

Canon



**imageRUNNER
ADVANCE**

**C5051 / C5045
C5035 / C5030**



Service Guide

 **imageRUNNER**
ADVANCE
C5051 / C5045
C5035 / C5030



IMPORTANT

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SERVICE GUIDE HISTORY

Revision	Date	Section(s)	Details
0	October 2009	All	Release of the imageRUNNER ADVANCE C5051/C5045/C5035/C5030 Service Guide
1	July 2011	All	<ul style="list-style-type: none"> • Addition of the imageRUNNER ADVANCE Security Kit-A1 • Revision of the Data Sheet to the Enhanced Format • Revision of the Content Delivery System Content • Addition of the Fax capabilities • Addition of Suggested Maintenance Agreement Rates for scanning • Updated Table Fonts
2	July 2011	IV.B.	Revision of the imageRUNNER ADVANCE Security Kit-A1 Training Course

Published by
Canon U.S.A., Inc.
One Canon Plaza
Lake Success, NY 11042-1198
1-800-OK-CANON
e-Mail: serviceplanning@cusa.canon.com

Canon U.S.A. Homepage: <http://www.usa.canon.com>
Canon U.S.A. Internet e-Support Center website: <http://www.support.cusa.canon.com>
Canon U.S.A. ISG Central website: <http://isgcentral.cusa.canon.com>
Canon Network Access (CNA) website: <http://www.cna.cusa.canon.com>

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 **imageRUNNER**
ADVANCE
C5051 / C5045
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I. Product Overview, Configuration, and Accessories

A. Product Overview

The imageRUNNER ADVANCE C5000 Series are a family of high-speed, high-performance and highly integrated color digital imaging devices in the mid-volume Segments targeted for low-to-mid volume office users.

This imageRUNNER ADVANCE C5000 Series consists of the following four advanced color models:

- imageRUNNER ADVANCE C5051
- imageRUNNER ADVANCE C5045
- imageRUNNER ADVANCE C5035
- imageRUNNER ADVANCE C5030

The imageRUNNER ADVANCE C5051/C5045 are Segment 4 devices that print and copy, Color and Black & White (B&W) Letter sheets at speeds of up to 51 ppm (pages per minute) and up to 45-ppm respectively.



The imageRUNNER ADVANCE C5035 is a Segment 3 device while the imageRUNNER ADVANCE C5030 is a Segment 2 device. The imageRUNNER ADVANCE C5035/C5030 print and copy, Color and B&W Letter sheets at speeds of up to 35-ppm and up to 30-ppm respectively.

The imageRUNNER ADVANCE C5000 Series models offer standard 80 GB HDD (Hard Disc Drive) and 2GB of RAM (Random Access Memory). This can be expanded to a maximum of 250GB HDD and 2.5GB of Ram. The imageRUNNER ADVANCE C5051/C5045

models feature a standard single pass duplexing DADF that is capable of up to 100 ipm (images-per-minute) scan speeds in Color and B&W at a resolution of up to 300 dpi. The imageRUNNER ADVANCE C5035/C5030 models feature a standard duplexing DADF that is capable of up to 46 ipm scan speeds in Color and B&W.

Each of the models in this series offers as standard UFR II Printing and Canon’s Universal Send Document Distribution capabilities. High Compression PDF is now included as standard with Universal Send. True Adobe PostScript will be optionally available for all models as an embedded option as well as the PCL Printer Kit.

Further enhancing the Canon Mail Box technology is the Advanced Box and external Memory Media support that are both standard features for all models. This new feature allows the imageRUNNER ADVANCE C5000 Series to become more integrated into the office environment through its support for native document storage, including PDF (Portable Document Format), Microsoft Office Documents, XPS and more.



The imageRUNNER ADVANCE C5000 Series utilizes the new pQ toner. The pQ Toner is 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.

A Slide and Tilt control panel is standard on the imageRUNNER ADVANCE C5000 Series models. This new highly adjustable embedded 8.4" touch screen features a SVGA high resolution TFT display. This new display provides a wider viewing angle and high contrast for increased usability. The control panel also features a tilting mechanism, providing increased accessibility.

Supported software includes the imageRUNNER ADVANCE Essentials¹. A software package designed to work exclusively with the imageRUNNER ADVANCE models as the core solutions package that are "essential" to enable customers to be more productive in their business. This new approach is to provide end-users with a complete out-of-the-box productivity solution package with potential for additional expansion, and expose users to the benefits and value of Canon solutions.

As an Energy Star Partner, Canon U.S.A., Inc. has determined that the imageRUNNER ADVANCE models meet the Energy Star guidelines for energy efficiency.²

¹ The imageRUNNER ADVANCE Essentials software package will be available in the near future.

² If any options are installed, the device may no longer be ENERGY STAR qualified.

Table 1 – ImageRUNNER ADVANCE C5051/C5045/C5035/C5030 Comparison

Features		imageRUNNER ADVANCE			
		C5051	C5045	C5035	C5030
Print Speed BW / Color (Letter) Up to		51 ppm	45 ppm	35 ppm	30 ppm
Scan Speed (images-per-minute) @ 300dpi (B&W / Color)	Simplex	Approximately 70 ipm		Approximately 46 ipm	
	Duplex	Approximately 100 ipm		Approximately 17.5 ipm	
FCOT (Platen Glass)	B&W	Up to 4.0 seconds		Up to 5.5 seconds	
	Color	Up to 6.5 seconds		Up to 8.9 seconds	
Warm-Up Time		Up to 38 seconds			
Main Memory	Standard	2 GB			
	Maximum	2.5 GB			
HDD Memory	Standard	80 GB			
	Maximum	250 GB			
DADF		Single-Pass Duplexing		Duplexing	
	Capacity	Up to 150 sheets		Up to 100 sheets	
	Maximum Paper size	11" x 17"			
	Maximum Paper Weight	Simplex scanning: 11 lb Bond to 32 lb Bond Duplex scanning: 13 lb Bond to 32 lb bond			
Maximum Paper Size	Cassette 1	12" x 15 3/8"			
	Cassette 2/3/4	12" x 18"			
	Stack Bypass	12 5/8" x 18"			
Paper Weight	Standard Drawers	14 lb Bond – 110 lb Index			
	Bypass	14 lb Bond – 140 lb Index			
	Decks	14 lb Bond – 28 lb Bond			
Multiple Copies		1 - 999			
Resolution	Copy	600 x 600 dpi			
	Print	1200 x 1200 dpi			
Toner Yield (@ 5.0% Coverage)	BW	Up to 44,000		Up to 36,000	
	Color	Up to 38,000		Up to 27,000	
Drum Yield	BW	Up to 171,000 (Letter)		Up to 169,000 (Letter)	
	Color	Up to 85,000 (Letter)		Up to 59,000 (Letter)	
Power Requirements		120V / 20A		120V / 15A	
Plug Type		NEMA 5-20P		NEMA 5-15P	
STORE	Mail Box	Standard			
	Advanced BOX	Standard			
	Memory Media Support	Standard (USB)			
PRINT	UFR II	Standard			
	PCL	Option			
	Direct Print	Standard (JPEG, TIFF) Optional (PDF/XPS)			
	PostScript	Option (Adobe PS)			
	imagePASS (Embedded)	Option			
	ColorPASS (Server)	Option	N/A		
SEND	Universal Send	Standard			
	PDF High Compression	Standard			
	PDF Advanced Feature Set	Option ³			
	PDF Security Feature Set	Option ⁴			
	PDF Digital User Signature	Option			
FAX	Super G3 Fax	Option (Up to 4 lines)			
MEAP		Standard			
AMS		Standard (Bundle)			

³ Includes Searchable PDF/XPS, Trace & Smooth PDF, PDF with Adobe Reader Extensions and Office Open XML format support.

⁴ Includes Digital Device Signature (PDF/XPS) and Encrypted PDF modes.

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.

Table 2 – ImageRUNNER C5000 Series Configuration

Item	Item Number ⁵
 <p>imageRUNNER ADVANCE C5051 shown with optional Booklet Finisher-A1, Inner Two-Way Tray-F1, Staple Finisher-C1, Paper Deck Unit-B1 and External 2/3 Hole Puncher-B1.</p>	
MFP configuration (Main Unit with ADF)	
imageRUNNER ADVANCE C5051 ^{6, 7}	3614B023AD
imageRUNNER ADVANCE C5045 ^{6, 7}	3615B023AD
imageRUNNER ADVANCE C5035 ^{6, 8}	3616B023AD
imageRUNNER ADVANCE C5030 ^{6, 8}	3617B023AD
MFP Configuration with Essentials	
imageRUNNER ADVANCE C5051 V2 with Essentials ^{9, 10}	3614B026AD
imageRUNNER ADVANCE C5045 V2 with Essentials ^{9, 10}	3615B026AE
imageRUNNER ADVANCE C5035 V2 with Essentials ^{9, 10}	3616B027AD
imageRUNNER ADVANCE C5030 V2 with Essentials ^{9, 10}	3617B026AD
Printer Only Configuration (Main Unit with Printer Cover)	
imageRUNNER ADVANCE C5051 ¹¹	3614B024AD
imageRUNNER ADVANCE C5045 ¹¹	3615B024AE
imageRUNNER ADVANCE C5035 ¹¹	3616B024AD
imageRUNNER ADVANCE C5030 ¹¹	3617B024AD

⁵ Item Numbers and Part Numbers are subject to change without notice.

⁶ Ships standard with 2 x 550-sheet Paper Cassettes, UFR II Printing, Color Universal Send with PDF High Compression, Access Management System, 10/100/1000 BaseTX Ethernet, USB 2.0 high speed connectivity, Color Network ScanGear, Drum Units and the Color Image Reader (Shipped Separately).

⁷ Ships standard with the Single Pass Duplexing Automatic Document Feeder (Shipped Separately).

⁸ Ships standard with the Duplexing Automatic Document Feeder (Shipped Separately).

⁹ Includes Base Model and imageRUNNER ADVANCE Essentials. imageRUNNER ADVANCE Essentials includes imageRUNNER ADVANCE Desktop, Workflow Composer and MEAP Connectors, and imageRUNNER ADVANCE Tracker.

¹⁰ imageRUNNER ADVANCE Desktop software ships standard with three year software maintenance. Workflow Composer, Connectors and Tracker do not have Software Maintenance.

¹¹ Ships standard with 2 x 550-sheet Paper Cassettes, UFR II Printing, Access Management System, Printer Cover, 10/100/1000 BaseTX Ethernet, USB 2.0 high speed connectivity and Drum Unit. Please note Printer Cover is shipped separately.

Table 3 – Hardware Accessories

Item	Item Number ⁵
Hardware Accessory Options	
Cassette Feeding Unit-AD1 ¹²	3654B001AA
Cabinet Type-B ¹²	4364B001AA
Paper Deck Unit-B1 ¹³	3655B002AA
Inner 2-way Tray-F1 ¹⁴	3661B001AA
Inner Finisher-A1 ¹⁴	3658B001AA
Inner Finisher Additional Tray-A1	3662B001AA
Staple Finisher-C1 ¹⁴	3656B001AA
Booklet Finisher-C1 ¹⁴	3657B001AA
External 2/3 Hole Puncher-B1 ¹⁵	3660B002AA
FL Cassette-AG1	3663B001AA
FL Cassette-AH1	3664B001AA
Envelope Feeder Attachment-D1 ¹⁶	3665B001AA
Tab Feeding Attachment Kit-B1 ^{16, 17}	6793A004AA
Copy Tray-J1 ¹⁸	8815A001AB
Utility Tray-A1	3723B001AA
USB Key Board (Cherry) ¹⁹	1266V426
Key Switch Unit-A2	8203A002AA
Card Reader-C1 ^{20, 21}	6575A001AB
Copy card Reader Attachment Kit-B1	3684B001AA
Copy Card Set 1 (1-30)	0499A004AB
Copy Card Set 2 (31-100)	0499A005AA
Copy Card Set 3 (101-200)	0499A006AA
Braille Label Kit-F1	7518A004AA
ADF Access Handle-A1	1095B001AA
Copy Control Interface Kit-A1 ^{22, 21}	3726B001AA
Convenience Stapler-B1	1727V838

¹² The Cassette Feeding Unit-AD1 and Cabinet Type-B cannot be installed at the same time.

¹³ Requires the Cassette Feeding Unit-AD1.

¹⁴ The Inner Finisher-A1, Inner 2way Tray-F1, Staple Finisher-C1 or Booklet Finisher-C1 cannot be installed at the same time.

¹⁵ Requires the Staple Finisher-C1 or Booklet Finisher-C1.

¹⁶ Installs in Cassette 2. Envelope Feeder Attachment-D1 and Tab Feeding Attachment Kit-B1 cannot be installed at the same time.

¹⁷ If main unit is configured with Inner Finisher, Copy Tray is required for tab output.

¹⁸ Cannot be installed with Staple Finisher-C1 or Booklet Finisher-C1.

¹⁹ When installing USB Keyboard it is recommended to install the Utility Tray-A1.

²⁰ Requires the Copy Card Reader Attachment Kit-B1

²¹ Copy Card Reader-C1 and Copy Control Interface Kit-A1 cannot be installed at same time.

²² Serial Interface Kit-K1 and Copy Control Interface Kit-A1 cannot be installed at same time.

Table 4 – System Connectivity Accessories

Item	Item Number ⁵	eLAN Item Number ²³
System Connectivity Accessories		
PCL Printer Kit-AE1 ²⁴	3670B001AB	3670B006AA
PS Printer Kit-AE1 ^{24, 25}	3671B002AA	3671B009AA
Direct Printer Kit (for PDF/XPS) -H1 ^{25, 26}	3674B002AA	3674B004AA
Encrypted Secure Print-D1	1337B006AA	1337B011AA
Barcode Printing Kit-D1 ²⁷	3999B001AA	3999B004AA
Web Access Software-H1 ²⁸	2738B006AA	2738B007AA
Universal Send Advanced Feature Set-D1 ²⁶	3405B002AA	3405B010AA
Universal Send Security Feature Set-D1 ²⁶	3406B002AA	3406B006AA
Universal Send Digital User Signature Kit-C1 ²⁹	1326B010AA	1326B013AA
Universal Send Searchable PDF/XPS Kit-D1e	-	0634B022AA
Universal Send PDF Encryption Kit-D1e	-	0633B018AA
AA PROX V2.0 ³⁰	5105B003AA	5105B008AA
AA PROX V2.0 Starter Package ³¹	5105B001AA	-
Authorized Send Kit V4.3 (1 License) ³²	3194B018AA	4164B900AA
Authorized Send Kit V4.3 (10 Licenses) ³²	3194B019AA	4164B901AA
Authorized Send Kit V4.3 (100 Licenses) ³²	3194B020AA	4164B902AA
Super G3 FAX Board-AE1	3675B002AA	-
Super G3 2 nd Line Fax Board-AE1 ³³	3676B002AA	-
Super G3 3 rd /4 th Line FAX Board-AE1 ³⁴	3677B002AA	-
Remote FAX Kit-A1 ³⁵	3679B002AA	3679B005AA
Secure Watermark-B1	1082B006AA	1082B010AA
Wireless LAN Board-B2 ³⁶	3680B003AA	-
USB Device Port-B1	3720B001AA	-
Multimedia Reader/Writer-A1 ³⁷	3721B001AA	-
Additional Memory Type B (512MB)	3668B001CA	-
Document Scan Lock Kit-A1	3840B002AA	-
Data Erase Kit-C1	4002B002AA	4002B004AA
HDD Data Encryption and Mirroring Kit-C1 ³⁸	3718B002AA	-
Removable HDD Kit-AC1	3715B001AA	-
2.5inch/80GB HDD-C1 ³⁹	3713B001BA	-

²³ eLAN item (License Access Number is delivered via CNA System).

²⁴ PCL Printer Kit-AE1, PS Printer Kit-AE1, imagePASS-B1 and ColorPASS-GX300 cannot be installed at same time..

²⁵ Requires Additional Memory Type B (512MB).

²⁶ Contains multiple options. Current (tangible) item requires multiple LANs to generate multiple license keys for activation. New eLAN item (intangible) utilizes single eLAN to generate multiple license keys or files for activation.

²⁷ Requires PCL Printer Kit-AE1.

²⁸ Requires PS printer Kit-AE1 or Direct Printer Kit (for PDF/XPS)-H1 when printing PDF files.

²⁹ SSO-H setting is required.

³⁰ Software only. Supported RF IDEas Proximity Card Reader is required.

³¹ Starter Package includes AA-PROX V2.0 (1 License). RF IDEas Proximity Card Reader for HID Proximity Card and HID Proximity Sample Card Set (10 Cards). Device Port option is required.

³² Authorized Send Kit V4.3 Jar file available via download only from <http://www.canon.com/fau/downloads/>

³³ Requires the Super G3 FAX Board-AE1 installed.

³⁴ Requires the Super G3 FAX Board-AE1 & Super G3 2nd Line Fax Board-AE1 Installed.

³⁵ Cannot be installed with Super G3 FAX Board-AE1.

³⁶ Requires Expansion Bus-F2.

³⁷ Requires USB Device Port-B1.

³⁸ HDD Mirroring feature requires two hard drives, either one additional 2.5inch/80GB HDD-C1 with standard 80GB HDD or two 2.5 inch/250GB HDD-D1 replacing standard 80GB HDD.

Item	Item Number ⁵	eLAN Item Number ²³
System Connectivity Accessories		
2.5inch/250GB HDD-D1	3714B001AA	-
IPSec Board-B2 ³⁶	2906B002AA	-
Expansion Bus-F2	2905B002AA	-
Voice Guidance Kit-F1 ⁴⁰	3681B001AA	-
Voice Operation Kit-C1 ⁴⁰	3682B002AA	-
Remote Operator's Software Kit-B1	4001B002AA	4001B004AA
iR ADV Security Kit 2600 Set ⁴¹	4576B003AA	
imagePASS-B1 ^{24, 25, 42}		3394B001AA
Hot Folder v2.0 (for imagePASS-B1)		0123B002AB
Secure Erase V1.1 (for imagePASS-B1)		1245B002AA
512MB Option Memory (for imagePASS-B1) ⁴³		0448A030BA
ColorPASS-GX300 Professional Color Solution Bundle ^{24, 44, 45, 46}		3489B013AA
ColorPASS-GX300 ^{24, 25, 44, 45}		3489B001BA
SeeSequence Impose		6596A035AA
SeeSequence Compose		2351B003AA
SeeSequence Suite ⁴⁷		6596A037AA
Removable Hard Disk Drive Kit-B1 (for ColorPASS-GX300) ⁴⁵		0134B003AA
Graphic Arts Feature Set Premium v2.2 (for ColorPASS-GX300) ⁴⁵		7752A022AA
X-Rite Eye-One (for imagePASS-B1 & ColorPASS-GX300)		8002A004AA
Integrated Interface & Stand-A1 (for ColorPASS-GX300) ^{45, 48}		1099V652
Advance Controller Interface Kit (for ColorPASS-GX300) ⁴⁵		1101V271

³⁹ 80GB HDD for Mirroring functionality only, cannot be used to increase storage.

⁴⁰ Voice Guidance Kit-F1 and Voice Operation Kit-C1 cannot be installed at the same time.

⁴¹ Includes the imageRUNNER ADVANCE Security Kit-A1, HDD Data Encryption & Mirroring Kit-C1, IPSec Board-B2, Data Erase Kit-C1 and Common Criteria certified firmware for the imageRUNNER ADVANCE C5000 Series.

⁴² Ship standard with Paper Catalog Kit.

⁴³ Provides additional memory for the imagePASS-B1. Not required for installation.

⁴⁴ Ships standard with Hot Folder version 2.0, Graphic Arts Feature Set version 2.2, Paper Catalog Kit, Secure Erase version 1.1 and VDP Kit.

⁴⁵ imageRUNNER ADVANCE C5051 only

⁴⁶ Includes ColorPASS-GX300, Additional Memory Type B (512MB), SeeSequence Suite, X-Rite Eye-One and Fiery e-Learning (one license for 4 courses; Optimizing Color and Consistency with Fiery Controller, Creating Automated Workflows on your Fiery Controller, Managing Jobs on your Fiery Controller and Introduction to Fiery Imposition).

⁴⁷ Includes 1 license each of SeeSequence Impose and SeeSequence Compose.

⁴⁸ Comes with 22" LCD monitor, keyboard, mouse and stand.

Table 5 – Integrated Solutions Options

imageRUNNER ADVANCE Essentials		
Description	Item Number ⁵	eLAN Item Number ²³
imageRUNNER ADVANCE Essentials V1.1 (Desktop 5L, WFC w/connectors, Tracker) ⁴⁹	7494A769AA	7494A785AA
imageRUNNER ADVANCE Essentials Lite V1.1 (Desktop 1L, WFC w/conn., Tracker) ⁴⁹	-	4140B169AA
imageRUNNER ADVANCE Desktop 5L w/ 3yrs Software Maintenance	7494A772AA	7494A788AA
imageRUNNER ADVANCE Desktop 20L w/ 3yrs Software Maintenance	7494A773AA	7494A789AA
Workflow Composer w/ MEAP Connectors 5L Pack	-	7494A792AA
Workflow Composer w/ MEAP Connectors 20L Pack	-	7494A793AA
imageRUNNER ADVANCE Tracker 5L Pack	-	7494A794AA
imageRUNNER ADVANCE Tracker 20L Pack	-	7494A795AA
MEAP Connector for SharePoint Server v1.0.5 (1 Device) ⁵⁰	7494A757AA	4165B036AA
AA Prox V2.0.1 with Essentials Lite V1.1	-	5105B019AA
AA Prox V2.0.1 with WFC & MEAP Connectors	-	5105B020AA
AA Prox V2.0.1 with Tracker	-	5105B021AA
imageWARE Document Server V1.1E 1L & DT 5L w/ 3yr Software Maintenance	-	7494A799AA
imageWARE Document Server V1.1E 1L w/ 3yrs Software Maintenance ⁵¹	7494A762AA	4143B039AA
Client Access License for imageWARE Document Server v1.1 5CAL	-	4143B046AA
Client Access License for imageWARE Document Server v1.1 20CAL	-	4143B047AA
Client Access License for imageWARE Document Server v1.1 100CAL	-	4143B048AA
imageWARE Document Server V1.0/V1.1 1L 1yr Software Maintenance Extension ⁵²	7494A696AA	-
imageWARE Document Server V1.1 1L & DT 5L 1yr Software Maintenance Extension	7494A766AA	-
imageRUNNER ADVANCE Desktop 1L 1yr Maintenance Extension (Essentials Lite)	7494A752AA	-
imageRUNNER ADVANCE Desktop 5L 1yr Software Maintenance Extension ⁵²	7494A689AA	-
imageRUNNER ADVANCE Desktop 20L 1yr Maintenance Extension	7494A751AA	-
imageWARE Scan Manager DS V1.0E 1L w/ 3yrs Software Maintenance ⁵¹	7494A698AA	-
imageWARE Scan Manager DS V1.0EFS 1L 1yr Software Maintenance Extension ⁵²	7494A699AA	-
imageRUNNER ADVANCE Essentials V1.1 NFR ⁵³	7494A770AA	7494A786AA
imageRUNNER ADVANCE Desktop V1.1 10L NFR ⁵⁴	7494A774AA	7494A791AA
imageWARE Document Server V1.1E 1L NFR	7494A767AA	4143B045AA
Client Access License for imageWARE Document Server v1.1 10CAL NFR	-	4143B049AA
imageWARE Scan Manager DS V1.0E 1L NFR ⁵³	7494A700AA	-

⁴⁹ The imageRUNNER ADVANCE Desktop software ships standard with three-year software maintenance. Workflow Composer, Connectors and Tracker do not have Software Maintenance.

⁵⁰ Workflow Composer needs to be installed. MEAP Connector for SharePoint Server 2007 does not have Software Maintenance.

⁵¹ imageWARE Document Server and imageWARE Scan Manager DS ships standard with three year Software Maintenance.

⁵² Software Maintenance Extensions can be purchased and registered up to 5 years in advance.

⁵³ Up to three (3) NFR packages per showroom location are available.

⁵⁴ 1 year time expiration has been implemented.

Table 6 – Supplies and Consumables

Item	Item Number ⁵
Supplies & Consumables	
Stamp Ink CRG-C1	1857B001AA
Stamp Unit-B1	1858B001AA
Staple-J1 (for Staple Finisher-C1 & Booklet Finisher-C1 & Inner Finisher-A1) ⁵⁵	6707A001AC
Staple Cartridge-D2 (for Booklet Finisher-C1) ⁵⁶	0250A002AD
GPR-30 Black Drum Unit ⁵⁷	2776B004BA
GPR-30 Color Drum Unit ⁵⁷	2777B004BA
GPR-31 Black Drum Unit ⁵⁸	2778B004BA
GPR-31 Color Drum Unit ⁵⁸	2779B004BA
GPR-30 Black Toner ⁵⁷	2789B003AA
GPR-30 Cyan Toner ⁵⁷	2793B003AA
GPR-30 Magenta Toner ⁵⁷	2797B003AA
GPR-30 Yellow Toner ⁵⁷	2801B003AA
GPR-31 Black Toner ⁵⁸	2790B003AA
GPR-31 Cyan Toner ⁵⁸	2794B003AA
GPR-31 Magenta Toner ⁵⁸	2798B003AA
GPR-31 Yellow Toner ⁵⁸	2802B003AA

C. Main Unit Box Contents

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

Table 7 – imageRUNNER ADVANCE C5000 Series Box Contents (Main Unit Only)

• Main Unit	• Installation Check List
• Drum cartridge (Bk)	• UFR II User Software CD (E)
• Drum cartridge (C)	• MEAP Admin. Software CD
• Drum cartridge (M)	• Maintenance Guide
• Drum cartridge (Y)	• How to Use the Manuals
• Getting Started Guide	• AMS KIT
• e-Manual	• Register/Update Software Administrator Guide
• Quick Reference	• Notice for function difference
• Frequently Asked Questions	• Correction Notice
• Drum warranty card	• Package

⁵⁵ Used for corner/double stapling only. 3 cartridges per case. 5,000 staples per cartridge.

⁵⁶ Used for booklet finishing only. 3 cartridges per case. 2,000 staples per cartridge.

⁵⁷ imageRUNNER ADVANCE C5051/C5045 Only.

⁵⁸ imageRUNNER ADVANCE C5035/C5030 Only.

D. Accessory Options

1. Inner Finisher-A1



The Inner Finisher-A1 is an optional finisher for the imageRUNNER ADVANCE C5000 Series and it consists of 1-tray, with an output capacity of up to 500 sheets. The Inner Finisher-A1 is capable of corner or double stapling up to 50 sheets at a time.

The Inner Finisher-A1 cannot be installed with the Inner 2 Way Tray-F1.

The Optional Inner Finisher Additional Tray-A1 adds a 2nd tray to the Inner Finisher-A1. The output of the Inner Finisher-A1 is split between two trays with a total capacity of up to 300-sheets (up to 100 sheets in the upper tray and up to 200 sheets in the lower tray).

2. Cassette Feeding Unit-AD1



The Cassette Feeding Unit-AD1 is an optional accessory for the imageRUNNER ADVANCE C5000 Series. Each of the two drawers has a capacity of up to 550 sheets providing a total capacity of up to 1,100 sheets. The Cassette Feeding Unit-AD1 supports paper sizes of up to 12"x18" in weights ranging from 14 lb bond to 110 lb cover (Uncoated).

3. Paper Deck Unit-B1



The optional Paper Deck Unit-B1 accessory has a capacity of up to 2,700 sheets and supports paper sizes of up to 8.5"x11" in weights ranging from 14 lb bond to 110 lb cover (Uncoated). The Paper Deck Unit-B1 cannot be installed with the Cabinet Type-B.

4. Cabinet Type-B



The Cabinet Type-B is a cabinet, which provides the end-user storage space for additional supplies for the imageRUNNER ADVANCE C5000 Series. The Cabinet Type-B cannot be installed while the optional Cassette Feeding Unit-AD1 is utilized. The Cabinet Type-B cannot be installed with the Paper Deck Unit-B1.

5. Envelope Feeder Attachment-D1

The Envelope Feeder Attachment-D1 installed in the 2nd paper cassette permits envelope feeding from the cassette tray. The Envelope Feeder Attachment-D1 cannot be installed with the Tab Attachment Kit-B1.

6. Tab Attachment Kit-B1

The Tab Attachment Kit-B1 Installed in the 2nd paper cassette enables printing on tabs from the cassette tray. The Tab Attachment Kit-B1 cannot be installed with the Envelope Feeder Attachment-D1.

7. Staple Finisher-C1



The optional Staple Finisher-C1 is capable of multi-position stapling (corner stapling and double stapling) for up to 50-sheets.

The Staple Finisher-C1 has two trays with an output capacity of up to 3,000 sheets (Letter). The Staple Finisher-C1 cannot be installed with the Booklet Finisher-C1.

8. Booklet Finisher-C1



This optional Booklet Finisher-C1 provides Saddle stitching for up to 16-sheets with paper sizes of up to 12" X18", V folding of sheets and multi-position stapling (corner stapling and double-stapling) for up to 50-sheets.

The Booklet Finisher-C1 has two trays with an output capacity of up to 3,000 sheets (Letter). The Booklet Finisher-C1 cannot be installed with the Staple Finisher-C1.

9. External 2/3 Hole Puncher-B1

The optional External 2/3 Hole Puncher-B1 provides 2 and 3-hole punch capability for paper stocks from 14 lb Bond 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 External 2/3 Hole Puncher-B1 requires the Staple Finisher-C1 or the Booklet Finisher-C1.

10. Inner 2-Way Tray-F1



The Optional Inner 2-Way Tray-F1 attaches to the imageRUNNER ADVANCE C5000 Series. The Inner 2-Way Tray has a capacity of up to 350-sheets (up to 250 sheets in tray A and up to 100 sheets in tray B).

11. Copy Tray-J1



The Copy tray attaches to the imageRUNNER ADVANCE C5000 Series and has a capacity of up to 100-sheets.

12. Super G3 Fax Capability

Super G3 FAX Board-AE1 provides a connection via a telephone line to enable traditional fax capabilities for the imageRUNNER ADVANCE. The imageRUNNER ADVANCE C5000 Series supports up to four (4) fax lines to accommodate end-users with high volume fax requirements.

13. Remote Fax Kit-A1

The Remote Fax Kit-A1 enables an imageRUNNER ADVANCE device without an optional fax board installed (client device) to utilize an imageRUNNER ADVANCE with the optional fax board installed (fax server) to send and receive fax documents via the server.

The client device scans a document and forwards the electronic document file to a device designated as a fax server. The fax server

sends the document file as a fax to specified destinations. When the designated fax server receives fax documents, it forwards the document file(s) to the designated client device using the job forwarding feature.

E. Advanced Options

For demanding production environments, the imagePASS-B1 and ColorPASS-GX300 Print Controllers feature the latest system software to enhance print productivity for multi-user environments with advanced job management features and Color Management Tools.

1. Canon PCL Printer Kit-AE1 and PS Printer Kit-AE1

The imageRUNNER ADVANCE C5000 Series features a Canon designed controller that utilizes the Adobe PostScript 3 print drivers and software and PCL 5c/6 description languages. The PCL Printer Kit-AD1 supports PCL5c/6 while the PS Printer Kit-AD1 supports Adobe PostScript 3. The Canon controllers enable a true print resolution of up to 1200 x 1200 dpi.

Adobe PostScript (PS) Printing provides support for genuine PS/PDF users and applications with support for Adobe Genuine fonts.

2. imagePASS-B1



The imagePASS-B1 is an EFI Print Controller that is a piggyback controller positioned for end-users who require Genuine Adobe PS with high-speed RIP and end-users who require a setup of print jobs using an EFI and Canon co-developed controller and utility software. This controller would also be suitable for users emphasizing color-adjusting functions. The imagePASS-B1 supports the imageRUNNER ADVANCE C5000 Series models.

3. ColorPASS-GX300 (imageRUNNER ADVANCE C5051 Only)



The ColorPASS-GX300 is an external controller, available only for the imageRUNNER ADVANCE C5051, positioned for CRD and Print-For-Pay markets that require Print on Demand functions or high-speed RIPs with workflow utilities. This controller is also suitable for users that require color adjustment functions.

4. Command Workstation 5



Command Workstation 5 is included with the ColorPASS-GX300 controllers. Command Workstation 5 includes the Job Center area. The Job Center area is a centralized location to view and manage jobs sent to the Fiery server and is the operator's main user interface for job management and set-up controls.

Command Workstation 5 offers integrated, fast, and flexible previews to help minimize print errors and waste, while making the user interface simpler and generating cohesive tool integration including color management tools, VDP resources, fonts, Virtual Printers, and job logs.

F. Data Storage & Security Options

Data Storage and Security Option Notes:

- The end-user should consider remote back-ups to a network drive even when installing the HDD Data Encryption & Mirroring Kit-B1.
- The end-user should consider scanning the imageRUNNER ADVANCE HDDs and removable HDDs over the network with Anti-Virus software.
- Prior to any system software upgrades, the end-user should backup the HDD user data.

1. Advanced Box

Advanced Box is a storage area in the machine that stores scanned documents and Microsoft Office files to be used on your computer. There are two types of storage in the Advanced Box: the Shared Space and the Personal Space.

The Advanced Box can be opened to the public as an SMB (Server Message Block) server or WebDAV (Distributed Authoring and Versioning) server. You can access the Advanced Box from your computer and move files from your computer to the machine or vice-versa.

IMPORTANT

It is strongly recommended to protect the Advanced Box from viruses. If the end-user has an antivirus system in place, the Advanced Box folders should be added to its list of folders to scan and protect.

In addition, it is highly recommended that end-user customers install the HDD Encryption & Mirroring Kit-B1 and have security systems and a back up plan available for data and data storage. Critical data, such as Inbox and Address Book content on the machine's hard drive must be backed up periodically. Similarly, data stored on hard drives and on the Advanced Box must be secured.

For more information on backing up data, refer to the Getting Started Guide, Chapter 1, "Before You Start Using This Machine".

2. TPM (Trusted Platform Module)

TPM is a standard security chip (tamper resistant hardware) installed in the imageRUNNER ADVANCE C5000 Series. The TPM provides a facility for the secure generation of cryptographic keys, encrypts information stored on the internal HDD, and decrypts information read from the internal HDD. The public keys to encrypt confidential information are securely controlled by the TPM chip, and they can only be decrypted if the TPM releases the associated

decryption key. If the HDD is removed from the machine, it will be difficult to retrieve data off that HDD since the encryption key for that data is stored in a separate location within the TPM.

 **CAUTION**

Once the TPM setting is activated, if the end user fails to back up the TPM key, or if the end user loses the TPM key, it may result in permanent, unrecoverable data loss, for which Canon U.S.A., Inc. is not liable.

3. **HDD Data Encryption & Mirroring Kit-C1**

The HDD Encryption & Mirroring Kit-B1 encrypts image data before writing to the HDD. This kit provides protection for all data including documents stored in Mail Boxes. The HDD Data Encryption & Mirroring Kit-C1 is equipped with the Canon MFP Security Chip 1.50 which has acquired Common Criteria Certification of Evaluation Level 3 (EAL3). Common Criteria Certification is a requirement for all government agencies that handle national security data. Receiving Common Criteria Certification indicates that this kit has passed a “rigorous government sponsored inspection process for the safety and security of data entered, stored, displayed, or transmitted by networked devices”.

 **CAUTION**

If the HDD Data Encryption & Mirroring Kit-C1 is installed after the Main unit is installed then the HDD must be backed up before installing the Kit or a loss of data may occur. If this occurs, an E602 error code may appear and the System Software will need to be reloaded onto the engine.

4. **Removable Hard Disk Drive Kit-B1**

The optional Removable Hard Disk Drive Kit-B1 (available for the ColorPASS-GX300 only) provides the capability to physically remove the Hard Drive out of the device and place it in a secured location. It allows the hard drive to be easily removed for secure storage on a frequent basis and easily reinstalled for normal device use. This option provides another layer of data security for government agencies and corporate enterprises that need to ensure that data stored on the hard disk is physically secured when the unit is not in use.

Customers with concerns about data security may want to consider having a Removable Hard Disk Drive Kit-B1 available that only contains the machine system software. The technician would utilize this HDD during maintenance visits.

5. HDD Data Erase Kit-C1

When the HDD Erase Kit-C1 is enabled, data is automatically and completely erased when deleted from the hard disk. This is to ensure that no trace of data remains on the hard disk. One of the following three methods can be used to erase data from the hard disk: Overwrite Once With Null Data, Overwrite Once With Random Data, or Overwrite With Random Data Three Times.

The following data is completely erased from the hard disk:

- Image data created when copying, printing, scanning and faxing
- Image data that remained after you deleted a document in an inbox
- Spooled data
- User information such as address book data after you delete

Notes:

- Do not use the machine while data is being erased from the hard disk. It may take some time until the machine becomes ready to scan once the data is completely erased.
- The performance of the machine may degrade when processing jobs.
- The Overwrite Null Data One Time method is set by default when the HDD Data Erase Kit-C1 is activated.

CAUTION

If the HDD Data Erase Kit-C1 is installed after the Main unit is installed then the HDD must be backed up before installing the Kit or a loss of data may occur. If this occurs, an E602 error code may appear and the System Software will need to be reloaded onto the engine.

6. imageRUNNER ADVANCE Security Kit 2600 Set

The optional imageRUNNER ADVANCE Security Kit-A1 certifies that the imageRUNNER ADVANCE C5000 Series complies with IEEE standard 2600.1-2009⁵⁹, an international standard for information security of Multi-Function Printers and Single Function Printers. Certification provides assurance that user specifications, vendor implementations, and lab evaluations of a security product have been conducted in a highly standardized manner.

The ISO/IEC 15408 Common Criteria (CC) certification indicates that the imageRUNNER ADVANCE C5000 Series complies with the IEEE standard 2600.1-2009 standard as a result of an evaluation based on the specified evaluation standards and evaluation methods.

⁵⁹ A protection profile of the evaluation assurance level "EAL3+ALC_FLR.2"

Components required for the imageRUNNER ADVANCE Security Kit-A1 to function are the IPsec Board, HDD Data Erase Kit and Data Encryption & Mirroring Kit (available with the imageRUNNER ADVANCE Security Kit-A1 2600 Set). Additionally, the Access Management System Kit is required (available with the imageRUNNER ADVANCE C5000 series device).

Notes:

- The imageRUNNER ADVANCE Security Kit-A1 will ship with certified device firmware to enable imageRUNNER ADVANCE C5000 IEEE2600.1 certification.
- Firmware Upgrades: Only upgrade imageRUNNER ADVANCE C5000 series firmware to versions certified for the IEEE standard 2600.1-2009. Upgrading to non-certified firmware will invalidate IEEE standard 2600.1 although the unit will continue to operate properly.
- Training is required to sell and support the imageRUNNER ADVANCE Security Kit-A1. See the [imageRUNNER ADVANCE Security Kit-A1 for IEEE 2600.1 training course, page 27](#).

G. Customer Expectations Document (CED)

Canon USA offers Dealers a Customer Expectations Document (CED) that contains features and capabilities of the Canon imageRUNNER ADVANCE C5000 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 C5000 Series device.

It is recommended that potential customers that are interested in purchasing imageRUNNER ADVANCE C5000 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.

II. Features

A. New User Interface design

The imageRUNNER ADVANCE models feature as standard a User Interface (UI) designed with an emphasis on ease of use and customization to improve the user-friendliness and accessibility for each user. The 8.4" touch screen provides a wider viewing angle and improved intuitive menus with large on-screen buttons for increased usability and easy navigation.

Graphics accompany text to assist users to quickly and easily identify functions. The UI is also adjustable to allow the end-user to slide and tilt the control panel vertically within its guides to a desired position.

The UI screen identifies functions separately on the main screen (e.g. the fax features are separate from the Send features), requiring fewer steps to access frequently used features.

A Quick Menu is available which allows the registration of frequently used buttons. In addition, utilizing Workflow Composer, an end-user can register one-button workflows on the Quick Menu to replace complex multi-step job tasks.

The new UI Supports a USB interface for memory media integration and Keyboard Support.

B. Remote Support Services

1. imageWARE Remote

imageWARE Remote⁶⁰ is a service that collects the page counter, service part counter, alarm, jam, and error code data from Canon devices with the Embedded Remote Diagnostic System (eRDS). The eRDS enables a device to transmit counter and error code data to a Universal Gateway (UGW) database that the dealership can retrieve via a web portal.

There are two imageWARE Remote packages available:

a) imageWARE Remote Meter Reading

This system communicates the meter counter information to the UGW database for review by the dealership.

b) imageWARE Remote Service Monitor

This system includes the same service as imageWARE Remote Meter Reading with the addition of transmitting device alarm, jam, and error alert notification to the dealership.

c) Content Delivery System Scheduler

imageWARE Remote enables the Dealership to schedule the download of MEAP applications and firmware using the Content Delivery System. The Dealership schedules the content (application or firmware) and time to download using the UGW. As the imageRUNNER ADVANCE device polls the UGW (via the eRDS), the device receives the schedule and content to

⁶⁰ Refer to the imageWARE Remote Software Solutions Guide for more information

download from the Content Delivery System server. ImageWARE Remote is required to use the 'Scheduled Delivery' Method or the 'Full Remote' Method of the Content Delivery System. See the [Content Delivery System, page 18](#).

2. Content Delivery System

The Content Delivery System (CDS) is Canon's next generation system for the delivery and installation of firmware and MEAP (Multifunction Embedded Application Platform) applications to the imageRUNNER ADVANCE devices. Advantages of the CDS include reduced service costs (labor, travel), and improved first call resolution. Another benefit is that the latest version of firmware is always available to download and install on the imageRUNNER ADVANCE devices.

The CDS enables imageRUNNER, imageRUNNER ADVANCE, and imagePRESS end-users the option to download select MEAP applications (.jar file and license file), select client applications and related manuals from the CDS website located at: <http://www.canon.com/fau/downloads>.

Further, the value of using the CDS is realized when updating multiple imageRUNNER ADVANCE devices. Up to 40 minutes can be saved per machine that would ordinarily be used for machine preparation, downloading, and installation.

There are three methods to deliver the firmware and applications to the imageRUNNER ADVANCE devices:

a) 'On-site' Method

Using the 'On-site' Method, the dealer technician is not required to download the firmware to laptops, CDs, or Flash drives, as the current firmware is always available via the CDS.

With this method, the Technician visits the customer site to access the CDS from the imageRUNNER ADVANCE and download the firmware to the engine HDD. The Technician has the option to download the firmware immediately or schedule the download. In addition, the Technician has the option to manually install the firmware, or automatically install after the download is completed.

The dealer has the option to permit administrators to perform their own download and installation from the user mode. (This option is only available to update to the latest firmware only.) The Service Technician can enable this feature via Service Mode (disabled by default). This option does not require the Service Technician to visit the customer site.

b) 'Scheduled Delivery' Method

Using the 'Scheduled Delivery' Method the Service Technician remotely arranges for the firmware data to be downloaded to the imageRUNNER ADVANCE HDD from a distribution server. This method ensures that the firmware is downloaded and available during the next site visit.

The Technician accesses the imageWARE Remote Portal to schedule the imageRUNNER ADVANCE to download firmware (between 24 hours and 7 days following a request). The imageRUNNER ADVANCE updater receives the download schedule when the e-RDS polls the UGW for the update information. The updater schedules the imageRUNNER ADVANCE to download the appropriate application or firmware from the CDS database to the imageRUNNER ADVANCE HDD.

After the download, the Technician manually installs the application or firmware from the imageRUNNER ADVANCE HDD.

c) 'Full Remote' Method

The 'Full Remote' Method is a process to download firmware data to the imageRUNNER ADVANCE HDD from a distribution server and then automatically install the device firmware. The Technician is not required to visit the customer site to download or install the firmware.

The Technician accesses the imageWARE Remote Portal to schedule the imageRUNNER ADVANCE to download and install the firmware (between 24 hours and 7 days following a request). The imageRUNNER ADVANCE updater receives the download/Install schedule when the e-RDS polls the UGW for the update information. The updater schedules the imageRUNNER ADVANCE to download the appropriate application or firmware from the CDS database to the imageRUNNER ADVANCE HDD and install the downloaded file.

Content Delivery System Notes:

- To utilize the CDS on the imageRUNNER ADVANCE, the device will need to have access to the internet. The Service Technician will need to perform a communications test from the Service Mode of the imageRUNNER ADVANCE to validate the device's ability to communicate to the CDS Distribution Server.
- When using the Scheduled Delivery Method or the Full remote method The Service Technician must enable eRDS and the CDS-UGW switch on the imageRUNNER ADVANCE device(s). In addition, the imageRUNNER ADVANCE device(s) must be registered on the UGW.

- The Instruction Manual will include conditions for use and acceptance of the CDS Service. It will also contain language to help the customer understand the conditions for use and acceptance of third party software that is embedded in the hardware and controls the hardware features (these conditions will also be addressed in the Limited Warranty for Embedded Software).
- The Content Delivery System Software Solutions Guide (available on [Canon USA ISG Central](#) and [e-Support](#) websites) contains this as well as additional language that CANON USA recommends your dealership consider including in the Maintenance Agreement with your end-user customer as it pertains to the use of the CDS service.

C. **imageRUNNER ADVANCE Essentials**

imageRUNNER ADVANCE Essentials is an optional integrated software suite designed to enhance the end-user experience and interaction with imageRUNNER ADVANCE models. imageRUNNER ADVANCE Essentials includes; imageRUNNER ADVANCE Desktop, imageRUNNER ADVANCE Tracker and Workflow Composer with MEAP Connectors. imageRUNNER ADVANCE Essentials will allow end-users to access functions that will simplify their work. Users can bring imageRUNNER ADVANCE functionality directly to their desktops for one-touch workflow key creation, document publishing and management, and basic document tracking and accounting.

The imageRUNNER ADVANCE Essentials Package includes:

1. **imageRUNNER ADVANCE Desktop**

A client-based device dashboard application to operate document publishing, management, and printing operation from the end-user's PC. In addition, this desktop application can be used in conjunction with Canon's new imageWARE Document Server application in cases where customers want to share documents managed across workgroups or departments.

2. **imageRUNNER ADVANCE Tracker**

A cost recovery and usage management solution designed specifically for the imageRUNNER ADVANCE Series and based on Canon's proprietary MEAP technology.

3. **Workflow Composer and Connectors**

imageRUNNER ADVANCE workflow processes are simplified by customizing multi-step workflow functions into one-button operations. The one-button operations are available from the Quick Menu of the UI. MEAP connectors for SMB and FTP file delivery inclusive of document indexing come standard on the new models, while connectors for imageWARE Document Server and SharePoint Server 2007 are available as options.

D. 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 part life (based on realistic usage conditions) reduces the replacement interval of parts and therefore the overall part costs.

Finally, the use of Remote Support Services provides your Dealership with remote meter reading and Service Monitoring capabilities using imageWARE Remote as well as the ability to maintain up to date machine firmware remotely and unobtrusively using the Content Delivery System.

Those factors will combine to reduce the overall cost per copy and will enable competitive suggested maintenance pricing and favorable margins.

III. Dealer Sales/Service Authorization**A. imageRUNNER ADVANCE C5000 Series**

To become authorized and maintain authorization to service the imageRUNNER ADVANCE C5000 Series, each Authorized Dealer location must have at least one (1) employee who has successfully completed the imageRUNNER ADVANCE C5000 Series Training Program and received certification.

B. imageRUNNER ADVANCE Security Kit-A1 for IEEE 2600.1

To become authorized and maintain authorization to service the imageRUNNER ADVANCE Security Kit-A1, each Authorized Dealer location must have at least one (1) employee who has successfully completed the imageRUNNER ADVANCE Security Kit-A1 Training Program and received certification.

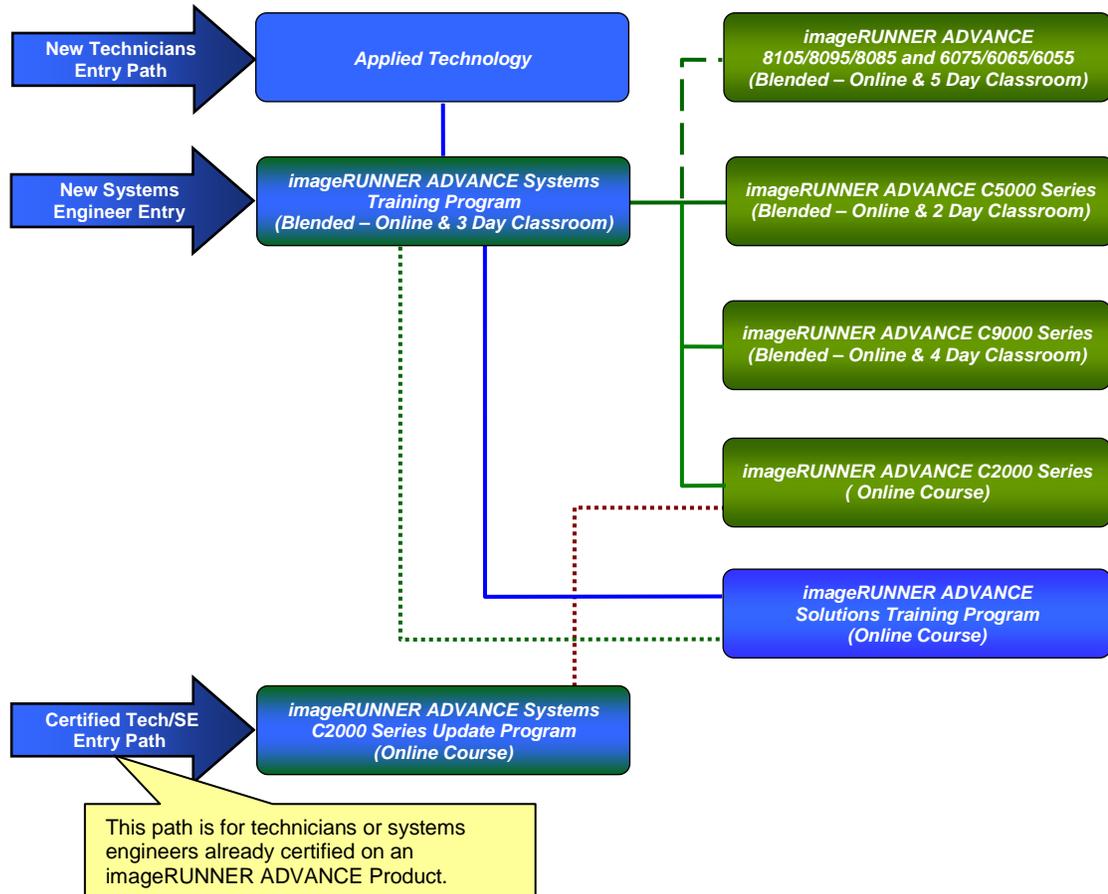
IV. Educational Training

A. imageRUNNER ADVANCE C5000 Series Training Program

1. 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 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 C5000 Series product then 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.

Figure 1 – imageRUNNER ADVANCE Training Map



All 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:

1. imageRUNNER ADVANCE Systems Training program is the foundational program that 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.
2. The **imageRUNNER ADVANCE C5000 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 C5000 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.
3. imageRUNNER ADVANCE Solutions Training program will include the software solutions such as imageRUNNER Essentials. imageRUNNER Essentials includes Workflow Composer, imageRUNNER ADVANCE Desktop, imageRUNNER ADVANCE Tracker and other solutions supporting software. You must have at least one (1) system engineer per service location for imageRUNNER ADVANCE Solutions if you wish to support imageRUNNER ADVANCE Essentials. This certification can be achieved by the Systems Engineer completing the imageRUNNER ADVANCE Solutions Blended Course after completing the required prerequisite imageRUNNER ADVANCE Systems Course.

With all of these programs keep in mind that you will be required to complete all online modules prior to attending class. Failure to complete all required online courses will put you 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 new products successfully complete the complete learning path of training program.

Note: 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 (refer to the Technical Support section for entitlement details)

2. Certification

Technician certification for this series 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 C5000 Series Hardware

3. Technician Training

Technician training is designed for field technicians and systems engineers who will be responsible for the supporting the imageRUNNER ADVANCE C5000 Series.

4. 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, configure, and support of the imageRUNNER ADVANCE C5000 Series.

Table 8 – Online Modules

Course Name	Course Code	Required
imageRUNNER ADVANCE Systems	09IRTAS01E	Yes
imageRUNNER ADVANCE C5000 Series	09IRTAC501E	Yes
Basic Color Principles	09TCT17E	Yes

5. Classroom - Technician Training

Building on the eLearning modules, there is a three (3) day Systems, and a two (2) day C5000 hardware classroom program. These intensive 3 and 2 days 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 of the machine and accessories. This hands-on approach will focus on giving each Technician and Systems Engineer the ability to support the imageRUNNER ADVANCE C5000 and meet the needs of your customers.

These Classroom courses will address the following components:

a) 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

b) imageRUNNER ADVANCE C5000 Hardware

- Introduction/Overview
- Main Controller/Data Flow –Image Processing
- Image Formation
- Fixing, Media Transport
- Laser Exposure System
- ImageRUNNER ADVANCE Accessories

6. 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.

7. Training Facilities

Training is available in each of the five Canon regional training centers.

- Jamesburg, New Jersey
- Norcross, Georgia
- Irving, Texas
- Itasca, Illinois
- Irvine, California

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

B. imageRUNNER ADVANCE Security Kit-A1 for IEEE 2600.1

1. Course Overview

This course is intended for service technicians and systems engineers who are responsible for installing, configuring, and maintaining the imageRUNNER ADVANCE Security Kit-A1 for IEEE 2600.1 Common Criteria Certification at customer sites.

2. Training Certification Path

One system engineer or service technician must complete the online course and end the training by passing the online exam, and printing their certificate of completion, to receive dealer authorization and product support for imageRUNNER ADVANCE Security Kit-A1 for IEEE 2600.1.

Table 9 – Security Kit A1 for IEEE 2600.1 Online Modules

Online Course Name	Course Number
Security Kit A1 for IEEE 2600.1	18CIRSKA100E

3. Recommended Prerequisites and Course Content

There are no prerequisites to complete the imageRUNNER ADVANCE Security Kit A1 for IEEE 2600.1 training. It is recommended participants take the following online courses that provide foundation knowledge of the Enterprise Management Console and its Access Management System Plug-in, which allows management of multiple Access Management System Kits installed on imageRUNNER devices.

Table 10 – Security Kit A1 for IEEE 2600.1 Prerequisites

Recommended Online Course Name	Course Number
imageWARE Enterprise Management Console V3	08SOFIWEM01E
Access Management System Plug-in	08SOFAMSP00E

4. Topics

The following objectives are covered in the iR ADVANCE Security Kit-A1 for IEEE2600.1 online training:

- Overview of the IEEE 2600.1 standard and its importance
- The common criteria for IEEE 2600.1 certification and how Canon’s applications support it
- Introduction to the Security Kit A1 for IEEE 2600.1
 - Installation
 - Configuration
 - Maintenance

5. Course Duration

The online training will take approximately 90 minutes to complete.

C. 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.

D. 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.

V. Servicing Notes

A. Power and Plug Requirements

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

The imageRUNNER ADVANCE C5051/C5045 Main Unit requires a dedicated single-phase 120V/20A NEMA 5-20R14-30 and the imageRUNNER ADVANCE C5030/C5030 Main Unit requires a dedicated and a dedicated single-phase 120V/15A NEMA 5-15R receptacle for proper operation.

Confirm that either a single-phase 120V/20A NEMA 5-20R14-30 or a single-phase 120V/15A NEMA 5-15R receptacle is available prior to installation.

Table 11 – Power and Plug Requirements for Main Unit and Accessories

Description	Power Supply	Power Receptacle
imageRUNNER ADVANCE C5051/C5045 Main Unit	120 V/20 A outlet	NEMA 5-20R
imageRUNNER ADVANCE C5035/C5030 Main Unit	120 V/15 A outlet	NEMA 5-15R
Cassette Feeding Unit-AD1	From the Main Unit	N/A
Booklet Finisher-C1	From the Main Unit	N/A
Staple Finisher-C1	From the Main Unit	N/A
Inner Finisher-A1	From the Main Unit	N/A
Paper Deck Unit-B1	From the Main Unit	N/A
External 2/3 Hole Puncher-B1	From the Main Unit	N/A

Table 12 – Power and Plug Requirements for Controllers

Description	Power Supply	Power Receptacle
ColorPASS-GX300 (imageRUNNER ADVANCE C5051 Only)	120 V/15 A outlet	NEMA 5-15R
imagePASS-B1	120 V/15 A outlet	NEMA 5-15R

Canon U.S.A., Inc. strongly suggests dedicated and properly grounded outlets be provided for these devices and any optional accessories. Before installation, confirm that dedicated NEMA receptacles are available as needed for all of these devices.

Table 13 – imageRUNNER ADVANCE C5051/C5045 Main Unit Power Receptacle

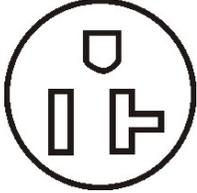
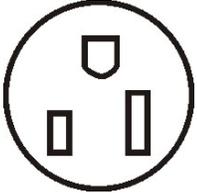
imageRUNNER ADVANCE C5051/C5045 Main Unit	
	<p>NEMA 5-20R Receptacle</p> 

Table 14 – imageRUNNER ADVANCE C5035/C5030 / Accessories Power Receptacle

imageRUNNER ADVANCE C5035/C5030 / Accessories	
	<p>NEMA 5-15 Receptacle</p> 

B. Installation Weight & Dimensions

The imageRUNNER ADVANCE C5000 Series approximate weight and dimensions differ depending on how it is configured with the optional accessories. The dimensions are for reference only and should not be confused with the required space for installation.

Table 15 – Approximate Weight

Component	Approximate Weight	
imageRUNNER ADVANCE C5051/C5045/C5035/C5030	293 lb	133.2 kg
imageRUNNER ADVANCE C5051/C5045 w/Duplex Color Image Reader-B1	379 lb	172.3 kg
imageRUNNER ADVANCE C5035/C5030 w/Color Image Reader-B1	342 lb	155.5 kg
Cassette Feeding Unit-AD1	60.6 lb	27.5 kg
Paper Deck-B1	81.6 lb	37.1 kg
Inner Finisher-A1	28.7 lb	13 kg
Staple Finisher-C1	101 lb	45.9 kg
Booklet Finisher-C1	165 lb	75 kg
External 2/3 Hole Puncher-B1	15.9 lb	7.2 kg
Envelope Feeder Attachment-D1	2.6 lb	1.2 kg
Inner Finisher Additional Tray-A1	3.1 lb	1.4 kg
Inner 2 Way Tray-F1	1.3 lb	0.6 kg
Copy Tray-J1	1 lb	0.5 kg
Buffer Pass Unit-G1	8.8 lb	4 kg
Card Reader-C1	10.4 oz	295 g

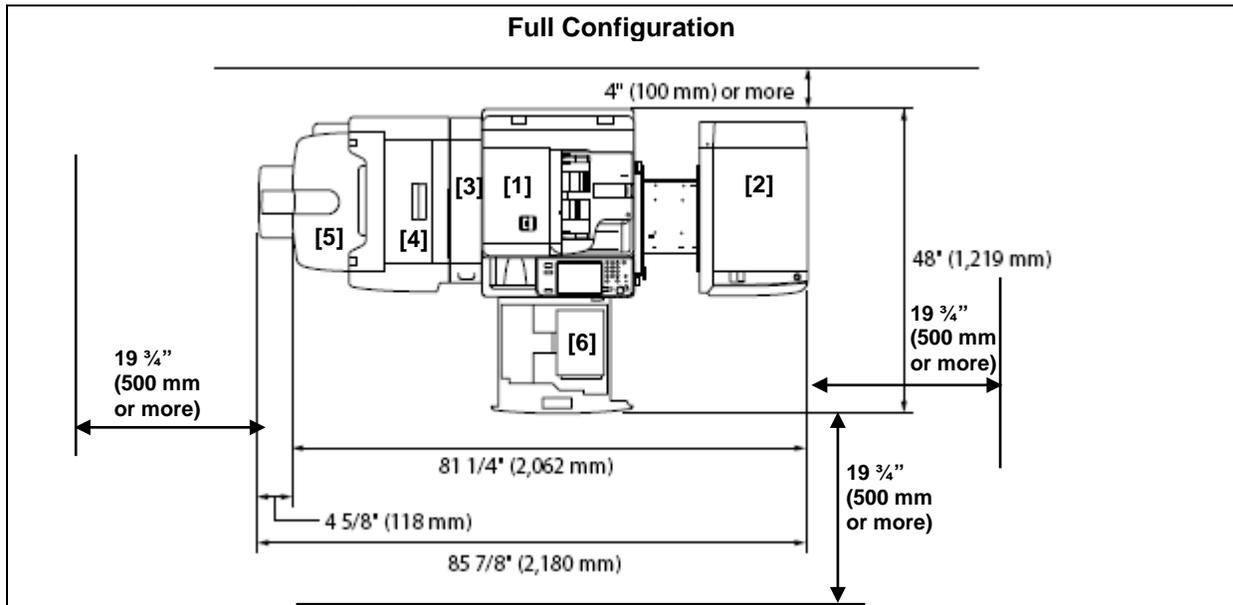
Table 16 – Dimensions

Unit	Height		Width		Depth	
Main Unit	31.5"	800.1 mm	24.375"	619.1 mm	29.0"	736.6 mm
Main Unit w/ Duplex Color Image Reader Unit-B1	38.625"	981.1 mm	24.375"	619.1 mm	29..875"	758.8 mm
Main Unit w/ Color Image Reader-B1	37.0"	939.8 mm	24.375"	619.1 mm	29.0"	736.6 mm
Cassette Feeding Unit-AD1	9.875"	250.8 mm	24.375"	619.1 mm	27.625"	701.7 mm
Paper Deck Unit-B1	18.625"	473.1 mm	14.625"	371.5 mm	23.75"	603.3 mm
Inner Finisher-A1	9.25"	235 mm	34.125"	866.8 mm	21.25"	539.8 mm
Staple Finisher-C1	43.25"	1098.6 mm	26.625"	676.3 mm	25.5"	647.7 mm
Booklet Finisher-C1	43.25"	1098.6 mm	31.125"	790.6 mm	25.5"	647.7 mm
External 2/3 Hole Puncher-B1	35.75"	908.1 mm	4.25"	108 mm	24.5"	622.3 mm
Envelope Feeder Attachment-D1	3.25"	82.6 mm	17.25"	438.2 mm	12.125"	308 mm
Inner Finisher Additional Tray-A1	2.25"	57.2 mm	8.125"	206.4 mm	17.75"	450.9 mm
Inner 2 Way Tray-F1	3.0"	76.2 mm	16.75"	425.5 mm	16.0"	406.4 mm
Copy Tray-J1	5.625"	142.9 mm	14.375"	365.1 mm	14.75"	374.7 mm
Buffer Pass Unit-G1	7.2"	182.9 mm	19.25"	489 mm	19.4"	492.8 mm
Card Reader-C1	1.25"	31.8 mm	3.5"	88.9 mm	4.0"	101.6 mm

Table 17 – Dimensions Diagram



Table 20 – Installation Space Full Configuration



Includes opening space for the Main Unit and Accessory doors

[1] Main Unit	[2] Paper Deck Unit-B1
[3] Buffer Pass Unit-G1	[4] External 2/3 Hole Puncher-B1
[5] Booklet Finisher-C1	[6] Cassette Feeding Unit-AD1

NOTE:

- Provide at least 19¾ inches on the sides and the front of the machine for unrestricted operation, including the opening of the main unit and accessory doors.
- Provide at least 4 inches behind the machine to the wall for unrestricted operation.
- Do not place anything around the machine. Especially, do not place anything around the breaker, as doing so may prevent the breaker from being operated in an emergency, possibly resulting in personal injury.

D. Estimated Installation Times

Estimated installation times shown are based on an out-of-box main unit installation and optional accessories and can be achieved only with four or more service technicians experienced with the imageRUNNER ADVANCE C5000 Series. Installation times shown in the Table 21 – Estimated Installation Times below are the required times for installation starting from an unpacked condition. It is calculated based on man-hours and is for reference purposes only.

Actual work times may differ from the estimated times shown in the table. Refer to the imageRUNNER ADVANCE C5000 Series Service Manual for further details.

Table 21 – Estimated Installation Times

Description	Estimated Time
Main Unit	15 Minutes
Color Image Reader Unit-B1	10 Minutes
Duplex Color Image Reader Unit-B1	10 Minutes
Color Image Reader Unit-B2	10 Minutes
Paper Deck Unit-B1	15 Minutes
Cassette Feeding Unit-AD1	7 Minutes
Staple Finisher-C1	10 Minutes
Copy Tray-J1	1 Minutes
Inner Finisher-A1	10 Minutes
Booklet Finisher-C1	10 Minutes
Buffer Pass Unit-G1	4 Minutes
External 2 Hole Puncher-B1	15 Minutes
Printer Cover-C1	9 Minutes
Inner 2-Way Tray-F1	2 Minutes
Key Switch Unit-A2	16 Minutes
Card Reader-C1	12 Minutes
Color Drum Heater Unit-B1	9 Minutes
Reader Heater Unit-G1	6 Minutes
Cassette Heater Unit-37	3 Minutes
Utility Tray-A1	4 Minutes
Super G3 FAX Board-AE1	10 Minutes
Super G3 2nd Line Fax Board-AE1	18 Minutes
Super G3 2nd Line Fax Board-AE1 / Super G3 3rd/4th Line Fax Board-AE1	29 Minutes
Voice Operation Kit-C1	11 Minutes
Expansion Bus-F1	15 Minutes
Voice Guidance Kit-F1	11 Minutes
USB Device Port-B1	10 Minutes
Removable HDD Kit-AC1	24 Minutes
Image Data Analyzer Board-A1	8 Minutes
Additional Memory Type B (512MB)	4 Minutes
Serial Interface Kit-K1	8 Minutes
Copy Control Interface Kit-A1	7 Minutes
Envelope Feeder Attachment-D1	4 Minutes
Handset-G2	4 Minutes

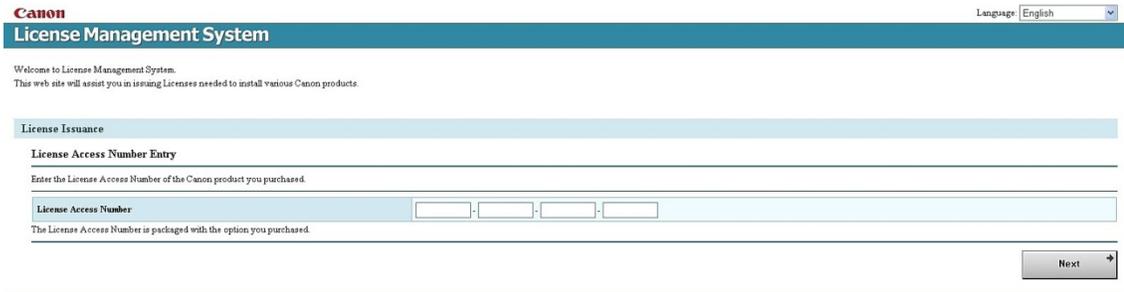
Description	Estimated Time
Multimedia Reader/Writer-A1	14 Minutes
Mobile Connect Kit-A1	13 Minutes
imagePASS-B1	14 Minutes
ColorPASS-GX300/PS-GX300	22 Minutes

E. License Management System (LMS)

The License Management System (LMS) server is used to activate optional software features preinstalled on all new devices. This replaces the need for additional hardware or dongles to activate new software. Additionally, the LMS is used to generate a license file for optional MEAP applications installed on devices using the Service Management Service.

The LMS is a server based software license program. Each purchased software application package contains a license access number certificate with the documentation. The Dealer must enter the license access number and the imageRUNNER ADVANCE serial number into the LMS server to generate a license Key. The LMS Server can be accessed through URL: <http://www.canon.com/lms/ir/>.

Figure 2 – License Management System website



If there are activation or installation problems contact the Technical Support Center. Be prepared to provide the product serial number, license access number, and license key.

Note:

- The software is preinstalled on the imageRUNNER ADVANCE device, only a valid license key will enable the software feature (no additional packaged software is available or required).
- The license access number is packaged with the purchased software option. Lost license access will not be replaced.
- The imageRUNNER ADVANCE device serial number can be found in the “counter check” screen.
- Activated software programs will not be impacted by normal service activity (e.g., HDD replacement).

F. The Content Delivery System

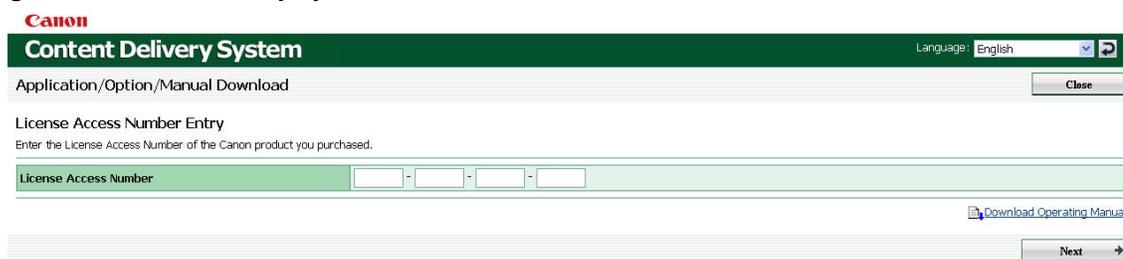
The Content Delivery System is an LMS-linked option for end-users to download, install and activate select MEAP applications (.jar file and license file) via the imageRUNNER ADVANCE device directly, without the need to go through the LMS and Service Management Service.

With this method, the CDS is accessed directly from the imageRUNNER ADVANCE device touch panel (User Mode) to download, register, and install MEAP applications to the imageRUNNER ADVANCE Device. The end-user/technician would enter the License Access Number of the MEAP application when prompted and follow the instructions on the touch panel to install and register the MEAP application.

Some MEAP applications include a Software License Agreement that must be agreed to before completing the installation and registration process.

Additionally, imageRUNNER, imageRUNNER ADVANCE, and imagePRESS end-users have the option to download select MEAP applications, select client applications and related manuals from the CDS website located at: <http://www.canon.com/fau/downloads>.

Figure 3 – Content Delivery System website



If there are activation or installation problems contact the Technical Support Center. Be prepared to provide the product serial number and license access number.

G. Recommended System Engineer Requirements

For a Canon copier dealership, a System Engineer⁶¹ (SE) is recommended for working with Canon connectivity products and should have the following basic job functions:

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

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

- The major computer platforms (IBM compatible and Macintosh)
- Computer hardware (including cabling) & software (including drivers)
- Operating systems:
 - Windows NT 4.0 Workstation/Server
 - Windows Server 2003 (32 bit and 64 bit versions)
 - Windows XP Home/Professional (32 bit)
 - Windows XP Professional x64 (64 bit)
 - Windows 2000 Professional/Server/Advanced Server
 - Mac OS versions 10.1.5 and up (PS/PCL)/10.2.8 – 10.4.2 (UFR II)
- Network Operating Systems:
 - Novell NetWare 3.x, 4.x, 5x, and 6.x
 - Windows NT/2000/2003
 - Mac OS X
- Protocols:
 - TCP/IP
 - NetBIOS
 - IPX/SPX
 - AppleTalk
- Printing
- Scanning

Computer skills and working knowledge in the following areas may also be helpful:

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

Education/Training, (listed in preferred order), of a successful Canon dealership SE are:

- Novell CNA or Novell CNE / Microsoft MCSE certification
- A Canon copier Service Technician with two years of experience centered on connectivity products.

⁶¹ A System Engineer (SE) 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.

- A degree in computer science, engineering, or a computer technician with two (2) years of experience is required in the above areas.

H. Upgrading (Service Support Tool)

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

- System Software stored on the HDD
- MEAP Cont
- Language
- HD Format
- Remote User Interface (RUI) stored on the HDD
- BootROM stored on a Flash Double Inline Memory Module (FDIMM) on the Main Controller Printed Circuit Board (PCB)

These imageRUNNER ADVANCE devices support firmware download from the SST and a USB memory stick. When the hard disk drive is replaced, the SST is used to format the new HDD and load software.



CAUTION

- The imageRUNNER ADVANCE Security Kit-A1 will ship with certified device firmware to enable imageRUNNER ADVANCE C5000 IEEE 2600.1 certification.
- Firmware Upgrades. Only upgrade imageRUNNER ADVANCE C5000 series firmware to versions certified for the IEEE standard 2600.1-2009. Upgrading to non-certified firmware will invalidate IEEE standard 2600.1 although the unit will continue to operate properly.

I. Computer Requirements for Upgrading

Canon USA strongly recommends that dealers have a computer (desktop or laptop) available for use as a primary servicing tool to adequately service the imageRUNNER ADVANCE C5000 Series.

The following are the recommended Desktop PC or laptop specifications⁶² to use for the download:

1. CPU: Celeron 400 MHz or higher
2. Memory: 512MB of RAM or higher
3. Free HDD Capacity: 1 GB or more of available hard disk space
4. Monitor Resolution: VGA (640x480)
5. 16 Bit Color
6. Serial Port: RS-232C (D-sub 9-pin connector)
7. Network Connection 10 Base-T/10 Base-TX or presence of PCMCIA slot (for Ethernet card)
8. CD-ROM Drive (If not equipped, use network to copy from CD-ROM to PC)
9. Operating System: Windows XP, Windows 2000
10. Download tool (software): SST version 4.52 or later

Necessary Cables: Cross-Over Ethernet Cable

⁶² Specifications are subject to change without notice.

The RS-232C cable is included with the Downloader PCB Assembly (FY9-2034-000).

J. Hard Disk Drive Handling

The imageRUNNER ADVANCE C5000 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 to not 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 C5051/C5045/C5035/C5030 Series Service Manual for further details.

K. 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.

Notes:

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

Table 22 – Main Unit Consumables List

Description	Part Number ⁵	Quantity	Estimated Life (copies/prints ⁶³)	Remarks
GPR-30 Black Drum Unit	2776B004BA	1	171,000	For imageRUNNER ADVANCE C5051/C5045
GPR-30 Color Drum Unit	2777B004BA	1	85,000	
GPR-30 Black Toner	2789B003AA	1	44,000 ⁶⁴	
GPR-30 Cyan Toner	2793B003AA	1	38,000 ⁶⁴	
GPR-30 Magenta Toner	2797B003AA	1	38,000 ⁶⁴	
GPR-30 Yellow Toner	2801B003AA	1	38,000 ⁶⁴	
GPR-31 Black Drum Unit	2778B004BA	1	169,000	For imageRUNNER ADVANCE C5035-C5030
GPR-31 Color Drum Unit	2779B004BA	1	59,000	
GPR-31 Black Toner	2790B003AA	1	36,000 ⁶⁴	
GPR-31 Cyan Toner	2794B003AA	1	27,000 ⁶⁴	
GPR-31 Magenta Toner	2798B003AA	1	27,000 ⁶⁴	
GPR-31 Yellow Toner	2802B003AA	1	27,000 ⁶⁴	

⁶³ 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.

⁶⁴ Estimated 5% toner coverage on LTR sized paper.

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.

Table 23 – Main Unit Consumable Parts List

Description	Part Number ⁵	Quantity	Estimated Life (copies/prints ⁶³)	Remarks
Film unit	FM3-5950-000	1	300,000	
Roller pressure	FC8-4906-000	1	300,000	Replace the Roller Pressure and Fixing Bearing simultaneously
Fixing bearing (Fixing Assembly)	XG9-0172-000	2	300,000	
ITB	FC8-4400-000	1	500,000	
ITB cleaning blade	FM3-6018-000	1	150,000	Replace the ITB Cleaning Blade and the Glass Cleaning Tool Leading Edge Pad simultaneously
Dust-blocking glass cleaning pad	FL2-9476-000	1	150,000	
Primary transfer roller (Y/M/C/Bk)	FC8-4401-000	4	500,000	Simultaneous replacement with Secondary Transfer Outer Roller
Transfer separation guide unit	FM3-8893-000	1	500,000	
Secondary transfer inner roller	FC8-4402-000	1	500,000	
Secondary transfer outer roller	FC8-4876-000	1	500,000	
Developing unit (Y)	FM3-8977-000	1	500,000	For imageRUNNER ADVANCE C5051/C5045
Developing unit (M)	FM3-8978-000	1	500,000	
Developing unit (C)	FM3-8979-000	1	500,000	
Developing unit (Bk)	FM3-8939-000	1	500,000	
Developing unit (Y)	FM3-8973-000	1	500,000	For imageRUNNER ADVANCE C5035/C5030
Developing unit (M)	FM3-8974-000	1	500,000	
Developing unit (C)	FM3-8975-000	1	500,000	
Developing unit (Bk)	FM3-8976-000	1	500,000	
Cassette feeding roller	FC6-7083-000	2	120,000	
Cassette separation roller	FC6-6661-000	2	120,000	
Bypass feeding roller	FB1-8581-000	1	120,000	
Bypass separation roller	FC6-6661-000	1	120,000	
Toner filter	FC6-9817-000	1	100,000	
Recycle toner bottle	FM3-5945-000	1	20,000	Replacement by user
Pickup idler gear	FU3-0280-000	2	120,000	CCN only: Flying paper supported. Simultaneous replacement with Feed/Separation Roller

Table 24 – Color Image Reader Unit-B1 Consumable Parts List

Description	Part Number ⁵	Quantity	Estimated Life (copies/prints ⁶³)	Remarks
Pickup roller	FC8-5577-000	1	80,000 pages	
Feed roller	FL2-9608-000	1	80,000 pages	
Separation roller	FB2-7777-000	1	80,000 pages	
Dust-colleting type E	FC8-5727-000	8	80,000 pages	
Dust-colleting	FC8-5633-000	2	80,000 pages	
Stamp	F26-7610-000	1	7,000 pages	

Table 25 – Color Image Reader Unit-B1 Consumable Parts List

Description	Part Number ⁵	Quantity	Estimated Life (copies/prints ⁶³)	Remarks
Pickup roller unit	FM4-1728-000	1	80,000	
Feed guide	FL3-2860-000	1	40,000	
Separation pad	FL2-9942-000	1	80,000	
Hinge unit	FC9-4956-000	1	150,000 times	Reciprocation
Stamp	FC7-5465-000	1	7,000	

Table 26 – Cassette Pedestal-AD1 Consumable Parts List

Description	Part Number ⁵	Quantity	Estimated Life (copies/prints ⁶³)	Remarks
Feeding roller	FC6-7083-000	1	120,000	
Separation roller	FC6-6661-000	1	120,000	
Pickup idler gear	FU3-0280-000	1	120,000	CCN only: Flying paper supported

Table 27 – Paper Deck Unit-B1 Consumable Parts List

Description	Part Number ⁵	Quantity	Estimated Life (copies/prints ⁶³)	Remarks
Pickup roller (front)	FF5-7829-000	1	500,000	Actual use in terms of number of prints. 250,000 sheets in a HH environment (30 deg C, 80% RH)
Pickup roller (rear)	FF5-7830-000	1	500,000	
Feed roller	FF5-7541-000	1	250,000	
Separation roller	FB2-7777-000	1	250,000	
Pull up roller	FB4-4868-000	1	250,000	

Table 28 – Staple Finisher-C1 Consumable Parts List

Description	Part Number ⁵	Quantity	Estimated Life (copies/prints ⁶³)	Remarks
Stapler	FM2-0665-000	1	500,000 times	Approx. 5,000 times stapled with 1 Cartridge
Delivery static charge eliminator (L)	FC5-3667-000	1	1,000,000	
Delivery static charge eliminator (R)	FC5-5571-000	1	1,000,000	
Inlet static charge eliminator	FL2-0822-000	1	1,000,000	
Swing guide inside static charge eliminator	4F3-0929-000	1	1,000,000	
Buffer roller	FC5-3442-000	2	1,000,000	
Return roller (Rear)	4A3-0950-000	1	1,000,000	Color: White
Return roller (Front)	4A3-0951-000	1	1,000,000	Color: Black

Table 29 – Inner Finisher-A1 Consumable Parts List

Description	Part Number ⁵	Quantity	Estimated Life (copies/prints ⁶³)	Remarks
Stapler	FM4-2710-000	1	500,000 times	
Offset Roller	4A3-1121-000	2	1,000,000	
Shutter unit	FL3-4298-000	1	1,000,000	Delivery Slot Static Eliminator
Paper retainer (Front)	FL3-4304-000	1	1,000,000	Inlet Static Eliminator
Paper retainer (Rear)	FL3-4305-000	1	1,000,000	Inlet Static Eliminator

Table 30 – Booklet Finisher-C1 Consumable Parts List

Description	Part Number ⁵	Quantity	Estimated Life (copies/prints ⁶³)	Remarks
Stapler	FM2-0665-000	1	500,000 times	Approx. 5,000 times stapled with 1 Cartridge
Delivery static charge eliminator (L)	FC5-3667-000	1	1,000,000	
Delivery static charge eliminator (R)	FC5-5571-000	1	1,000,000	
Inlet static charge eliminator	FL2-0822-000	1	1,000,000	
Swing guide inside static charge eliminator	4F3-0929-000	1	1,000,000	
Buffer roller	FC5-3442-000	2	1,000,000	
Return roller (Rear)	4A3-0950-000	1	1,000,000	Color: White
Return roller (Front)	4A3-0951-000	1	1,000,000	Color: Black
Stitcher	FL2-0846-000	2	100,000 times	Saddle Stitcher Assembly: Approx. 2,000 times stapled with 1 Cartridge

M. Periodic Replacement Parts

The imageRUNNER C5000 Series do not have any periodic replacement parts.

N. 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.

Table 31 – Main Unit Periodic Maintenance

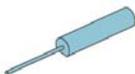
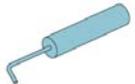
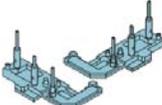
Item	Estimated Timing ⁶⁵			Remarks
	Every 50,000 (sheets)	Every 150,000 (sheets)	Every 300,000 (sheets)	
Dust-blocking glass (Y/M/C/Bk)	Clean			Clean when replacing the Drum.
Secondary transfer guide	Clean			
Feeding contact guide	Clean			
Patch sensor	Check			Check when replacing the Drum. Front/center/rear (3 areas)
Registration roller	Clean			Clean when replacing the Drum.
Pre-registration guide	Clean			
Transparency sensor	Clean			
Fixing delivery guide	Clean			
Post-fixing roller	Check			Check when replacing the Drum.
Fixing delivery roller	Check			
First delivery roller	Clean			Clean when replacing the Drum.
Second delivery roller	Clean			
Third delivery roller	Clean			
Duplex feed upper roller	Check			Check when replacing the Drum.
Duplex feed lower roller	Check			
Shutter cover			Clean	Clean when replacing the Film Unit.
Fixing separation Guide			Clean	
Vertical path Sensor		Clean		Clean when replacing the ITB Cleaning Unit.
Lightproof sheet		Clean		

⁶⁵ 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.

O. 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 C5000 Series.

Table 32 – Special Tools

Description	Part Number ⁵	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.
CA-7 Test Sheet	FY9-9323-000	A		Used for adjusting/checking images.
Loupe	CK-0056	B		Used for checking images.
Cleaning Tool	N/A	A		To clean the feed guide (This is not a service tool) 1 is enclosed at shipment of the host machine.
Tospearl 240	FY9-6007-000	B		ITB cleaning blade lubricant
Mirror Positioning Tool	FY9-3040-040	B		Used for positioning mirror mounts.
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 C5051/C5045/C5035/C5030 Series Service Manual for complete details.

P. Soft Counter

The imageRUNNER ADVANCE C5000 Series uses soft counters to track its functional copy use. The control panel can display up to eight (8) counters on the counter status check screen (when the counter check key button on the control panel is pressed). By default, the imageRUNNER ADVANCE C5000 Series displays eight (8) counters on the counter status check screen.

The Table below indicates the default counter configurations of the imageRUNNER ADVANCE C5000 Series on the counter status check screen.

Table 33 – Soft Counter

Counter	Counter Description (from Service Manual)	Default Display	Adjustability of Display
1	101: Total 1	On	May be Swapped to different Total Counter via Service Mode setting *
2	108: Total (Black 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	Off	
8	Not Displayed	Off	

Refer to the imageRUNNER ADVANCE C5051/C5045/C5035/C5030 Series Service Manual for complete details on the Soft Counter configurations.

Q. MEAP Counter

In addition to the Soft Counter function, a MEAP Application Counter counts the number of prints and scans per MEAP application. There are two methods to display the MEAP Application Counter value. The MEAP counter can be viewed from a web browser through a network connected PC with the MEAP device by logging into the SMS “Application/License Information” page.

To view the MEAP counter from the device itself, press “Counter Check” on the control panel, then from the LCD screen, press the “MEAP Counter” button.

Each MEAP application has its own counter. The number of applications that can be installed on an imageRUNNER ADVANCE C5000 Series is directly related to the number of counters available. There are twenty (20) counters available for MEAP applications. However, this device uses one (1) MEAP application counter for the optional Universal Send. Therefore, the number of additional MEAP applications that can be installed is nineteen (19).

There are three types of MEAP applications:

- Applet – a user interface for the application is on the control panel of the copier. Applet type applications used directly from the control panel are limited to nine (three tabs in each pane time’s three panes).
- Servlet – a remote user interface is available for the application.
- Esplet – there is no user interface for the application.

Applet type applications used directly from the control panel are limited to nine (three tabs in each pane time’s three panes).

VI. Suggested End-User Customer Service Offerings

A. Monthly Copy Volume

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

Table 34 – Monthly Copy Volume

Model	Optimum PCV	Duty Cycle
imageRUNNER ADVANCE C5051	Approximately 12,000-60,000	Up to 210,000
imageRUNNER ADVANCE C5045	Approximately 10,000-50,000	Up to 165,000
imageRUNNER ADVANCE C5035	Approximately 8,000-45,000	Up to 120,000
imageRUNNER ADVANCE C5030	Approximately 5,000-30,000	Up to 100,000

Table 35 – Monthly Print Copy Volume Definitions

Monthly PCV Type	Description
Optimum PCV	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.
Duty Cycle	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. imageRUNNER ADVANCE C5051/C5045/C5035/C5030 Series 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 limited warranty covers the product accessories. For detailed limited warranty information, please refer to the imageRUNNER ADVANCE C5051/C5045/C5035/C5030 Series Limited Warranty located in the [Appendix](#).

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

2. GPR-30/31 Drum Unit Limited Warranty

Table 36 - GPR-30/31 Drum Unit Limited Warranty

Full Credit:	Black Drum Unit	120,000 prints or copies (or a combination of both) or 30 days after delivery to the original purchaser, whichever comes first.
	Color Drum Unit	50,000 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	90,000 prints or copies (or a combination of both) or 120 days after delivery to the original purchaser, whichever comes first.
	Color Drum Unit	20,000 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-30 and/or the GPR-31 Drum Unit Limited Warranty located in the [Appendix](#).

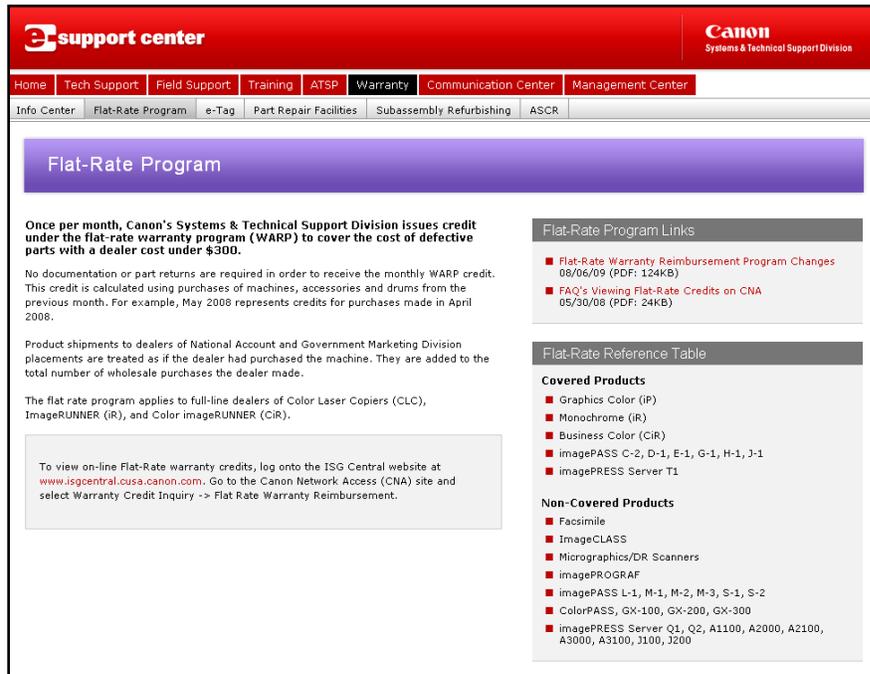
3. Flat - Rate Program

The Flat-Rate Program provides a flat rate credit to Canon USA full-line dealers as compensation for warranty expenses that they may incur. Dealers who purchase an imageRUNNER ADVANCE C5051/5045/5035/5030 device will receive 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 replaced during the term of the end-user limited warranty.

The Flat-Rate Program avoids the dealer of having to return each and every failed part, regardless of how inexpensive they are, and only requires the dealer to return the more expensive parts to receive reimbursement for in-warranty failures. The flat-rate credit is calculated by a percentage of your eligible machine purchases, drums and accessories. Flat-rate credits are posted monthly.

Additional information on the Flat-Rate Program is located on the Canon USA [e-Support Center website](#) as shown in the below screen shot.

Figure 4 – e-Support: Flat-Rate Program



Original defective parts with a dealer cost over \$300.00 replaced during the term of the end-user limited warranty are eligible to receive reimbursement credit through the e-Tag process.

To request a part reimbursement credit, complete the e-Tag limited warranty claim form that can be found in the warranty section of the Canon USA [e-Support Center website](#). Refer to the [e-Tag](#) section of this Service Guide for further details and instructions.

Parts that are listed on the Canon USA repairable parts list should be sent to an Authorized Parts Repair Facility (APRF) to be repaired at no-charge. Refer to the [Warranty Parts For Repair](#) section of this Service Guide for further details and instructions.

To acquire access to the on-line limited Warranty Credit Feature, please contact your dealership's ISG Central Dealer Administrator or your Canon Regional office for assistance.

Your Regional Service Office personnel can answer questions regarding the Flat-Rate Program.

4. Warranty Parts For Repair

The Authorized Parts Repair Facilities (APRF) are authorized through 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 parts. Each circuit board is live tested and updated to the latest version prior to returning it to your dealership.

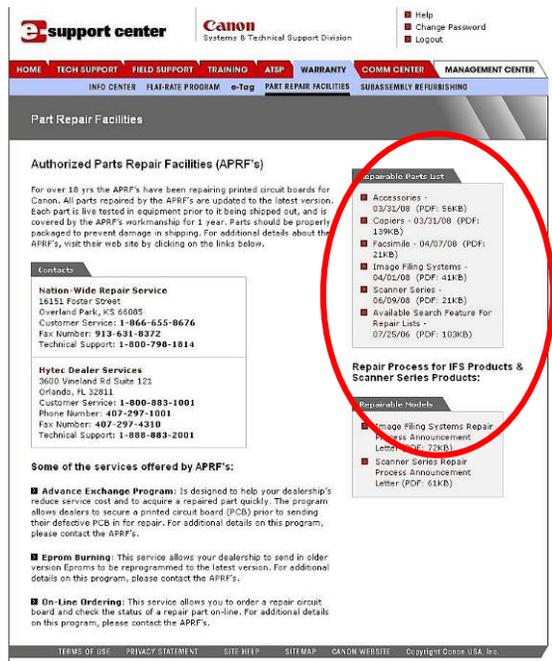
Parts specified on the Canon USA Repairable Parts List must be shipped prepaid directly to one of the following Authorized Parts Repair Facilities.

Table 37 – Authorized Part Repair Facilities

<p>Hytec Dealer Services, Inc. 3600 Vineland Road (Suite 121) Orlando, FL 32811</p> <p>Telephone: 1-407-297-1001 Customer Service: 1-800-883-1001 Technical Support: 1-888-883-2001 Fax: 1-407-297-4310</p>	<p>Nation-Wide Repair Service, Inc. 16151 Foster Street Overland Park, KS 66085</p> <p>Telephone: 1-866-655-8676 Technical Support: 1-800-798-1814 Fax: 1-913-631-8372</p>
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The Repairable Parts List index is located on the Canon USA [e-Support Center Website](#) in the Warranty Support Tab/Part Repair Facilities subsection. Select from the Repairable Parts List as shown below for the most current list.

Figure 5 – e-Support: Authorized Parts Repair Facilities



Repairable parts under limited warranty are repaired free-of-charge by an APRF. Under normal circumstances, the turnaround time is approximately five (5) business days. Your part will be shipped UPS Ground once it has been repaired and tested.

In instances when a part is deemed as non-repairable, the APRF will contact your dealership and the Warranty Control Section will issue a credit to your account.

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

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 limited warranty claim form and a handwritten or computer generated copy of the machine service history.

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

The service history log must include the following:

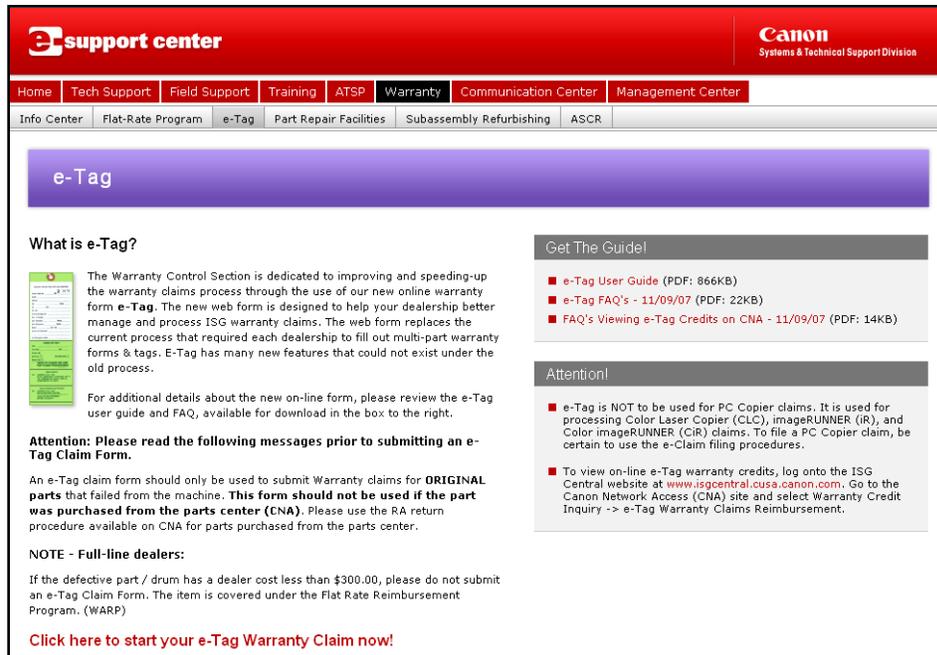
- Dealer Name
- Part Description
- Machine Installation Date
- Date Part Was Removed
- Machine Serial Number
- Machine Copy Count
- Part Number
- Reason For Removal
- Work Performed (Highlight Current Service Call)

5. e-Tag

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

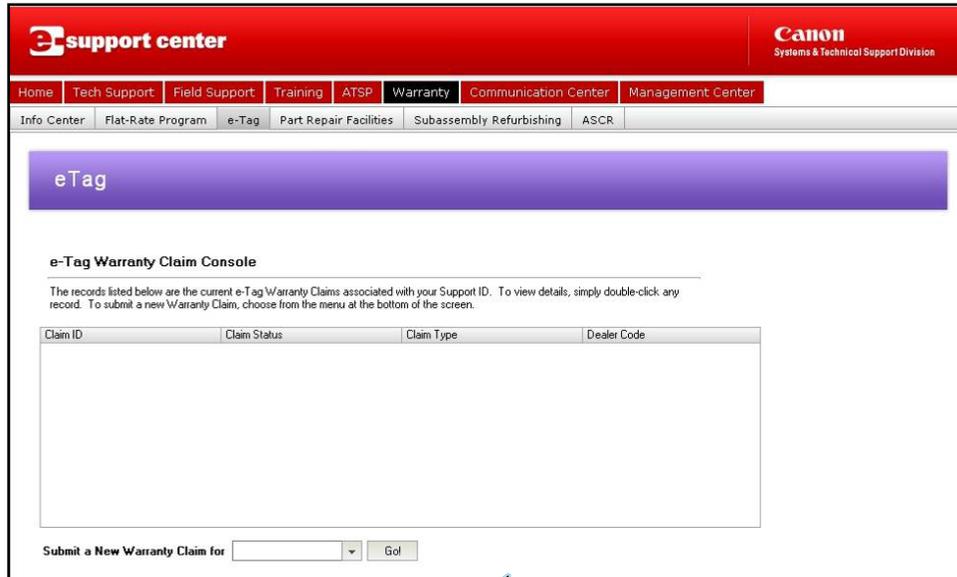
The e-Tag limited warranty claim form can be found in the warranty section of the Canon USA [e-Support Center website](#).

Figure 6 – e-Support: e-Tag



To submit an e-Tag limited warranty claim, select the type of claim from the “Submit a New Warranty Claim for” Dropdown list shown below and complete the required sections of the e-Tag limited warranty claim form.

Figure 7 – e-Support: e-Tag Claim Selection Menu



A copy of the e-Tag limited warranty claim form and the machine service history should be returned with the original defective part(s) to the address provided on the bottom of the e-Tag limited warranty claim form. The service history log can be handwritten or computer generated and must include the following:

- Dealer Name
- Machine Installation Date
- Machine 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 limited warranty claim form, accompanied by a copy of the e-Tag limited warranty claim form, machine service history log, a “before” sample copy depicting the problem and an “after” sample copy showing the problem has been resolved.

After authorization, part, drum and labor credits are posted on the CNA website on the following business day.

6. On-Line Limited Warranty Credit Inquiry

The On-Line Limited Warranty Credit Inquiry allows your dealership to check, download and print details of e-Tag and Flat-Rate credits on the Canon Network Access (CNA) website.

a) e-Tag Inquiry:

To view on-line e-Tag limited warranty claim credits, log onto the ISG Central website at <http://www.isgcentral.cusa.canon.com> and select Canon Network Access (CNA) as shown below.

Figure 8 – ISG Central



On the CNA website select Warranty Credit Inquiry then select e-Tag Warranty Claims Reimbursement to perform an e-Tag Warranty claims search as shown in the following screen shots.

Figure 9 – CNA: Warranty Credit Inquiry



Figure 10 – CNA: e-Tag Warranty Claims Search



To check the status of e-Tag Limited Warranty Claims already submitted:

Go to the e-Tag “Claim Selection Menu” scroll down until you see the “e-Tag Claim Status Table” as shown at the bottom of the screen shot in [Figure 10 – CNA: e-Tag Warranty Claims Search](#). This table allows you to check the status of your claims. To view the details of the e-Tag limited warranty claim form, highlight the claim ID number and click on the Display Details button.

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

b) Flat-Rate Inquiry:

To view on-line Flat-Rate Warranty Reimbursements, log onto the ISG Central website at <http://www.isgcentral.cusa.canon.com> and select Canon Network Access (CNA) as shown in [Figure 11](#).

Figure 11 – ISG Central



On the CNA website select Warranty Credit Inquiry then select Flat-Rate Warranty Reimbursement to perform a search as shown in the following screen shots.

Figure 12 – CNA: Warranty Credit Inquiry



Figure 13 – CNA: Flat-Rate Warranty Reimbursement Search



C. Parts Support Program for ColorPASS-GX300 Server

The Parts Support Program is designed to help reduce your service costs for controllers. By participating in the Parts Support Program your dealership will not be required to stock expensive parts.

Canon U.S.A., Inc. will provide replacement parts at no-charge for the ColorPASS-GX300 Server on an exchange basis for a period of nine (9) months. This includes the ninety (90) day warranty period and the six (6) months following. To obtain parts under the Parts Support program, follow these steps:

1. Contact the Technical Support Center at (1-800) 528-2830 to report the incident and get technical assistance. If the problem cannot be resolved over the phone, the technical support specialist will assign a “ticket” number to the case. You will need to reference this ticket number when completing the Part Order Form.
2. Go to the e-Support website at <http://www.support.cusa.canon.com>, navigate to the Warranty Information Center, and locate the Part Order Form under the Parts Support Information.
3. Complete the Part Order Form and fax it to the Warranty Control Section at (516) 328-5761.

4. Once the order form is received and verified, the Warranty Control Section will ship the replacement part packaged with the original order form and a return address label. The original order form must accompany the return of the defective part. The defective part must be returned within ten (10) business days otherwise your dealership will be charged (dealer cost) for the part.
5. For out of warranty repairs on circuit boards, please contact the Warranty Control Section at (516) 328-5744

As indicated on the part order form, the Parts Support Program includes standard shipping at no cost to the dealership. If you request an upgrade in your delivery service, your dealership will be charged for the freight charges.

D. Service Parts Availability

Service parts ordering will be available 24 hours-a-day, 7 days a week, 365 Days 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 options⁶⁶ currently offered include:

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

⁶⁶ Shipment options are subject to change

VII. Product Technical Support Offerings

A. Dealer Support Requirements

imageRUNNER ADVANCE C5000 Series Technical Training is required to receive technical support for these imageRUNNER ADVANCE products. Refer to the Canon Technical Support Center ([TSC](#)) for further details.

In order to ensure that each Dealer receives the highest level of support and in turn resolve the end user's problems quickly and accurately, here are several recommendations to maximize your technical support request.

- The dealer support personnel should check technical documentation (Manuals, Tech. Pub's, etc.) and the e-Support website (24 hours a day, 7 days a week) before calling Canon USA's Technical Support Center (TSC) since your concern may have already been addressed and documented.
- Have your Support ID Number ready when you call the TSC and prepare to be at the location where the engine or application is accessible. This dramatically improves the TSC's ability to help troubleshoot the problem and eliminate the guesswork when answering a specific question. There are many "causes" to various problems, but by being at the location when calling, it takes the speculation out of the troubleshooting process by supplying accurate answers to what the device/application is doing.
- Provide the serial number of the installed engine or application you are troubleshooting. While this is required for access to support, it will also provide the Specialist with information about previous calls for support.
- Be prepared 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, or company address. To do so, you can logon to e-Support and access the "Current Profile" section to make updates or call Canon USA's TSC. Accurate profile information will allow for quick contact if more information is required from the caller later on.
- At the completion of each call, a ticket number is provided. If the Support Specialist does not provide a number, the caller should ask for it.
- A return call from a Dealer Technician/Systems Engineer with a resolution is extremely helpful. The information Canon USA receives from you on what actually resolved the problem is sent to the Support Specialist and enables them to better assist other callers who may have the same problem just addressed.

Making certain that all of our support partners get the highest quality technical support as fast as possible makes everyone more productive and ultimately delivers better results and customer satisfaction.

Following some of these basic guidelines, and working as a team, helps everyone achieve their support goals.

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

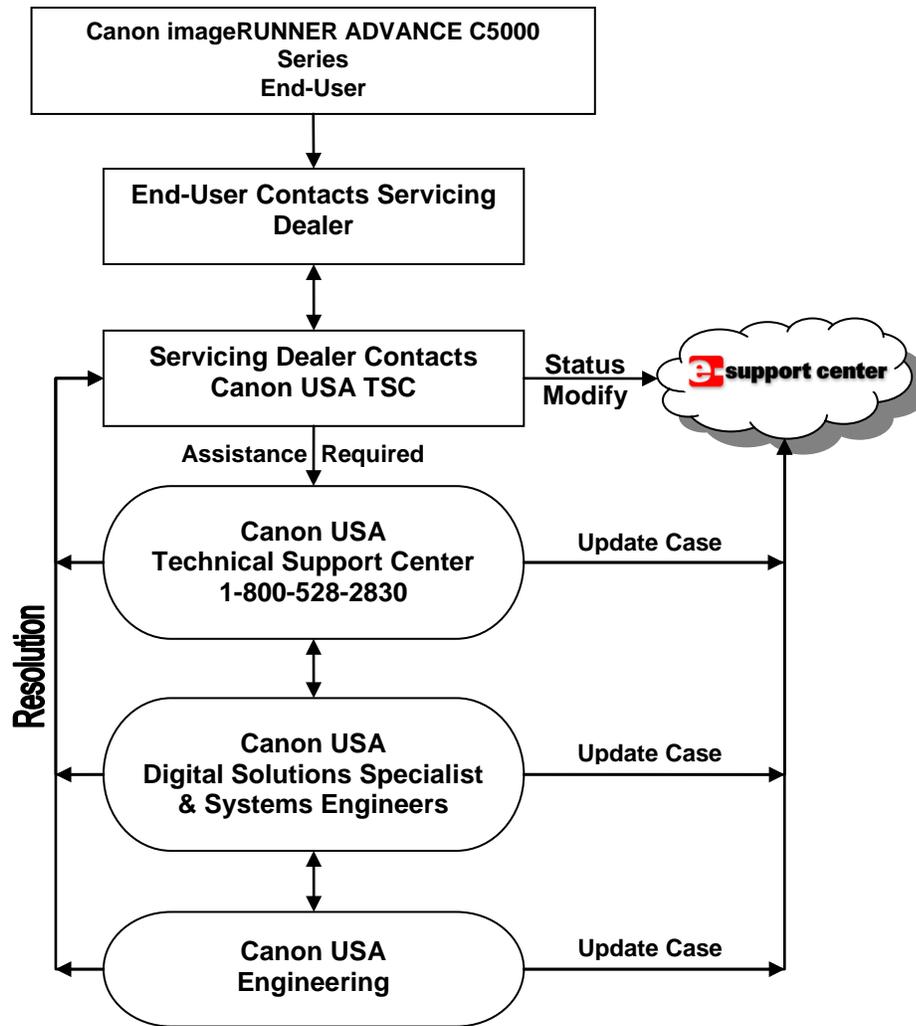
Canon USA provides a time sensitive call escalation process for all authorized imageRUNNER ADVANCE C5000 Series dealers. The TSC is the single point of entry for this process. Once a call is placed to the TSC and information is logged into the call management system, a case number will be assigned to 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.

Figure 14 – Canon USA Support Escalation Flow Chart



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 15 – NAVI Login Screen



Figure 16 – NAVI Screen



a) Benefits

This tool is designed to increase the efficiency and productivity of junior Service Technicians up to senior product specialists by:

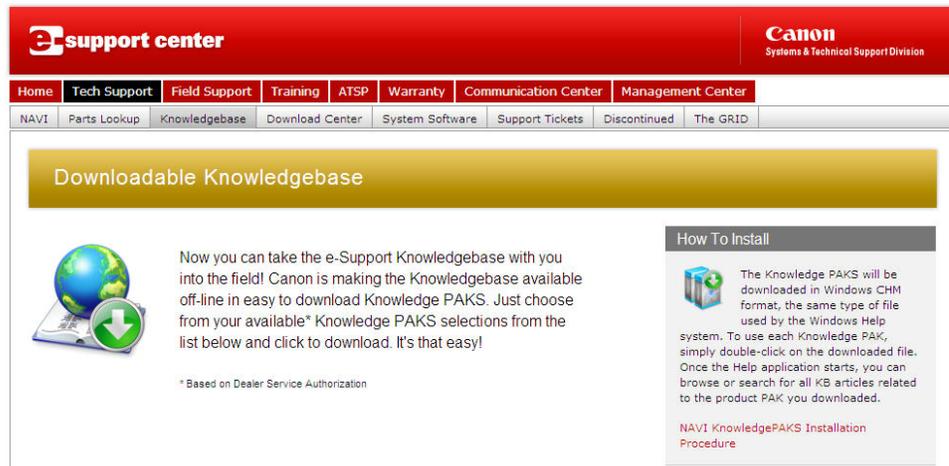
- Improving time to resolution for the more challenging technical situations faced in the field
- Increasing customer satisfaction by increasing the number of 'first visit' problem resolutions and reducing the number of required 'second visits'
- Reducing chances of incorrect or unnecessary parts usage via the NAVI diagnostic abilities and reference information
- Enabling device 'engine' reporting as an aid to service cost forecasting

b) Features

The NAVI tool offers the following features/functions to allow the dealership to realize these benefits:

- Detection of copier 'engine' status and researching a knowledge base or 'known problem case data' for a solution to a current copier problem when connected directly to the copier (available for the latest generation of copier engines)
- Searching the knowledge base for a solution to a problem in 'off-line' mode (connection to the copier has not been established) for all copier models supported by the NAVI tool
- Access to model servicing information (work procedures, electro-mechanical component references)
- Link capability to the Canon Technical Documentation offered to dealers for sale on CD-ROM
- Link capability to other Canon Service Tools (Service Support Tool and the PDL Downloader)
- Access to copier Service Mode via the computer running the NAVI application to enable execution of the auto reset feature (a return to initial or default values)
- Adjustable copier engine Error and Jam thresholds for efficient performance monitoring
- Web browser based replacement part lookup
- Copier engine status reporting capability
- Knowledge PAKS (located on the Canon USA e-Support website, see sample screen shot below), provide downloads for offline technical reference documents

Figure 17 – The Knowledgebase on the Canon e-Support Center



c) Steps to Getting Started

(1) Participate in Training

To come up to speed quickly on the NAVI features and functions, take the NAVI eLearning course on e-Support. Technicians with the computer skills to use the Service Support Tool have the appropriate background to use of NAVI. This interactive course offers guided simulations that step them through accessing and using NAVI to service, maintain, and troubleshoot Canon devices. Technicians taking the NAVI eLearning course will learn how to make NAVI an integral part of their tool kit. After successful course completion, students will be able to begin using the tool to 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 free of charge from e-Support. It is recommended that downloading be accomplished via a high-speed Internet connection, as many of the files are large.
- Purchase the NAVI “Catch-Up” CD Set. The “Catch-Up” CD Set contains the basic NAVI program and documentation as well as the model files to add previously introduced models to a computer with NAVI installed.

(3) Install NAVI and start using the program. The following are the general installation steps:

- Install the Core NAVI Program and any patches.
- Add Model support as desired.
- Add update Model Case Data.
- If you have previously issued Technical Documentation on CD-ROMs, you can link those files into NAVI.

d) Moving Forward

Continuous updates to each imageRUNNER ADVANCE model's Update Data pack will be available for download via e-Support free-of-charge.

e) NAVI Support

For additional NAVI details and information on how to get started with this support tool, please visit the NAVI mini-home page on the Canon USA e-Support website located in the Technical Support tab.

Figure 18 – NAVI on the Canon e-Support Center



3. Internet Support

a) Canon USA’s e-Support Center Website

Canon USA’s Systems and Technical Support Division provides high quality e-Support via the Internet and is only available for Canon USA authorized servicing dealers.

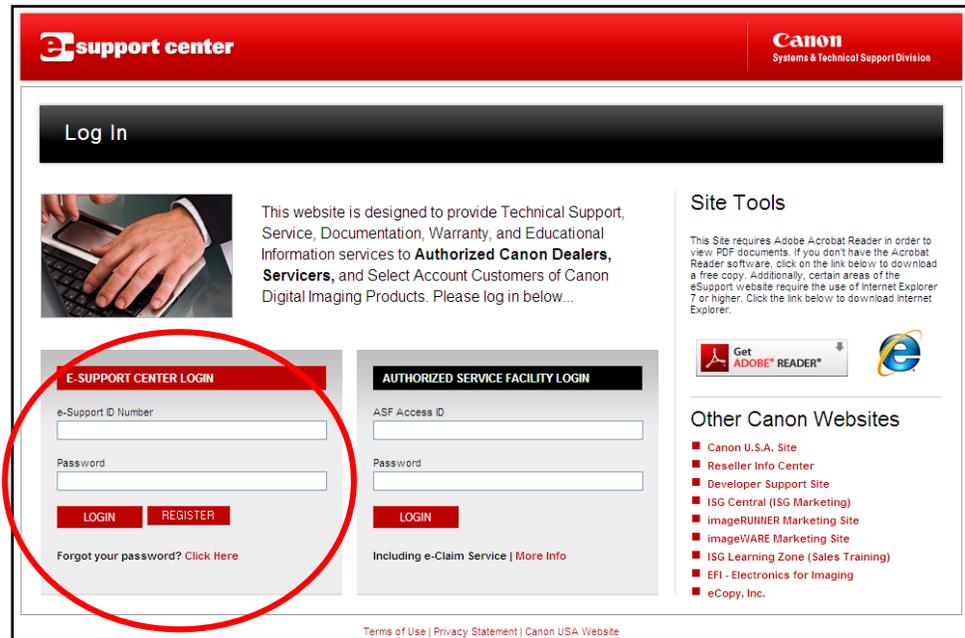
Canon USA’s e-Support is designed to provide dealer Systems Engineers and Technicians access to technical support information via the Worldwide Web.

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

In order to access e-Support, you must first register for a Support ID. To register for a Support ID, go on-line to the Canon USA Systems and Technical Support Division’s e-Support Center website at <http://www.support.cusa.canon.com>. Click on the “Register” button and follow the instructions for registration. This service is available at no additional charge to all authorized dealers.

Figure 19 – The Canon e-Support Center Login

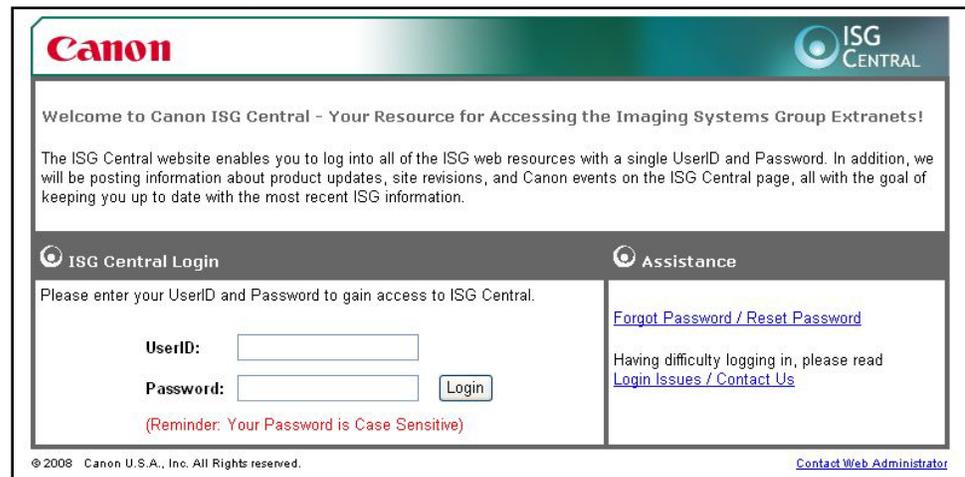


b) Canon USA ISG Central Website

Complete versions of the Service Guides are available on the Canon USA ISG Central website (<http://isgcentral.cusa.canon.com/>).

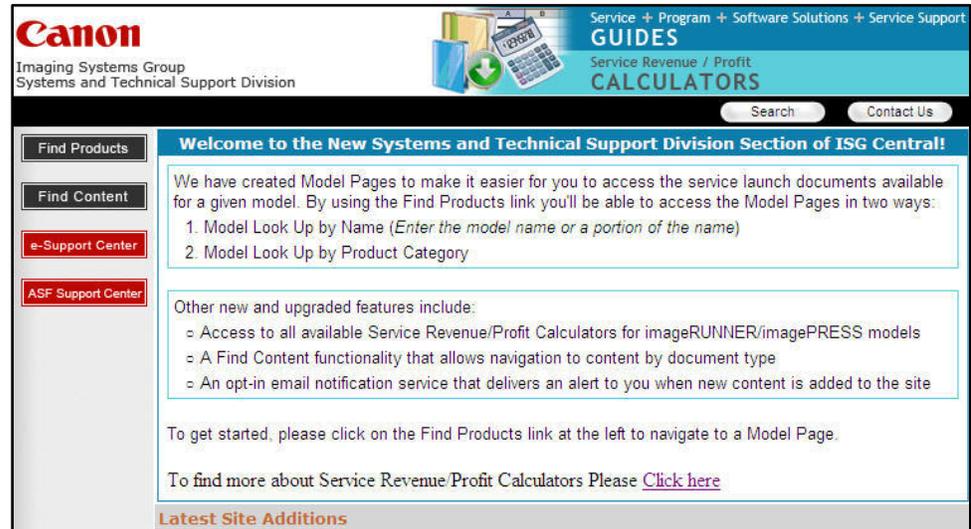
Access is limited to the authorized dealer’s Management staff; please contact your dealer administrator to request access to the System and Technical Support Section of ISG Central.

Figure 20 – The Canon ISG Central Login



Once the Authorized Dealer’s Management staff is logged into ISG Central, access to the Systems & Technical Support section is available by selecting the Systems & Technical Support button. There the authorized dealer’s management staff has access to the Service Guides, Program Guides, Software Solutions Guides, Service Support Guides, and Service Revenue/Profit Calculators as shown below.

Figure 21 – Systems & Technical Support section of ISG Central



VIII. Appendix

A. Specifications

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

Table 38 – imageRUNNER ADVANCE C5051/C5045/C5035/C5030

Item	Specification				
	imageRUNNER ADVANCE				
	C5051	C5045	C5035	C5030	
Type	Color Digital Multifunction Imaging System				
Copy Method	Laser Dry Electrostatic Transfer				
Developing System	Dry Dual Component Toner Projection				
Fixing System	Advanced Color RAPID Fusing Technology				
Maximum Original Size	11" x17"				
Maximum Copy/Print Size	11" x17" / 12" x 18"				
Minimum Copy Size	5 1/2" x 7 1/8"				
Memory	Standard 2 GB RAM, Maximum 2.5 GB RAM				
Hard Disk Drive	Standard 80 GB Hard Disk Drive, Maximum 250 GB Hard Disk Drive				
Standard Interfaces	Network	Ethernet 10/100 Base-TX, Ethernet 1000 Base-TX Wireless LAN (w/Optional Wireless LAN Kit)			
	Others	USB2.0 x2 (Host), USB2.0 (Device) USB2.0 x2 (w/Optional Device Port), SD Card, SDHC Card, Compact Flash, Memory Stick, Microdrive (w/Optional Multimedia Reader/Writer)			
Copy/Print Speed (B&W and Color)(Letter)	Up to 51ppm	Up to 45 ppm	Up to 35 ppm	Up to 30 ppm	
FCOT(Bk/Color)	Black & White	Approximately 4.0 seconds		Approximately 5.5 seconds	
	Color	Approximately 6.5 seconds		Approximately 8.9 seconds	
Warm Up Time (at room temp. of 20° C)	From Power On	Approximately 38 seconds			
	From Sleep Mode	Approximately 18 seconds		Approximately 15 seconds	
Engine Resolution	Up to 1,200 dpi x1,200 dpi				
Halftone	256 Gradations (Continuous-Tone)				
Print Resolution	Up to 1,200 dpi x1,200 dpi				
Paper Capacity (20 lb Bond) Up to	Standard	Dual 550 sheet Paper Cassettes, 100 sheet Stack Bypass			
	Optional	Dual 550 sheet Paper Cassettes, 2,700 sheet Paper Deck			
	Maximum	5,000 sheets			
Paper Size	Cassette 1	LGL, LTR, LTRR, STMTR, EXEC, Custom Size (5 1/2" x 7 1/8" to 12" x 15 3/8")			
	Cassette 2/3/4	12"x18", 11" x 17", LGL, LTR, LTRR, STMTR, EXEC, Custom Size (5 1/2" x 7 1/8" to 12" x 18")			
	Stack Bypass	12"x18", 11" x 17", LGL, LTR, LTRR, STMT, STMTR, EXEC, Custom Size (3 7/8" x 5 1/2" to 12 5/8" x 18")			
Paper Weight / Type	Cassette	14 lb Bond to 110 lb Index (52 g/m ² to 209 g/m ²) / Thin, Plain, Heavy 1 (29 lb Bond to 60 lb Cover), Heavy 2 (61 lb Cover to 110 lb Index), Color, Recycled, Pre-Punched, Transparency, Bond, Textured, Envelope ⁶⁷ , Tab ⁶⁸			
	Stack Bypass	14 lb Bond to 140 lb Index (52 g/m ² to 256 g/m ²) / Thin, Plain, Heavy 1 (29 lb Bond to 60 lb Cover), Heavy 2 (61 lb Cover to 110 lb Index), Heavy 3 (80 lb Cover to 140 lb Index), Color, Recycled, Pre-Punched, Transparency, Tracing, Labels, Bond, Textured, Coated, Envelope, Tab			
Duplexing	Standard Automatic Trayless Duplexing				
Standard Output Capacity (20 lb Bond)	Inner Tray 250 sheets (Facedown)				
Dimensions	Main Unit	31 1/2" x 24 3/8" x 29"			

⁶⁷ From second cassette with optional Envelope Feeding Attachment

⁶⁸ From second cassette with optional Tab Feeding Attachment

Item		Specification			
		imageRUNNER ADVANCE			
		C5051	C5045	C5035	C5030
(HxWxD)	Main Unit + ADF	38 5/8" x 24 3/8" x 29 7/8"		37" x 24 3/8" x 29"	
Weight (includes ADF and consumables)		Approximately 379 lb (172 kg)		Approximately 342 lb (155 kg)	
Installation Space (WxD)		42 1/8" x 52"		42 1/8" x 49 5/8"	
Power Requirement		120V AC / 60Hz / 20A		120V AC / 60Hz / 15A	
Plug		NEMA 5-20P		NEMA 5-15P	
Power Consumption	Maximum	Approximately 1.8 Kw maximum		Approximately 1.3 Kw maximum	
	Sleep Mode	Approximately 1w			
Energy Star Qualified		YES			

Table 39 – Duplex Color Image Reader Unit-B1

Duplex Color image Reader Unit-B1			
Item		Specification	
Original Feeding Mechanism		Single Pass Duplex Automatic Document Feeder	
Size and Weight of Originals		11" x 17", LGL, LTR, LTRR, STMT, or STMT 1-Sided Scanning: 11 to 32 lb bond (42 to 128 g/m ²) 2-Sided Scanning: 13 to 32 lb bond (50 to 128 g/m ²)	
Original Tray Capacity		Up to 150 sheets (20 lb bond (80 g/m ²))	
Scan Speed	Scan @ 300 dpi	Color	Up to 70 ipm
		B&W	Up to 70 ipm
	Copy @ 600 dpi	Color	Up to 51 ipm
		B&W	Up to 70 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		Feeder: From the main unit: 133 W Scanner: From the main unit: 17 W	
Dimensions (H x W x D)		Feeder: Approximately 7 1/8" x 24 3/8" x 23 3/4" (181 mm x 620 mm x 603 mm) Scanner (Platen Glass): Approximately 2 7/8" x 24 3/8" x 22 1/4" (72 mm x 620 mm x 564 mm)	
Weight		Feeder: Approximately 59.1 lb (26.8 kg) Scanner: Approximately 26.5 lb (12 kg)	

Table 40 – Color Image Reader Unit-B1

Color image Reader Unit-B1				
Item	Specification			
Original Feeding Mechanism	Automatic Document Feeder			
Size and Weight of Originals	11" x 17", LGL, LTR, LTRR, STMT, or STMTR 1-Sided Scanning: 11 to 32 lb bond (42 g/m ² to 128 g/m ²) 2-Sided Scanning: 13 to 32 lb bond (50 g/m ² to 128 g/m ²)			
Original Tray Capacity	Up to 100 sheets (20 lb bond (80 g/m ²))			
Scan Speed	Scan @ 300 dpi	Color	Up to 46 ipm	Up to 17.5 ipm
		B&W	Up to 46 ipm	Up to 17.5 ipm
	Copy @ 600 dpi	Color	Up to 46 ipm	Up to 17.5 ipm
		B&W	Up to 46 ipm	Up to 17.5 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	Feeder: From the main unit: 45 W Scanner: From the main unit: 17 W			
Dimensions (H x W x D)	Feeder: Approximately 5 3/8" x 24 3/8" x 21 1/8" (137 mm x 620 mm x 537 mm) Scanner (Platen Glass): Approximately 2 7/8" x 24 3/8" x 22 1/4" (72 mm x 620 mm x 564 mm)			
Weight	Feeder: Approximately 19.2 lb (8.7 kg) Scanner: Approximately 26.5 lb (12 kg)			

Table 41 – Cassette Feeding Unit-AD1

Cassette Feeding Unit-AD1	
Item	Specification
Paper Sizes	12"x18", 11"x17", LGL, LTR, LTRR, STMTR, EXEC, and Free size (5 1/2" x 7 3/16" to 12" x 18")
Paper Weight / Paper Types	14 lb Bond to 110 lb Index (52 g/m ² to 209 g/m ²) / Thin, Plain, Heavy 1 (29 lb Bond to 60 lb Cover), Heavy 2 (61 lb Cover to 110 lb Index), Color, Recycled, Pre-Punched, Transparency, Bond, Envelope, Tab
Paper Cassette Capacity	550 sheets x 2 cassettes (20 lb bond (80 g/m ²))
Power Source / Maximum Power Consumption	From the main unit/Approximately 30W
Dimensions (HxWxD) / Weight	9 7/8" x 24 3/8" x 27 5/8"/Approximately 60.6 lb (27.5 kg)

Table 42 – Cabinet Type-B

Cabinet Type-B	
Item	Specification
Dimensions (HxWxD)	9 7/8" x 24 3/8" x 27 5/8"

Table 43 – Paper Deck Unit-B1

Paper Deck Unit-B1	
Item	Specification
Paper Sizes	LTR
Paper Weight / Paper Types	14 lb Bond to 28 lb Bond (52 g/m ² to 105 g/m ²) / Thin, Plain, Color, Recycled, Pre-Punched, Bond
Paper Deck Capacity	Up to 2,700 sheets (20 lb bond (80 g/m ²))
Power Source / Maximum Power Consumption	From the main unit/Approximately 45 W
Dimensions (HxWxD) / Weight	18 5/8" x 14 5/8" x 23 3/4" (473 mm x 372 mm x 603 mm)/ Approximately 81.6 lb (37 kg)
Installation Space (WxD)	39 1/8" x 29" (992 mm x 735 mm)

Table 44 – Envelope Feeder Attachment-D1

Envelope Feeder Attachment-D1	
Item	Specification
Acceptable Envelopes	COM10 No.10, Monarch, DL, ISO-B5, ISO-C5
Capacity	Up to 50 sheets (or 30 mm in height)
Feeding Speed	Up to 10 cpm
Dimensions (H x W x D)	3 1/4" x 17 1/4" x 12 1/8" (81 mm x 439 mm x 307 mm)
Weight	Approximately 2.6 lb (1.2 kg)

Table 45 – External 2/3 Hole Puncher-B1

External 2/3 Hole Puncher-B1		
Item	Specification	
Paper Sizes	11"x17", LGL, LTR, LTRR	
Paper Weight / Paper Type	14 lb Bond to 140 lb Index / /Thin, Plain, Recycled, Color, Heavy 1 (29 lb Bond to 60 lb Cover), Heavy 2 (61 lb Cover to 110 lb Index), Heavy 3 (80 lb Cover to 140 lb Index)	
Paper Size in Which Holes Can be Punched	3 Holes	LTR, 11"x17"
	2 Holes	LTRR, LGL
Punch Waste Tray Capacity	Approx. 2,500 Sheets	
Power Source / Maximum Power Consumption	From the Main Unit	
Dimensions (HxWxD) / Weight	35 3/4" x 4 1/4" x 24 1/2" / Approximately 15.9 lb	

Table 46 – Inner 2-Way Tray-F1

Inner 2 Way Tray-F1		
Item	Specification	
Number of Trays	2	
Paper Sizes	12"x18", 11"x17", LGL, LTR, LTRR, STMT, STMTR, EXEC, Custom size (3 7/8" x 5 1/2" to 12 5/8" x 18"), and Envelopes	
Paper Weight / Paper Types	14 lb Bond to 140 lb Index (52 g/m ² to 256 g/m ²) / Thin, Plain, Heavy 1 (29 lb Bond to 60 lb Cover), Heavy 2 (61 lb Cover to 110 lb Index), Heavy 3 (80 lb Cover to 140 lb Index), Color, Recycled, Pre-Punched, Transparency, Tracing, Labels, Bond, Textured, Coated, Envelope	
Paper Capacity	Upper Tray	Up to 250 Sheets
(20 lb Bond)	Lower Tray	Up to 100 Sheets
Dimensions (HxWxD) / Weight	3" x 16 3/4" x 16" / Approximately 1.3 lb	
Installation Space (WxD)	33 1/2" x 29"	

Table 47 – Inner Finisher-A1

Inner Finisher-A1	
Item	Specification
Number of Trays	1 (2 Optional)
Paper Sizes	12"x18", 11"x17", LGL, LTR, LTRR, STMT, STMTR, EXEC, Custom size (3 7/8"x5 9/16" to 12 5/8"x18" and Envelopes
Paper Weight / Paper Types	14 lb Bond to 140 lb Index (52 g/m ² to 256 g/m ²) / Thin, Plain, Recycled, Color, Pre-Punched, Bond, Heavy 1 (29 lb Bond to 60 lb Cover), Heavy 2 (61 lb Cover to 110 lb Index), Heavy 3 (80 lb Cover to 140 lb Index), Tracing, Coated, Labels, Transparency, and Envelopes
Paper Capacity (20 lb Bond)	Upper Tray: 12"x18", 11"x17", LGL, LTR, LTRR, STMT, STMTR, EXEC: up to 100 Sheets
	Lower Tray: LTR, LTRR, STMT, STMTR, EXEC: 200 Sheets (up to 500 Sheets when additional tray is not attached) 12"x18", 11"x17", LGL: Up to 200 Sheets
Paper Capacity of	Upper Tray: 11"x17", LGL, LTR, LTRR, EXEC: 3/8" in height
Staple Mode (20 lb Bond)	Lower Tray: 11"x17", LGL, LTR, LTRR, EXEC: 30 Sets (or 2 1/2" in height)
Maximum Stapling Capacity	LTR: Up to 50 Sheets (14 lb Bond – 21 lb Bond) Up to 30 Sheets (22 lb Bond – 28 lb Bond) Up to 2 Sheets (29 lb Bond – 140 lb Index) 11"x17", LGL, LTRR: Up to 30 Sheets (14 lb Bond – 21 lb Bond) Up to 20 Sheets (22 lb Bond – 28 lb Bond) Up to 2 Sheets (28 lb Bond – 140 lb Index)
Type of Staple	Corner, Double (11"x17", LGL, LTR, LTRR)
Power Source / Maximum Power Consumption	From the main unit/Approximately 50 W
Dimensions (HxWxD) / Weight	9 1/4" x 34 1/8" x 21 1/4" (when the auxiliary tray is extended)/ Approximately 28.7 lb
Installation Space (WxD)	43 1/8" x 29" (when the auxiliary tray is extended)

Table 48 – Inner Finisher Additional Tray-A1

Inner Finisher Additional Tray-A1	
Item	Specification
Paper Size/Weight/Type	Size: 12 5/8" x 17 11/16", 12" x 18", 11" x 17", LGL, LTR, LTRR, STMT, STMTR, EXEC, Custom Size (3 7/8" x 5 9/16" to 12 5/8" x 18" (99 mm x 139.7 mm to 320 mm x 457 mm)), and Envelopes Weight: 14 lb bond to 140 lb index (52 g/m ² to 256 g/m ²) Type: Thin, Plain, Recycled, Color, Pre-Punched, Bond, Heavy 1 (29 lb bond to 60 lb cover (106 g/m ² to 163 g/m ²)), Heavy 2 (61 lb cover to 110 lb index (164 g/m ² to 209 g/m ²)), Heavy 3 (80 lb cover to 140 lb index (210 g/m ² to 256 g/m ²)), Textured, Tracing, Coated, Labels, Transparency, Washi, and Envelopes
Capacity	No Collating, Collate, or Group Mode: 12" x 18", 11" x 17", LGL, LTR, LTRR, STMT, STMTR, EXEC: 100 sheets (or 1/2" (12.5 mm) in height) No Collating, Collate, or Group Mode with Different Paper Sizes: 100 sheets (or 1/2" (12.5 mm) in height) Staple Mode: 11" x 17", LGL, LTR, LTRR, EXEC: 3/8" (8.1 mm) in height Staple Mode with Different Paper Sizes: 3/8" (8.1 mm) in height
Dimensions (H x W x D)	Approximately 2 1/4" x 8 1/8" x 17 3/4" (57 mm x 207 mm x 450 mm)
Weight	Approximately 3.1 lb (1.4 kg)

Table 49 – Staple Finisher-C1 / Booklet Finisher-C1

Staple Finisher-C1 / Booklet Finisher-C1		
Item	Specification	
Number of Trays	2	
Paper Sizes	12"x18", 11"x17", LGL, LTR, LTRR, STMT *, STMTR, EXEC, and Envelopes * STMT cannot be used when the External 2/3 Hole Puncher-B1 is attached.	
Paper Weight / Paper Types	14 lb Bond to 140 lb Index (52 g/m ² to 256 g/m ²) /Thin, Plain, Recycled, Color, Pre-Punched, Bond, Heavy 1 (29 lb Bond to 60 lb Cover), Heavy 2 (61 lb Cover to 110 lb Index), Heavy 3 (80 lb Cover to 140 lb Index), Tracing, Coated, Labels, Transparency, and Envelopes	
Paper Capacity	Upper Tray	LTR, STMTR, EXEC: Up to 1,300 Sheets (or 7 3/8" in height) 11"x17", LGL, LTRR: Up to 650 Sheets (or 3 3/4" in height)
(20 lb Bond)	Lower Tray	LTR, STMTR, EXEC: Up to 1,700 Sheets (or 9 5/8" in height) 11"x17", LGL, LTRR: Up to 650 Sheets (or 3 3/4" in height)
Paper Capacity of	Upper Tray	LTR, EXEC: Up to 1,300 Sheets/30 Sets (or 7 3/8" in height) 11"x17", LGL, LTRR: Up to 650 Sheets/30 Sets (or 3 3/4" in height)
Staple Mode (20 lb Bond)	Lower Tray	LTR, EXEC: Up to 1,700 Sheets/30 Sets (or 9 5/8" in height) 11"x17", LGL, LTRR: Up to 650 Sheets/30 Sets (or 3 3/4" in height)
Maximum Stapling Capacity	LTR, EXEC: Up to 50 Sheets (14 lb Bond to 21 lb Bond) Up to 30 Sheets (22 lb Bond to 28 lb Bond) Up to 2 Sheets (29 lb Bond to 140 lb Index.) 11"x17", LGL, LTRR: 30 Sheets (14 lb Bond to 21 lb Bond) Up to 20 Sheets (22 lb Bond to 28 lb Bond) 2 Sheets (29 lb Bond to 140 lb Index)	
Staple Mode	Corner (11"x17", LGL, LTR, LTRR, EXEC) Double (11"x17", LGL, LTR, LTRR, EXEC)	
Saddle Stitching	Paper Sizes	12" x 18", 11" x 17", LGL, LTRR
	Saddle Stitch Capacity	Up to 16 Sheets (14 lb Bond to 20 lb Bond) Up to 10 Sheets (22 lb Bond to 28 lb Bond)
	Tray Capacity	Up to 25 Booklets (5 Sheet Booklets)
Power Source / Maximum Power Consumption	From the main unit/Approximately 117 W	
Dimensions (HxWxD)/ Weight	Staple Finisher-C1	43 1/4" x 26 5/8" x 25 1/2" (when auxiliary tray is extended) / Approximately 101 lb
	Booklet Finisher-C1	43 1/4" x 31 1/8" x 25 1/2" (when auxiliary tray is extended) / Approximately 165 lb
Installation Space (WxD)	Staple Finisher-C1	60 1/8" x 29" (when stack bypass and auxiliary tray are extended)
	Booklet Finisher-C1	64 1/2" x 29" (when stack bypass and auxiliary tray are extended)

Table 50 – Copy Tray-J1

Copy Tray-J1	
Item	Specification
Paper Sizes	11"x17", LGL, LTR, LTRR, STMTR and EXEC
Paper Weight / Paper Type	14 lb Bond to 110 lb Index (52 g/m ² to 209 g/m ²) /Thin, Plain, Recycled, Color, Pre-Punched, Bond, Heavy 1 (29 lb Bond to 60 lb Cover), Heavy 2 (61 lb Cover to 110 lb Index), Tab
Paper Capacity (20 lb Bond)	100 Sheets
Dimensions (HxWxD) / Weight	5 5/8" x 14 3/8" x 14 3/4" (when auxiliary tray is extended)/ Approximately 1 lb
Installation Space (WxD)	38 1/8" x 29"

Table 51 – Card Reader-C1

Card Reader-C1	
Item	Specification
Available Cards	Optical
Card Readout Method	Optical readout
Magnetic Card Reading Direction	Face up
Store/Replay	Replay
Power Source	From the main unit.
Dimensions (H x W x D)	Approximately 1 1/4" x 3 1/2" x 4" (32 mm x 88 mm x 100 mm)
Weight	Approximately 10.4 oz (295 g)

Table 52 – Super G3 FAX Board-AE1

Item	Specification
Applicable Line	Public Switched Telephone Network ⁶⁹
Number of Connection Lines	Standard: 1 Maximum: 4
Scan Line Density	Standard: 8 pels ⁷⁰ (picture elements)/mm x 3.85 line/mm Fine: 8 pels/mm x 7.7 line/mm Super-Fine: 8 pels/mm x 15.4 line/mm Ultra-Fine: 16 pels/mm x 15.4 line/mm
Transmission Time	ECM-MMR: Approximately 3.2 seconds G3MR method: Approximately 13 seconds G3MH method: Approximately 13 seconds JBIG: Approximately 2.6 seconds
Transmission Speed	Super G3: 33.6 kbps, G3: 14.4 kbps
Transmission Type	Super G3, G3
Compression Method	MH, MR, MMR, JBIG
Maximum Original Size	11"x 17" to STMT
Receiving Paper Size	11"x 17" to STMT
Memory Capacity	Approximately 6,000 pages
Auto Dial Function	Address Book: 1,800 destinations (including destinations stored in one-touch buttons)
Additional Options	Super G3 2nd Line Fax Board-AF1, Super G3 3rd/4th Line Fax Board-AE1, Remote Fax Kit-A1

Table 53 – UFR II

UFR II	
Item	Specification
Type	Embedded Print Controller
CPU	Canon Dual Custom Processor (Shared)
Memory	Standard: 2 GB Maximum: 2.5 GB
Storage	80 GB (Shared)
Supported Resolution	1,200 dpi x 1,200 dpi, 2,400 dpi Equivalent x 600 dpi
Print Drivers	Windows (Windows 2000/XP/Server 2003/Server 2008/Windows Vista), Citrix MetaFrame, Macintosh (OS X 10.2.8 or later), Novell Netware
Network Protocol	TCP/IP
Interfaces (to LAN)	10/100/1000Base-T (RJ-45)

⁶⁹ Facsimile communications may not perform normally via an IP telephone line. It is recommended to use a general telephone (Public Switched Telephone Network) line for facsimile communications.

⁷⁰ Pels stands for picture elements (pixels)

Table 54 – PCL Printer Kit-AE1

PCL Printer Kit-AE1	
Item	Specification
Type	Embedded Print Controller
CPU	Canon Dual Custom Processor (Shared)
Memory	Standard: 2 GB Maximum: 2.5 GB
Storage	80 GB (Shared)
Supported Resolution	1,200 dpi x 1,200 dpi, 2,400 dpi Equivalent x 600 dpi
Print Drivers	Windows (Windows 2000/XP/Server 2003/Server 2008/Windows Vista), Citrix MetaFrame
Network Protocol	TCP/IP
Interfaces (to LAN)	10/100/1000Base-T (RJ-45)

Table 55 – PS Printer Kit-AE1

PS Printer Kit-AE1	
Item	Specification
Type	Embedded Print Controller
CPU	Canon Dual Custom Processor (Shared)
Memory	Standard: 2 GB Maximum: 2.5 GB
Storage	80GB (Shared)
Supported Resolution	1,200 dpi x 1,200 dpi, 2,400 dpi Equivalent x 600 dpi
Print Drivers	Windows (Windows 2000/XP/Server 2003/Server 2008/Windows Vista), Citrix MetaFrame, Macintosh (OS X 10.2.8 or later)
Network Protocol	TCP/IP
Interfaces (to LAN)	10/100/1000Base-T (RJ-45)

Table 56 – imagePASS-B1

imagePASS-B1	
Item	Specification
Type	Embedded
CPU	Intel Celeron M440 1.88 GHz
System	System 8e Release 2
Memory	Standard: 512 MB Maximum: 1 GB
Hard Disk Drive	80GB SATA
DVD-ROM	N/A
Supported PDL	Adobe PostScript 3 / PCL5c / PCL6
Internal Fonts	136 Adobe PS fonts installed
Supported Resolution	1,200 dpi x 1,200 dpi, 2,400 dpi Equivalent x 600 dpi
Print Drivers	Windows (Windows 2000/XP/Server 2003/Server 2008/Windows Vista), Macintosh (OS X 10.3.9 or later)
Network Protocols	TCP/IP
Interfaces (to LAN)	10/100/1000Base-T (RJ-45)
Network OS	Linux
Utility Software	Command WorkStation 5 (optional), Web Tools
Accessories	Hot Folder v2.0, Secure Erase V1.1, Impose v2.7, 512MB Optional Memory, X-Rite Eye-One,

Table 57 – ColorPASS-Gx300

ColorPASS Gx300	
Item	Specification
Type	External
Connectable Devices	imageRUNNER ADVANCE C5051 Only
CPU	Intel Core2 Duo Xeon E8400 2 x 3.0 GHz FSB1333MHz
System	System 8 Release 2
Memory	Standard 2 GB Maximum: 2GB
Hard Disk Drive	160 GB SATA
DVD-ROM	Standard (DVD-RW)
Supported PDL	Adobe PostScript 3
Internal Fonts	136 Adobe PS fonts installed
Supported Resolution	1,200 dpi x 1,200 dpi, 2,400 dpi Equivalent x 600 dpi
Print Drivers	Windows (Windows 2000/XP/Server 2003/Server 2008/Windows Vista), Macintosh (OS X 10.3.9 or later)
Network Protocol	TCP/IP
Interfaces (to LAN)	10/100/1000Base-T (RJ-45)
Network OS	MS Windows XP Pro Embedded
Utility Software	Command WorkStation 5, Web Tools
Accessories	Integrated Interface & Stand-A1, X-Rite Eye-One, Impose v2.7, Removable Hard Disk Drive Kit-B1, Graphic Arts Feature Set Premium v2.2, Compose v2.0
Dimensions (HxWxD) / Weight	19-1/8" x 8-1/2" x 19-1/8" / 43.5 lb

B. Warranty

1. Main Unit Limited Warranty

CANON imageRUNNER ADVANCE C5051/C5045/C5035/C5030 SERIES LIMITED WARRANTY

Canon U.S.A., Inc. or Canon Canada Inc. (as applicable, "Canon") warrants the imageRUNNER ADVANCE C5051/C5045/C5035/C5030 Series product and Canon brand options designed for use with the imageRUNNER product (collectively 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 30,000 prints or copies (or a combination of both), whichever comes first. During such warranty period, Canon shall replace, without charge, any defective 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 that may be distributed with the Product is 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 supplier or producer thereof. For further information on software, see below.

This warranty shall be void and of no force and effect if the Product is damaged as a result of (a) abuse, neglect, mishandling, alteration, electric current fluctuation or accident, (b) improper use, including failure to follow operating or maintenance instructions or environmental conditions prescribed in Canon's operator's manual or other documentation, (c) installation or repair by 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 SOFTWARE THAT IS DISTRIBUTED WITH THE PRODUCT AND HAS AN ASSOCIATED END USER AGREEMENT IS LICENSED, WARRANTED AND PROVIDED ACCORDING TO THE TERMS OF THAT AGREEMENT, INCLUDING ANY LIMITATIONS AND DISCLAIMERS THEREIN. SUCH SOFTWARE IS SOLD WITHOUT WARRANTY OF ANY KIND BY CANON. PLEASE CONTACT CANON IMMEDIATELY IF YOU HAVE NOT RECEIVED A COPY OF THE SOFTWARE SUPPLIER'S END USER 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.

THE ABOVE WARRANTIES ARE 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 OR ANY ASSOCIATED COMPONENT, AND ALL SUCH OTHER WARRANTIES AND CONDITIONS ARE DISCLAIMED. NO OTHER EXPRESS WARRANTY, CONDITION OR GUARANTY, EXCEPT AS MENTIONED ABOVE, GIVEN BY ANY PERSON, FIRM OR CORPORATION WITH RESPECT TO THE PRODUCT SHALL BIND CANON ANY SUPPLIER OR ANY AUTHORIZED SERVICE PROVIDER. NO WARRANTY IS GIVEN ON ANY USED PRODUCT.

NEITHER CANON OR ITS SUPPLIERS 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, 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 OR ITS SUPPLIERS OR ANY AUTHORIZED SERVICE PROVIDER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. NOR SHALL RECOVERY OF ANY KIND AGAINST CANON OR ITS SUPPLIERS OR ANY AUTHORIZED SERVICE PROVIDER BE GREATER IN AMOUNT THAN THE PURCHASE PRICE OF THE PRODUCT CAUSING THE ALLEGED DAMAGE. WITHOUT LIMITING THE FOREGOING, THE PURCHASER ASSUMES ALL RISKS AND LIABILITY FOR LOSS, DAMAGE OR INJURY TO PERSONS AND PROPERTY OF THE PURCHASER OR OTHERS ARISING OUT OF THE POSSESSION, USE, MISUSE, OR INABILITY TO USE THE PRODUCT NOT CAUSED SOLELY AND DIRECTLY BY THE NEGLIGENCE OF CANON OR ANY AUTHORIZED SERVICE PROVIDER. 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 Provider 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-30 Drum Unit Limited Warranty

CANON GPR-30 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 120,000 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 50,000 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 30,000 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: $\frac{120,000 - 30,000}{120,000} = \frac{90,000}{120,000} = 75\%$ of the dealer price of the replacement Drum

Color Drum
 Calculation: $\frac{50,000 - 30,000}{50,000} = \frac{20,000}{50,000} = 40\%$ of the dealer price of the replacement Drum

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



Canon U.S.A., Inc. One Canon Plaza Lake Success, New York 11042-1198
 Canon Canada, Inc. 6390 Dixie Road Mississauga, Ontario L5T 1P7 Canada

3. GPR-31 Drum Unit Limited Warranty

CANON GPR-31 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 120,000 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 50,000 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.

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Drum Unit inoperative after 30,000 prints or copies (or a combination of both) in less than 120 days of use.

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



Canon U.S.A., Inc. One Canon Plaza Lake Success, New York 11042-1198
 Canon Canada, Inc. 6390 Dixie Road Mississauga, Ontario L5T 1P7 Canada

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