

Canon



imageFORMULA DR-C225



Service Guide

Published by
Canon U.S.A., Inc.
One Canon Park
Melville, NY 11747-3336
1-800-OK-CANON
serviceplanning@cusa.canon.com

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

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THIS SERVICE GUIDE INCLUDES THE INFORMATION RELATING TO THE imageFORMULA DR-C225.

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I. Product Overview

The Canon imageFORMULA DR-C225 is a Universal Desktop Color scanner in the Canon “Workgroup” category capable of scanning Color, Black & White (B&W) or gray documents in simplex/duplex mode at up to 25 pages-per-minute (ppm) / 50 images-per-minute (ipm).

Refer to [Table 1 – imageFORMULA DR-C225 Approximate Scanning Speeds](#) for additional ppm/ipm information.

Table 1 – imageFORMULA DR-C225 Approximate Scanning Speeds

dpi	B&W		Gray		Color	
	ppm	ipm	ppm	ipm	ppm	ipm
150	25	50	25	50	25	50
200	25	50	25	50	25	50
300	25	50	25	50	15	30
400	13	26	13	26	6	12
600	13	26	13	26	4	6

The imageFORMULA DR-C225 inherits much of the advanced technology found on the imageFORMULA DR-C125 and among Canon’s DR-Scanners including reliable feeding, flexible image processing options, and fast scanning speeds. Additionally, it incorporates many features that users require in workgroup scanners, including Hi-Speed USB 2.0, one touch JOB buttons, and accommodates a wide range of document types.

The imageFORMULA DR-C225 provides “Face-up Feeding”, with which documents can be placed into the feeder facing the user. The scanner will scan documents from the top page but reads the image from the bottom. By rotating images automatically, images are presented with proper orientation and order. The imageFORMULA DR-C225 has a U-turn paper-feeding path that allows the machine to be placed in space constrained locations such as reception desks or registration counters.

The combination of reliable paper handling and an advanced feature set makes it an ideal solution for decentralized scanning applications. With up to 600 dpi (dots per inch) output resolutions, it captures details in both Color and B&W.

In addition, the high-speed one-pass duplex scanning capabilities of the imageFORMULA DR-C225 quickly and efficiently transforms paper documents into more manageable electronic files.

Included with the imageFORMULA DR-C225 is the latest version of Canon's CaptureOnTouch software that combines ease of use and has been re-designed with panel style TOP screen for intuitive operations and high performance for both experienced and novice users.

With CaptureOnTouch's thumbnail views of documents during scanning, a user can reorder or delete individual pages in a batch before they are saved to a file. The plug-in functionality for CaptureOnTouch supports various cloud-based applications like SharePoint and Evernote.

Major CaptureOnTouch enhancements are:

- Re-designed, intuitive TOP screen with panels for scan and output settings
- Two (2) scanning modes, three (3) steps scanning and shortcut scanning
- Can edit scanned images
- Wider selections of Cloud services for output, enhanced output capability such as multiple output at a single scan
- Greatly improved OCR recognition with advanced OCR module

As an Energy Star Partner, Canon U.S.A., Inc. ("Canon USA") has determined that the imageFORMULA DR-C225 meets the ENERGY STAR guidelines for energy efficiency.

II. Optional Accessories

The Canon imageFORMULA Flatbed Scanner Unit 101 and Canon Flatbed Scanner Unit 201 are *optional* flatbed scanners that can connect to a Canon imageFORMULA DR-C225 scanner. When connected to the imageFORMULA DR-225 scanner and a computer, based on the document type and the intended purpose, flatbed scanning or feeder scanning can be selected to scan documents.



Note: These imageFORMULA Flatbed Scanner Units cannot operate as a stand-alone unit; each must be connected to an imageFORMULA DR-C225.

Refer to the Flatbed Scanner Unit 101/201 Service Guide for additional information and specifications on these optional Canon Flatbed Scanner Units.



III. Product Configuration and Box Contents

A. Configuration and CarePaks

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 2 — Configuration

Item	Item Number ¹
imageFORMULA DR-C225 	
imageFORMULA DR-C225	9706B002AA
Consumables	
Exchange Roller Kit	5484B001AA
Optional Accessories	
	
Flatbed Scanner Unit 101	4101B002AA
	
Flatbed Scanner Unit 201	6240B002AA
Service Manual and Parts Catalog	
Service Manual (Use imageFORMULA DR-C125 Service Manual)	Available for download on the e-Support Web site
Parts Catalog (Use imageFORMULA DR-C125 Parts Catalog)	

¹ Item numbers and part numbers are subject to change without notice.

Table 3 — Canon eCarePaks

Canon eCarePaks are available for purchase through an Authorized Canon Reseller or Distributor. For more information, see [“CarePAK Extended Service Plans.”](#) on p. 16.

Model	Type	Extended Coverage Length and Type	Item Number ¹
imageFORMULA DR-C225	eCarePak for Dealers	1 Year Exchange	9737B005AA
		2 Year Exchange	9737B006AA
		3 Year Exchange	9737B007AA
		4 Year Exchange	9737B008AA
	eCarePak for Distributors	1 Year Exchange	5351B001AA
		2 Year Exchange	5351B002AA
		3 Year Exchange	5351B003AA
		4 Year Exchange	5351B004AA

¹ Item numbers and part numbers are subject to change without notice.

B. Box Contents

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

- imageFORMULA DR-C225
- USB Cable
- Power Cord
- Set up DVD
- Setup Guide
- Warranty Card
- eCarePAK

IV. Service Authorization

To obtain and maintain authorization to service an imageFORMULA DR-C225, each dealer location must have at least one (1) technician certified to service the machines.

V. Educational Training

A. Training Program Overview

Dealer technicians, who are already certified on the imageFORMULA DR-C125, are automatically certified to service the imageFORMULA DR-C225.

This imageFORMULA Self-Paced online course focuses on the Web interface and shows a technician or system engineer how to add users, create job buttons, configure the scanner settings, backup and restore information, and configure the ScanFront to send scanned images to a variety of locations.

The imageFORMULA online course is available on the [e-Support Center](#) Training Web site.

B. New Technician Certification

New dealer technicians must have one technician who has successfully completed the imageFORMULA DR-C125 online course (Course #: 18IFSC12500O) to sell and service the imageFORMULA DR-C225.

C. Who Should Complete

All service technicians responsible for servicing and supporting these scanners must successfully complete this training to receive technical support and dealer authorization to sell these products.

D. Prerequisites

There are no prerequisites for this training course.

It is highly recommended that the service technician have:

- Prior experience with Canon imageFORMULA DR devices.
- Experience with taking eLearning courses.
- Familiarity with common hand tools to disassemble and service Canon devices.

E. Course Format

The Self-Paced on-line Training Course is located in the eLearning center of the Canon USA e-Support website: <http://www.support.cusa.canon.com>. Approximately 90 minutes are required to complete this course and its final exam.

Learning resources provided as downloads from within this training course include:

- Service Manual in PDF and HTML formats
- e-Manual User's Guide in HTML format

It is important that a quiet, non-distracting learning area be set up by the student beforehand to effectively take this training and complete the assessment exams.

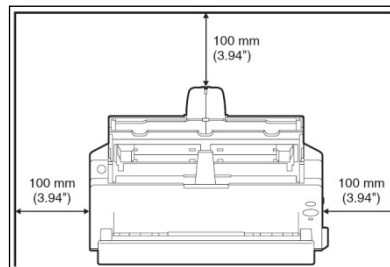
VI. Servicing Notes

A. Installation Space Requirements

The performance of this scanner is affected by the environment in which it is installed. Make sure that the location where the scanner is installed meets the following environmental requirements:

Provide adequate space around the scanner for operation, maintenance, and ventilation.

Table 4 — Installation Space Requirements



- When scanning documents using the straight path, provide adequate space in front of the scanner for scanned document output.
- Avoid installing the machine in direct sunlight. If this is unavoidable, use curtains to shade the scanner.
- Avoid locations where a considerable amount of dust accumulates.
- Avoid warm or humid locations, such as near a water faucet, water heater, or humidifier.
- Avoid locations where ammonia gas is emitted.
- Avoid locations near volatile or flammable materials, such as alcohol or paint thinner.
- Avoid locations that are subject to vibration.
- Avoid exposing the scanner to rapid changes in temperature. If the room in which the scanner is being installed is cold but is rapidly heated, water droplets (condensation) may form inside the scanner. This may result in a noticeable degradation in scanning quality. The following conditions are recommended for optimal scanning quality:
 - Room temperature: 10°C to 32.5°C (50°F to 90.5°F)
 - Humidity: 20% to 80% RH
- The scanner weighs approximately 5.9 lbs. (2.7 kg). When moving the scanner, always hold it with both hands to avoid dropping it. If held with one hand it can fall and be damaged or break.
- Make sure to disconnect the interface cable and power cord. If the scanner is transported with these items plugged in, the plugs and connectors may be damaged due to physical shock.

B. Estimated Installation Time

The estimated length of time needed to unpack and install the machine is approximately 10 minutes. This is based on one (1) experienced technician or end-user.

C. 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 *imageFORMULA DR-C125 Service Manual*.

Table 5 — Service Support Tools

Tool Name	Part Number ¹	Usage/Remarks
Shading sheet	TKM-0326	For light adjustment.
Registration adjustment sheet	N/A	For registration adjustment. Use copier paper or the shading sheet.
Computer	N/A	Windows, network-compatible
LAN cable	N/A	LAN cable with cross or straight connections
USB memory	N/A	USB 2.0, 128 MB or higher
Keyboard	N/A	USB interface

¹ Item numbers and part numbers are subject to change without notice.

D. Consumable Parts

Consumable parts are defined as those parts having a limited life that will be reached during a customer's specific machine operation, and should then be replaced as needed. Examples of consumable parts include, but are not limited to, feed rollers and cleaner blades.

An estimated consumable parts list is provided in the table below to assist in the initial parts/supplies planning. A consumable part's life expectancy is directly related to usage factors, such as paper size, paper quality, environment, usage application, and machine maintenance. Therefore, consumable parts do not have a warranty, and Canon USA cannot guarantee a minimum life.

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

Table 6 – Consumable Parts List

Description	Part Number ¹	Quantity	Estimated Life ²	Remarks
Exchange Roller Kit	5484B001AA	1	100,000 sheets	End-user replaceable. Replace when worn, and if paper jams occur after cleaning.
Lithium Battery	See Note	1	Total ODD time: Up to 4 years	Service technician replaceable only. Replace when an error message appears on the BIOS screen

¹ Item numbers and part numbers are subject to change without notice.

Note: A lithium battery is mounted on the motherboard of the machine for the real-time clock. The battery specifications are: Manufacturer: FDK Co., Ltd., Model: CR2032, Supply voltage: 3V, Capacity: 240mAh.

² Estimated average values in the field are based on data from the supplier. Data is subject to change, depending on many factors, including, without limitation, the environment and how the customer handles the equipment.

E. Recommended Replacement Parts

It is recommended that a dealer should keep the following parts in stock for replacement purposes in case of a hardware failure.

Table 7 – Recommended Replacement Parts List

Part Name	Part Number ¹	Quantity
Motherboard	MG1-4863-000	1
Scanner PCB PRO	MG1-4372-000	1
Scanner PCB	MG1-4373-000	1
Reading Unit (Upper)	MG1-8296-000	1
Reading Unit (Lower)	MG1-8297-000	1
Relay PCB PRO	MG1-4374-000	1
Relay PCB	MG1-4375-000	1
Relay PCB Cable 300/330	MH2-5390-000	1
Ultrasonic Drive PCB	MG1-4378-000	1
Feed Motor Unit	MG1-4494-000	1
Separation Motor Unit	MG1-4496-000	1
Registration Roller (Drive)	MA2-8533-020	1
Eject Roller (Drive)	MA2-8490-020	1
Follower Roller	MA2-8534-000	4
New LCD Assembly	MG1-4227-000	1
Touch Panel	FK2-8477-000	1
AC Adapter	MG1-4558-000	1

¹ Item numbers and part numbers are subject to change without notice.

F. End-User Periodic Maintenance

The parts in the table below must be cleaned or replaced periodically to ensure a specific level of machine performance. Clean or replace the parts at the interval specified below.

Item	Maintenance Interval (Sheets)		Remarks
	Up to 100,000	As Needed	
Main Body	—	Clean	Clean with a slightly dampened cloth to remove any dirt, and then wipe dry with a clean, dry cloth.
Touch Panel	—		Clean with a dry, lint-free cloth.
Scanning Glass			
Document Holding Guide	Replace		Clean with a slightly dampened cloth to remove any dirt, and then wipe dry with a clean, dry cloth.
Retard Roller			
Feed Roller			
Other Rollers	—		
Feed Path	—		Clean with a commercially available air blower to remove any dust and paper particles that may have accumulated in the feed path.

G. Firmware Upgrade

Firmware can be downloaded by the end-user or service technician via a USB flash drive. Firmware is available for download on the Canon USA public Web site (<http://www.usa.canon.com/cusa/support/consumer>). When servicing the machine, make sure to go to the Canon USA public Web site, and download the most recent firmware.

Note:

- A computer and USB memory stick are required to install upgraded firmware.
- The Main Controller PCB can be upgraded via the firmware package download from the Canon USA public Web site, or from the Web menu on the scanner.

H. Computer Requirements for Downloading Firmware

The recommended desktop PC or laptop requirements³ to download and install the firmware are:

- CPU:
 - Microsoft Windows:
 - Core2Duo 1.6 GHz / 1GB RAM or faster
 - Mac:
 - Core i7 2.3 GHz/ 8GB 1600MHz DDR3 or faster
- Memory: 4 GB of RAM or more
- HDD Capacity: 3 GB or more of available hard disk space
- High-Speed USB 2.0
- Display: 1024 x 768 XGA or higher
- Operating System (any of the following):
 - Microsoft:
 - Windows XP Service Pack 3 or later
 - Windows XP x64 Edition Service Pack 2 or later
 - Windows Vista Service Pack 2 or later (32bit / 64bit)
 - Windows 7 Service Pack 1 or later (32bit / 64bit)
 - Windows 8/8.1 (32bit / 64bit)
 - Windows Server 2008 R2 Service Pack 1 or later
 - Windows Server 2012 R2
 - Mac:
 - 10.7.5, 10.8.5, and 10.9.1

³ Specifications are subject to change without notice.

VII. End-User Service Offerings

A. Limited Warranty Support

The Canon imageFORMULA DR-Scanner Product Limited Warranty is effective for a period of one (1) year following the delivery of the scanner to the original purchaser. Exchange Service is included.

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

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

B. 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 (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, 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. 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.

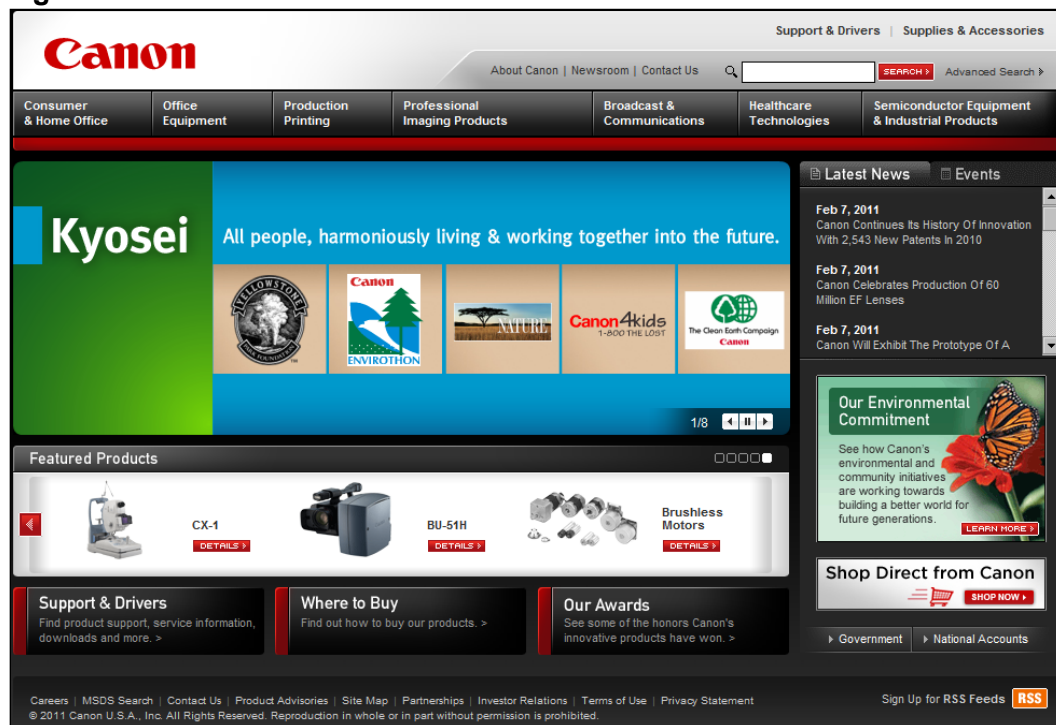
The replacement product includes a prepaid shipping label for the return shipment of the defective product back to Canon USA. The end-user must ship the defective product within ten (10) days of receipt of the replacement product.

IMPORTANT: Exchange Service is not available to ASCR (Authorized Servicer Customer Registration) registered customers. See [“Authorized Servicer Customer Registration System.”](#) on p. 17.

2. 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 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



C. Post-Warranty Support

1. Canon CarePAK Extended Service Plans

The Canon CarePAK Extended Service Plans can be purchased in bulk by a distributor or dealer, who then sells the eCarePAK to their customers. Up to 4 years of extended coverage are available.

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 customer can purchase a 1 to 4 year extended coverage plan.

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. 23.](#)

2. Purchasing an Canon 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

3. Registering an Canon 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.

VIII. 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 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 Business Relations and Administration department is available to answer questions regarding the Authorized Servicer program. The Business Relations and Administration department can be contacted at 1-631-330-2335, 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 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). An ASF 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 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 support, referred directly to your organization.

Products not registered with the ASCR registration process default to a support model, where CITS provides the end-user with Exchange Service.

Note:

Do not enter a serial number for any products that you cannot service. By entering the 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 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.

IX. 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. 18.

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. 23.

To access online support for Authorized Servicers, you must first register for an e-Support ID number. To register for a number 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

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 Engineering Services and Solutions section of ISG Central.

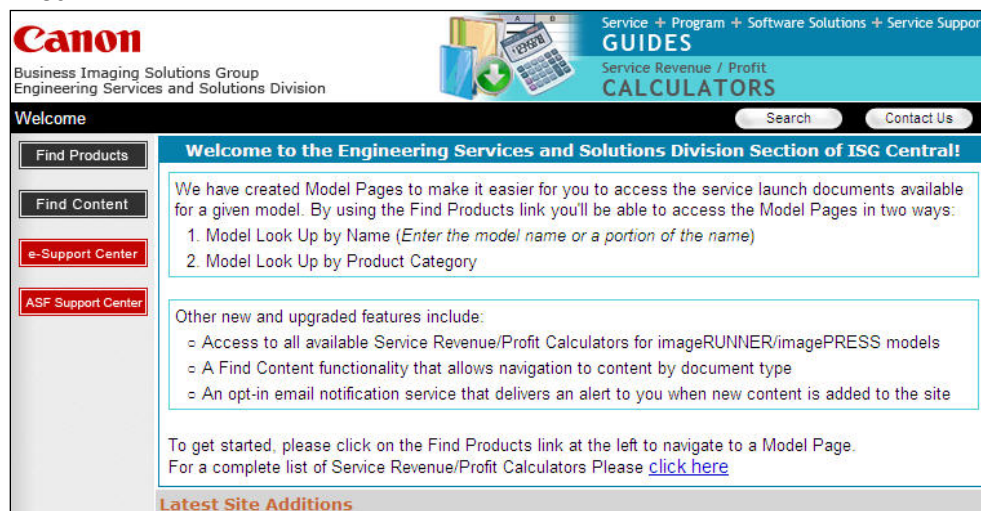
Figure 3 — ISG Central Login

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

Figure 4 — ISG Central - Engineering Services & Solutions Tab



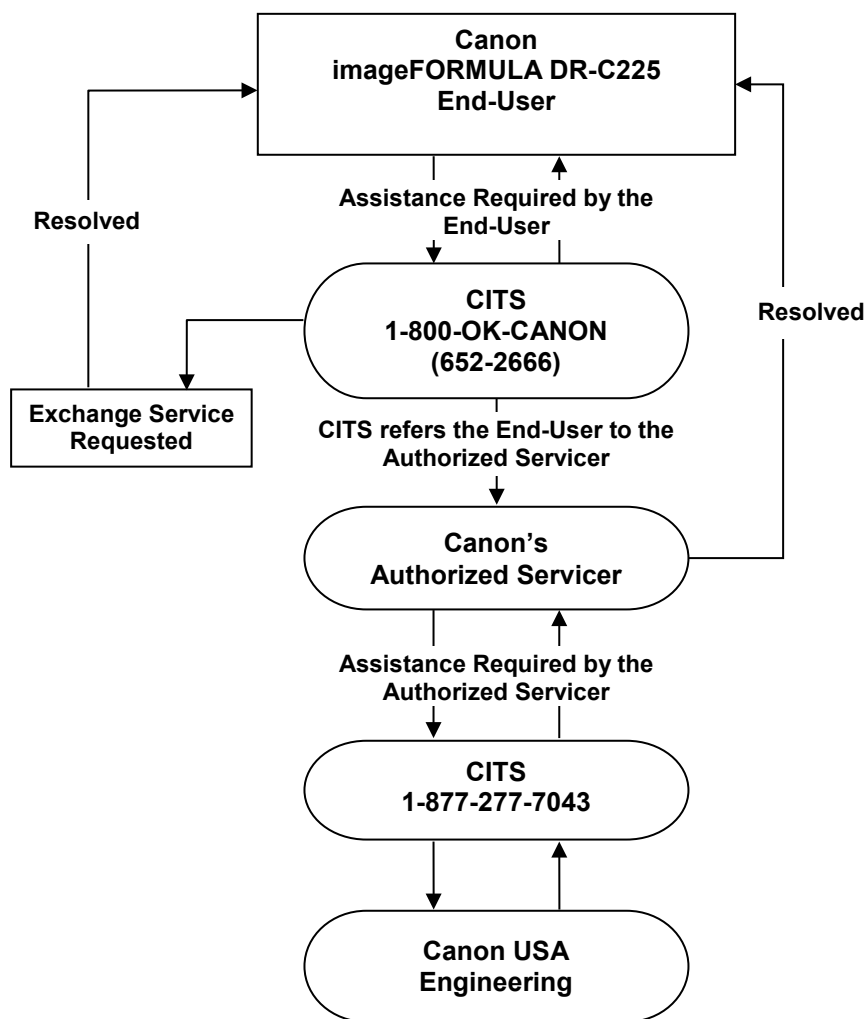
Figure 5 — ISG Central - Engineering Services & Solutions Service Guides Area



C. Call Escalation Procedure

Canon USA provides a time-sensitive call escalation process for all imageFORMULA DR-C225 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



X. 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 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

e-support center Canon ENGINEERING SERVICES & SOLUTIONS DIVISION

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

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

e-Tag

What is e-Tag?

The Warranty Control Section is dedicated to improving and speeding-up the warranty claims process through the use of our online warranty form **e-Tag**. The web form is designed to help your dealership better manage and process BISG warranty claims. The web form replaces the process that required each dealership to fill out multi-part warranty forms & tags. e-Tag has many new features that could not exist under the old process.

For additional details about the on-line form, please review the FAQ's available for download in the box to the right.

Attention: Please read the following messages prior to submitting an e-Tag Claim Form.

An e-Tag claim form should only be used to submit Warranty claims for **ORIGINAL parts** that failed from the machine. **This form should not be used if the part was purchased from the parts center (CNA).** Please use the RA return procedure available on CNA for parts purchased from the parts center.

NOTE - Full-line dealers:

If the defective part / drum has a dealer cost less than \$300.00, please do not submit an e-Tag Claim Form. The item is covered under the Flat Rate Reimbursement Program.

Get The Guide!

- e-Tag FAQ's - 11/09/07 (PDF: 22KB)
- FAQ's Viewing e-Tag Credits on CNA - 11/09/07 (PDF: 14KB)

Attention!

- e-Tag is NOT to be used for PC Copier claims. It is used for processing imagePRESS (iP), imageRUNNER (iR), Color imageRUNNER (CiR) and imageRUNNER ADVANCE (iR ADV) products claims. To file a PC Copier claim, be certain to use the e-Claim filing procedures.
- To view on-line e-Tag warranty credits, log onto the ISG Central website at www.isgcentral.cusa.canon.com. Go to the Canon Network Access (CNA) site and select Warranty Credit Inquiry -> e-Tag Warranty Claims Reimbursement.

Click here to start your e-Tag Warranty Claim now!

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 Scan Count
- Reason for Removal

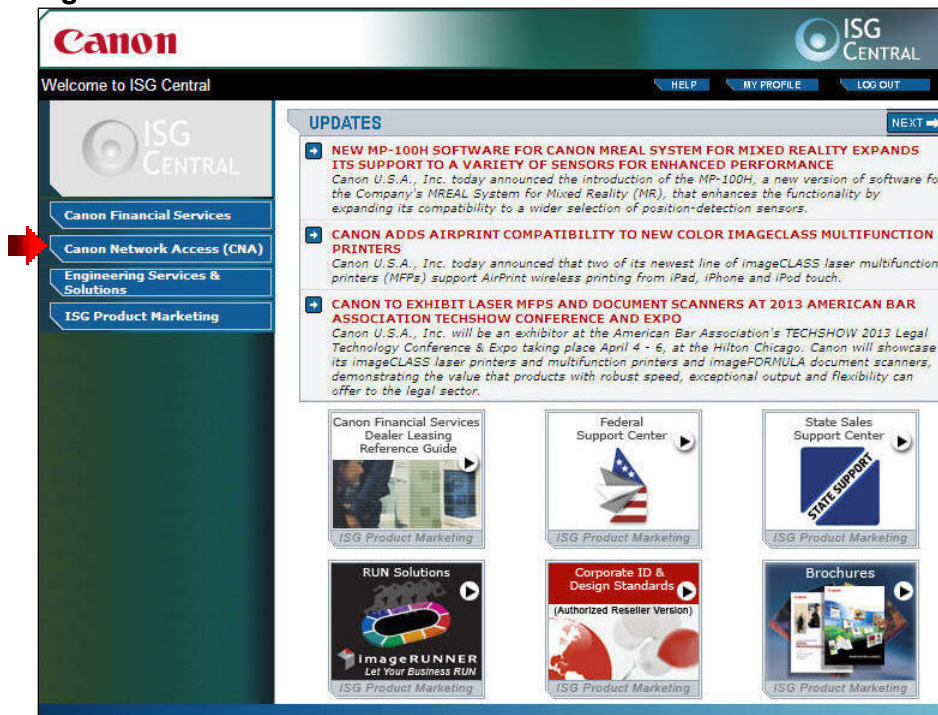
After a claim form is authorized, parts and labor reimbursements are deposited into your direct deposit account within 30 days (if you have elected to receive direct deposit).

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 – CNA Tab



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

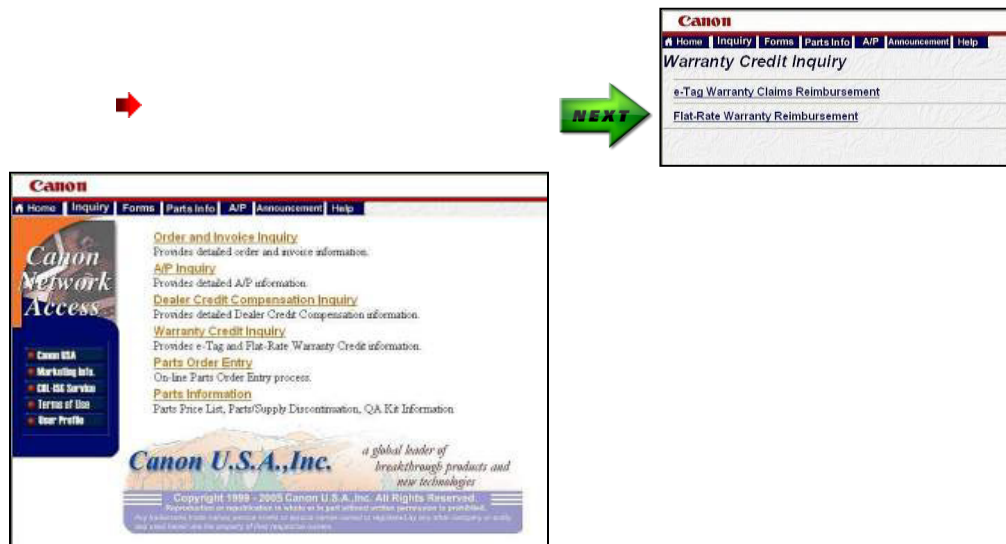


Figure 11 — CNA - Warranty Claims Search

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

Go to the e-Tag Warranty Claim Console, as shown at the bottom of the screen shot in [Figure 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. 18.

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 on the service provider. Service calls performed under this arrangement are not eligible for labor reimbursement under the process. Instead, a flat rate of \$25.00 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 Pricing 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. 23.

XI. Parts Support

A. Parts and Service Material Orders

1. Canon Network Access

If you have direct access to Canon Network Access (“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 (<http://isgcentral.cusa.canon.com>), 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.

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.

Figure 12 — Canon Network Access Log In (Screen Shot)

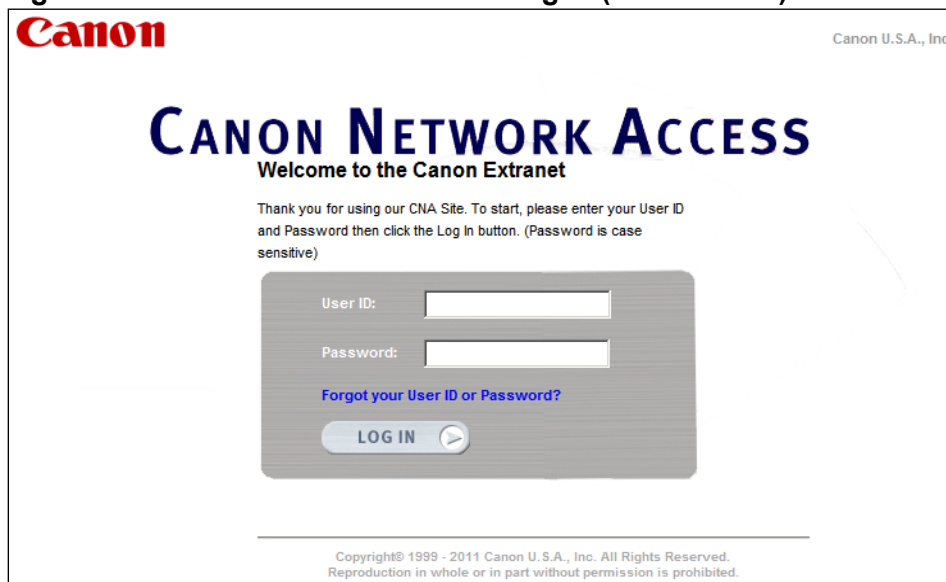


Figure 13 — ISG Central – CNA Tab (Screen Shot)



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 schedule information is available on the CNA Web site under the “Parts/Supply Discontinuation” link. Information is available regarding active machines, machines that are 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 — CNA – Order and Invoice Inquiry



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.

XII. Appendix

A. Specifications

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

Table 8 — imageFORMULA DR-C225 Specifications

Item	Description		
Type	Desktop sheet-fed scanner		
Document size	Plain paper	U-turn path	Width: Up to 50.8 to 216 mm (2" to 8.5") Length: Up to 70 to 356 mm (2.76" to 14")
		Straight path	Width: Up to 50.8 to 216 mm (2" to 8.5") Length: Up to 53.9 to 356 mm (2.12" to 14") Use Long Document mode to scan documents up to 3,000 mm (118.1") long.
	Business card	Up to 50 x 53.9 mm (1.97" x 2.12") or larger Vertical feeding only.	
	Plastic card	Up to 53.9 x 85.5 mm (2.12" x 3.37") (ISO standard) Embossed cards can be scanned.	
Document thickness	Plain paper	U-turn path	Up to 52 to 128 g/m ² (0.06 to 0.15 mm)
		Straight path	Up to 40 to 209 g/m ² (0.05 to 0.25 mm)
	Business card	Approximately 300 g/m ² (140 lb bond) 0.35 mm (0.0138") or less	
	Plastic card	Approximately 0.76 mm (0.03") or less	
Document feeding	Automatic sheet feeding		
Feeding capacity	Up to 6 mm stack (including curls) or up to 30 sheets of 80g/m ² (20 lb bond)		
Scanning element	CMOS CIS		
Light source	LED (red, green, and blue)		
Scanning side	Simplex / Duplex, Skip Blank Page, Folio		
Scanning modes	Black and white, Error diffusion, Advanced Text Enhancement, Advanced Text Enhancement II (for Windows only), 256-level grayscale, 24-bit color		
Scanning resolutions	Approximately 150 x 150 dpi, 200 x 200 dpi, 300 x 300 dpi, 400 x 400 dpi, 600 x 600 dpi		
Scanning speed ⁴	Simplex	Up to 25 ppm	
	Duplex	Up to 50 ipm	

⁴ Actual scanning speed based on LTR, portrait, 200 dpi and may vary depending on your system configuration and PC.

Item	Description	
Interface	Hi-speed USB 2.0	
Software	Windows	ISIS/TWAIN driver, CaptureOnTouch, Presto! BizCard, Omnipage, PaperPort, eCopy PDF Pro Office, Evernote
	Mac	TWAIN driver, CaptureOnTouch, Presto! BizCard, Presto! PageManager, Evernote
Dimensions (W x D x H)	Approximately 300 mm (11.81") x 220 mm (8.66") x 156 mm (6.14") with the feed tray closed	
Weight	Approximately 5.9 lb. (2.7 kg.)	
Power requirements	AC100 to 240 V (50/60Hz)	
Power consumption	Scanning: Approximately 12.7 W or less (120V) 12.8 W or less (200V)	
	Sleep: Approximately 1.7 W or less (120V) 1.8 W or less (200V), OFF: 0.5 W or less	
Operating environment	Temperature	Approximately 10°C to 32.5°C (50°F to 90.5°F)
	Humidity	Approximately 20% to 80%

B. imageFORMULA DR Scanner Product Limited Warranty

CANON imageFORMULA DR-SCANNER PRODUCT LIMITED WARRANTY

The limited warranty set forth below is given by Canon U.S.A., Inc. and Canon Canada, Inc. ("Canon") with respect to your Canon imageFORMULA DR Scanner Product packaged with this limited warranty (the "Product"). Canon warrants the Product and Canon-brand accessories designed for use with the Product to be free from defects in workmanship and material under normal use and service for a period of one-year after delivery to the original purchaser ("Purchaser") by Canon or its authorized dealer or reseller. During the relevant warranty period, Canon shall, in its sole discretion and without charge, repair or replace any defective part with a new or comparable rebuilt part or exchange the Product with a new or rebuilt Product. Warranty replacement shall not extend the warranty period of the defective Product. This warranty shall not extend to consumables (such as feed rollers, separation rollers, etc.) as to which there shall be no warranty or replacement.

The Product covered by this Limited Warranty will be exchanged or repaired by Canon or an authorized service provider (the "Service Provider"). To arrange for service for the Product under warranty, please call:

In the United States:

- Your local Service Provider; or call
- 1-800-423-2366, Monday through Friday from 8:00 a.m. to 8:00 p.m., E.T.

In Canada:

- Your local Service Provider; or call
- 1-800-OK-CANON, Monday through Friday from 9:00 a.m. to 8:00 p.m., E.T.

If the Product malfunction is not covered by this Limited Warranty or the applicable warranty period has expired or has not been sufficiently established by appropriate documentation, you will be charged for such service at the then-current service call rates of Canon or the Service Provider.

This warranty shall only apply if this Product is used in conjunction with compatible computers, peripheral equipment and software, as to which items Canon shall have no responsibility. 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, 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.

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 PRODUCT. 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 OR ANY SERVICE PROVIDER. NO WARRANTY IS GIVEN ON ANY USED PRODUCT.

THIS WARRANTY SHALL BE VOID AND OF NO FORCE AND EFFECT IF THE PRODUCT IS DAMAGED AS A RESULT OF (A) ABUSE, NEGLIGENCE, 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'S USER'S GUIDE OR OTHER DOCUMENTATION FOR THE PRODUCT, (C) REPAIR BY OTHER THAN AUTHORIZED SERVICE PROVIDER 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 OR OTHER DOCUMENTATION FOR 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 DISKETTES OR 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. THE SOLE WARRANTY WITH RESPECT TO SUCH SOFTWARE IS CONTAINED IN THE SOFTWARE MANUFACTURER'S LICENSE AGREEMENT DISTRIBUTED THEREWITH, INCLUDING ANY LIMITATIONS AND DISCLAIMERS THEREON. PLEASE CONTACT CANON IMMEDIATELY IF YOU HAVE NOT RECEIVED A COPY OF THE SOFTWARE MANUFACTURER'S LICENSE AGREEMENT.

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 PRODUCT 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 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 SOLD BY CANON NOT CAUSED SOLELY AND DIRECTLY BY THE NEGLIGENCE OF CANON OR ANY SERVICE PROVIDER. THIS LIMITED WARRANTY SHALL NOT EXTEND TO ANYONE OTHER THAN THE PURCHASER OF THE PRODUCT AND STATES SUCH PURCHASER'S EXCLUSIVE REMEDY.

CONDITIONS OF WARRANTY

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

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



Canon U.S.A., Inc. One Canon Park, Melville, New York 11747
 Canon Canada, Inc. 6390 Dixie Road Mississauga, Ontario L5T 1P7 Canada

C. Canon CarePAK Terms and Conditions

A. Eligibility

The Canon CarePAK Extended Service Plan (the "CarePAK") is provided by Canon U.S.A., Inc. ("CUSA") with respect to the Canon brand product identified on your CarePAK Certificate of Registration (the "Product"). You must have registered with CarePAK while your covered product is within the term of the CUSA Limited Warranty for the Product. Canon reserves the right to verify the information you provide to CUSA in connection with your registration for the CarePAK.

B. Activating the CarePAK

If you do not agree with the Terms and Conditions of the CarePAK, you may cancel and obtain a refund in accordance with the section entitled "Ability to Cancel and Right to Refund" below. The CarePAK becomes effective when you register your Product with CUSA. A CarePAK Certificate of Registration will be mailed to you upon registration of your Product.

C. Coverage

Coverage under the CarePAK begins on the expiration date of the original CUSA Limited Warranty on the Product, and continues for the term indicated on your CarePAK Certificate of Registration (the "Term"). Subject to the limitations set forth in "Service Limitations" below, CUSA agrees to repair or replace, without charge, any defective part in your Product with a new or comparable rebuilt part during the Term of the CarePAK. Any parts that are replaced shall become the property of CUSA. Replacement of parts shall not extend the Term of the CarePAK. Likewise, if CUSA should replace the Product, the original Product shall become the property of CUSA. Coverage under the CarePAK shall automatically transfer to the replacement product but shall not extend the Term.

The CarePAK is valid only for service of a Product purchased and used in the United States. The CarePAK is not transferable to another Product except as provided in paragraph 2 above.

D. Technical Support

You are entitled to the telephone support set forth below for the Product during the Term of the CarePAK. Toll-Free telephone support for troubleshooting issues at 1-800-423-2366 is available Monday through Friday from 8:00 a.m. to 8:00 p.m., E.S.T. excluding holidays. Hours of availability for toll-free telephone support are subject to change in CUSA's reasonable discretion. For more efficient support, please be have your CarePAK enrollment number, Product model, and Product serial number available.

E. Obtaining Service

As a condition to obtaining service under this CarePAK, you must first troubleshoot your Product's malfunction in good faith with CUSA's technical support team. If CUSA cannot fix the Product's malfunction through remote diagnosis, CUSA may choose to either (1) exchange your Product through CUSA's Advanced Exchange Service program, (2) schedule an on-site service call through an independent CUSA Authorized Service Provider (the "Service Provider"), or (3) refer you to a CUSA Authorized Service Facility ("ASF") (Carry-In/Mail-in Service), all as more fully described below. The service option chosen is in CUSA's sole discretion. Not all options may be available at the time service is requested.

1. *Advanced Exchange Program:* CUSA may elect to service your product through its Advanced Exchange Program. Under the Advanced Exchange Program, a defective Product will be exchanged for a comparable refurbished Product on an expedited basis, usually by the next business day (two business days for Alaska and Hawaii). You will be required to provide a ship-to location (street address only) for the replacement product. You may be required to sign a form to guarantee the return of the defective unit and provide a valid credit card authorization. If you do not return your defective Product to CUSA by the date and in the manner specified by CUSA, CUSA may cancel your CarePAK and invoice you for the full replacement cost of a new Product, or charge your credit card for this cost.

2. *Service Provider:* In the event that CUSA's technical troubleshooting cannot resolve your problem; CUSA may elect to send a Service Provider to your location in an expedited manner to facilitate the repair of your Product.

3. *ASF Program (Carry-In/Mail-in Service):* Under CUSA's ASF Program, the defective Product is repaired by an ASF and then returned to you. The CUSA representative will direct you how to obtain the name and phone number of the ASF nearest to you. You must contact the ASF to schedule the repair. If shipping is involved, you must properly package and send your Product, at your expense, to the ASF, together with a complete explanation of the problem and a return address. DO NOT INCLUDE ANY OTHER ITEMS WITH THE PRODUCT. Products will be repaired and returned to you without charge by the ASF.

Any Product received by CUSA or an ASF that is not covered by this CarePAK will be returned to you unrepairs, or, at the discretion of CUSA or the ASF, you may receive an estimate of repair at CUSA's or the ASF's then prevailing service rates. You will also be charged for on-site repairs not covered by this CarePAK at CUSA's then prevailing service rates.

F. Service Limitations

The CarePAK covers defects encountered in normal use of the Product, and does not cover the following:
Loss of or damage to the Product due to abuse, mishandling, improper packaging by you, neglect, alteration, electric current fluctuation or accident; improper use, including failure to follow operating, maintenance or environmental instructions prescribed in the Manual; use of the Product with non-compatible computers, peripheral equipment or software; or repair performed by other than a service representative qualified by CUSA.

Service necessitated by the use of parts or supplies (other than those distributed by CUSA) which damage the Product or which cause abnormally frequent service calls or service problems.

Service of the Product if it has been modified or altered in any way (including any alteration or removal of serial numbers or identification marks).

Service, repair or replacement of any covers, lids, or trim parts, or any consumable items, including without limitation, ink cartridges, ink tanks and printheads.

Preventive maintenance.

Service, repair or replacement of accessories or options for the Product, or of any equipment or software not distributed by Canon which may be used with, or be connected to, the Product.

Service, repair, or replacement of any Product purchased or used outside of the United States.

G. Limitation of Liability

NEITHER CUSA NOR ANY SERVICE PROVIDER OR ASF SHALL BE LIABLE FOR PERSONAL INJURY OR PROPERTY DAMAGE (UNLESS CAUSED SOLELY AND DIRECTLY BY THE NEGLIGENCE OF CUSA OR ANY SERVICE PROVIDER OR ASF), 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 PRODUCT OR ANY COMPONENT THEREOF, REGARDLESS OF THE LEGAL THEORY ON WHICH THE CLAIM IS BASED AND EVEN IF CUSA OR ANY SERVICE PROVIDER OR ASF HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. NOR SHALL RECOVERY OF ANY KIND AGAINST CUSA OR ANY SERVICE PROVIDER OR ASF BE GREATER IN AMOUNT THAN THE PURCHASE PRICE OF THE PRODUCT SOLD BY CUSA AND CAUSING THE ALLEGED DAMAGE. WITHOUT LIMITING THE FOREGOING, YOU ASSUME ALL RISK AND LIABILITY FOR LOSS, DAMAGE OR INJURY TO PERSONS AND PROPERTY OWNED BY YOU OR OTHERS, ARISING OUT OF USE OR POSSESSION OF ANY PRODUCT SOLD BY CUSA NOT CAUSED SOLELY AND DIRECTLY BY THE NEGLIGENCE OF CUSA OR ANY SERVICE PROVIDER OR ASF. YOU ACKNOWLEDGE THAT PURCHASE OF THE CAREPAK DOES NOT ASSURE UNINTERRUPTED OPERATION AND USE OF THE PRODUCT FOR ANY MATERIAL BREACH OF THIS PLAN BY CUSA OR ANY SERVICE PROVIDER, OR ASF, YOUR REMEDY AND THE LIABILITY OF CUSA OR ANY SERVICE PROVIDER OR ASF SHALL BE LIMITED TO A REFUND OF THE PURCHASE PRICE PAID FOR THE PLAN.

Ability to Cancel and Right to Refund

You may cancel the CarePAK for a full refund within thirty (30) days of the original date of purchase of the CarePAK if you have made no service claims. To cancel, send a written notice of cancellation, which includes your name, address, daytime phone number, your CarePAK Label, with a copy of your original CarePAK Certificate of Registration to Canon at: Canon CarePAK Extended Service Plan, 4 Jenner, Suite 150, Irvine, California, 92618-3809.

H. Alternative Dispute Resolution

There is no informal dispute settlement process established under this CarePAK.

1. Other: Insurance

IN UTAH ONLY: Obligations of CUSA under the CarePAK are guaranteed under a service contract reimbursement insurance policy. SHOULD CUSA FAIL TO PROVIDE SERVICE ON ANY CLAIM WITHIN SIXTY (60) DAYS AFTER PROOF OF LOSS HAS BEEN FILED, YOU ARE ENTITLED TO MAKE A CLAIM DIRECTLY AGAINST THE FOLLOWING INSURANCE COMPANY:

Sompo Japan Insurance Company of America
Two World Financial Center
225 Liberty Street
New York, NY 10281-1058

Coverage afforded under the Plan is not guaranteed by the Utah Property and Casualty Guaranty Association

D. List of Tables

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