

Canon

 imagePROGRAF
iPF8400S



Service Guide

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I. Product Overview

The Canon imagePROGRAF iPF8400S printer is an eight-color 44-inch large format graphic arts printer that incorporates the Canon LUCIA EX pigment ink set which produces images with a wide color gamut, improved scratch resistance, enhanced black and white gradation, reduced graininess and reduced ghosting.

The built-in 250GB hard drive increases productivity by relieving workload from the host PC, while also providing increased capacity for print job data storage and retrieval. The new Multisensor design enhances color stability when used within the Canon Calibration Link, while its robust design enhances registration and improves jam detection.

The Canon Calibration Link system for the S-series printers is a Canon utility that utilizes an imagePROGRAF iPF8400S equipped with an optional Spectrophotometer Unit SU-21 to calibrate third-party media. The resulting calibration data is distributed to the imagePROGRAF iPF8400S iPF6400s/iPF9400S printers in the Calibration Link.

As an ENERGY STAR Partner, Canon U.S.A., Inc. (Canon USA) has determined that the imagePROGRAF iPF8400S printer meets the Energy Star guidelines for energy efficiency.

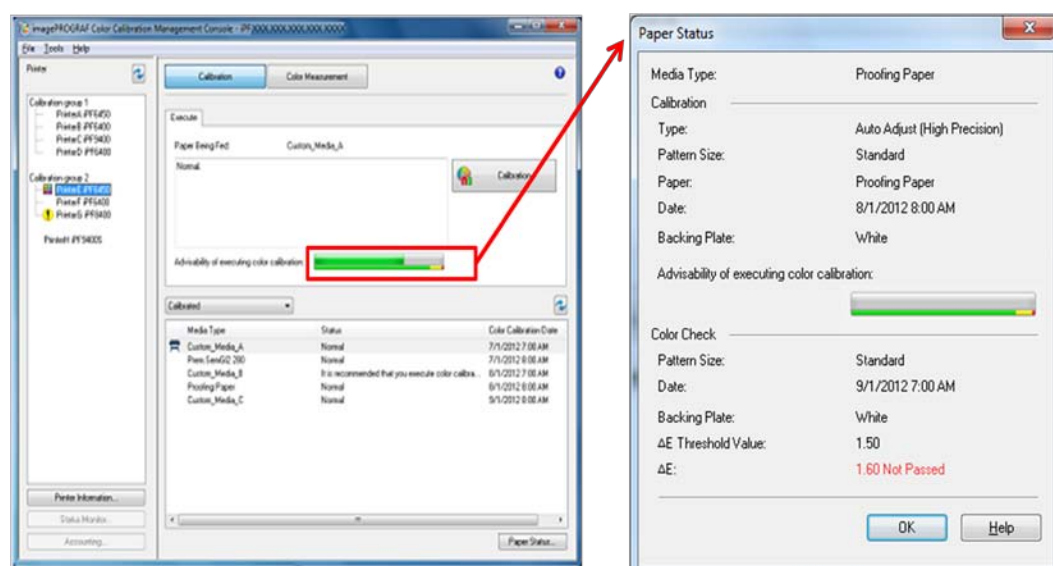
II. Design Features

A. Color Calibration Management Console

The enhanced Color Calibration Management Console (CCMC) is a Canon software utility for centralized color management of S-series printers in the Calibration Link. When CCMC is enabled, printers in the Calibration Link can be monitored and calibrated for optimal color accuracy.

Calibration notification intervals can be set based on dot count or actual color measurement results. The Color Management Console is available at no charge.

Figure 1 – Color Calibration Management Console

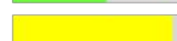


Less than 90%

Green



Between 90% and more and less than 100% Yellow



100%



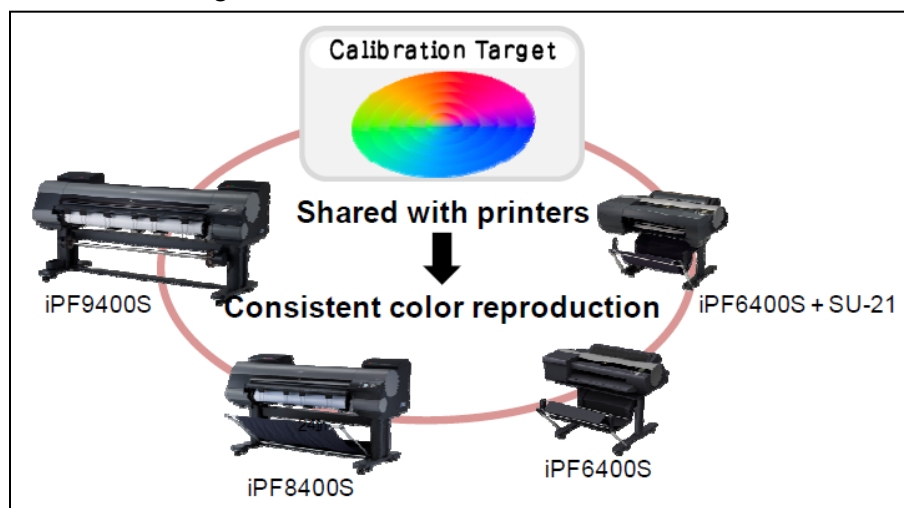
B. Calibration Link

Calibration Link is a color management system exclusive to Canon. This color management system delivers color stability across multiple printers and the Calibration Link strengthens support for third-party media and is available for the imagePROGRAF iPF6400S/8400S/9400S series printers.

The Calibration Link function is accomplished by performing color calibration utilizing an imagePROGRAF iPF6400S printer in the linked chain.

The printer prints a page of calibration targets that are measured with the Spectrophotometer Unit SU-21 mounted on the imagePROGRAF iPF6400S printer. The Calibration data is stored and sent to other printers in the Calibration Link.

Figure 2 – Calibration Target



C. Multisensor

The Multisensor is capable of sensing and calibrating third-party imagePROGRAF print media. The specialized lens with its small focal diameter improves image detection, and image variation tolerance. Separate edge detection, gap detection, and density detection functions also work to optimize custom media support. The sensor's design offers increased tolerance to external light thereby allowing some of its operations to be visible from the transparent observation windows on the printers cover.

D. LUCIA EX Ink

The LUCIA EX Ink set is an 8-color pigment ink set that offers a wide color gamut, sharp rich blacks, and improved scratch resistance while also preventing beading. The yellow pigments allow for a higher saturation of yellow, thus resulting in a wider gamut for reds and greens. Special polymer encapsulation of all colors and blacks allow for better adhesion of pigment particles to the media, and to each other. The gliding characteristics of the polymer results in higher scratch resistance, minimal gloss differential between colors, and minimal bronzing.

E. 250GB Hard Disk Drive

The built-in 250GB hard disk drive increases productivity by relieving workload from the host PC while providing a large capacity for print job data storage and retrieval. It enables job data to be stored in protected mailboxes for easy access via a web browser, or at the printer for job reprinting. To ensure file security, the built-in quick erase mode, high-speed mode, and secure erase mode functions are accessible to the end user.

F. Gigabit Ethernet

The imagePROGRAF iPF8400S printer supports Gigabit Ethernet printing. This provides for fast transfer of large amounts of data for high-speed, high-volume printing.

G. Printhead (PF-05)

The PF-05 Printhead has 2,560 nozzles per channel with 15,360 nozzles total. The special nozzle shape minimizes satellite ink, produces cleaner lines, and cleaner text. Two Printheads are required for the ImagePROGRAF iPF8400S.

H. PosterArtist Lite Features

Canon's PosterArtist Lite helps users create professional looking posters, banners, and signage for immediate use. This application offers a variety of templates, hi-resolution royalty-free images, and clipart, designed to target a wide array of markets such as food service, education, office, retail and more. PosterArtist Lite reduces the need for expensive drawing packages and costly third-party clip art and image libraries. PosterArtist is available separately via <http://www.usa.canon.com/cusa/home>.

1. Auto Design

The Auto Design feature combines a Dynamic Layout Engine with built-in professional design expertise. Users with limited design expertise and/or production skills can easily create high quality posters by combining the client's design ideas and preferences, incorporated from professional designers. The combination of these two creates a selection of posters with optimum color schemes and layouts.

2. Design Check

Design Check analyzes the poster for color schemes, superimposed objects and font sizes, and alerts the user of any potential design issues.

3. Security Settings

The Security Settings feature provides restrictions on an owner's creative material by incorporating limitations into open templates. Sample images and templates may be registered with PosterArtist to provide security and control over content.

4. Page Capture

The Page Capture feature allows users to load desired data from other applications into a PosterArtist template, such as Microsoft Word, Excel, and Adobe Acrobat.

5. PosterArtist Quick Copy

PosterArtist Quick Copy gives users the ability to enlarge image data scanned with any CanoScan flatbed scanner.

6. Variable Data Printing

Variable Data Printing enables customers to personalize posters. Link a poster template to an excel spreadsheet to change names, addresses, and more.

7. Enhanced Image Editing

This function allows the user to edit, retouch and resize images with the touch of a button. Features include Auto Color Correction, Color Adjustment, Backlight Correction, Sharpness Adjustment, Cut-Out Function, Logo Color Adjustment, and much more.

III. Configuration and Box Contents

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

A. Configuration

Table 1 - imagePROGRAF iPF8400S Configuration

Item	Item Number ¹
	
imagePROGRAF iPF8400S	8554B002AA
Options for imagePROGRAF iPF8400S	
Roll Holder Set RH2-44 (2" core w/3" adapters)	1465B012BA
Media take-up unit TU-06	1709B001AB
PosterArtist	7025A039AA
imagePROGRAF iPF8400S CarePAK (Extended Warranty Option)	
Printer Install 44" and over	2113V973
imagePROGRAF 1 Year eCarePAK	1708B261AA
imagePROGRAF 2 Year eCarePAK	1708B262AA
Consumables for imagePROGRAF iPF8400S	
Printhead PF-05	3872B003AA
Ink tank PFI-306MBK	6656B001AA
Ink tank PFI-306BK	6657B001AA
Ink tank PFI-306C	6658B001AA
Ink tank PFI-306M	6659B001AA
Ink tank PFI-306Y	6660B001AA
Ink tank PFI-306PC	6661B001AA
Ink tank PFI-306PM	6662B001AA
Ink tank PFI-306GY	6666B001AA
Ink tank PFI-706MBK	6680B001AA
Ink tank PFI-706BK	6681B001AA
Ink tank PFI-706C	6682B001AA
Ink tank PFI-706M	6683B001AA
Ink tank PFI-706Y	6684B001AA
Ink tank PFI-706PC	6685B001AA
Ink tank PFI-706PM	6686B001AA
Ink tank PFI-706GY	6690B001AA
Cutter CT-06	1320B005AA
Maintenance Cartridge MC-08	1320B006AA

Note: The Service Manual and Parts Catalog for the imagePROGRAF iPF8400S printer are available in electronic format in the Download Center on the Canon e-Support web site <http://www.support.cusa.canon.com>.

¹ Item Numbers and Part Numbers are subject to change due to engineering changes, etc.

B. Box Contents

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

Table 2- imagePROGRAF iPF8400S Box Contents

• iPF8400S Printer • Eject Assist Bar • Stand ST-28 • Stand Setup Guide • 3-inch Paper Core Attachment • Spacer for Borderless Printing • Power cable (US) • Two (2) Printheads • PFI-306 Starter ink (8 inks) • Setup & Basic Guides (E,F,S) • Product security/environmental regulation manual • Ink tank installation attention manual • Announcement of Large Format Printer Extended Survey Program • Software CD for Win32 & 64 • Software CD for Mac • PosterArtist Lite CD-ROM • Sample Media • Note for Call Center Phone Number • Registration Card • Printer & Printhead Warranty Card/E,F(CUSA) • Head Warranty Card/E,F(CUSA) • Media Sample Book • Announcement of Large Format Printer Extended Survey Program • Various Product Leaflets

IV. Dealer Sales/Service Authorization

To become authorized and maintain authorization to service an imagePROGRAF iPF8400S printer, each dealer location must have at least one (1) technician that has completed the imagePROGRAF iPF6400/8400/9400 online training course.

V. Educational Training

Technicians who have successfully completed the imagePROGRAF iPF6400/8400/9400 Series Printer Hardware eLearning Course 19LFIPF64000 are certified to service the imagePROGRAF iPF8400S printer.

Table 3 - imagePROGRAF iPF6400/8400/9400 Online Training Overview

Overview	The imagePROGRAF iPF6400/6450/8400/9400/9400S Online Training course has been developed to introduce these models to students already supporting the current imagePROGRAF iPF6300/6350/6300S/8300/8300S series printer models. In preparation for servicing these printers in the field, this online course summarizes the differences between the imagePROGRAF iPF6300/6300S/8300/8300S series printer models and the imagePROGRAF iPF6400/6450/8400/9400/9400S series printer models,
Who Should Complete	This course is designed for technicians who will be installing and servicing the imagePROGRAF iPF8400S graphic series of large-format printer.
Prerequisites	imagePROGRAF iPF6400/6450/8400/9400/9400S eLearning course Course Code: 09LF8300S000
Certification	imagePROGRAF iPF6400/8400/9400
What You Will Learn	The imagePROGRAF iPF6400/8400/9400 Online Training course covers the following topics: - Product Overview and Specifications - Print Engine Hardware Enhancements. - Printer Functional Improvements.
Course Format	This course is located in the eLearning center of the e-Support web site - Approximately 30 to 60 minutes of seat time is required to complete this course. - All students must complete an assessment exam at the end of this course.
Course Equipment	- Computer with Internet Access - It is highly recommended that the student has access to a working imagePROGRAF iPF8400S printer to reinforce and enhance the online training.
Course Highlights	- Technicians work at their own pace - Accessible web-based training - Downloadable Installation Guide, User Guide, and Service Manual - Downloadable Labs
Required Materials	- The imagePROGRAF iPF8400S Service Manual is available on the e-Support website. - The imagePROGRAF iPF8400S Parts Catalog is available on the e-Support website.
Course Code	19LFIPF64000

VI. Servicing Notes

A. Enhanced Service Mode Features

Enhanced firmware has been added to provide functions for service mode adjustments and troubleshooting. The service mode enhancements when applied, will help reduce service costs and maintain uptime. Refer to the imagePROGRAF iPF8400S Service Manual for details.

Table 4 - Enhanced Service Mode Features

Description	Remarks
CR Unlock / CR Lock	Locks/unlocks the carriage with the covers closed
PG Check	Checks Purge Unit operation with the covers closed
CR Auto Scan	Checks carriage movement while changing scan settings
Stirring Check	Confirms the ink stirring operation
OPT SENS Output	Checks multi-sensor status and distance from media
Nozzle Check	Checks nozzle operation
Nozzle INF	Confirms nozzle function and non-ejection status
Memory CHK	Checks DDR & EEP memory function
Head CNT CHK	Confirms Printhead electrical contact status
Cogging Torque Check	To check the CR motor cogging torque
Flex Cable Check	To check the Flat Flex Ribbon Cable function

B. Print.Inf Log File

The Print.Inf file records printer performance and adjustment history data. Refer to the imagePROGRAF iPF8400S Service Manual for details.

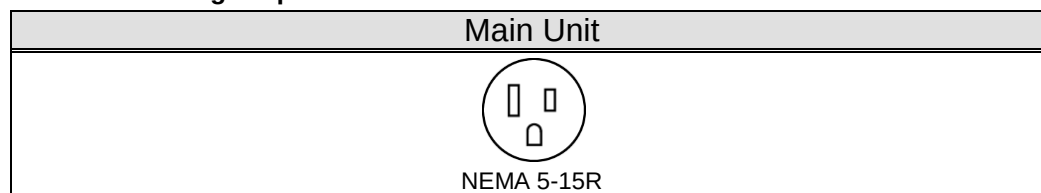
The log file provides the following:

- Dates when WARNINGS and ERRORS occurred
- Logs a separate JAM history of print conditions
- Records humidity information
- Records the number of days from initial Printhead installation
- HEAD INF: Logs history of current and previous Printheads
- Records results of each adjustment value

C. imagePROGRAF iPF8400S Power and Plug Requirements

Canon USA strongly suggests dedicated and properly grounded outlets be provided for the imagePROGRAF iPF8400S devices. Before installation, confirm that a NEMA 5-15R outlet is available to power the imagePROGRAF iPF8400S printer. Canon USA suggests that no other electrical equipment utilize the same power line when the printer is in use.

Figure 3- Power and Plug Requirements



D. Installation Space Requirements

Refer to the iPF8400S Service Manual for details on transportation and installation of the imagePROGRAF iPF8400S printer.

The approximate space requirement for the imagePROGRAF iPF8400S printer installation are shown below.

Figure 4- imagePROGRAF iPF8400S Installation Space Diagram (Height and depth

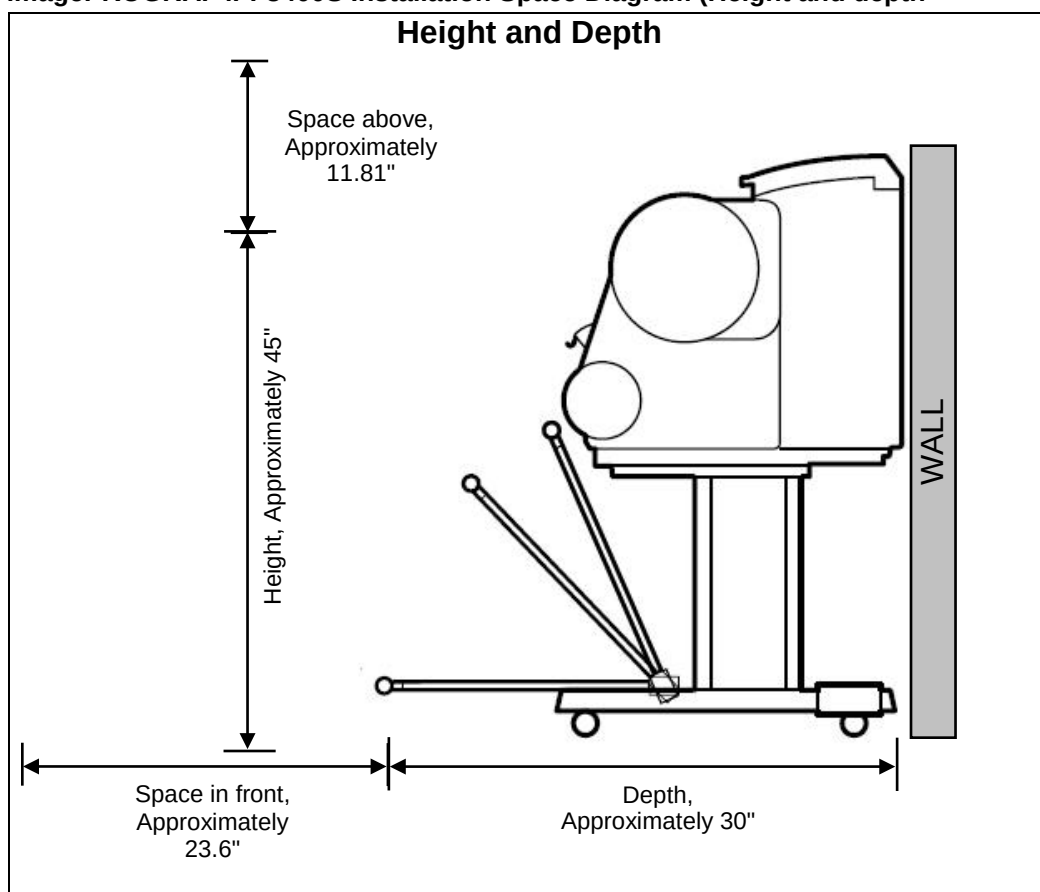
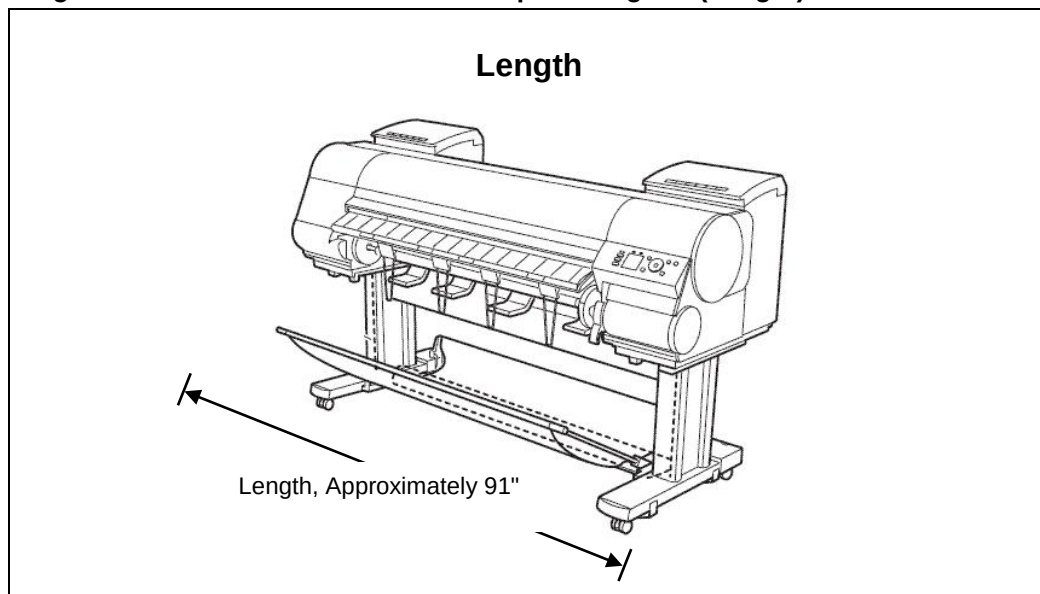


Figure 5- imagePROGRAF iPF8400S Installation Space Diagram (Length)



Refer to the “Quick Start Guide” that is packaged with the printer and the Service Manual for complete unpacking, installation, reinstallation, and installation space requirements.

E. Estimated Installation Times

Estimated installation times shown are the length of time needed to unpack and install the main unit. The estimated unpacking and installation times are based on two experienced technicians. Canon USA recommends that service personnel perform the installation, with four (4) or more persons to unpack and move the printer, and two (2) or more persons to install it.

Included in the calculation of the estimated installation time are the following:

- Power outlet preparation
- Installation space preparation
- Unpacking and positioning the printer (main unit) on a stand or table
- Installing the Printheads, ink tanks, and connecting the power cable
- Checking the printer operation and adjusting the printing position
- Connecting the printer to a computer and installing the printer driver and software.

Table 15 - imagePROGRAF iPF8400S Estimated Installation Times

Description	Estimated Time
imagePROGRAF iPF8400S Main Unit (with Stand)	25 minutes
Printhead PF-05 (x2)	5 minutes
Ink Tanks (time includes installation of all eight (8) ink tanks)	25 minutes

Starting from an unpacked condition, installation times shown are the estimated times required for installation. They are calculated based on man-hours.

F. Installation / Service Support Tools

The tools necessary to install these printers are in the Table below.

Table 6 - imagePROGRAF iPF8400S Installation Tools

Tool	Use
Hexagonal wrench (Provided with the printer stand)	For assembling stand and removing the fixed parts
Cut sheet paper A3 size or larger, or roll paper	For test print after confirming printer operation
Cutter or Scissor	For unpacking

In addition to the standard tools used to service this device, the following special tools, solvents, & oils should also be carried when servicing the imagePROGRAF iPF8400S.

Table 7 - imagePROGRAF iPF8400S Special Tools, Solvents, & Oils List

Description	Parts Number ¹	Use
Cover Switch Tool	QY9-0103-000	For pressing down cover switch
Syringe	CK-0541-000	For draining ink manually
Tube	QA2-6161-000	For draining ink manually
Grease PG-5000H	FY9-6022-000	For applying to the places specified in the Service Manual
Silbon paper	CK-0336-000	Use for cleaning
Rubber Gloves	QC1-5547-000	Use for cleaning and to prevent from dirtying the hands
Pen Flashlight	CK-0327-000	For locking and unlocking the carriage.

¹ Item Numbers and Part Numbers are subject to change due to engineering changes, etc.

G. Consumables (Main Unit)

Consumables are materials consumed with regular use and cannot be reused. Consumables should be replaced by the end-user or Service Technician. Consumables include but are not limited to paper, chemicals, and ink.

Table 8 - imagePROGRAF iPF8400S Common Consumables List

Description	Part Number ¹	Remarks
Printhead PF-05	3872B003AA	Two (2) Printheads required
Ink tank PFI - 306MBK	6656B001AA	330ml of pigment-based ink
Ink tank PFI□ 306BK	6657B001AA	330ml of pigment-based ink
Ink tank PFI□ 306C	6658B001AA	330ml of pigment-based ink
Ink tank PFI□ 306M	6659B001AA	330ml of pigment-based ink
Ink tank PFI□ 306Y	6660B001AA	330ml of pigment-based ink
Ink tank PFI□ 306PC	6661B001AA	330ml of pigment-based ink
Ink tank PFI□ 306PM	6662B001AA	330ml of pigment-based ink
Ink tank PFI□ 306GY	6666B001AA	330ml of pigment-based ink
Ink tank PFI□ 706MBK	6680B001AA	700ml of pigment-based ink
Ink tank PFI□ 706BK	6681B001AA	700ml of pigment-based ink
Ink tank PFI□ 706C	6682B001AA	700ml of pigment-based ink
Ink tank PFI□ 706M	6683B001AA	700ml of pigment-based ink
Ink tank PFI□ 706Y	6684B001AA	700ml of pigment-based ink
Ink tank PFI□ 706PC	6685B001AA	700ml of pigment-based ink
Ink tank PFI□ 706PM	6686B001AA	700ml of pigment-based ink
Ink tank PFI□ 706GY	6690B001AA	700ml of pigment-based ink
Maintenance Cartridge MC-08	1320B006AA	
Cutter CT-06	1482B002AC	

¹ Item Numbers and Part Numbers are subject to change due to engineering changes, etc.

H. Field Replacement Parts

Field replacement parts have a limited life and are expected to end during a customer's specific machine operations. They should be replaced as needed by a Service Technician. Examples of field replacement parts may include, but are not limited to the linear scale, carriage unit, etc. To assist in the initial parts planning, the table below lists the estimated parts life.

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

Table 9 - imagePROGRAF iPF8400S Field Replacement Parts List

Parts Name	Part Number ¹	Quantity	Estimated Life (A0 ² Sheets)
Carriage Unit	QM4-8199-000	1	25,000
Purge Unit	QM3-7018-000	1	25,000
Ink Tank Supply Unit (L)	QM3-9938-000	1	25,000
Ink Tank Supply Unit (R)	QM3-9937-000	1	25,000
Operation Panel Unit	QM3-9934-000	1	N/A
Power Supply Assembly	QK1-4084-000	1	25,000
Scale, Linear	QC3-1877-000	1	25,000
Main Board DIMM Ass'y	QM7-7200-000	1	25,000
Printhead (PF-05)	3872B003AA	2	N/A
Fan, Mist	QK1-1387-000	1	25,000

I. Recommended Spare Parts

In the event of a hardware failure, the following Spare Parts are recommended to be kept in stock by the Dealer or Authorized Service Provider for replacement purposes.

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

Table 10 - imagePROGRAF iPF8400S Spare Parts List

Parts Name	Part Number ¹	Quantity
Carriage Unit	QM4-8199-000	1
Purge Unit	QM3-7018-000	1
Ink Tank Supply Unit (L)	QM3-9938-000	1
Ink Tank Supply Unit (R)	QM3-9937-000	1
Operation Panel Unit	QM3-9934-000	1
Power Supply Assembly	QK1-4084-000	1
Scale, Linear	QC3-1877-000	1
Main Board DIMM Ass'y	QM7-7200-000	1
Printhead (PF-05)	3872B003AA	2

¹ Item Numbers and Part Numbers are subject to change due to engineering changes, etc.

² A0 Paper Size 33.1" × 46.8" (841mm × 1189mm)

J. Periodically Replaced Parts

The imagePROGRAF iPF8400S printer does not have any periodically replaced parts.

K. Maintenance Kit

Canon USA has prepared an imagePROGRAF iPF8400S Maintenance Kit to enhance the durability of the printer, while at the same time keeping operating costs at a minimum. Reduced printer downtime will also be achieved when the Maintenance Kit is installed at the interval listed in the table below. The printers' built-in counters and warning messages inform users when the maintenance kits need to be installed.

Table 11 - imagePROGRAF iPF8400S Maintenance Kit Parts List

Kit Parts Number ¹	Unit Name	Replacement Timing*	Replacement Part No ¹	Description
QY6-1528-000	Wia1	25,000 pages/A0 calculated in A0 paper Glossy paper, Standard mode, 16% per color x 7 colors =112% DUTY	QL2-2110-000	Waste Ink Absorber Unit
	Wia2 to 4		QL2-2108-000	Waste Ink Absorber Unit (L)×3
			QC1-7399-000	Screw,Stepped,M4×2
	Wia5		QL2-1650-000	Waste Ink Absorber Uniy(S)
			QC1-7399-000	Screw,Stepped,M4×2
	Wia6		QM3-3069-000	Suction Fan Unit
			QC1-7399-000	Screw,Stepped,M4×2
	QL2-1663-000		Duct	
QY6-1531-000	CR1 to CR5	QM3-9943-000	Tube Unit	
		QM4-8199-000	Carriage Unit	

L. End-User Periodic Maintenance

In accordance with the user's manual, the end-user is expected to maintain the following areas of the printer:

- Printhead cleaning (using the operation panel)
- Replacement of Printheads, ink tanks, and filters
- Cleaning of ink mist and other substances around external covers and output basket area (dry the surfaces after wiping with a damp cloth)

¹ Item Numbers and Part Numbers are subject to change due to engineering changes, etc.

VII. Authorized Servicer Offerings

The Authorized Servicer program enables Canon USA distribution product resellers to become authorized to service the Canon USA products they resell. Please refer to the Authorized Servicer Program Guide (found in the Download Center of the [eSupport 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 the Authorized Servicer.

Canon USA Engineering Services & Solutions Division, Business Relations and Administration departments are available to answer questions regarding this program. The Business Relations and Administration department can be reached by calling 631-330-5741. This telephone number is available Monday through Friday from 9:00 AM to 5:00 PM Eastern Standard Time.

A. ASCR (Authorized Servicer Customer Registration) System

The ASCR System is the process used to link the Customer's product serial number to the Authorized Servicer; specific customer information is not required. To receive compensation for labor expended on a warranty service dispatch, your customer's product serial numbers must be registered in Canon USA's ASCR system. If your customer contacts Canon Information Technology Systems (CITS) during the warranty period, your dealership will be dispatched to the call.

All calls dispatched by CITS must be closed out with CITS in order to qualify for labor compensation. To close out the service call, Section 2 of the Service Dispatch Form must be completed and e-mailed to isgservice@CITS.canon.com. Canon USA will **not** provide labor compensation for any service not dispatched by CITS.

If your customer contacts CITS on a post-warranty call, the customer will be referred to your dealership. A national independent service company will manage all unregistered units.

To help ensure that Canon USA customers receive service support, regardless of their location, Canon USA maintains a relationship with a national independent service company. Customers that require service support can call CITS via toll free access at 1-800-423-2366. In the event that an on-site service dispatch is necessary to restore the product to operation, CITS will dispatch the national independent service company. It is possible to dispatch the Authorized Servicer rather than the national independent service company; however, the Authorized Servicer must register their customer's product with us beforehand. This is accomplished via ASCR.

IMPORTANT: To submit a warranty claim for a defective part, please follow the e-Tag Warranty Claim form process on the Canon USA eSupport web site.

1. ASCR Registration Process

The ASCR System is accessed through the Warranty Programs tab of the e-Support Center web site. In order to access the ASCR system, you will be required to re-enter your e-Support ID and password; if your ID and password do not work, instructions to enable it will appear. Select "New ASCR" to enter each model and serial number you intend to provide during your on-site service assignment. At this point, all service dispatches for that product will be sent to your dealership. **Do not enter a serial number for any product that you will not be able to service.** When you enter the customer's machine serial number, you have agreed to be dispatched by CITS if any of your registered customers contact CITS and a service dispatch is required.

Note: All calls dispatched by CITS must be closed out with CITS in order to qualify for labor compensation. To close out the service call, Section 2 of the Service Dispatch Form must be completed and e-mailed to isgservice@CITS.canon.com. Canon USA will **not** provide labor compensation for any service not dispatched by CITS.

To submit a warranty claim for a defective part, please follow the e-Tag Warranty Claim form process.

2. Dispatch by CITS

This is available to ASCR Registered Customers where the Warranty Marketing Program option has not been selected.

Help desk support will be managed by CITS with dispatch to the Service Provider of record.

CITS supports the end-user via the 1-800-423-2366 toll free telephone number to the CITS Call Center. The Call Center takes the first call from the customer and provides assistance as follows:

1. Answers product related questions.
2. Assists the end-user with pre-and post sales inquiries.
3. Redirects customer calls to the Service provider of record. If there is no Service Provider of record, CITS will:
 - Attempt to resolve hardware, software, and operational problems
 - Dispatch service when telephone based troubleshooting fails to resolve a problem.

To obtain reimbursement for service delivered during the end-user's warranty, you must be dispatched by CITS. For this to occur, the end-user must first contact CITS. CITS will then attempt all user-performed service remedies. Should these not resolve the problem; the Service Provider of record will be dispatched (See ASCR process for instructions on how to register your company as the Service Provider of record).

Labor compensation of \$155.00 per incident will automatically be issued to the dispatched service provider (your company) once the service call has been closed with CITS. Defective parts reimbursement will be issued upon receipt of an e-Tag claim with the defective part.

3. 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 will be 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 has accepted the flat-rate payment, but has not provided 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. Please refer to the Suggested Maintenance Pricing section.

IMPORTANT: To submit a warranty claim for a defective part, please follow the e-Tag Warranty Claim form process.

4. Unregistered Serial Numbers

Help desk support will be managed by CITS with dispatch supported by a third-party service company.

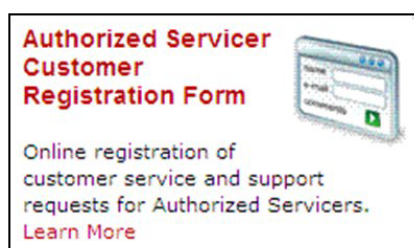
5. Warranty Labor Compensation

Warranty Labor Compensation is a flat-rate reimbursement that is reimbursed to your dealership's account for time expended to repair a down machine.

During the warranty period, the end-user is required to contact CITS via their toll-free access at 1-800-423-2366 to attempt all user-performed service remedies. If a service dispatch is required, CITS will dispatch the Authorized Servicer (provided the machine was registered in the ASCR system).

To register a machine, go to the warranty section of the Canon USA e-Support Center web site at www.support.cusa.canon.com and select the Authorized Servicer Customer Registration Form.

Figure 6 - ASCR Registration Form



All service calls dispatched by CITS must be closed out with CITS in order to qualify for labor compensation. To close out the service call, please complete Section 2 of the CITS Service Dispatch form and e-mail it to isgservice@CITS.canon.com.

Canon USA will not provide labor compensation for any service not dispatched by CITS. e-Tag claim forms will not be accepted as requests for warranty labor compensation and will only be accepted for warranty part claims.

Warranty labor compensation is made on a "per incident" basis, regardless of the number of visits required to resolve the problem.

B. e-Tag Warranty Claim Console

e-Tag is an electronic limited warranty service claim form that is completed Online. Please print the Warranty Claim Form, attach it to the **original** defective part(s), and return them to the Warranty Control Section for warranty compensation.

The e-Tag limited warranty claim form can be found in the warranty section of the Canon USA e-Support Center web site at <http://www.support.cusa.canon.com>

Figure 7 - eSupport: e-Tag

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

Figure 8 - eSupport: e-Tag Warranty Claim Console

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

Table 12 – eTag Warranty Claim Console Requirements

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

After authorization, parts and labor credits are posted on the CNA web site the following business day. Alternately, after a claim is authorized, parts and labor reimbursements are deposited into your direct deposit account within 30 days; that is, if you have elected to receive direct deposit.

To check your Online warranty credits, log onto the ISG Central web site at <http://www.isgcentral.cusa.canon.com>.

C. Online Limited Warranty Credit Inquiry

The Online Warranty Credit Inquiry allows your dealership to check, download, and print details of e-Tag credits.

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

To view your Online warranty credits, log onto the ISG Central web site at <http://www.isgcentral.cusa.canon.com>.

Go to the Canon Network Access (CNA) site to view e-Tag warranty credit information.

After authorization, parts and labor credits are posted the following business day.

To check the status of e-Tag Claims already submitted, go to the table in [Figure 8 - eSupport: e-Tag Warranty Claim Console](#). This table allows you to check the status of your claims. To view the details of the e-Tag claim form, simply double-click any record.

IMPORTANT: e-Tag claims are connected to the e-support ID number of the individual who entered the claim data. Therefore, it is recommended that one (1) individual enter and manage e-Tag warranty claims from your dealership.

Figure 9 - ISG Central Homepage



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

Figure 10 - CNA Warranty Credit Inquiry

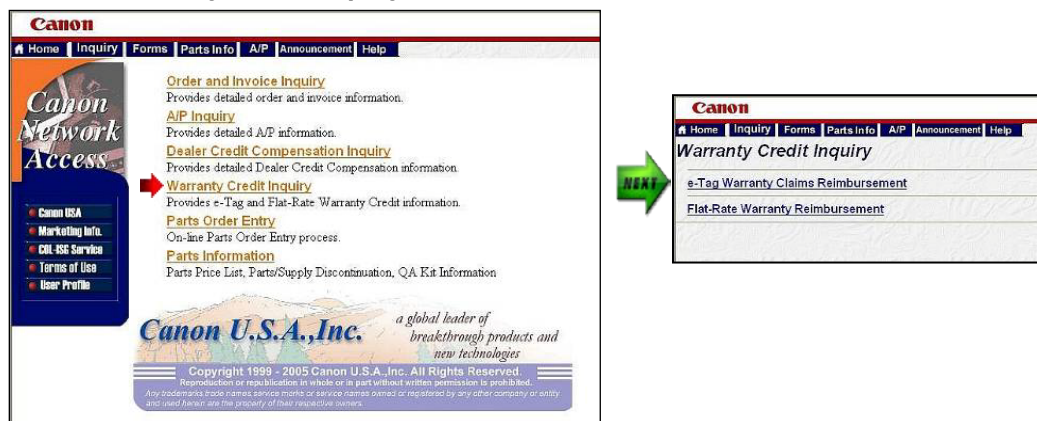


Figure 11 - CNA e-Tag Warranty Claims Search



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

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

Note: e-Tag limited warranty claims are connected to the e-Support ID number of the individual who entered the claim data. Therefore, it is highly recommended that only one (1) individual enter and manage the e-Tag limited warranty claims from your dealership.

VIII. Suggested End-User Customer Service Offerings

A. End-User Limited Warranty Conditions

1. Canon imagePROGRAF Large Format Printer Limited Warranty

The imagePROGRAF Large Format Printer Limited Warranty is effective for a period of one (1) year following delivery to the original purchaser. No warranty is given for any consumables, such as paper or ink cartridges.

For detailed warranty information, refer to the [Canon imagePROGRAF Large Format Printer Limited Warranty](#) (Page 32).

2. Canon imagePROGRAF Printhead Limited Warranty

The Canon imagePROGRAF Printhead Limited Warranty is effective for a period of one (1) year after delivery to the original purchaser or for the period that the “Head Lot” Number of the Printhead as displayed in the “Status Display” of the “Status Monitor Utility” has a last character of “a”, whichever period expires first.

For detailed warranty information, refer to the [Canon imagePROGRAF Printhead Limited Warranty](#) (Page 33).

B. On-Site Service

The CITS Help Desk will diagnose end-users problems related to the product. If telephone based troubleshooting cannot resolve the problem, the CITS Help Desk will redirect customer calls to the Service Provider of record in order to provide an on-site service dispatch. If there is no Service Provider of record, CITS will dispatch a third-party organization to provide on-site service.

C. Post Warranty Support

If a Customer calls CITS for service after the product warranty has expired, the customer will be instructed to contact the dealer registered to their product under the ASCR Program (that is if the dealer had previously selected either Dispatched by CITS or the Warranty Marketing Program).

D. CarePAK Extended Service Plan

Canon USA CarePAK Extended Service Plans are available for the customer to extend the printer warranty period beyond the one (1) year limited warranty. Extended Service Plans are available to the customer, if the Dealer or Reseller is unable to, or chooses not to provide post-warranty service.

With the CarePAK Extended Service Plan, the customer will receive toll-free telephone support; and if needed, on-site service for their Canon USA product for the duration of the extended coverage. Extended coverage plans are available with either a one (1) year or two (2) year extended coverage.

Note: CarePAK coverage cannot be extended beyond the original term purchased.

The CarePAK Extended Service Plan (one (1) year or two (2) year) must be purchased during the printer warranty period and goes into effect on the day the original printer warranty expires. It does not include extended coverage for any consumables, such as paper or ink cartridges.

E. Dealer or Authorized Service Provider Maintenance Agreement

A Dealer or Authorized Service Provider may create a Maintenance Agreement to provide post-warranty service and support to their customers by referencing the link [Authorized Service Offerings](#) (Page 16).

F. 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, and determine if on-site service dispatch is required:

- The customer will be instructed to contact the Authorized Service Provider registered to their product under the ASCR Program (if the dealer selected Dispatch by CITS). The Authorized Service provider may charge the end-user for time and materials for each on-site service visit.
- If the product is not registered under the ASCR Program (as Dispatch by CITS), CITS will dispatch a third-party service company and the end-user will be charged for time and materials for each on-site service visit.

G. imagePROGRAF Web Support (End-User)

Canon USA has a Marketing and Consumer Support Web site available through the Canon USA Home Page www.usa.canon.com.

Go to www.usa.canon.com/imageprograf, to access the imagePROGRAF web site. This web site contains a full span of solutions that are standard for Canon USA's large format printers. The latest firmware, drivers, software tools, Frequently Asked Questions (FAQ's), brochures and more can be downloaded from this site.

IX. Product Technical Support Offerings

A. Authorized Service Providers

Service is provided through a Canon USA Authorized Service Provider or through a third-party service company managed by CITS. Canon USA authorized service providers are expected to service the equipment they sell. Since these products are also available through a sales-only distribution channel, the serial number of the product must be registered to the service provider of record through the ASCR System (refer to the [ASCR \(Authorized Servicer Customer Registration\) System](#), (Page 16) in order to ensure that service is not provided through a third-party service company.

B. Authorization Policy

To become service authorized and maintain authorization to service the imagePROGRAF models, each service provider's location must have at least one (1) technician who have been certified on the imagePROGRAF iPF8400 printer.

C. Canon USA e-Support Center Web site

Canon USA's Engineering Services and Solutions Division provides high quality e-Support via the Internet and is only available for Canon USA Authorized Servicing Dealers or Authorized Service Providers.

Canon USA's e-Support is designed to give dealer and authorized servicer technicians access to technical support information via the Worldwide Web.

The following functions and information can be accessed:

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

In order to access e-Support, you must first register for a Support ID. To register for a Support ID, go Online to the Canon USA Engineering Services and Solutions Division's e-Support Center web site at www.support.cusa.canon.com. Click on the "Register" button and follow the instructions for registration. This service is available at no additional charge to all authorized dealers.

Figure 12 - Canon USA e-Support Login

D. Canon USA ISG Central Web site

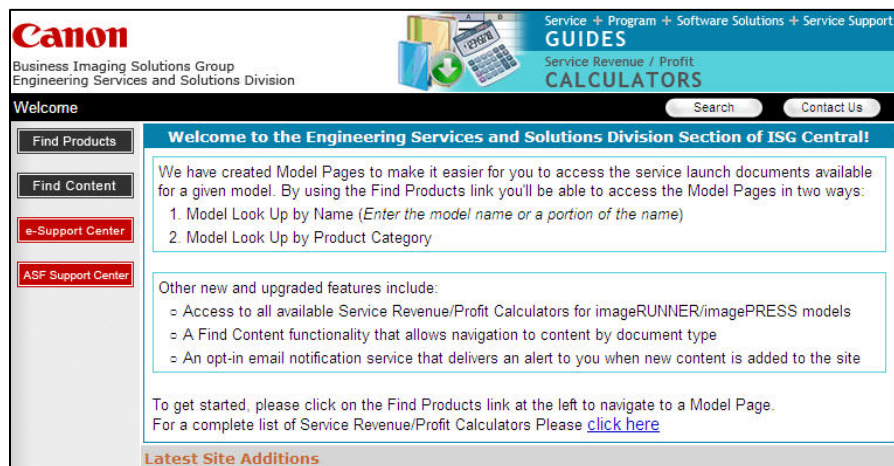
Complete versions of the Service Guides are available on the Canon USA ISG Central web site (<http://isgcentral.cusa.canon.com/>).

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

Figure 13 - Welcome to ISG Central

When the user is logged onto ISG Central, they must select the Engineering Services and Solutions button to access the Service Guides area of the web site as shown below.

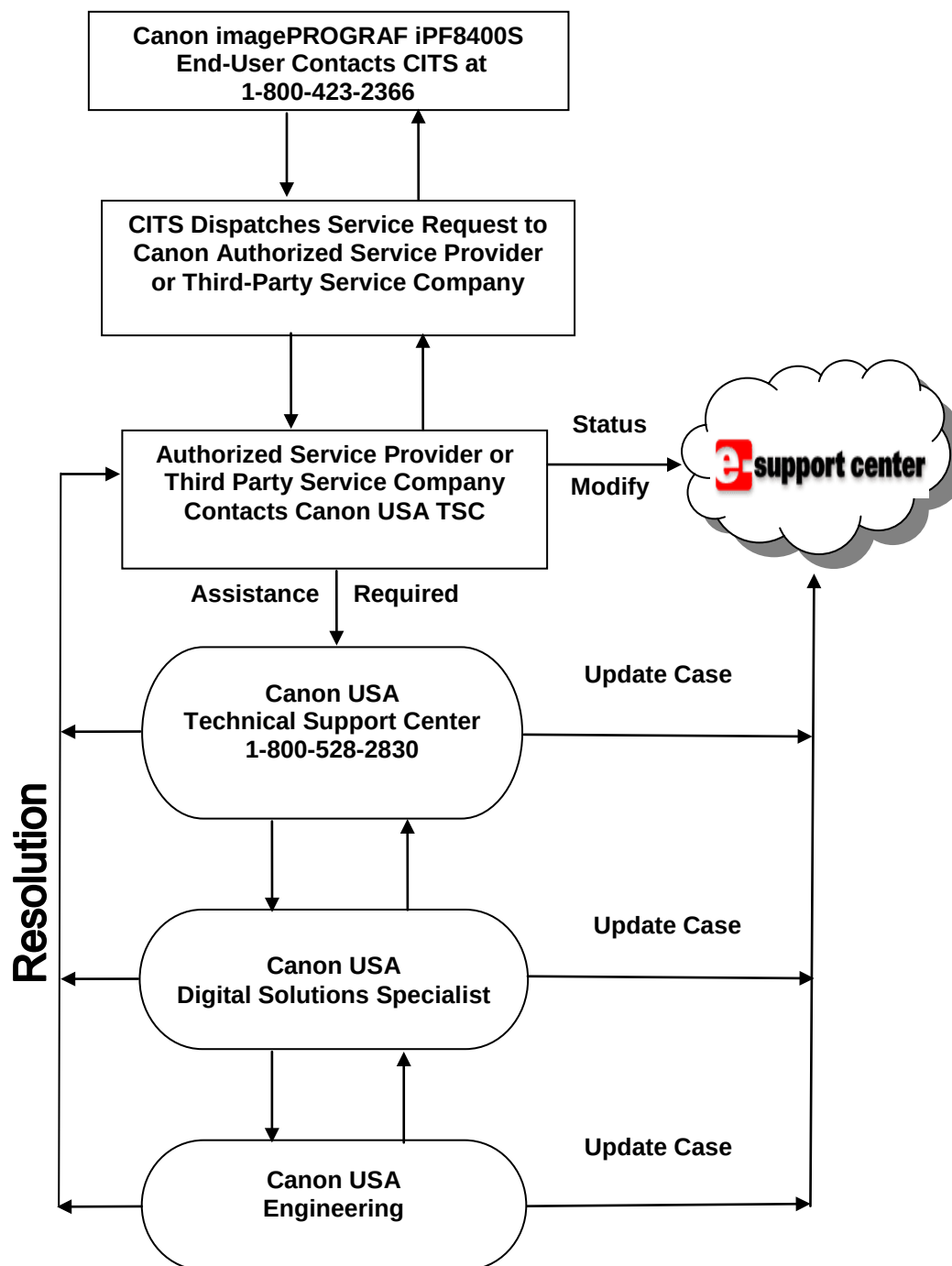
Figure 14 - ISG Central Services



X. Canon USA Technical Support Center Call Escalation

Canon USA provides a time sensitive call escalation process for all imagePROGRAF iPF8400S Authorized Servicers. CITS is the single point of entry for this process. Once a call is placed, the details are logged in the call management system and a case number is assigned to the call. Every effort is made to resolve the problem during the call. Calls that cannot be resolved during the initial call and require escalation will follow the process below.

Figure 15 - Call Escalation Procedure



XI. Appendix

Note: All Specifications are subject to change without notice.

A. Specifications

Table 13 - imagePROGRAF iPF8400S Specifications

Item		Specifications
Type		Bubble jet printer
Media feed system		Roll paper/ Cut sheet (Manual switching)
Media loading capacity	Roll paper	One (1) roll Outer diameter: 150mm or less
		2 -inch (standard) /3 -inch (standard)
	Manual feed (front)	One (1) 1 sheet
Delivery method		Face-up delivery towards the front
Delivery capacity		One (1) 1 sheet
Cutter		Automatic horizontal cut
Media width for printing without borders		Approximately: 10", 14", 17", 24", 36", 42", 44", B2(20.3"), B0(40.5"), A1 (23.4"), A0(33")
Maximum Media size	Roll paper: width	Approximately: 44"
	Roll paper: length	Approximately: 59.6' (differs depending on OS and application)
	Cut sheet paper: width	Approximately: 44"
	Cut sheet paper: length	Approximately: 52' 3"
Print assurance area	Roll paper	Margin of leading edge: 20mm, margin of trailing edge: 5mm, margin of left and right edges: 5mm
	Cut sheet paper	Margin of leading edge: 20mm, margin of trailing edge: 23mm, margin of left and right edges: 5mm
Printable area	Roll paper	Margin of leading edge: 5mm, margin of trailing edge: 5mm, margin of left and right edges: 5mm
		[Borderless] Margin of leading edge: 0mm, margin of trailing edge: 0mm, margin of left and right edges: 0mm
	Manual feed (front)	Margin of leading edge: 5mm, margin of trailing edge: 23mm, margin of left and right edges: 5mm
Paper thickness		0.07mm to 0.8mm
Detection function		No paper, leading edge/trailing edge of paper, paper width/skew, paper slip, purge motor home position, carriage position, head existence, remaining amount of ink, ink tank existence, waste ink full, head overheat, cover open, roll cassette open/close, mist fan lock, cutter position, ink supply valve open/close, non-ejection of ink
Self-diagnostic function		LED flashes and lights up on the operation panel, and displays an error on LCD.
Printer language		GARO (Graphic Arts Language with Raster Operation)
Memory		384MB

Table 14 - imagePROGRAF iPF8400S Specifications Continued

Hard Disk		2.5-inch, 250GB, 5400rpm, S-ATA I/F	
Interface	Standard	Full Speed(12 Mbit/sec), High Speed (480 Mbit/sec), bulk transfer	
	Option	10BaseT/ 100BaseTX/ 1000BaseTX/ 802.3x	
Print head	Ink ejection method	Bubble jet method	
	No. of nozzles	2,560 nozzles per color	
Highest Resolution		Approximately 2400x1200dpi	
Ink tank	Ink color	Pigment ink 8 colors (MBK/BK/PC/C/PM/M/Y/GY)	
	Ink capacity	Packaged with a printer : 330ml, consumables : 330ml, 700ml	
	Ink supply method	Tubing method (with sub tank)	
Operation acoustic		Sound pressure level: During standby: Approximately 35 dB (A) or less During printing: Approximately 50 dB (A) or less Acoustic power level: During printing: Approximately 6.8Bels or less (coated paper, photo/illustration mode (prior image quality), standard mode. Measured based on printing conditions of ISO7779)	
Operation environment		Temperature: 15 to 30°C, Humidity: 10 to 80% (No condensation)	
Power supply		100 to 240VAC (50/60Hz)	
Power consumption	During operation	190W or less	
	During standby (power saving mode)	100 to120V	5W or less
		220 to240V	6W or less
	During power off standby	0.5W or less (LOT6-compliant)	
Printer dimension/weight	Printer+ stand+basket	Approximately: 74.5" (W) x 38.3" (D) x 45" (H) / Weight: 315 lb. (Including roll holder. Ink & heads not included)	
Dimension/weight when packaged	Printer (including pallet)	Approximately: 82" (W) x 41.7" (D) x 33" (H) / Weight: 394 lb.	
	Stand/Basket alone	Approximately: 82" (W) x 41.7" (D) x 48" (H) / Weight: 494 lb.	

Table 15 - Printhead PF-05

Printhead PF-05	
Model	PF-05
Type	Bubble-jet on demand
Head configuration	Six (6) colors integrated type (6 chips per print head x 2 print heads)
Nozzle pitch	1,200 dpi x 2
Nozzle per chip	MBK/BK/M/Y: 2,560 nozzles for each color C/PC/PM/GY: 5,120 nozzles for each color
Droplet size	4 picoliters per color
Head replacement	User replacement

B. Canon imagePROGRAF Large Format Printer Limited Warranty

The limited warranty set forth below is given by Canon U.S.A., Inc. and Canon Canada, Inc. (collectively "Canon") with respect to the Canon imagePROGRAF Large Format Printer packaged with this limited warranty and Canon branded accessories and options designed for use with the imagePROGRAF Large Format Printer (collectively, the "Product"). Canon warrants the Product to be free from defects in workmanship and materials under normal use and service for a period of one (1) year after delivery to the original purchaser ("Purchaser") by Canon or its authorized dealer. 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 replace 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 the Canon Printhead for the Product, for which a separate warranty is given. Nor shall this warranty cover other consumable parts or consumables, such as paper and ink cartridges, as to which there shall be no warranty or replacement.

You must call for remote diagnostic assistance for operation and support of the Product at

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. ET

In Canada:

- Your local Service Provider; or call
- 1-800-OK-CANON, Monday through Friday from 9:00 a.m. to 5:00 p.m. ET

You must cooperate with Canon in remotely diagnosing the Product's malfunction. Canon may attempt to correct the malfunction remotely, with your assistance. If Canon cannot fix your Product's malfunction through remote diagnostics, Canon shall schedule an on-site service call by an independent authorized Canon Service Provider (the "Service Provider") or Canon will send you a replacement part for any defective user replaceable item. You will be charged at the then-current service call rates of Canon or the Service Provider if the defects in the Product are not covered by this limited warranty, or if the applicable warranty period for the Product has expired or warranty coverage has not been sufficiently established by appropriate documentation.

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, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, RELATING TO THE USE OR PERFORMANCE OF THE PRODUCT. NO OTHER EXPRESS WARRANTY 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 SERVICE REPRESENTATIVES QUALIFIED BY CANON WHO ARE ACTING IN ACCORDANCE WITH CANON'S SERVICE BULLETINS (D) USE OF SUPPLIES OR PARTS (OTHER THAN THOSE DISTRIBUTED BY CANON) WHICH DAMAGE THE PRODUCT OR CAUSE ABNORMALLY FREQUENT SERVICE CALLS OR SERVICE PROBLEMS OR (E) USE OF THE PRODUCT WITH NON-COMPATIBLE COMPUTERS, PERIPHERAL EQUIPMENT OR SOFTWARE, INCLUDING THE USE OF THE PRODUCT IN ANY SYSTEM CONFIGURATION NOT RECOMMENDED IN ANY USER'S GUIDE 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-ROM'S 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, LOSS OR CORRUPTION OF DATA INCLUDING, WITHOUT LIMITATION, DATA STORED ON THE PRODUCT'S HARD DISK DRIVE, 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, 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 SOLD 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 imagePROGRAF Printhead Limited Warranty

Canon U.S.A., Inc. and Canon Canada, Inc. (collectively "Canon") warrant the imagePROGRAF Printhead packaged with this Limited Warranty (the "Printhead") 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 of the Printhead, or for the period that the "Head Lot Number" of the Printhead, as displayed in the "Status Display" of the Status Monitor utility accompanying the Product in which the Printhead is incorporated, has a last character of "a"¹, whichever period expires first. During the relevant warranty period, Canon shall, in its sole discretion and without charge, repair or replace any defective Printhead with a new or comparable rebuilt Printhead. Warranty replacement shall not extend the warranty period of the defective Printhead.

To arrange for warranty services by Canon please call:

In the United States:

- 1-800-423-2366, Monday through Friday
from 8:00 a.m. to 8:00 p.m., E.T.

In Canada:

- 1-800-OK-CANON, Monday through Friday
from 9:00 a.m. to 8:00 p.m., E.T.

If the Printhead 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 required to replace the Printhead at your expense.

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 PRINTHEAD. NO OTHER EXPRESS WARRANTY, CONDITION OR GUARANTY, EXCEPT AS MENTIONED ABOVE, GIVEN BY ANY PERSON, FIRM OR CORPORATION WITH RESPECT TO THE PRINTHEAD SHALL BIND CANON OR ANY SERVICE PROVIDER. NO WARRANTY IS GIVEN ON ANY USED PRINTHEAD.

This warranty shall be void and of no force and effect if the Printhead is damaged as a result of (a) abuse, neglect, mishandling, improper cleaning, unauthorized repairs or alteration of the Printhead, or a Product in which the Printhead is incorporated, electric current fluctuation, 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 Printhead or cause abnormally frequent service calls or service problems. Nor does this warranty extend to any Printhead on which the original identification marks or serial numbers 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 PRINTHEAD 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 PRINTHEAD 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 PRINTHEAD 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 ORIGINAL PURCHASER OF THE PRINTHEAD AND STATES SUCH PURCHASER'S EXCLUSIVE REMEDY.

CONDITIONS OF WARRANTY

At Canon's discretion, defective parts must be returned with all necessary documentation and will become the property of Canon.

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

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¹ Subject to the first paragraph of this Limited Warranty, any character other than "a" displayed as the last character of the Head Lot Number signifies that warranty coverage has lapsed. Please see <http://www.usa.canon.com/imageprograf> for further information.

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