INTERIM TONER – PARTNER TOOLKIT

CONTENTS

OVERVIEW OF THE INTERIM SOLUTION

The semiconductors global shortage that is affecting many industries across the world had an impact on the supply of microchip and this is having consequences on the way we produce Canon toner.

We want to reassure you that we are not experiencing a shortage of toners and your ability to print and fulfil customer demand won't be affected.

To ensure your business continuity, we have taken the decision to produce a toner bottle without the chip that detects toner levels for some of our MFPs. This interim solution will be on the market from Mid December 2021 until the global situation restores.

In this toolkit you will find all the details regarding list of products affected, how to manage error messages when inserting new toner bottle, solutions to ensure effective toner management and customer support messaging. An FAQ document will also be included at the end of the toolkit.

LIST OF PRODUCTS AND TONER AFFECTED

In the following table you can find the list of affected models that will have an interim toner from Mid December 2021. To enable a smooth transition and avoid potential backorder holds the interim toner will have the same item number as the normal toner so you can continue ordering as usual.

Hardware model	Toner model		Toner item number
iR-ADV C3xxx	C-EXV49	BK	8524B002
	C-EXV49	C	8525B002

	C-EXV49	M	8526B002
	C-EXV49	Y	8527B002
iR C3xxx	C-EXV54	BK	1394C002
	C-EXV54	C	1395C002
	C-EXV54	M	1396C002
	C-EXV54	Y	1397C002
iR C13xx	C-EXV48	BK	9106B002
	C-EXV48	C	9107B002
	C-EXV48	M	9108B002
	C-EXV48	Y	9109B002
iR 14xx	C-EXV50	BK	9436B002
iR-ADV C55xx/C57xx	C-EXV51	BK	0481C002
	C-EXV51	C	0482C002
	C-EXV51	M	0483C002
	C-EXV51	Y	0484C002
	C-EXV51L	C	0485C002
	C-EXV51L	M	0486C002
	C-EXV51L	Y	0487C002
iR-ADV 45xx/47xx	C-EXV53	BK	0473C002
iR-ADV C256/C257/C356/C357	C-EXV55	BK	2182C002
	C-EXV55	C	2183C002
	C-EXV55	M	2184C002
	C-EXV55	Y	2185C002
iR 26xx	C-EXV59	BK	3760C002
iR-ADV C250/C255/C350/C355	C-EXV47	BK	8516B002
	C-EXV47	C	8517B002

	C-EXV47	M	8518B002
	C-EXV47	Y	8519B002

Depending on the model of your MFP, you will receive three different types of error message when inserting an Interim toner bottle. Below you can find the different scenarios per group of products.

INTERFACE TYPE 1

PRODUCT MODELS – TYPE 1	
imageRUNNER 2625i/2630i/2645i	imageRUNNER C3226i
imageRUNNER ADVANCE 4525i/4535i/4545i/4551i	imageRUNNER ADVANCE C3520i/3525i/3530i
imageRUNNER ADVANCE 4525i/4535i/4545i/4551i II	imageRUNNER ADVANCE C3520i/3525i/3530i II
imageRUNNER ADVANCE 4525i/4535i/4545i/4551i III	imageRUNNER ADVANCE C3520i/3525i/3530i III
imageRUNNER ADVANCE DX 4725i/4735i/4745i/4751i	imageRUNNER ADVANCE DX C3720i/3725i/3730i
imageRUNNER ADVANCE DX 6000i	imageRUNNER ADVANCE DX C3822i/3826i/3830i/3835i
imageRUNNER ADVANCE C255i/C355i/C355iF/C256i/356i	imageRUNNER ADVANCE C5535i/5540i/5550i/5560i
imageRUNNER ADVANCE C256i/356i II	imageRUNNER ADVANCE C5535i/5540i/5550i/5560i II
imageRUNNER ADVANCE C256i/356i III	imageRUNNER ADVANCE C5535i/5540i/5550i/5560i III
imageRUNNER ADVANCE DX C257i/C357i	imageRUNNER ADVANCE DX C5735i/5740i/5750i/5760i
imageRUNNER C3125i	

For these models the following will appear when inserting a new toner:
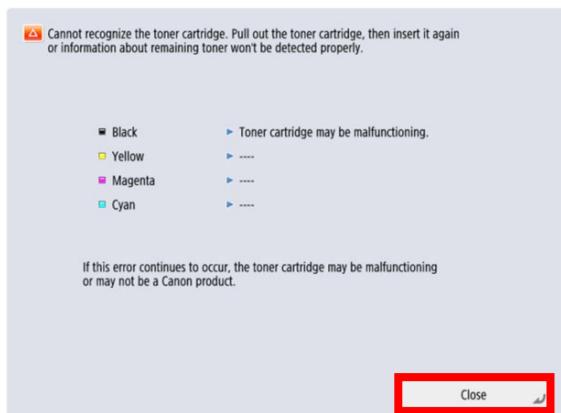
ACTION: Please press "Close" to continue printing normally.
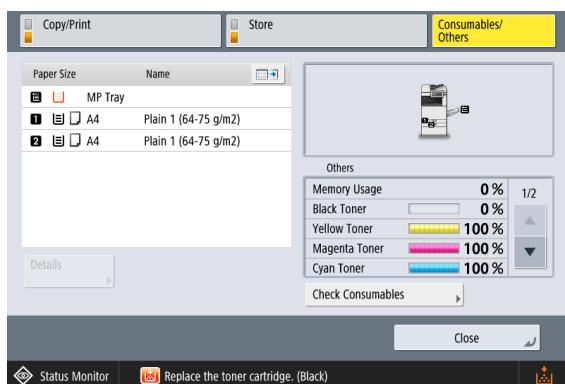

Remaining toner level may not be displayed correctly.

The MFP remaining toner panel will change from 100% to 0% without warnings. When 0% is shown, please replace with a new toner bottle.

INTERFACE TYPE 2

| PRODUCT MODELS – TYPE 2 |
| --- |
| imageRUNNER C1325iF/1335iF |
| imageRUNNER C3025i |
| imageRUNNER ADVANCE C250i/350i/C351iF |
| imageRUNNER ADVANCE C3320i/3325i/3330i |

For these models the following will appear when inserting a new toner:
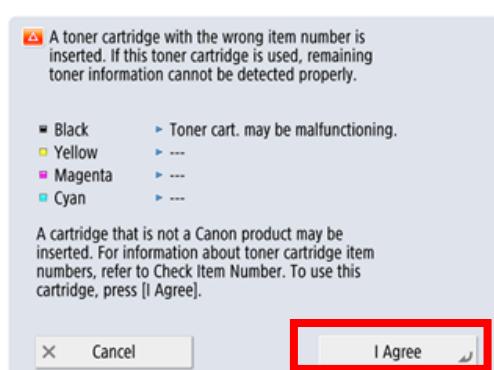
ACTION: Please press "I Agree" to continue printing.

Please do not press "Cancel" but should you have pressed it, please follow the steps below

1. Take out the toner from the machine
2. Install the toner back in the machine again
3. Press "I Agree"
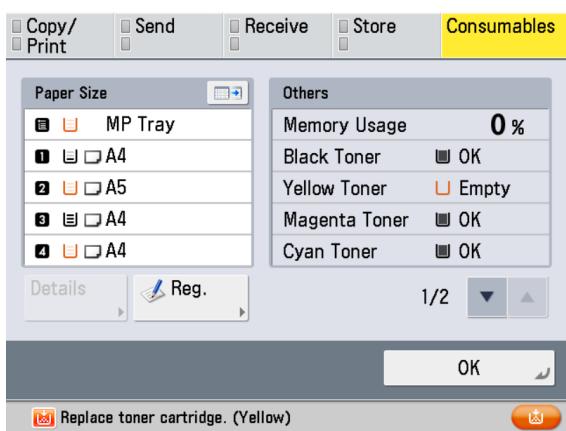
Remaining toner level may not be correct.

The MFP remaining toner panel will change from OK to "Empty" without warnings.

When "Empty" is shown, please replace with the new toner bottle.

INTERFACE TYPE 3

PRODUCT MODEL – TYPE 3
imageRUNNER 1435i/1435iF

For these models the following will appear when inserting a new toner:

ACTION: Please press "OK" to continue printing.

Please do not press "Stop" but should you have pressed it, please follow the steps below

1. Take out the toner from the machine
2. Install the toner back in the machine again
3. Press "OK"

Remaining toner level may not be correct.

The MFP remaining toner panel will change from OK to "None" without warnings.

When "None" is shown, please replace with the new toner bottle.

DEVICE AND FLEET MANAGEMENT TOOLS – HOW TO OVERCOME TONER MANAGEMENT CHALLENGES

For this content, please refer to the Partner_Toolkit_Fleet_Management_overview.pptx in the folder Partner Toolkit.

CUSTOMER SUPPORT

Canon has setup a dedicated section available on the website. On this page, customers will be able to find information about impacted models and how to deal with the error message.

Below URLs will be made available in the coming week and the go live is scheduled for the 13th of December. The page is sitting under the Support section on Canon website and will be localised and signed off by local contacts.

Country	URL
Europe	www.canon-europe.com/support/business-product-support/interim-toner
United Kingdom	www.canon.co.uk/support/business-product-support/interim-toner
Ireland	www.canon.ie/support/business-product-support/interim-toner
Netherlands	www.canon.nl/support/business-product-support/interim-toner
Finland	www.canon.fi/support/business-product-support/interim-toner
Belgium (FR)	fr.canon.be/support/business-product-support/interim-toner
Belgium (NL)	nl.canon.be/support/business-product-support/interim-toner
Luxembourg	www.canon.lu/support/business-product-support/interim-toner
France	www.canon.fr/support/business-product-support/interim-toner
Italy	www.canon.it/support/business-product-support/interim-toner
Denmark	www.canon.dk/support/business-product-support/interim-toner

Germany	www.canon.de/support/business-product-support/interim-toner
Austria	www.canon.at/support/business-product-support/interim-toner
Norway	www.canon.no/support/business-product-support/interim-toner
Spain	www.canon.es/support/business-product-support/interim-toner
Sweden	www.canon.se/support/business-product-support/interim-toner
Swiss (DE)	de.canon.ch/support/business-product-support/interim-toner
Swiss (FR)	fr.canon.ch/support/business-product-support/interim-toner
Portugal	www.canon.pt/support/business-product-support/interim-toner
Poland	www.canon.pl/support/business-product-support/interim-toner
Czech	www.canon.cz/support/business-product-support/interim-toner
Slovakia	www.canon.sk/support/business-product-support/interim-toner
Hungary	www.canon.hu/support/business-product-support/interim-toner
Russia	www.canon.ru/support/business-product-support/interim-toner
Emirates (EN)	www.canon-emirates.ae/support/business-product-support/interim-toner
Middle East (EN)	www.canon-me.com/support/business-product-support/interim-toner/
Qatar (EN)	www.canon-ois.qa/support/business-product-support/interim-toner/

North Africa (EN)	en.canon-cna.com/support/business-product-support/interim-toner/
North Africa (FR)	fr.canon-cna.com/support/business-product-support/interim-toner/
Turkey	www.canon.com.tr/support/business-product-support/interim-toner
Ukraine	www.canon.ua/support/business-product-support/interim-toner

FAQS

For this content, please refer to the Interim_Toner_FAQs_Partners in the folder Partner Toolkit that will be available later this week.

A master Q&A document is also being created and we will update it every two weeks in case new questions or feedback are received.

This section will be shared by end of this week (3/12)