/4" (195 mm) in height) 13" x 19", 12" x 18", 11" x 17", LGL, LTRR: Up to 750 sheets (or 3 7/8" (97 mm) in height)
	Tray B (Up to)	LTR : Up to 250 sheets (or 1 1/4" (32 mm) in height) 13" x 19", 12" x 18", 11" x 17", LGL, LTRR, EXEC : Up to 125 sheets (or 5/8" (16 mm) in height)
	Tray C (Up to)	LTR: 2,500 sheets (or 12 3/4" (325 mm) in height) STMTR, EXEC: Up to 1,250 sheets (or 6 3/8" (162 mm) in height) 13" x 19", 12" x 18", 11" x 17", LGL, LTRR: 750 sheets (or 3 7/8" (97 mm) in height)
Paper Capacity of Staple Mode (20lb Bond)	Tray A / Tray C (Up to)	LTR, STMTR, EXEC: Up to 1,500 sheets / 100 sets (7 3/4" or (195 mm) in height) 13" x 19", 12" x 18", 11" x 17", LGL, LTRR : Up to 750 sheets / 50 sets (3 7/8" (97 mm) in height)
Maximum Stapling Capacity (Up to)		LTR, EXEC: Up to 100 sheets (20 lb bond (80 g/m ²)) 11" x 17", LGL, LTRR: Up to 50 sheets (20 lb bond (80 g/m ²))
Type of Staple / Size		Corner / 11" x 17", LGL, LTR, LTRR, EXEC Double / 11" x 17", LGL, LTR, LTRR, EXEC Saddle Stitch / 13" x 19", 12 5/8" x 17 11/16" (320 x 450 mm), 12" x 18", 11"x17", LGL, LTRR
Saddle Stitching	Saddle Stitch Capacity	Up to 20 sheets (including 1 cover page (110 lb bond) (300 g/m ²)) (20 lb bond (80 g/m ²))
	Tray Capacity	Up to 1 to 5 sheets/25 sets, 6 to 10 sheets/15 sets, 11 to 16 sheets/10 sets, 17 to 20 sheets/5 sets
	Saddle Fold	Up to 5 sheets (20 lb bond (80 g/m ²))
Power Requirement / Maximum Power Consumption		AC 100-240V 50Hz / 60Hz 2.8 A / 255 W maximum
Plug		120V, 60Hz, 15A / NEMA 5-15P
Dimensions (HxWxD) / Weight		Approximately 41" x 30 1/4" (35 1/4"*) x 30 1/8" (1,040 mm x 767 mm (896 mm) x 765 mm) / Approximately 238 lb (108 kg) (When the auxiliary tray is extended)
Installation Space (WxD) (Approximately)		Approximately 89 1/8" x 36 3/4" (2,264 mm x 932 mm) (When the stack bypass and the auxiliary tray are extended) Approximately 116 1/8" x 36 3/4" (2,948 mm x 932 mm) (When the optional Document Insertion Unit-H1 and Paper Folding Unit-G1 are attached, the stack bypass and the auxiliary tray are extended)

Puncher Unit-BF1 (Table 34)

Item		Specification
Paper Sizes		11"x17", LGL, LTR, LTRR
Paper Weight / Paper Type		14 lb bond to 140 lb index (52 to 256 g/m ²) / Thin, Plain, Heavy, Color, Recycled, Tab, Bond, Letterhead, Coated, Textured
Punch Type	3 Holes	11"x17", LTR
	2 Holes	LGL, LTRR
Punch Waste Tray Capacity		Approximately 5,000 sheets (20 lb bond (80 g/m ²))
Power Requirement / Maximum Power Consumption		From the finisher / Approximately 56 W (When in operation)
Dimensions (HxWxD) / Weight		Inside the finisher (Approximately 15 1/2" x 3 3/4" x 15 1/2" (392 mm x 95 mm x 392 mm)) / Approximately 8.2 lb (3.7 kg)

Professional Puncher-C1/Professional Puncher Integration Unit-B1 (Table 35)

Item		Specification
Type		GBC Puncher
Paper Sizes		LTR
Paper Weight / Paper Type		LTR (3-holes, 5-holes, Velo Bind 11-holes, Plastic Comb 19-holes, Twin Loop 21-holes /32-holes, Color Coil 44-holes) : 20 lb bond to 80 lb cover (75 to 216 g/m ²) / Plain, Heavy, Color, Recycled, Tab, Coated LTR (ProClick 32-holes) : 20 lb bond to 65 lb cover (75 to 176 g/m ²) / Plain, Heavy, Color, Recycled, Tab, Coated
Punch Speed		At machine rated speed
Chip Tray Capacity		Maximum 25,000 sheets
Punch Pattern Die Sets (optional)		Plastic Comb (19-hole) Twin Loop (21/32-hole) Color Coil (44-hole) Velo Bind (11-hole) Loose Leaf (3/5-hole) ProClick (32-hole) High Durability Plastic Comb (19-Hole) High Durability Color Coil (44-Hole) High Durability Loose Leaf (3-Hole)
Power Requirement / Maximum Power Consumption	Professional Puncher-C1	From the Professional Puncher Integration Unit-B1 / 320 W maximum
	Professional Puncher Integration Unit-B1	AC120-127V/5.5A-60Hz / 130 W maximum
Plug	Professional Puncher-C1	N/A. Attaches to the Professional Puncher Integration Unit-B1 for power
	Professional Puncher Integration Unit-B1	120V, 60Hz, 15A / NEMA 5-15P
Dimensions (HxWxD) / Weight	Professional Puncher-C1	Approximately 41" x12" x 31 1/4" (1,040 mm x 305 mm x 792 mm) / Approximately 176lb (80 kg)
	Professional Puncher Integration Unit-B1	Approximately 41" x 10 1/8" x 31 1/4" (1,040 mm x 250 mm x 792 mm) / Approximately 88.2lb (40 kg)

Document Insertion Unit-H1 (Table 36)

Item		Specification
Paper Sizes		13" x 19", 12 5/8" x 17 11/16" (320 x 450 mm), 12" x 18", 11"x17", LGL, LTR, LTRR, EXEC, Custom Size(7 1/8" x 7 1/8" to 13" x 19 1/4" (139.7 mm x 182 mm to 330.2 mm x 487.7 mm))
Paper Weight / Paper Types		14 lb bond to 110 lb cover (52 to 300 g/m ²) / Thin, Plain, Heavy, Color, Recycled, Pre-punched, Tab, Bond, Letterhead, Coated, Textured
Number of Trays		2
Paper Capacity	Upper Tray	Up to 200 sheets (20 lb bond (80 g/m ²))
	Lower Tray	Up to 200 sheets (20 lb bond (80 g/m ²))
Power Requirement / Maximum Power Consumption		AC100-240V/2.8A, 50/60Hz / 103 W
Plug		120V, 60Hz, 15A / NEMA 5-15P
Dimensions (HxWxD) / Weight		Approximately 55 3/8" x 26 3/8" x 31 1/4" (1,407 mm x 746 mm x 793 mm) / Approximately 134 lb (61 kg)
Installation Space (WxD) (Approximately)		Approximately 102 5/8" x 36 3/4" (2,607 mm x 932 mm) (When the Booklet Finisher-A1/Staple Finisher-A1 is attached, and the stack bypass and the auxiliary tray are extended)

Paper Folding Unit-G1 (Table 37)

Item	Specification
C-Fold (Paper Size/Weight/Type)	LTRR / 14 lb Bond to 28 lb Bond (52 g/m ² to 105 g/m ²) / Thin, Plain, Color, Recycled, Bond
C-Fold Capacity	40 sheets
Z-Fold (Paper Size/Weight/Type)	11"x17", LGL, LTRR / 14lb Bond to 28lb Bond (52 g/m ² to 105 g/m ²) / Thin, Plain, Color, Recycled, Bond
Z-Fold Capacity (Output to Staple Finisher-A1 or Booklet Finisher-A1)	Tray A / C : Up to 30 sheets (11" x 17") , Up to 10 sheets (LGL, LTRR) Tray B : Up to 10 sheets (11" x 17", LGL, LTRR)
V-Fold (Paper Size/Weight/Type)	LTRR / 14 lb Bond to 28 lb Bond (52 g/m ² to 105 g/m ²) / Thin, Plain, Color, Recycled, Bond
V-fold Capacity (Output to Staple Finisher-A1 or Booklet Finisher-A1)	Tray A/B/C : Up to 10 sheets
Zigzag-Fold (Paper Size/Weight/Type)	LTRR / 14 lb bond to 28 lb bond (52 g/m ² to 105 g/m ²) / Thin, Plain, Color, Recycled, Bond
Zigzag-fold Capacity	Up to 40 sheets
Power Requirement / Maximum Power Consumption	From the finisher / 130 W Maximum
Dimensions (HxWxD) / Weight	Approximately 46 7/8" x 13 1/4" x 31 1/4" (1,190 mm x 336 mm x 793 mm) / Approximately 157 lb (71 kg)
Installation Space (WxD) (Approximately)	Approximately 102 5/8" x 36 3/4" (2,607 mm x 932 mm) (When the Booklet Finisher-A1/Staple Finisher-A1 is attached, and the stack bypass and the auxiliary tray are extended)

Inner Booklet Trimmer-A1 (Table 38)

Item	Specification
Trimming Method	Face Trim
Paper Sizes	13" x 19", 12 5/8" x 17 11/16" (320 mm x 450 mm), 12" x 18", 11"x17", LGL, LTRR, Custom Size (8 1/4" x 11" to 13" x 19 1/4" (210 mm x 279 mm to 330.2 mm x 487.7 mm))
Paper Weight / Paper Types	16 lb bond to 110 lb cover (60 g/m ² to 300 g/m ²) / Thin , Plain, Heavy , Recycled, Color, Coated
Trimming Width	2 mm to 20 mm
Maximum Number of Sheets Trimmed	Up to 40 sheets
Trimmer Booklet Waste Tray Capacity	Up to 1,500 sheets of trimmed strip (width 0.78" (20mm), LTR, 20 lb bond (80 g/m ²))
Trimmed Booklet Output Capacity	Up to 30 booklets
Power Requirement / Maximum Power Consumption	From the finisher / 51 W (When in operation)
Dimensions (HxWxD) / Weight	Inside the finisher (Approximately 15 7/8" x 9 7/8" x 24 5/8" (403 mm x 251 mm x 625 mm)) / Approximately 70.5 lb (32 kg)

Copy Tray-P1 (Table 39)

Item	Specification
Paper Sizes	13" x 19", 12" x 18", 11"x17", LGL, LTR, LTRR, EXEC, STMTR, Custom Size (4" x 5 7/8" to 13" x 19 1/4" (100 x 148 mm to 330.2 mm x 487.7 mm))
Paper Weight / Paper Type	14 lb Bond to 110lb Cover (52 g/m ² to 300 g/m ²) /Thin, Plain, Heavy, Color, Recycled, Pre-Punched, Transparency, Tracing, Labels, Tab, Bond, Letterhead, Coated, Envelopes
Paper Capacity (20lb. Bond)	Up to 250 Sheets
Dimensions (HxWxD)	6 7/8" x 16 1/2" x 15" (175 mm x 420 mm x 382 mm) (when auxiliary tray is extended)
Weight	Approximately 2.9 lb (1.3 kg)
Installation Space (WxD) (Approximately)	63" x 36 3/4" (1,600 mm x 932 mm) (When the auxiliary tray is extended)

USB Flash Drive Specifications (for the USB Key and USB Stick) (Table 40)

Capabilities	Requirement					
connection speed	USB 2.0 High Speed certified, USB 1.1 backward compatible					
memory size	Size ≥ 2 GB					
Bootable media support	Yes (mandatory)					
File system support	Bootable NTFS and FAT32 (Intel)					
Drivers	Windows generic drivers for USB mass storage. No specific drivers or specific setup					
Bios recognition	USB HDD device					
USB key technology	SLC (Single Level Cell – Mandatory)					
Encryption	No hardware data encryption software on the USB key allowed					
U3 support	Not allowed					
Biometric support	Not allowed					
Micro-Drive	Not allowed					
Ready Boost certified	Yes (mandatory)					
Minimal Throughputs	File size	512B	32kB	256kB	2MB	64MB
	Read	1.5 MB/s	8 MB/s	20 MB/s	23 MB/s	24 MB/s
	Write	0.1 MB/s	0.8 MB/s	4 MB/s	4 MB/s	8 MB/s
Housing	Rubber housing (shock resistant) is preferred					
LCD Screen	Not allowed					
Activity indication Led	Yes					

PRISMAsync Controller (Table 41)

Item	Specifications
Server Type	External
Operating System	Windows XP SP3
Processor	Intel QuadCore i7
GPU	nVidia GeForce GTS450
Memory	4 GB
Hard Disk	3 x 3.5" SATA II, 250 GB, 7,200 RPM
Interface	Ethernet 10/100/1000 Base-T, TCP/IP (LPR/LPD, 9100 Socket, SMB), Static IP/Auto IP (DHCP)
Page Description Languages	Adobe PostScript 3 (3019), PDF 1.7, Extension Level 3 (for Acrobat 9); PDF-X, Optimized PS, Optimized PDF
Print Drivers	<ul style="list-style-type: none"> Windows Vista, Windows 7 (32- and 64-bit) Macintosh OS X 10.4, 10.5, 10.6 (32-bit) PPD
Protocols	SNMP v1, v2c, and v3, Host resources MIB, System Group MIB II, Printer MIB, Job Monitor MIB
Fonts	136 Type 1 fonts for Roman languages User import of PS fonts via the Settings Editor Optional Adobe Asian fonts: <ul style="list-style-type: none"> Japanese: 5 Morisawa fonts (no Heisel fonts) Chinese: 2 fonts for simplified Chinese, 1 font for traditional Chinese Korean: 1 font for Korean
Spot Color Libraries	HKS K, HKS K 3000+, HKS N, HKS N 3000+ Pantone Goe (Uncoated/Coated), Pantone+ Solid (Uncoated/Coated)
USB Printing	PDF, PS via USB connection on the operator panel. (Compatibility with all USB storage devices cannot be guaranteed.)
Power Source	Including the Operator Panel and Attention Light: 100-240 V, 15 A, 50 to 60 Hz
Maximum Power Consumption	Including the Operator Panel and Attention Light: Maximum: Approximately 181 W Running: Approximately 165 W Ready: Approximately 130 W Sleep Mode: Approximately 117 W
Dimensions (H x W x D)	16.5" x 7.9" x 16.9" (420 mm x 200 mm x 430 mm)
Weight	Approximately 35 lb (16 kg)
Security	E-Shredding (optional), HTTPS, SNMP v3 Password protection per user role (key operator, system administrator, service technician)
Languages	American English, British English, Czech, Danish, Dutch, Finnish, French, German, Hungarian, Italian, Norwegian, Polish, Portuguese, Russian, Simplified Chinese, Spanish, Swedish, Japanese

B. Warranty

1. Main Unit Limited Warranty

CANON imageRUNNER ADVANCE C9075S PRO /C9065S PRO SERIES LIMITED WARRANTY

Canon U.S.A., Inc. or Canon Canada Inc. (as applicable, "Canon") warrants the imageRUNNER ADVANCE C9075S PRO/C9065S PRO Series product, Canon brand options for such product and the Océ brand PRISMAsync Controller designed for use with the imageRUNNER ADVANCE C9075S PRO/C9065S PRO Series product (collectively, including such options and Controller, the "Product") to be free from defects in workmanship and materials under normal use and service for a period of 90 days after delivery to the original purchaser ("Purchaser") or 180,000 prints or copies (or a combination of both), whichever comes first. During such warranty period, Canon shall replace, without charge, any defective Product part with a new or comparable rebuilt part. This warranty shall not extend to consumables such as paper, chemicals, and toner as to which there shall be no warranty or replacement. Warranty replacement shall not extend the original warranty period of the Product.

This limited warranty shall only apply if the Product is used in conjunction with compatible computers, peripheral equipment, and software. Canon 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 equipment and software (other than the Océ brand PRISMAsync Controller included as part of the Product) that may be distributed with the Product are sold "AS IS" and without warranty of any kind by Canon, including any implied warranty regarding merchantability or fitness for a particular purpose, and all such warranties are disclaimed. The sole warranty, if any, with respect to such non-Canon brand items is given by the manufacturer or producer thereof. For further information on software, see below.

THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES AND CONDITIONS, EXPRESS, OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES AND CONDITIONS REGARDING MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, RELATING TO THE USE OR PERFORMANCE OF A PRODUCT. NO OTHER EXPRESS WARRANTY, CONDITION, OR GUARANTEE, EXCEPT AS MENTIONED ABOVE, GIVEN BY ANY PERSON, FIRM OR CORPORATION WITH RESPECT TO THE PRODUCT, SHALL BIND CANON OR ANY AUTHORIZED SERVICE DEALER. 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, NEGLIGENCE, MISHANDLING, ALTERATION, ELECTRIC CURRENT FLUCTUATION OR ACCIDENT, (B) IMPROPER USE, INCLUDING FAILURE TO FOLLOW OPERATING OR MAINTENANCE INSTRUCTIONS OR ENVIRONMENTAL CONDITIONS PRESCRIBED IN CANON'S OPERATOR'S MANUAL OR OTHER DOCUMENTATION, (C) INSTALLATION OR REPAIR BY ANYONE OTHER THAN AUTHORIZED SERVICE REPRESENTATIVES QUALIFIED BY CANON WHO ARE ACTING IN ACCORDANCE WITH CANON'S SERVICE BULLETINS, (D) USE OF SUPPLIES OR PARTS (OTHER THAN THOSE DISTRIBUTED BY CANON) 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 MEDIA 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. 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 IMMEDIATELY IF YOU HAVE NOT RECEIVED A COPY OF THE SOFTWARE MANUFACTURER'S LICENSE AGREEMENT. CANON RECOMMENDS THAT DATA STORED ON THE PRODUCT'S HARD DISK DRIVE BE DUPLICATED OR BACKED UP TO PREVENT ITS LOSS IN THE EVENT OF FAILURE OR OTHER MALFUNCTION OF THE HARD DISK DRIVE.

NONE OF CANON, OCÉ OR ANY AUTHORIZED SERVICE DEALER SHALL BE LIABLE FOR PERSONAL INJURY OR PROPERTY DAMAGE (UNLESS CAUSED SOLELY AND DIRECTLY BY THE NEGLIGENCE OF CANON, OCÉ OR ANY AUTHORIZED SERVICE DEALER), 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, DATA STORED ON THE PRODUCT'S HARD DISK DRIVE, 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, OCÉ OR ANY AUTHORIZED SERVICE DEALER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. NOR SHALL RECOVERY OF ANY KIND AGAINST CANON, OCÉ OR ANY AUTHORIZED SERVICE DEALER 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, OCÉ OR ANY AUTHORIZED SERVICE DEALER. THIS WARRANTY SHALL NOT EXTEND TO ANYONE OTHER THAN THE ORIGINAL PURCHASER OF THE PRODUCT AND STATES SUCH PURCHASER'S EXCLUSIVE REMEDY.

CONDITIONS OF WARRANTY

Defective parts must be returned to Canon or an Authorized Service Dealer with all necessary documentation and will become the property of Canon.

THIS WARRANTY APPLIES TO PRODUCTS SOLD AND USED IN THE U.S.A. AND CANADA ONLY.

2. GPR-32/33 Drum Unit Limited Warranty

CANON GPR-32/33 DRUM UNIT LIMITED WARRANTY

Canon U.S.A., Inc. and Canon Canada, Inc. (collectively "Canon") warrant the Drum Unit incorporated into the imageRUNNER ADVANCE Series product (the "Product") packaged with this Limited Warranty (the "Drum Unit") to be free from defects in workmanship and materials under normal use and service, other than exterior defects, such as nicks, scratches, or dents, for a period of 30 days after delivery to the original purchaser of the Drum Unit or use of it to make 1,000 prints or copies (or a combination of both), whichever comes first. If the Drum Unit proves to be defective within this warranty period, Canon shall, at its sole option, replace it without charge.

For purchases of the Black Drum Unit, following the expiration of the 30 day warranty period, and continuing for a period of 120 days after delivery to the original purchaser of the Black Drum Unit or use of it to make 350,000 prints or copies (or a combination of both), and for purchases of the Color Drum Unit, following the expiration of the 30 day warranty period, and continuing for a period of 120 days after delivery to the original purchaser of the Color Drum Unit or use of it to make 140,000 prints or copies (or a combination of both), whichever comes first, Canon shall provide a credit ("Credit") to the original purchaser toward a respective replacement Drum Unit if the Drum Unit fails to operate under normal use and service by reason of any defect in workmanship and materials, other than exterior defects, such as nicks, scratches or dents. The Credit shall be a percentage of Canon's then current dealer price for the replacement Drum Unit determined as set forth in the example below.

Warranty replacement shall not extend the original warranty period of the Drum Unit.

THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES AND CONDITIONS, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES AND CONDITIONS REGARDING MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, RELATING TO THE USE OR PERFORMANCE OF THE DRUM UNIT. NO OTHER EXPRESS WARRANTY, CONDITION OR GUARANTY, EXCEPT AS MENTIONED ABOVE, GIVEN BY ANY PERSON, FIRM OR CORPORATION WITH RESPECT TO THE DRUM UNIT SHALL BIND CANON OR ANY AUTHORIZED SERVICE PROVIDER. NO WARRANTY IS GIVEN ON ANY USED DRUM UNIT.

This warranty shall be void and of no force and effect if the Drum Unit is damaged as a result of (a) abuse, neglect, mishandling, or alteration of the Drum Unit, a Product Accessory or a Product in which the Drum Unit 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, Canon's 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 Drum Unit or cause abnormally frequent service calls or service problems. Nor does this warranty extend to any Drum Unit on which the original identification marks or serial numbers have been defaced, removed, or altered.

NEITHER CANON NOR ANY AUTHORIZED SERVICE PROVIDER SHALL BE LIABLE FOR PERSONAL INJURY OR PROPERTY DAMAGE (UNLESS CAUSED SOLELY AND DIRECTLY BY THE NEGLIGENCE OF CANON OR ANY AUTHORIZED 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 DRUM UNIT, REGARDLESS OF THE LEGAL THEORY ON WHICH THE CLAIM IS BASED AND EVEN IF CANON OR ANY AUTHORIZED SERVICE PROVIDER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. NOR SHALL RECOVERY OF ANY KIND AGAINST CANON OR ANY AUTHORIZED SERVICE PROVIDER BE GREATER IN AMOUNT THAN THE PURCHASE PRICE OF THE DRUM UNIT 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 DRUM UNIT NOT CAUSED SOLELY AND DIRECTLY BY THE NEGLIGENCE OF CANON OR ANY AUTHORIZED SERVICE PROVIDER. THIS WARRANTY SHALL NOT EXTEND TO ANYONE OTHER THAN THE ORIGINAL PURCHASER OF THE DRUM UNIT AND STATES SUCH PURCHASER'S EXCLUSIVE REMEDY.

CONDITIONS OF WARRANTY

The defective Drum Unit must be returned to Canon, freight prepaid, in the original packaging with all necessary documentation (machine log, a sample copy, warranty claim tag or other documents as required from time to time) to receive the Credit or replacement Drum Unit.

Credits will be based on the then current dealer price for the replacement Drum Unit, and will be pro-rated based on the copies made as indicated by the service report submitted by the Canon Authorized Service Representative.

EXAMPLE OF CREDIT

Drum Unit inoperative after 35,000 prints or copies (or a combination of both) in less than 120 days of use.

Calculation of the Credit may be illustrated by the following example:

Black Drum
Calculation: $\frac{350,000 - 35,000}{350,000} = \frac{315,000}{350,000} = 90\%$ of the dealer price of the replacement Drum

Color Drum
Calculation: $\frac{140,000 - 35,000}{140,000} = \frac{105,000}{140,000} = 75\%$ of the dealer price of the replacement Drum

THIS WARRANTY APPLIES TO DRUMS SOLD AND USED IN THE U.S.A. AND CANADA ONLY.

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