

VIII. Suggested End-User Customer Service Offerings

A. Monthly Copy/Print Volume

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

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

Table 34 – Monthly Copy/Print Volume

Model	Optimum PCV	Duty Cycle
imageRUNNER ADVANCE 6075	Approximately 30,000-150,000	Up to 350,000
imageRUNNER ADVANCE 6065	Approximately 30,000-110,000	Up to 250,000
imageRUNNER ADVANCE 6055	Approximately 30,000-70,000	Up to 220,000

Table 35 – Monthly Print Copy Volume Definitions

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

B. Limited Warranty Support

1. End-User Limited Warranty Conditions

Ninety (90) days after delivery to the original purchaser or 200,000 prints/copies, or a combination of both, whichever comes first.

This limited warranty covers the product accessories. For detailed limited warranty information, please refer to the imageRUNNER ADVANCE 6275/6265/6255 Series Limited Warranty located in the Appendix.

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

2. GPR-37/38 Drum Unit Limited Warranty

Table 36 – GPR-37/38 Drum Unit Limited Warranty

Full Credit:	100,000 prints or copies (or a combination of both) or 30 days after delivery to the original purchaser, whichever comes first.
Prorated Credit:	2,000,000 prints or copies (or a combination of both) or 1 year after delivery to the original purchaser, whichever comes first.

For detailed limited warranty information, please refer to the GPR-37/38 Drum Unit Limited Warranty located in the Appendix.

3. Flat-Rate Program

The Flat-Rate Program provides a flat-rate credit to Canon USA’s full-line dealers as compensation for warranty expenses that they may incur. Dealers who purchase an imageRUNNER ADVANCE 6200 Series device will receive a Flat-Rate Program credit during the month following their purchase. This credit covers the dealer’s cost of defective parts and drums with a dealer cost **under \$300.00** that have been replaced during the term of the end-user’s Limited Warranty.

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

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

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

Additional information on the Flat-Rate Program is located on the Canon USA’s e-Support Web site at <http://www.support.cusa.canon.com>, as shown in Figure 7 – e-Support: Flat-Rate Program.

Figure 7 – e-Support: Flat-Rate Program

support center Canon
Systems & Technical Support Division

Home | Tech Support | Field Service | Training | MSP | Warranty | **Elimination Center** | Management Center

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

Flat-Rate Program

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

No documentation or part returns are required in order to receive the monthly Flat-Rate credit. This credit is calculated using purchases of machines, accessories and drums from the previous month. For example, May 2010 represents credits for purchases made in April 2010.

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

The Flat-Rate Program applies to full-line dealers of Color-Laser Copiers (CLC), imageRUNNER (IR), and Color imageRUNNER (CIR), imageRUNNER ADVANCE (R ADV) and imagePRESS products.

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

Flat-Rate Program Links

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

Flat-Rate Reference Table

Covered Products

- Graphics Color (IR)
- Monochrome (IR)
- Business Color (CIR)
- imageRUNNER ADVANCE (R ADV)
- imagePASS A1, B1, C1, CC, D1, E1, G1, H1, J1
- imagePRESS Server T1

Non-Covered Products

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

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4. Warranty Parts for Repair

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

Parts specified on the Canon USA Repairable Parts List must be prepaid and shipped directly to one of the following Authorized Parts Repair Facilities. Log on to the Canon USA e-Support Web site at <http://www.support.cusa.canon.com> to view the Canon USA Repairable Parts List. Go to the Warranty tab, Part Repair Facilities, Repairable Parts List. See Figure 8 – e-Support: Authorized Parts Repair Facilities for more details.

Table 37 – Authorized Part Repair Facilities

<p>Hytec Dealer Services, Inc. 3600 Vineland Road (Suite 121) Orlando, FL 32811</p>	<p>Nation-Wide Repair Service, Inc. 16151 Foster Street Overland Park, KS 66085</p>
<p>Telephone: 1-407-297-1001 Customer Service: 1-800-883-1001 Technical Support: 1-888-883-2001 Fax: 1-407-297-4310</p>	<p>Customer Service: 1-866-655-8676 Technical Support: 1-800-798-1814 Fax: 1-913-631-8372</p>

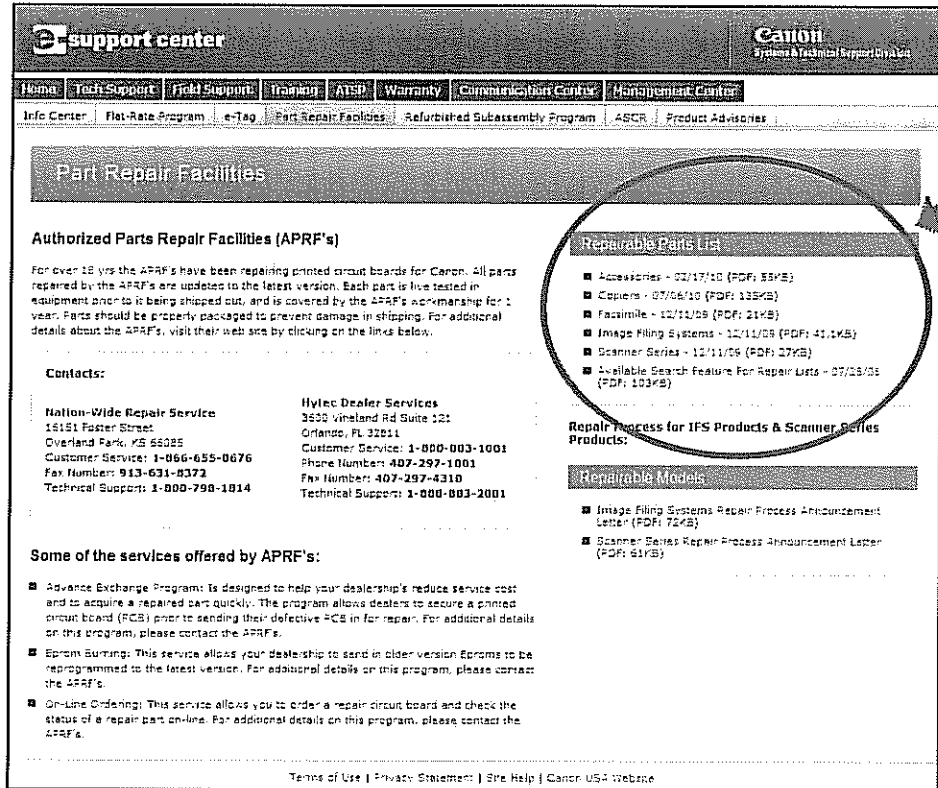
Repairable parts (under warranty) are repaired free-of-charge by the APRFs. Usually, the turnaround time is approximately five (5) business days. Once repaired and tested, the parts are shipped back to your dealership via UPS Ground.

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

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

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

Figure 8 – e-Support: Authorized Parts Repair Facilities



Warranty Parts over \$300.00 that are not on the Repairable Parts List

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

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

The service history log must include the following:

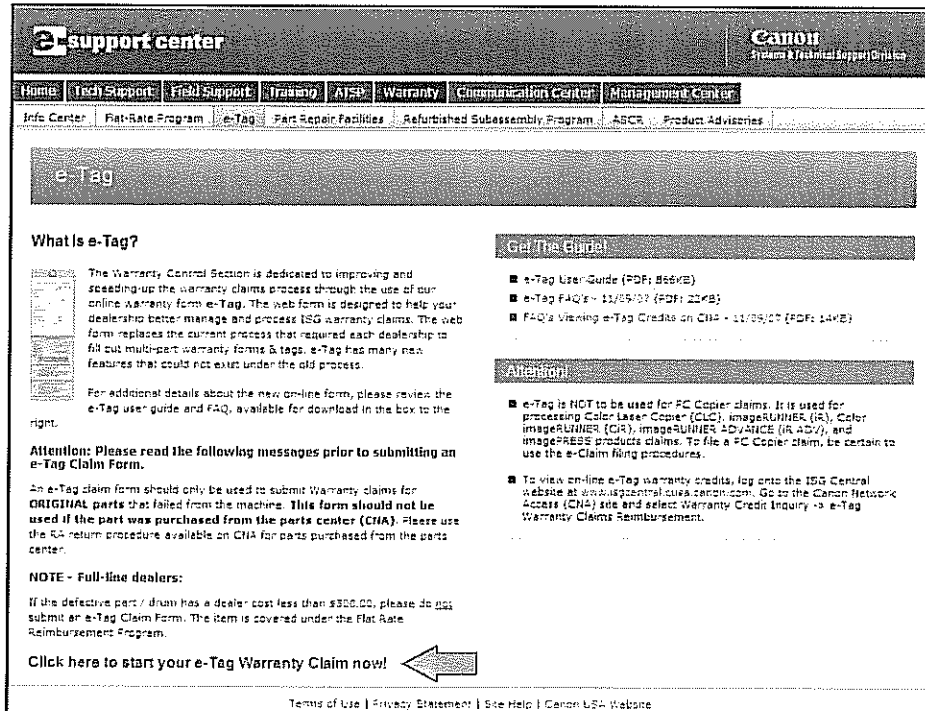
- Dealer Name
- Machine's Installation Date
- Machine's Serial Number
- Part Number
- Work Performed (Highlight Current Service Call)
- Part Description
- Date Part Was Removed
- Machine Copy Count
- Reason for Removal

5. e-Tag

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

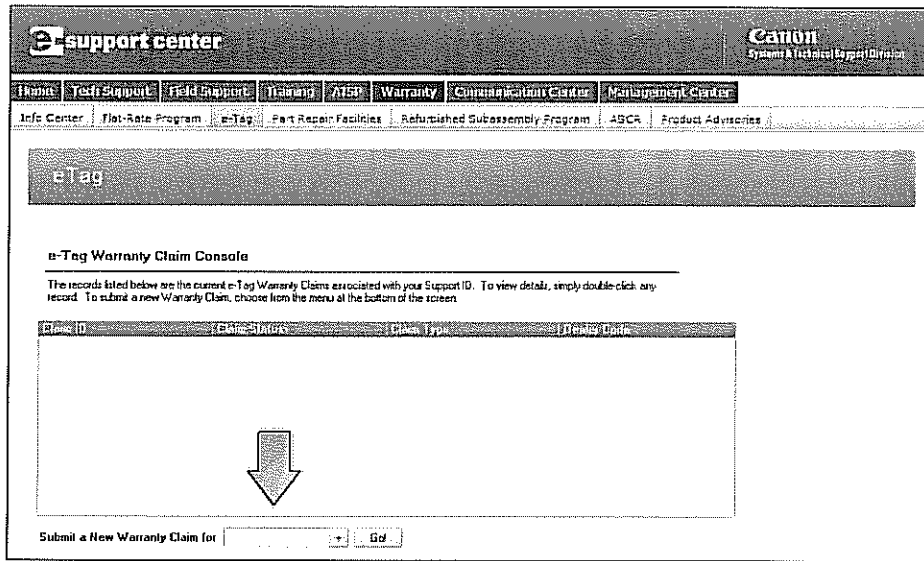
The e-Tag warranty claim form can be accessed in the Warranty section of the e-Support Center Web site at <http://www.support.cusa.canon.com>.

Figure 9 – e-Support: e-Tag



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

Figure 10 – e-Support: e-Tag Claim Console



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

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

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

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

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

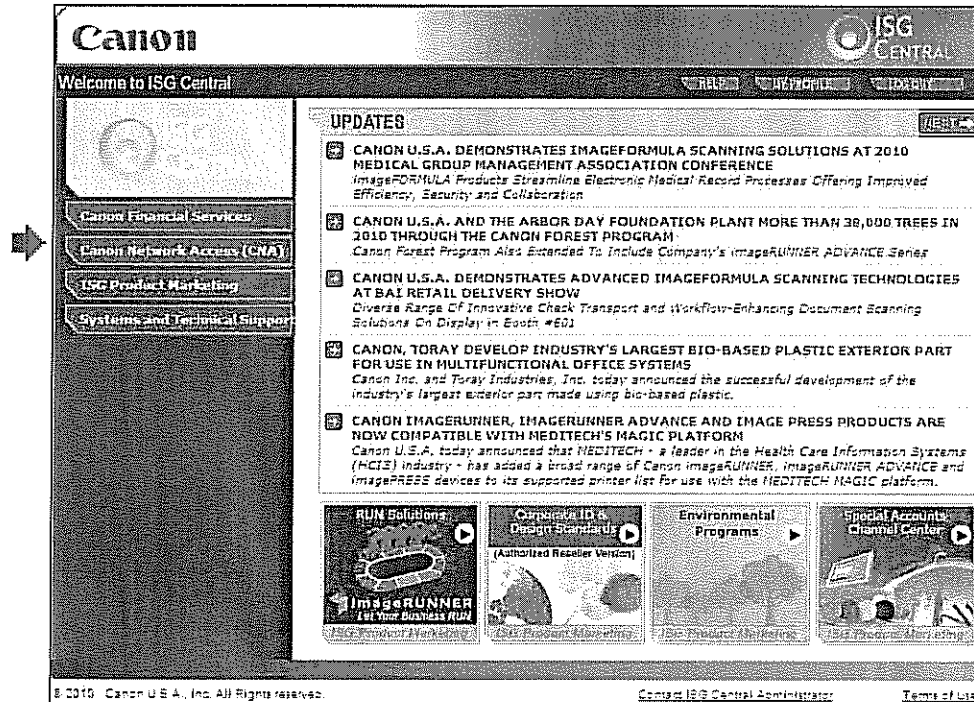
6. Online Limited Warranty Credit Inquiry

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

a. e-Tag Inquiry

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

Figure 11 – ISG Central



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

Figure 12 – CNA: Warranty Credit Inquiry

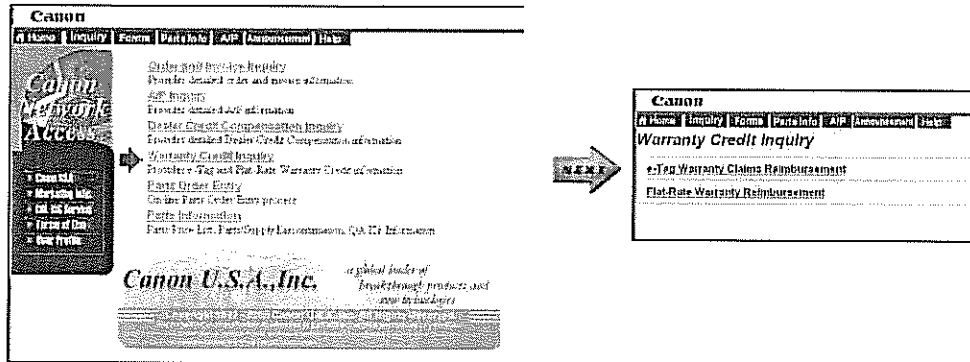
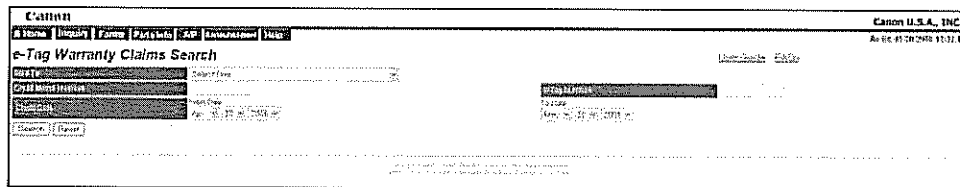


Figure 13 – CNA: e-Tag Warranty Claims Search



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

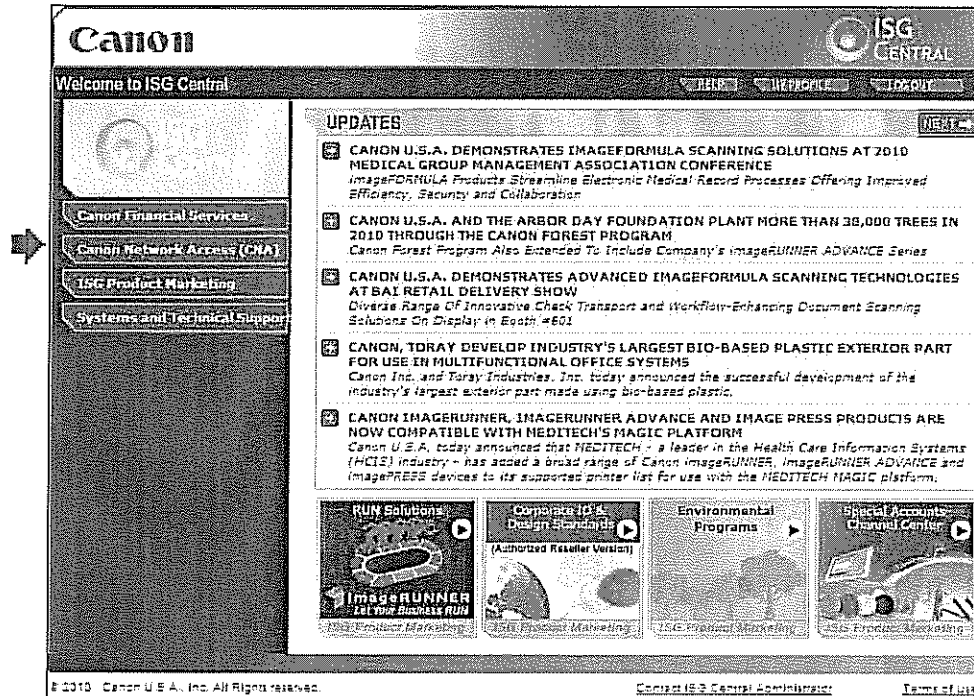
Go to the e-Tag Warranty Claim Console, as shown at the bottom of the screen shot in Figure 10 – e-Support: e-Tag Claim Console. This console enables you to check the status of your claims. To view the details of the e-Tag limited warranty claim form, double-click any record.

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

b. Flat-Rate Inquiry

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

Figure 14 – ISG Central



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

Figure 15 – CNA: Warranty Credit Inquiry

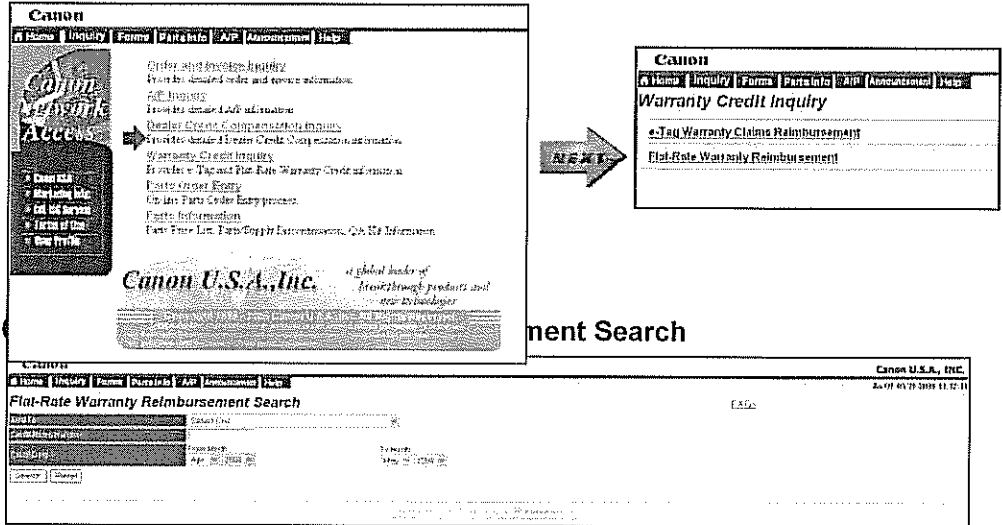


Figure 16

ment Search