

Canon

imageCLASS

LBP 6780dn



Service Guide

For Authorized Servicers

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I. Product Overview

The Canon imageCLASS LBP6780dn is a compact, B&W (Black-and-White) laser printer. This model also brings the following capabilities to users in a small office or home office environment:

- Prints one-sided pages in speeds of up to 42 ppm (pages-per-minute) using LTR (letter-sized) paper.
- Standard front-loading paper cassette with a capacity of up to 500 sheets and a multi-purpose tray with a capacity of up to 100 sheets (LTR, 20 lb bond (80 g/m²)). There are also two optional paper cassettes with a capacity of up to 500 sheets each available.
- Duplex printing capabilities.
- Quick first print time of approximately 9 seconds.
- Includes a USB 2.0 high-speed port for printing from USB memory.¹
- Meets the ENERGY STAR guidelines for energy efficiency. Approximately 0.9 W of energy is used in the Energy Saver mode.
- Standard UFR II printing.
- Built-in network connectivity that supports network printing.
- Includes Print modes such as, Poster, Booklet, Watermark, and Toner Saver.
- A Mobile Printing app is available.²

¹ Requires the Windows 7, Vista, XP/2000, or Mac OS X operating system.

² Requires the Canon Mobile Printing app, which is available for free from Apple's App Store. Compatible with the iPhone 5, 4S, 4, the new iPad, iPad 2, and the original iPad running OS 5.1 to 6.0.

II. Product Configuration and Box Contents

A. Configuration

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

Table 1 - Configuration

Item	Item Number ³
imageCLASS LBP6780dn	
	
imageCLASS LBP6780dn	6469B006AA
Supplies and Consumables	
Cartridge 324 II Hi-Capacity (Yields approximately 12,500 pages (LTR))	3482B013AA
Accessory Option	
Paper Feeder Unit PF-45 (500 Sheet Cassette Pedestal)	4098B001AA
Service Materials and Parts Catalog	
imageCLASS LBP6780dn Service Manual	Available for download from the e-Support Center Web site
imageCLASS LBP6780dn Parts Catalog	
eCarePAK	
imageCLASS LBP6780dn (Virtual CarePAK, 2 Year Exchange/Carry-In) ⁴	6521A110AA
imageCLASS LBP6780dn (eCarePAK, 2 Year Exchange/Carry-In) ⁵	5707B036AA

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

⁴ Available for purchase through Canon U.S.A., Inc.'s consumer Web site: www.estore.usa.canon.com.

⁵ Available for purchase through an Authorized Canon Reseller or Distributor. For more information, see "[eCarePAK Extended Service Plan.](#)" on p. 17.

B. Box Contents

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

- imageCLASS LBP6780dn
- Setup Instructions
- Power Cord
- Registration Card
- Starter Cartridge 324 Black
- User Manuals (Book)
- User Software CD-ROM
- Limited Warranty Notice

C. Hardware Accessory

The functionality of the imageCLASS LBP6780 can be expanded by installing the following hardware and system-related optional accessories.

1. Paper Feeder Unit PF-45



- Holds up to 500 sheets (20 lb bond (80 g/m²)).
- Maximum paper size: LGL (8 1/2" x 14")
- Up to two can be added to the imageCLASS LBP6780

III. Service Authorization

To obtain and maintain authorization to service the imageCLASS LBP6780dn, each dealer location must have at least two (2) employees certified to service the machine.

IV. Educational Training

A. Training Program Overview

Technicians who successfully complete the imageRUNNER LBP3580 and imageCLASS LBP6780dn Overview (Course Code: 18ICIRLBP678000) CBT (Computer Based Training) course and pass the imageRUNNER LBP3580 and imageCLASS LBP6780dn Overview assessment test, are authorized to service and support the imageCLASS LBP6780dn.

The imageCLASS LBP6780dn service training material is available via the Download Center section of the [e-Support Center](#) Web site, and includes the CBT Program, Service Manuals, and Parts Catalogs.

B. Certification

It is required that technicians successfully complete the imageRUNNER LBP3580 and imageCLASS LBP6780dn Overview (Course Code: 18ICIRLBP67800O) CBT, and pass the imageRUNNER LBP3580 and imageCLASS LBP6780dn Overview assessment test to receive certification to service the machines.

The imageRUNNER LBP3580 and imageCLASS LBP6780dn Overview assessment test is available on e-Support. To access the assessment test:

1. Log on to the [e-Support Center](#) Web site.
2. Click "Training."
3. Click "Learning Management System."
4. Scroll down to the Catalog search.
5. Click "imageCLASS."
6. Click "Register" for the imageRUNNER LBP3580 and imageCLASS LBP6780dn Overview.
7. Click "Submit."
8. Click "Start" to begin the assessment.

C. Who Should Complete

Any technicians responsible for servicing or supporting the imageCLASS LBP6780dn machine must successfully complete the imageRUNNER LBP3580 and imageCLASS LBP6780dn Overview CBT, and pass the imageRUNNER LBP3580 and imageCLASS LBP6780dn Overview assessment test.

D. Prerequisites

There are no prerequisites for this training course. It is highly recommended that the technician have:

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

E. Course Format

The imageRUNNER LBP3580 and imageCLASS LBP6780dn Overview (Course Code: 18ICIRLBP67800O) CBT course is a self-paced course. The material provided includes:

- Printed version of the course for reference
- Service Manual
- Quick Setup Guide
- e-Manual User Guide

It takes approximately 2.0 hours to complete this course successfully.

F. Course Equipment

- Windows workstation with audio and access to the Training section of the [e-Support Center](#) Web site
- Flash-enabled Web browser (preferably Microsoft Internet Explorer)

It is necessary to enable file downloads in Internet Explorer to download the documents supplied within the course. Internet Explorer 8 disables the file download option by default. To enable Internet Explorer 8 to download files, perform the following steps:

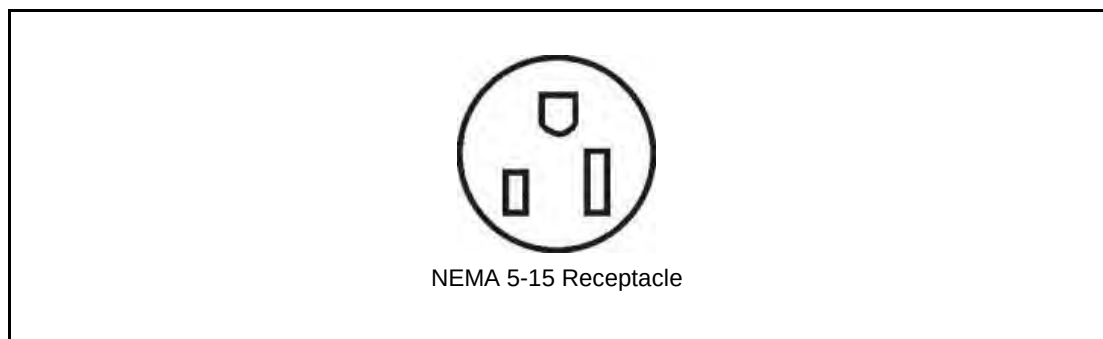
1. Open Internet Explorer, click "Tools."
2. Click "Internet Options."
3. Click "Security."
4. Click "Custom level."
5. Scroll down to the Downloads section, and click "Enable" under <Automatic prompting for file downloads> and under <File download>.
6. Click "OK" to close all the dialog boxes.
7. Close and reopen Internet Explorer. You should now be able to download the learning resources contained within the course.

V. Servicing Notes

A. Power and Plug Requirements

The imageCLASS LBP6780dn device requires a NEMA 5-15 receptacle for proper operation. Before installation, confirm that a proper NEMA receptacle is available for this device. It is not necessary to have a dedicated line.

Table 2 - Power and Plug Requirements

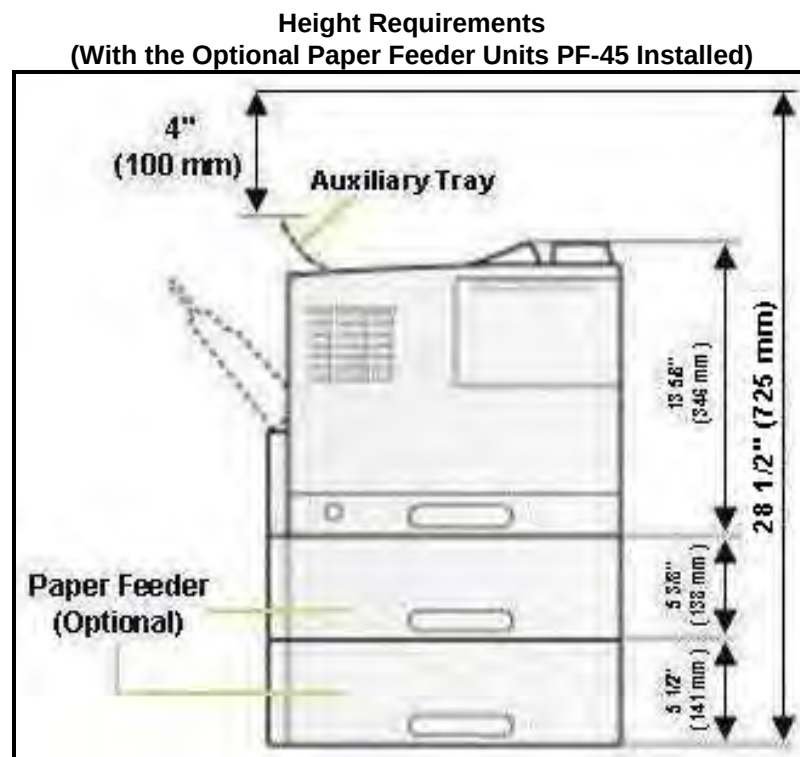
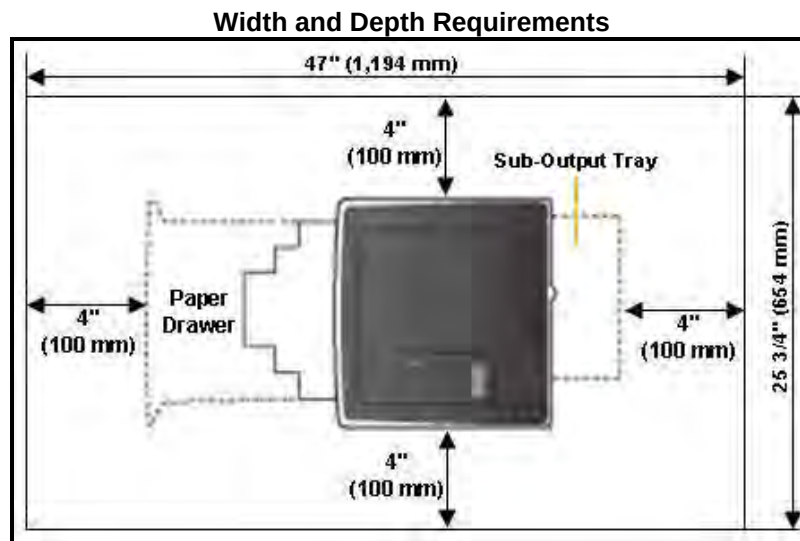


B. Installation Space Requirements

The approximate installation space requirements for the imageCLASS LBP6780dn are shown below. Always ensure that there is enough space for the service and operation of the device.

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

Table 3 - Installation Space Requirements



C. Estimated Installation Time

The table below indicates the estimated length of time needed to unpack and install the machine and optional accessories. The estimated installation times are based on one (1) experienced technician or end-user.

Table 4 - Estimated Installation Times

Description	Estimated Time
imageCLASS LBP6780dn	5 minutes
Paper Feeder Unit PF-45	1 minute

D. Service Support Tools

The tools listed in the table below are necessary for the proper service of the machine. For more information on the tools below, see the *imageCLASS LBP6780dn Service Manual*.

Table 5 - Installation Tools

Tool Name	Part Number ³	Usage/Remarks
Tool Case	TKN-0001	—
Jumper Wire	TKN-0069	With clip.
Gap Gauge	CK-0057	0.02 mm to 0.03 mm
Spring Scale	CK-0058	Used to check the paper cassette's spring pressure.
Philips Screwdriver	CK-0101	M4, M5 length: 363 mm
	CK-0104	M3, M4 length: 155 mm
	CK-0105	M4, M5 length: 191 mm
	CK-0106	M4, M5 length: 85 mm
Flat-Blade Screwdriver	CK-0111	—
Precision Slot Head Screwdriver	CK-0114	Six-piece set
Hex-Key Wrench Set	CK-0151	Five-piece set
Smooth File	CK-0161	—
Hex Screwdriver	CK-0170	M4, length: 107 mm
Nipper	CK-0201	—
Long-Nose Pliers	CK-0202	—
Pliers	CK-0203	—
Stop-Ring Pliers	CK-0205	For shaft ring.
Crimping Tool	CK-0218	—
Tweezers	CK-0302	—
Scale	CK-0303	150 mm for measurement
Plastic Hammer	CK-0314	—
Brush	CK-0315	—
Penlight	CK-0327	—
Plastic Bottle	CK-0328	—
Lint-Free Cloth	CK-0336	500 SH/PKG
Oiler	CK-0349	30 cc
Plastic Bottle	CK-0351	30 cc
Digital Multimeter	FY9-2002	—

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

The special tools in the table below should also be carried to ensure the imageCLASS LBP6780dn is serviced properly. For more information on the special tools, solvents, and oils below, see the *imageCLASS LBP6780dn Service Manual*.

Table 6 - Special Tools, Solvents, and Oils

Type	Part Number ³	Usage/Remarks
Ethyl Alcohol	None (Purchase locally)	- For cleaning metal parts, grease, and toner - Keep away from flammable materials.
Lubricant	HY9-0007	- Apply to gears. - Molykote EM-50L is made by the Dow Corning Corporation.
Grease	CK-8003	- Apply between gear and shaft. - Shell Tellus 68 is made by Showa Shell Sekiyu Kabushiki Kaisha.

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

E. Cleaning

The parts in the table below require cleaning during a service visit. Follow the procedure listed in the table to clean the corresponding part of the machine.

A diagram of the inside of the machine with the location of the parts in the table below is provided in the *imageCLASS LBP6780dn Service Manual*.

Table 7 - Parts That Require Cleaning

Part	Cleaning Procedure
Multipurpose Pickup Roller	Clean with a dry, lint-free cloth.
Multipurpose Separation Pad	
Cassette Pickup Roller	
Cassette Separation Pad	
PF Pickup Roller	
PF Separation Pad	
Registration Roller	
Media Feed Guide Unit	
Transfer Guide Unit	Clean with a soft and dry flannel cloth.
Fixing Inlet Guide	Clean with an alcohol-dampened flannel cloth.
Transfer Roller	It is recommended that you: Do not clean the transfer roller, unless it is absolutely necessary. Do not touch the transfer roller. Take care not to let oil from your hands come into contact with the transfer roller. If you have to clean the transfer roller, clean it with a dry, lint-free cloth.

F. Consumables

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

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

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

Table 8 - Main Unit Consumables List

Description	Part Number ³	Quantity	Estimated Life (copies/prints) ⁶	Remarks
Cartridge 324 II Hi-Capacity	3482B013AA	1	12,500	Based on the ISO/IEC Standard.

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

G. Consumable Parts

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

The imageCLASS LBP6780dn does not have any consumable parts.

H. Periodic Replacement Parts

The imageCLASS LBP6780dn does not have parts that require periodic replacement.

⁶ Value is based on LTR paper with the factory default print density setting.

I. Firmware Upgrade

Firmware can be downloaded by the end-user or service technician via a USB cable or a wired network that is connected to a computer. Firmware is available for download on Canon U.S.A., Inc.'s (hereinafter referred to as Canon USA) public Web site (<http://www.usa.canon.com/cusa/support/consumer/>). When servicing the machine, make sure to go to Canon USA's public Web site, and download the most recent firmware.

Note:

- A computer and the most recent UST (User Support Tool) file are required to install upgraded firmware.
- The UST and firmware are included in the firmware package download from Canon USA's public Web site.

J. Computer Requirements for Downloading Firmware

The recommended desktop PC or laptop requirements⁷ to download the firmware are:

- CPU: Celeron 400 MHz or higher (32-bit processor only)
- Memory: 32 MB of RAM or more
- Free HDD Capacity: 100 MB or more of available hard disk space
- High-Speed USB 2.0 (recommended) or 1.1
- Display: 640 x 480 resolution or better, 256 colors or more
- Operating System (any of the following):
 - Microsoft Windows 2000 Server/Professional
 - Microsoft Windows XP Professional or Home Edition
 - Microsoft Windows Server 2003
 - Microsoft Windows Vista
 - Microsoft Windows 7
 - Microsoft Windows Server 2008
 - Mac OS X 10.3 or later
- Necessary Cables: High-Speed USB 2.0-compliant cable (as short as possible to avoid connection problems).

Note: Do not use extension cables.

⁷ Specifications are subject to change without notice.

VI. End-User Customer Service Offerings

A. Monthly Print Volume

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

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

Table 9 - Monthly Print Volume

Model	Optimum Performance Range	Maximum Monthly Copy/Print Volume
imageCLASS LBP6780dn	1,000 to 4,000 prints	Up to 100,000 prints

B. Limited Warranty Support

The Canon imageCLASS LBP6780dn Limited Warranty is effective for a period of one (1) year following the delivery of the machine to the original purchaser. Carry-In Service and Exchange Service are included.

The Canon Toner Cartridge Limited Warranty is effective for a period of fifteen (15) days from the date of the original purchase.

There is no warranty on any consumables, such as paper.

For detailed warranty information, refer to the Limited Warranty cards located in the [Appendix](#).

C. Technical Support for the End-User

The first technical support call from the end-user is handled by CITS (Canon Information Technology Services). The CITS help desk, at 1-800-OK-CANON (1-800-652-2666), is available Monday through Friday, 8 A.M. to 8 P.M. EST (Eastern Standard Time), except for holidays. The CITS help desk provides the following support:

- Answers product related questions.
- Assists the end-user with pre- and post-sales inquiries.
- Redirects end-user calls to the Authorized Servicer of record. If there is no Authorized Servicer of record, the CITS help desk will:
 - Attempt to resolve hardware, software, and operational problems.
 - Assist the customer with installation and setup.
- If telephone-based troubleshooting fails to resolve a problem, CITS either provides the end-user with the contact information of the nearest third-party service provider for Carry-In Service, or processes an Exchange Service.

Note:

- The CITS help desk times may change without notice.
- The CITS help desk only diagnoses problems with your machine.

1. Carry-In Service

Carry-In Service provides the end-user with an Authorized Servicer of record where they can carry in the defective product and have it repaired.

CITS will refer the end-user to the Authorized Servicer of record. The Authorized Servicer will diagnose any problems with the machine, and if required, provide Carry-In Service.

If there is no Authorized Servicer of record, the CITS help desk will diagnose any problems with the machine over the telephone. If telephone-based troubleshooting fails to resolve the problem, the CITS help desk will provide the end-user with the contact information of the nearest third-party service provider location that can provide Carry-In Service.

The end-user needs to contact the third-party service provider to schedule a repair.

2. Exchange Service

The Exchange Service option enables Canon USA to ship the end-user a replacement product for the defective product.

CITS will help the end-user over the telephone to diagnose any problems with the machine first. If telephone-based troubleshooting fails to resolve the problem, and Exchange Service is requested, the CITS help desk issues the end-user a Return Authorization Number.

The end-user must provide the CITS help desk with the following information:

- Product serial number
- A ship to location for the replacement product

Canon USA will ship a replacement product to the end-user by the next business day (two (2) business days Exchange Service for Alaska and Hawaii), provided the request is made prior to 4 P.M. EST, Monday through Friday, except for holidays.

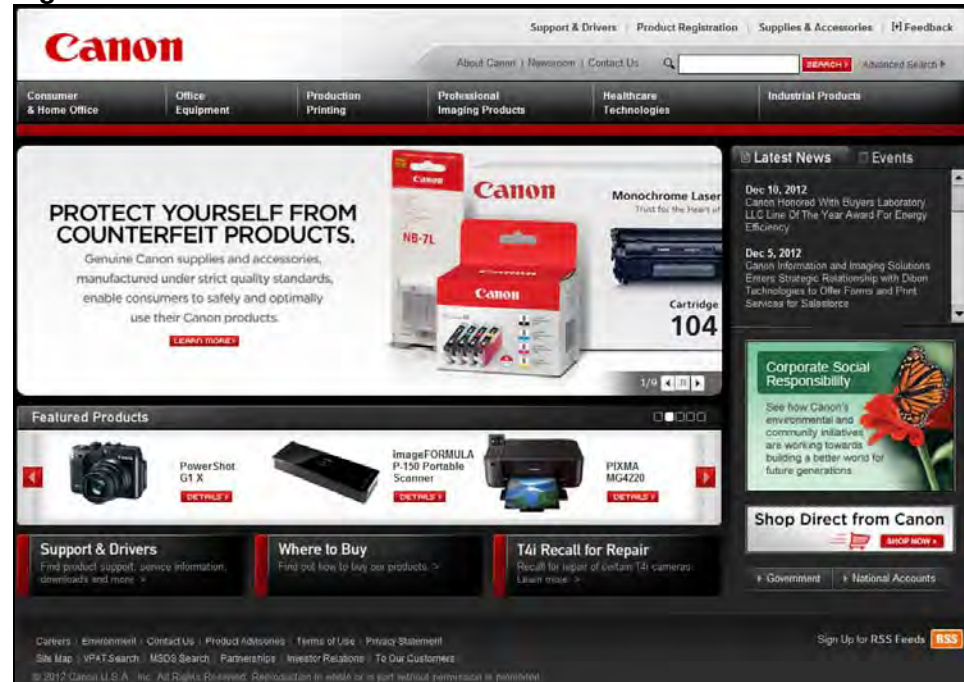
The replacement product includes a prepaid shipping label for the return shipment of the defective product back to Canon USA. The end-user must ship the defective product within ten (10) days of receipt of the replacement product.

IMPORTANT: Exchange Service is not available to ASCR (Authorized Servicer Customer Registration) registered customers. See [“Authorized Servicer Customer Registration System.”](#) on p. 19.

3. Internet Support

End-user support is also available via the Canon USA consumer Web site: <http://consumer.usa.canon.com>. The end-user can access print drivers, software downloads, FAQs (Frequently Asked Questions), register their product, review promotions, and research products. Information for technical support by telephone, e-mail, and third-party service provider locations is also available on the consumer Web site.

Figure 1 - Canon USA's Consumer Web Site



D. Post-Warranty Support

1. CarePAK Extended Service Plans

There are two CarePAK Extended Service Plans offered by Canon USA, and they differ only in the way one purchases the CarePAK.

Virtual CarePAK: Purchased directly by the end-user from Canon USA's public Web site www.estore.usa.canon.com.

eCarePAK: Purchased in bulk by a distributor or dealer, who then sells the eCarePAK to their customers.

Both of the Canon CarePAK Extended Service Plans enable the customer to extend the service coverage on their Canon product beyond the one (1) year limited warranty. They provide the customer toll-free telephone support, and if needed, Exchange Service for their Canon product for the duration of the extended coverage. A two (2) year extended coverage plan is available.

Note:

- CarePAK coverage cannot be extended beyond the original term purchased.
- The CarePAK Extended Service Plan must be purchased during the product warranty period, and goes into effect on the day the original warranty expires.
- The CarePAK Extended Service Plan does not include coverage for any consumables, such as paper.
- Reimbursement to the Authorized Servicer during the CarePAK Extended Service Plan is through the e-Tag System. See ["e-Tag,"](#) on p. 26.

a. Virtual CarePAK Extended Service Plan

1. Purchasing a Virtual CarePAK Extended Service Plan

An end-user can purchase a Virtual CarePAK Extended Service Plan online by following the steps below:

1. Go to www.eshop.usa.canon.com.
2. Point to the "Accessories" link.
3. Click "Extended Service Plan."
4. Under <Select the right plan for your Canon Product>, select "Scanners, Copiers & Fax."
5. Select "Laser Copiers."
6. Select your imageCLASS model.
7. Under <Choose a Package>, select the radio button next to your machine's model number.
8. Click "ADD TO CART," and follow the instructions to complete the purchase.

Note: During the online purchase process, the end-user is prompted to enter their e-mail address. Once the end-user completes their purchase, they are sent a CarePAK registration number (also called an "Enrollment Number") via an e-mail message with a link to the registration site. (The end-user must purchase and register their Virtual CarePAK within the manufacturer's warranty period.)

2. Registering a Virtual CarePAK Extended Service Plan

An end-user can register their Canon CarePAK Extended Service Plan online by following the steps below:

1. Go to www.eshop.usa.canon.com.
2. Point to the "Accessories" link.
3. Click "Extended Service Plan."
4. Click "Register Your Canon CarePAK."
5. Enter the registration number, click "Continue," and then follow the instructions to complete the registration.

Note: After registration is complete, a Certificate of Registration is mailed to the end-user.

b. eCarePAK Extended Service Plan

1. Purchasing an eCarePAK Extended Service Plan

A customer (end-user) can purchase an eCarePAK Extended Service Plan from the dealer or reseller who sold them the machine. Only an authorized dealer or distributor can purchase an eCarePAK from Canon.

eCarePAK orders must contain the following information:

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

2. Registering an eCarePAK Extended Service Plan

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

Note: Any questions on eCarePAKs should be asked via e-mail message to ecarepak_support@cusa.canon.com.

2. Time and Material Service

If a customer calls CITS for service after the product warranty has expired, and an Extended Service Plan was not purchased, or the Extended Service Plan has expired, the CITS help desk will diagnose the problem.

If service is required, the CITS help desk will provide the end-user with the contact information of the Authorized Servicer of record. The Authorized Servicer may charge the end-user for time and materials every time service is provided.

If the product is not registered under the ASCR system, CITS will dispatch a third-party service provider, and the end-user will be charged for time and materials.

VII. Authorized Servicer Program

The Authorized Servicer program enables Canon's distribution product resellers to become Authorized Servicers (authorized to service the Canon products they resell). Refer to the imageCLASS Authorized Servicer Program Guide, found in the Download Center section of the [e-Support Center](#) Web site for details to help an Authorized Servicer become familiar with Canon USA's business processes and the resources that are available to assist them.

Canon USA's Engineering Services and Solutions Division's Planning and Business Support department is available to answer questions regarding the Authorized Servicer program. The Warranty Control department can be contacted at 1-516-328-5767, Monday through Friday, 9 A.M. to 5 P.M. EST.

A. Authorized Servicer Customer Registration System

The ASCR system is used to link the customer's product's serial number to their Authorized Servicer. If a customer contacts the CITS help desk, and service is required (warranty or post-warranty), the Authorized Servicer who is registered to that customer's product is dispatched (referred). A third-party service provider services all unregistered units.

The Authorized Servicer must register the customer's product serial number in the ASCR system to be eligible for warranty reimbursement.

B. ASCR Registration Process

The ASCR system can be accessed through the Warranty section of the [e-Support Center](#) Web site. Select the “ASCR” tab, and then select “Create New Registration Record” to enter each serial number for which you intend to provide Carry-In Service and support.

Registration of your customer’s product’s serial numbers to your service organization as “Dispatch by CITS” will have all end-user calls to CITS, for Carry-In Service and support, referred directly to your organization.

Products not registered with the ASCR registration process default to a support model, where CITS dispatches (via end-user referral) a third-party service provider for Carry-In Service, or provides the end-user with an Exchange Service.

Note:

Do not enter a serial number for any products that you cannot service. By entering the customer’s product’s serial number, you agree to be dispatched by CITS if a registered customer contacts CITS and requires service.

C. Replacement Inventory

The Authorized Servicer’s product’s serial numbers for replacement inventory and Carry-In Service must be registered using the ASCR system. Registration of replacement inventory ensures that calls to CITS, in the event that replaced products require service, dispatches your service organization to service the product.

D. Optional On-Site Service

While not included in the Labor Compensation for Carry-In Service, the Authorized Servicer has the option to provide on-site service to the end-user. However, labor compensation is not increased.

VIII. Authorized Servicer Support Offerings

A. Authorized Servicer Support

Authorized Servicers can contact CITS technical support at 1-877-277-7043, Monday through Friday, 8 A.M. to 8 P.M. (EST), except for holidays. Before contacting CITS, a technician must exhaust all other resources, including the service manual, and the [e-Support Center](#) Web site for technical publications, and their internal service support infrastructure.

Important: Your customer's product's serial numbers must be registered to your service organization using the ASCR system to ensure that your customers remain associated with your service organization only. See ["ASCR Registration Process,"](#) on p. 20.

B. Internet Support

1. Canon USA's e-Support Center Web Site

The [e-Support Center](#) Web site, available from Canon USA's Engineering Services and Solutions Division, provides high-quality support via the Internet. This is only available for Canon USA's Authorized Servicing Dealers or Authorized Servicer's.

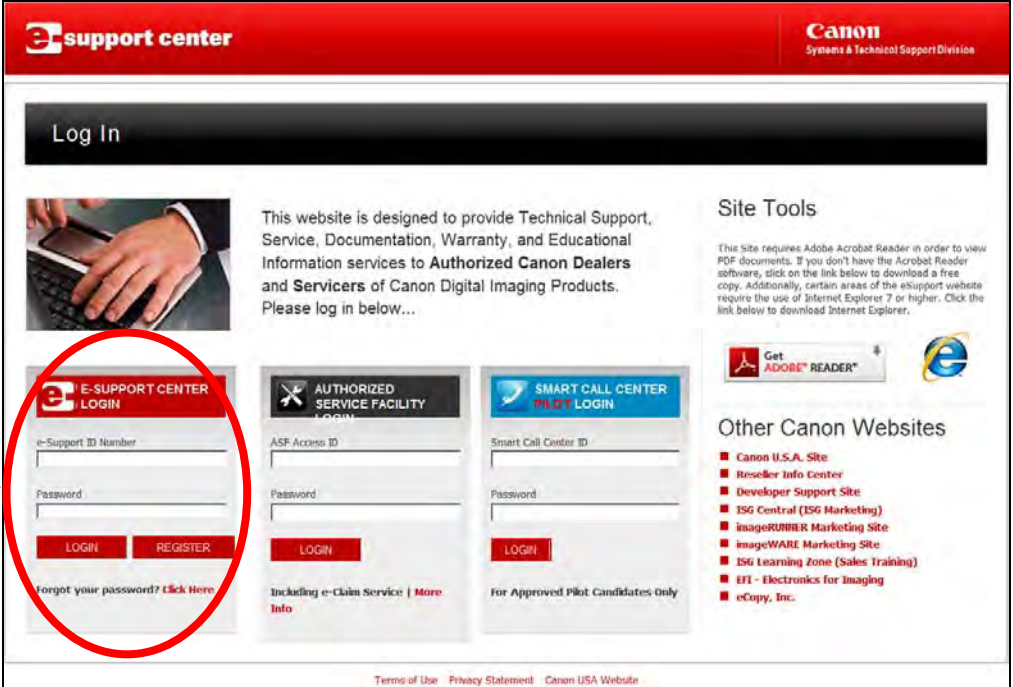
Canon USA's [e-Support Center](#) Web site is designed to give Authorized Servicers access to the following technical support information:

- Notification of new releases, patches, technical publications, and other information via e-mail.
- Search capability for technical solutions with the Integrated Knowledge Management System using natural language queries.
- Read or download online documentation.
- Download patches and their Readme files.
- Track and modify logged cases.
- Review all open cases.
- Technical information, the warranty e-Tag system, and training information.

For more information on how to access the Warranty section of the e-Support Center Web site, or how to file a claim, see ["Warranty Procedures,"](#) on p. 26.

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

Figure 2 - e-Support Center Login



e-support center Canon Systems & Technical Support Division

Log In

This website is designed to provide Technical Support, Service, Documentation, Warranty, and Educational Information services to **Authorized Canon Dealers** and **Servicers** of Canon Digital Imaging Products. Please log in below...

E-SUPPORT CENTER LOGIN

e-Support ID Number
Password
LOGIN **REGISTER**
[Forgot your password? Click Here](#)

AUTHORIZED SERVICE FACILITY LOGIN

ASF Access ID
Password
LOGIN
[Including e-Claim Service | More Info](#)

SMART CALL CENTER PILOT LOGIN

Smart Call Center ID
Password
LOGIN
[For Approved Pilot Candidates Only](#)

Site Tools

This Site requires Adobe Acrobat Reader in order to view PDF documents. If you don't have the Acrobat Reader software, click on the link below to download a free copy. Additionally, certain areas of the esupport website require the use of Internet Explorer 7 or higher. Click the link below to download Internet Explorer.

Get ADOBE® READER® 

Other Canon Websites

- Canon U.S.A. Site
- Reseller Info Center
- Developer Support Site
- ISG Central (ISG Marketing)
- imageRUNNER Marketing Site
- imageWARE Marketing Site
- ISG Learning Zone (Sales Training)
- EFI - Electronics for Imaging
- eCopy, Inc.

[Terms of Use](#) [Privacy Statement](#) [Canon USA Website](#)

2. Canon USA's ISG Central Web Site

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

Access is limited to an Authorized Dealer's management staff. Contact your Dealer Administrator to request access to the Systems and Technical Support section of ISG Central.

Figure 3 - ISG Central Login

Canon ISG CENTRAL

Welcome to Canon ISG Central - Your Resource for Accessing the Imaging Systems Group Extranets!

The ISG Central website enables you to log into all of the ISG web resources with a single UserID and Password. In addition, we will be posting information about product updates, site revisions, and Canon events on the ISG Central page, all with the goal of keeping you up to date with the most recent ISG information.

ISG Central Login Assistance

Please enter your UserID and Password to gain access to ISG Central.

UserID:

Password:

(Reminder: Your Password is Case Sensitive)

[Forgot Password / Reset Password](#)

Having difficulty logging in, please read [Login Issues / Contact Us](#)

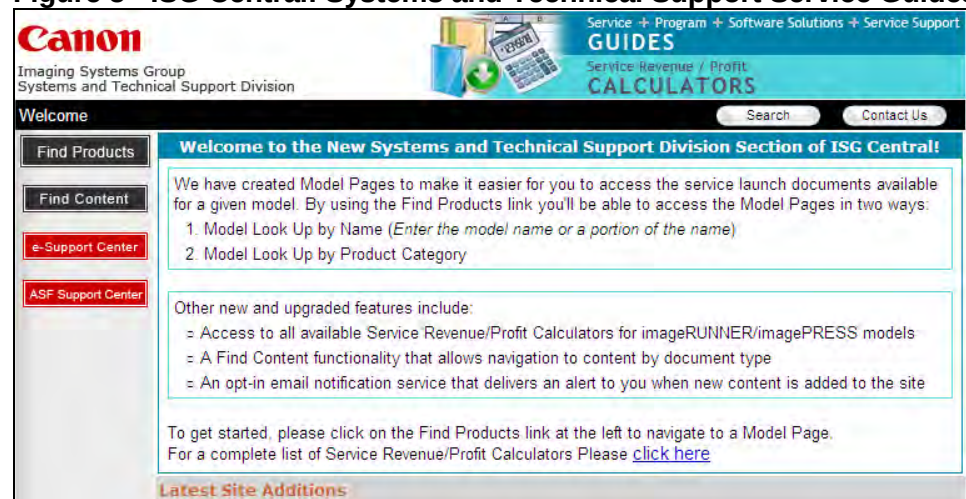
© 2012 Canon U.S.A., Inc. All Rights reserved. Supported Browser: Internet Explorer 7. [Contact Web Administrator](#)

After the dealer logs on to the ISG Central Web site, select “Systems & Technical Support” to access the Service Guides area of the Web site, as shown below.

Figure 4 - ISG Central: Systems and Technical Support Web Page



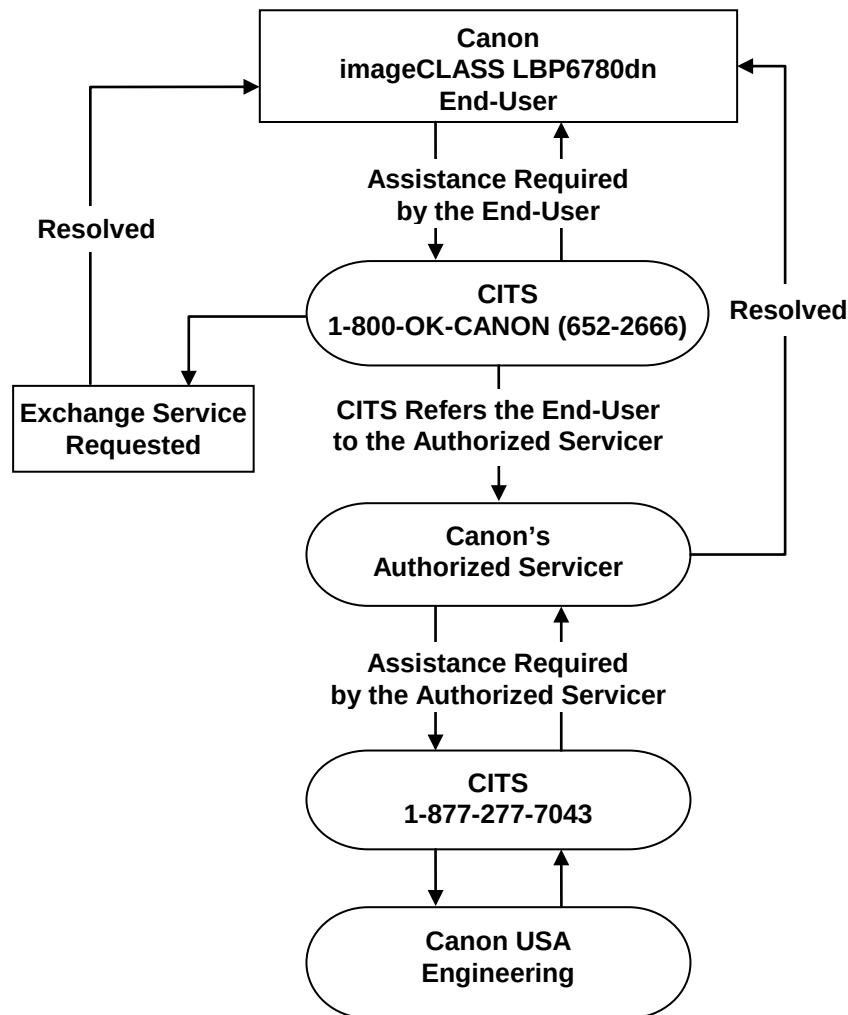
Figure 5 - ISG Central: Systems and Technical Support Service Guides Area



C. Call Escalation Procedure

Canon USA provides a time-sensitive call escalation process for all imageCLASS LBP6780dn Authorized Servicers. The CITS help desk is the single point of entry for this process. Once a call is placed to the CITS help desk and information is logged into the call management system, a case number is assigned to the call. Every effort is made to resolve the problem during the call. For problems that cannot be resolved during the initial call and require escalation, follow the process below.

Figure 6 - Call Escalation Procedure Flow Chart



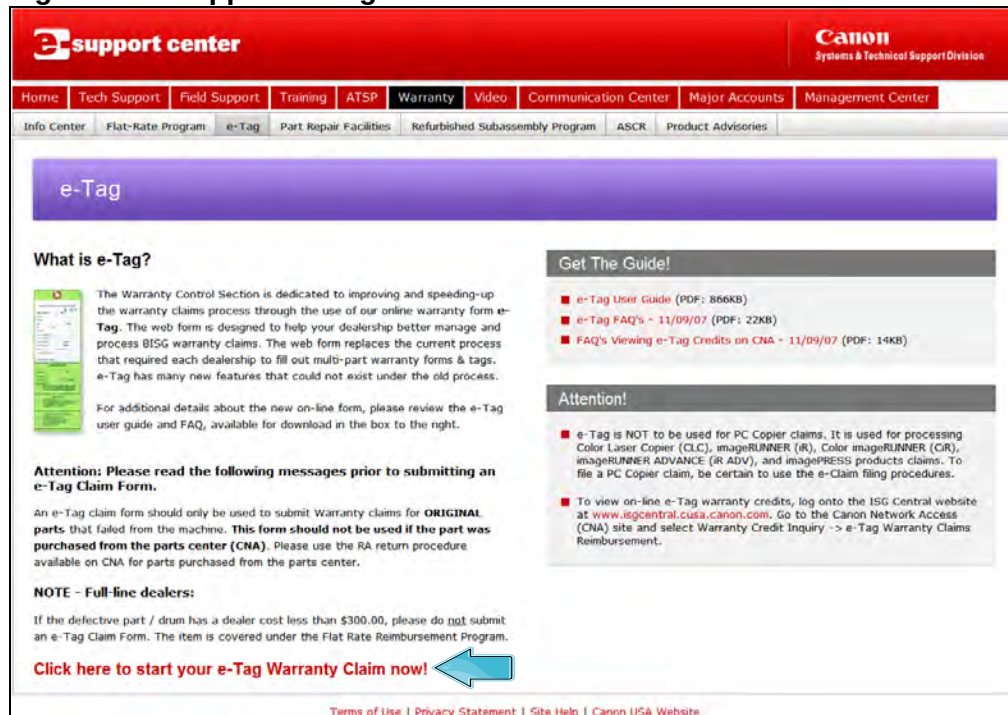
IX. Warranty Procedures

A. e-Tag

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

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

Figure 7 - e-Support: e-Tag



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

Figure 8 - e-Support: e-Tag Claim Console

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

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

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

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

After a claim form is authorized, parts and labor reimbursements are deposited into your direct deposit account within 30 days, if you have elected to receive direct deposit.

B. Online Limited Warranty Credit Inquiry

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

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

Figure 9 - ISG Central



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

Figure 10 - CNA: Warranty Credit Inquiry

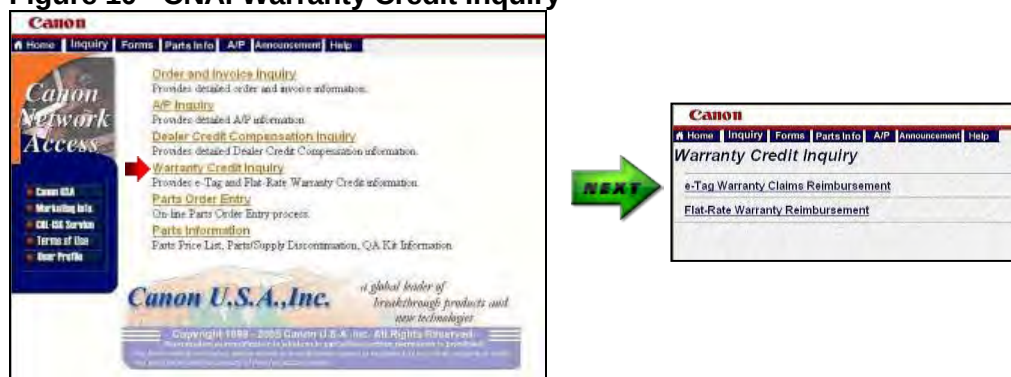


Figure 11 - CNA: Warranty Credit Inquiry

The screenshot shows the Canon e-Tag Warranty Claims Search web application. At the top, there is a navigation bar with links: Home, Inquiry, Forms, Parts Info, ASP, Announcement, and Help. The main header area includes the Canon logo, the text 'e-Tag Warranty Claims Search', and links for 'User Guide' and 'FAQs'. Below the header, there is a search form with several fields: 'Serial No.' with a dropdown menu, 'Claim Month/Year' with a dropdown, 'From Date' with a date picker set to April 20, 2008, and 'To Date' with a date picker set to May 20, 2008. There are 'Search' and 'Reset' buttons at the bottom of the form. The page footer contains small text about the application's purpose and copyright information.

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

Go to the e-Tag Warranty Claim Console, as shown at the bottom of the screen shot in [Figure 8 - e-Support: e-Tag Claim Console](#). This console enables you to check the status of your claims. To view the details of the e-Tag limited warranty claim form, double-click any record.

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

C. Warranty Reimbursement Program

The two warranty reimbursement programs available for service providers are Dispatch by CITS or the Warranty Marketing Program. Both programs require the customer's serial number be registered with the ASCR system.

1. Dispatch by CITS

Dispatch by CITS is available to ASCR registered customers where the Warranty Marketing Program option has not been selected.

Help desk support is managed by CITS to dispatch the Authorized Servicer of record. To obtain reimbursement for service delivered during the end-user warranty, you must be dispatched by CITS. For this to occur, the end-user must contact CITS first to attempt all user-performed service remedies. If these remedies do not resolve the problem, the Authorized Servicer of record is dispatched. See ["ASCR Registration Process,"](#) on p. 20.

On-site service labor compensation of \$135.00 per incident is automatically issued to the dispatched Authorized Servicer (your company) once the service call has been closed with CITS. Defective parts reimbursement is issued upon receipt of an e-Tag claim with the defective part.

2. Warranty Marketing Program

Some service providers may choose to have their own help desk serve as the “first point of contact” rather than CITS. This places the burden of having an effective in-warranty call avoidance process upon the service provider. Service calls performed under this arrangement are not eligible for labor reimbursement under the process. Instead, a flat rate of \$30.00 is issued to a service provider for each product (serial number) they choose to support in this manner.

The ASCR process allows the service provider to select this option, and it is incumbent on the service provider to provide service support that is consistent with commercially acceptable standards. In cases where the service provider accepts the flat-rate payment, but does not provide service support to the end-user, the service provider could lose authorization to service that product.

A dealer or Authorized Servicer may create a Maintenance Agreement to provide service and support to their customer referencing the [Suggested Maintenance Agreement](#) section.

IMPORTANT: Under the Warranty Marketing Program, the service provider assumes 100% of all end-user responsibility. To submit a warranty claim for a defective part, please follow the e-Tag Warranty Claim form process. See [“e-Tag.”](#) on p. 26.

X. Parts Support

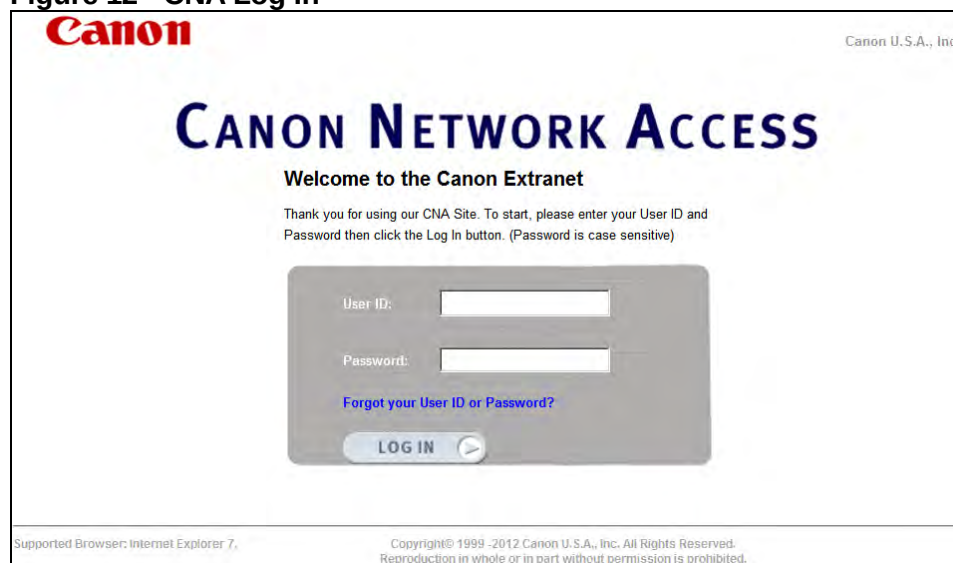
A. Parts and Service Material Orders

1. Canon Network Access

If you have direct access to CNA, log on to the CNA Web site via <http://www.cna.cusa.canon.com>. However, you can also access CNA through Canon USA's ISG Central Web site, and access the CNA section via the [Canon Network Access (CNA)] tab.

All Authorized Servicers are recommended to submit their parts purchase orders electronically via CNA. The Authorized Servicer is responsible for all shipping costs related to their order.

Figure 12 - CNA Log In



The screenshot shows the Canon Network Access login page. At the top left is the Canon logo, and at the top right is "Canon U.S.A., Inc.". The main heading is "CANON NETWORK ACCESS" in large blue letters. Below it is "Welcome to the Canon Extranet". A message states: "Thank you for using our CNA Site. To start, please enter your User ID and Password then click the Log In button. (Password is case sensitive)". The login form has two input fields: "User ID:" and "Password:". Below the password field is a link: "Forgot your User ID or Password?". At the bottom of the form is a "LOG IN" button with a right-pointing arrow. The footer contains two lines of small text: "Supported Browser: Internet Explorer 7," and "Copyright© 1999 -2012 Canon U.S.A., Inc. All Rights Reserved. Reproduction in whole or in part without permission is prohibited."

Figure 13 - ISG Central



The CNA Web site enables you to:

- Order parts
- Download parts information and the parts price list
- View the parts discontinuation schedule information
- Inquire about orders and invoices

The CNA Web site is accessible 24 hours a day, and 7 days a week.

2. Parts Order Desk

Authorized Servicers without access to the CNA Web site must contact the Canon Parts Order Desk at 1-866-481-2569. The Authorized Servicer is responsible for all shipping costs related to their order.

B. Parts Order Entry

1. Regular Orders

All parts for regular orders are shipped via ground once the parts orders are printed by Canon USA, unless an alternate shipping method is requested by the Authorized Servicer for rush orders.

Parts and shipping are charged to the Authorized Servicer.

Note: Shipments may be delayed for credit review.

2. Rush Orders

To ensure same day shipment of rush orders, submit all one (1) and two (2) day emergency purchase orders no later than 4 P.M. EST.

All purchase orders placed through CNA are confirmed via an e-mail message.

C. Parts Information/Parts Price List Download

All parts information for active parts are made available on the CNA Web site under the Parts Information link. Downloadable files by model and product are also available under the Parts Information link.

Note: Authorized Servicers without access to the CNA Web site must contact the Canon Parts Order Desk at 1-866-481-2569.

D. Parts Discontinuation Schedule Information

Parts discontinuation information is available on the CNA Web site under the Parts/Supply Discontinuation link. Information is available regarding active machines, machines scheduled to be discontinued within the year, and discontinued machines.

Note: Authorized Servicers without access to the CNA Web site must contact the Canon Parts Order Desk at 1-866-481-2569.

E. Order/Invoice Inquiry

Inquiries concerning purchase orders and invoices can be made on the CNA Web site. You can search using the purchase order, invoice number, or conduct a search for the most recent date required. For additional tracking information, purchase orders that have been shipped contain a link to the UPS (United Parcel Service) Web site. For questions concerning parts, please send an e-mail message to canonparts@cusa.canon.com.

Note: New Accounts are not available on the CNA Web site. Authorized Servicers without access to the CNA Web site should contact the Canon Parts Order Desk at 1-866-481-2569 for order and invoice inquiries.

Figure 14 - Canon Network Access



F. Parts Return Process

The parts return process is available on the CNA Web site under "Forms," and then select "Parts Return Request Application." The information you need to enter is the Purchase Order Number, Shipping Order Number, the Parts Numbers of the parts you want to return, and the quantity.

Note: Authorized Servicers without access to the CNA Web site must contact the Canon Parts Order Desk at 1-866-481-2569 for information about the parts return process.

XI. Appendix

A. Specifications

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

Table 10 - imageCLASS LBP6780dn Specifications

Item	Description
Type	Desktop Page Printer
Print Speed ⁸	1-Sided: Up to 42 ppm (LTR) 2-Sided: Up to 20.5 ppm (LTR)
First Print Time ⁹	Up to 8.5 seconds (Simplex, Face Down, LTR)
Warm-Up Time ¹⁰	From Power ON: Up to 28 seconds or less From Sleep Mode: Up to 10 seconds or less
Printer Languages	Canon UFR II, PCL5e/6, Adobe PostScript 3, PDF, XPS
Print Resolution	Up to 600 x 600 dpi (Up to 1,200 x 1,200 dpi quality)
Maximum Print Size	Up to 8 1/2" x 14"
Minimum Print Size	Paper Cassettes: 4.1" x 5.8" (105 mm x 148 mm) Multipurpose Tray: 3" x 5" (76.2 mm x 127 mm)
Print Modes	Poster, Booklet, Watermark, Toner Saver
Print Memory	768 MB
Operating Environment	Temperature: 50°F to 86°F (10°C to 30°C) Humidity: 20% to 80% RH (Relative Humidity) (No Condensation)
Dimensions (H x W x D)	Approximately 13.6" x 17.9" x 16.7" (346 mm x 454 mm x 424 mm)
Weight	With Cartridge: Approximately 39.7 lb Without Cartridge: Approximately 36.6 lb
Printable Area	PCL5c/PCL6: Leave a margin of approximately 0.167" (4.2 mm) on all sides of the paper, and approximately 0.39" (10 mm) on all sides of an envelope. UFR II/PS: Leave a margin of approximately 0.20" (5 mm) on all sides of the paper, and approximately 0.39" (10 mm) on all sides of an envelope.
LCD Display	5-line backlit LCD
Maximum Monthly Print Volume	Up to 100,000 pages
Languages	English, French, German, Italian, Spanish, Chinese
Security	IP Filtering, MAC Address Filtering, SSL, IPSec, IEEE802.1x
Cartridges ¹¹	Cartridge 324 II Hi-Capacity yields approximately 12,500 LTR pages
Cartridge Type	Single cartridge system
Power Requirements	120 V – 127 V AC, 60 Hz, 15 A
Plug	NEMA 5-15
TEC (Typical Energy Consumption)	1.9 kWh

⁸ Print speed may vary, depending on the number of prints selected, and the settings for paper size, type, and orientation.

⁹ May vary, depending on the output environment.

¹⁰ May vary, depending on the usage conditions, such as the optional accessories attached, and the installation environment.

¹¹ Based on ISO/IEC Standard.

Table 11 – imageCLASS LBP6780dn Specifications Continued

Power Consumption	Maximum	Approximately 1,500 W
	During Operation	Approximately 700 W
	Standby	Approximately 14 W
	Deep Sleep Mode	Approximately 0.9 W
Noise¹²	During Operation	Approximately 7.3 B or less (Sound Power) Approximately 54.5 dB or less (Sound Pressure)
	During Standby¹³	Inaudible (Sound Power) Inaudible (Sound Pressure)

Table 11 - Paper Feeder Unit PF-45 Specifications

Item	Description
Paper Sizes	Letter, Legal, Statement, Executive, Custom Sizes: 4.1" x 5.8" to 8.5" x 14" (105 mm x 148 mm to 215.9 mm x 355.6 mm)
Paper Capacity	500 sheet capacity ¹⁴
Power Source	From the main unit
Dimensions (H x W x D)	Approximately 5.6" x 17.9" x 18.5" (141 mm x 454 mm x 470 mm)
Weight	Approximately 12.1 lb (5.5 kg)

Table 12 - Paper Handling Specifications

Item	Description
Paper Source/ Capacity¹⁴	Paper Cassette 500 sheet capacity
	Multipurpose Tray 100 sheet capacity
	Optional Cassettes 500 sheet capacity
Paper Output	Approximately 250 sheets (face down), Approximately 50 sheets (face up)
Paper Weight	Paper Cassette 16 to 32 lb bond (60 to 120 g/m ²)
	Multipurpose Tray 16 to 53 lb bond (60 to 200 g/m ²)
	Optional Cassettes 16 to 32 lb bond (60 to 120 g/m ²)
Media Sizes	Paper Cassette¹⁵ Letter, Legal, Statement, Executive, Custom Sizes: 4.1" x 5.8" to 8.5" x 14" (105 mm x 148 mm to 215.9 mm x 355.6 mm)
	Multipurpose Tray¹⁶ Letter, Legal, Statement, Executive, Custom Sizes: 3" x 5" to 8.5" x 14" (76.2 mm x 127 mm to 215.9 mm x 355.6 mm)
	Optional Cassettes¹⁵ Letter, Legal, Statement, Executive, Custom Sizes: 4.1" x 5.8" to 8.5" x 14" (105 mm x 148 mm to 215.9 mm x 355.6 mm)
Media Types	Plain Paper, Heavy Paper, Transparencies, Labels, Index Cards, Envelopes
Envelope Capacity	Multipurpose Tray: Up to 10 envelopes
Envelope Types	Com 10, Monarch, DL, ISO-C5, ISO-B5

¹² The declared noise levels are in accordance with the ISO 9296 standard.

¹³ The sound pressure level of each bystander position is below the ISO 7779 absolute criteria for the background noise level.

¹⁴ Based on 20 lb bond (80 g/m²) paper.

¹⁵ If you are using the UFR II printer driver, you can load custom paper widths (5.8" to 8.5" (148 mm to 215.9 mm)), in both the portrait and landscape orientation.

¹⁶ If you are using the UFR II printer driver, you can load custom paper widths (5" to 8.5" (127 mm to 215.9 mm)), in both the portrait and landscape orientation.

Table 13 - Connectivity and Software Specifications

Item	Description
Standard Interfaces	• USB 2.0 High-Speed¹ (A USB cable is not included.) • 10/100/000 Base-T Ethernet (Network)
Embedded Web Server	Yes (Remote UI)
Bundled Software	Canon drivers Drivers are available for download from www.usa.canon.com .
Supported Operating Systems	• Windows 8, Windows 7, Windows Vista, Windows XP, Windows Server 2003/2008 • Mac OS X (Versions 10.5.8 and later) • Citrix Presentation Server 4.5 (32- and 64-bit), XenApp 6.0 (64-bit), XenApp 6.5 (64-bit), XenDesktop 4.0 (32- and 64-bit), XenDesktop 5.03 (32- and 64-bit), XenDesktop 5.53 (32- and 64-bit), XenDesktop 5.63 (32- and 64-bit) • Linux • SAP • VMware (vSphere 4, vSphere 5)

¹ Requires the Windows 7, Vista, XP/2000, or Mac OS X operating system.

B. Warranty

1. imageCLASS LBP6780dn Exchange/Carry-In Limited Warranty

CANON imageCLASS SERIES EXCHANGE/CARRY-IN PRODUCT LIMITED WARRANTY

The limited warranty set forth below is given by Canon U.S.A., Inc. ("Canon USA") with respect to the Canon imageCLASS Series product and accessories packaged with this limited warranty (collectively, the "Product") when purchased and used in the United States.

CARTRIDGES FOR THE PRODUCT (EXCEPT THE CARTRIDGE BUNDLED WITH THE PRODUCT, FOR WHICH THERE IS NO WARRANTY) ARE COVERED BY A SEPARATE WARRANTY. ACCORDINGLY, THIS LIMITED WARRANTY DOES NOT COVER ANY CARTRIDGES FOR THE PRODUCT, WHETHER SHIPPED WITH THE PRODUCT OR PURCHASED THEREAFTER.

Canon USA warrants the Product to be free from defects in workmanship and materials under normal use and service for a period of one year after delivery to the original purchaser ("Purchaser") by Canon USA or its authorized Reseller. During the relevant warranty period, and in its sole discretion, Canon USA shall, or shall cause its authorized service provider ("Service Provider"), to, without charge, repair, or replace any defective part with a new or comparable rebuilt part, or exchange the Product with a new or refurbished Product. Warranty replacement shall not extend the warranty period of the malfunctioning Product. This warranty shall not extend to consumables, such as paper, as to which there shall be no warranty or replacement.

Canon USA offers assistance for installation, operation, and support* of the Product as follows:

(a) On-line troubleshooting via a searchable Knowledgebase, answers to frequently asked questions, the latest driver and firmware downloads, and email support at www.cusa.canon.com/support. (b) Toll free telephone support at 1-800-OK-CANON (652-2666), Monday through Friday from 8:00 a.m. to 8:00 p.m. Eastern Time (excluding holidays).

If Canon USA's remote assistance above cannot fix your Product's malfunction, Canon USA shall provide the contact information of the nearest authorized Canon USA Service Provider ("Service Provider") for service, or will exchange the Product, except where the malfunction involves a user replaceable item, in which case Canon USA will send you a replacement part with installation instructions. You will be responsible for installing the user replaceable items in your Product.

If the service or exchange is performed, and (1) the Product malfunction is not covered by this limited warranty, or (2) the applicable warranty period has expired or has not been sufficiently established by appropriate documentation, then you will be charged for such service at the then current service rates of Canon USA or the Service Provider, or for such exchange, as applicable.

This warranty shall only apply if the Product is used in conjunction with compatible computers, peripheral equipment, and software. Canon USA shall have no responsibility for such items except for compatible Canon brand peripheral equipment covered by a separate warranty ("Separate Warranty"). Repairs of such Canon brand peripheral equipment shall be governed by the terms of the Separate Warranty. NON-CANON BRAND COMPUTERS, PERIPHERAL EQUIPMENT AND SOFTWARE WHICH MAY BE DISTRIBUTED WITH THE PRODUCT ARE SOLD AS IS, WITHOUT WARRANTY OF ANY KIND BY CANON USA, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. The sole warranty, if any, with respect to such non-Canon brand item is given by the manufacturer or producer thereof.

NO IMPLIED WARRANTY, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, APPLIES TO THE PRODUCT AFTER THE APPLICABLE PERIOD OF THE EXPRESS LIMITED WARRANTY STATED ABOVE. NO OTHER WARRANTY OR GUARANTEE, EXCEPT AS MENTIONED ABOVE, GIVEN BY ANY PERSON, FIRM, OR CORPORATION WITH RESPECT TO THE PRODUCT SHALL BIND CANON USA OR ANY SERVICE PROVIDER. (SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.) NO WARRANTY IS GIVEN ON ANY USED PRODUCT.

This warranty shall be void and of no force and effect if the Product is damaged as a result of (a) abuse, neglect, mishandling, alteration, electric current fluctuation or accident, (b) improper use, including failure to follow operating or maintenance instructions in, or environmental conditions prescribed in, Canon USA's operator's manual or other documentation, (c) installation or repair by other than authorized service representatives qualified by Canon USA who are acting in accordance with Canon USA's service bulletins, (d) use of supplies or parts (other than those distributed by Canon USA) which damage the Product or cause abnormally frequent service calls or service problems, or (e) use of the Product with non-compatible computers, peripheral equipment or software, including the use of the Product in any system configuration not recommended in any manual distributed with the Product. Nor does this warranty extend to any Product on which the original identification marks or serial numbers have been defaced, removed, or altered.

ANY SYSTEM SOFTWARE (WHETHER FACTORY LOADED ON THE PRODUCT OR CONTAINED ON THE SOFTWARE CD-ROMS ENCLOSED WITH, OR ACCOMPANYING, THE PRODUCT), AND ANY UTILITY SOFTWARE, DISTRIBUTED WITH OR FOR THE PRODUCT, IS SOLD "AS IS" AND WITHOUT WARRANTY BY CANON USA. THE SOLE WARRANTY WITH RESPECT TO SUCH SOFTWARE IS CONTAINED IN THE SOFTWARE MANUFACTURER'S LICENSE AGREEMENT DISTRIBUTED THEREWITH, INCLUDING ANY LIMITATIONS AND DISCLAIMERS THEREON. PLEASE CONTACT CANON USA IMMEDIATELY IF YOU HAVE NOT RECEIVED A COPY OF THE SOFTWARE MANUFACTURER'S LICENSE AGREEMENT.

NEITHER CANON USA NOR ANY SERVICE PROVIDER SHALL BE LIABLE FOR PERSONAL INJURY OR PROPERTY DAMAGE (UNLESS CAUSED SOLELY AND DIRECTLY BY THE NEGLIGENCE OF CANON USA OR ANY SERVICE PROVIDER), LOSS OF REVENUE OR PROFIT, FAILURE TO REALIZE SAVINGS OR OTHER BENEFITS, EXPENDITURES FOR SUBSTITUTE EQUIPMENT OR SERVICES, LOSS OR CORRUPTION OF DATA, INCLUDING, WITHOUT LIMITATION, STORAGE CHARGES OR OTHER SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES CAUSED BY THE USE, MISUSE OR INABILITY TO USE THE PRODUCT, REGARDLESS OF THE LEGAL THEORY ON WHICH THE CLAIM IS BASED AND EVEN IF CANON USA OR ANY SERVICE PROVIDER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. NOR SHALL RECOVERY OF ANY KIND AGAINST CANON USA OR ANY SERVICE PROVIDER BE GREATER IN AMOUNT THAN THE PURCHASE PRICE OF THE PRODUCT CAUSING THE ALLEGED DAMAGE. WITHOUT LIMITING THE FOREGOING, THE PURCHASER ASSUMES ALL RISKS AND LIABILITY FOR LOSS, DAMAGE OR INJURY TO PERSONS AND PROPERTY OF THE PURCHASER OR OTHERS ARISING OUT OF THE POSSESSION, USE, MISUSE, OR INABILITY TO USE THE PRODUCT NOT CAUSED SOLELY AND DIRECTLY BY THE NEGLIGENCE OF CANON USA OR ANY SERVICE PROVIDER. THIS WARRANTY SHALL NOT EXTEND TO ANYONE OTHER THAN THE ORIGINAL PURCHASER OF THE PRODUCT AND STATES SUCH PURCHASER'S EXCLUSIVE REMEDY.

*Support options are subject to change without notice.

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



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2. Canon Toner Cartridge Limited Warranty

CANON TONER CARTRIDGE LIMITED WARRANTY

Canon U.S.A., Inc. and Canon Canada Inc., (collectively "Canon") warrant to the original purchaser ("the Purchaser") of the Canon Toner Cartridge packaged with this limited warranty (the "Cartridge"), when used in a compatible* Canon-brand product (the "Product") to be free from defects in workmanship and materials under normal use and service for a period of fifteen (15) days from the date of original purchase. A defective Cartridge returned to Canon U.S.A., Inc., Canon Canada, Inc. or a Canon U.S.A., Inc. or Canon Canada, Inc. authorized Dealer within the fifteen (15) day warranty period and proven to be defective upon inspection will be exchanged for a new Cartridge. The warranty period for any replacement Cartridge shall begin upon its shipment and will extend for no longer than the balance of the period remaining on the warranty for the defective Cartridge at the time of such shipment.

When returning any Cartridge under this limited warranty, you must pack the Cartridge in its original carton with a copy of the bill of sale (or invoice of purchase), together with a complete explanation of the problem and return it to the entity from whom you purchased the Cartridge (i.e. Canon USA, Inc., Canon Canada, Inc. or a Canon USA, Inc. or Canon Canada, Inc. authorized dealer). To obtain the shipping address of Canon U.S.A., Inc. or Canon Canada, Inc., please call the Canon U.S.A., Inc. Help Desk at 1-800-828-4040 or Canon Canada Technical Support at 1-800-OK-CANON. Shipping charges, if any, must be prepaid. If your Cartridge is covered by this limited warranty, a new Cartridge will be returned to you without charge by Canon U.S.A., Inc., Canon Canada, Inc. or the Canon U.S.A., Inc. or Canon Canada, Inc. authorized Dealer from whom you purchased the Cartridge.

NO IMPLIED WARRANTY OR CONDITION** INCLUDING ANY IMPLIED WARRANTY OR CONDITION** OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, APPLIES TO THE CARTRIDGE AFTER THE APPLICABLE PERIOD OF THE EXPRESS LIMITED WARRANTY STATED ABOVE, AND NO OTHER EXPRESS WARRANTY, CONDITION** OR GUARANTY, EXCEPT AS MENTIONED ABOVE, GIVEN BY ANY PERSON OR ENTITY WITH RESPECT TO THE CARTRIDGE SHALL BIND CANON OR ANY SERVICE PROVIDER (SOME STATES AND PROVINCES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU). NO WARRANTY IS GIVEN ON ANY USED CARTRIDGE.

This limited warranty does not apply to, and does not guarantee, any particular cartridge yield (i.e., number of copies per Cartridge). Cartridge yield will vary depending on average density of originals copied and other factors. See Canon U.S.A.'s or Canon Canada's operator manual for the Product for further information.

This warranty is void and of no force and effect if the Cartridge is damaged as a result of (a) abuse, neglect, mishandling, or alteration of the Cartridge, a Product Accessory or a Product in which the Cartridge is incorporated, electric current fluctuation, exposure to light, or accident, (b) improper use, including failure to follow operating or maintenance instructions in, or environmental conditions prescribed in, 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 Cartridge or cause abnormally frequent service calls or service problems. Nor does this warranty extend to any Cartridge on which the original lot numbers or dating have been defaced, removed, or altered.

NEITHER CANON NOR ANY SERVICE PROVIDER SHALL BE LIABLE FOR PERSONAL INJURY OR PROPERTY DAMAGE (UNLESS CAUSED SOLELY AND DIRECTLY BY THE NEGLIGENCE OF CANON OR ANY SERVICE PROVIDER), LOSS OF REVENUE OR PROFIT, FAILURE TO REALIZE SAVINGS OR OTHER BENEFITS, EXPENDITURES FOR SUBSTITUTE EQUIPMENT OR SERVICES, LOSS OR CORRUPTION OF DATA, STORAGE CHARGES OR OTHER SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES CAUSED BY THE USE, MISUSE OR INABILITY TO USE THE CARTRIDGE, REGARDLESS OF THE LEGAL THEORY ON WHICH THE CLAIM IS BASED AND EVEN IF CANON OR ANY SERVICE PROVIDER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. NOR SHALL RECOVERY OF ANY KIND AGAINST CANON OR ANY SERVICE PROVIDER BE GREATER IN AMOUNT THAN THE PURCHASE PRICE OF THE CARTRIDGE CAUSING THE ALLEGED DAMAGE. WITHOUT LIMITING THE FOREGOING, THE PURCHASER ASSUMES ALL RISKS AND LIABILITY FOR LOSS, DAMAGE OR INJURY TO PERSONS AND PROPERTY OF THE PURCHASER OR OTHERS ARISING OUT OF THE POSSESSION, USE, MISUSE, OR INABILITY TO USE ANY CARTRIDGE SOLD BY CANON NOT CAUSED SOLELY AND DIRECTLY BY THE NEGLIGENCE OF CANON OR ANY SERVICE PROVIDER. THIS WARRANTY SHALL NOT EXTEND TO ANYONE OTHER THAN THE ORIGINAL PURCHASER OF THE CARTRIDGE.

This limited warranty gives you specific legal rights, and you may also have other rights which vary from state to state or province to province.

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

* As specified in the Product's operator's manual.

** In Canada

CAUTION:

Keep out of reach of children.
Keep from contact with oxidizing materials.
Refer to instructions for handling and storing.



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