

MODELS AFFECTED / SERIAL NUMBERS AFFECTED:

All Canon U.S.A., Inc. ISG Products

SUBJECT:

Power Protection

GENERAL:

Canon U.S.A., Inc.'s ISG products (including the imageRUNNER and Color Laser Copiers, Facsimile and Multi-Function Products, DR Scanners, and Image Filing Systems) are complex electro-mechanical products driven by sophisticated circuitry. Electrical disturbances can hamper the logic functions of the microprocessors in these products. It is therefore important that these products be placed in a clean and stable electrical environment so that their engines can operate as they were designed to function.

Electronic Systems Protection manufactures the Digital QC device. The Digital QC device has the ability to:

- Confirm proper wiring from power source
- Minimize ground noise
- Help prevent damage from a severe power surge or lightning (the Digital QC device comes complete with a Catastrophic Equipment Protection Guarantee that promises repair or replacement to any damaged equipment caused by a severe power surge or lightening hit while using a properly installed device)
- Correct conditions where the line (hot) and neutral are reversed in an improperly wired power outlet to prevent potential damage to equipment and ensure safe connection of equipment
- Protect equipment from potentially harmful open ground safety hazards by only passing power to connected equipment if the outlet is properly grounded

Canon U.S.A., Inc. has reviewed the specifications of the Digital QC device and has determined that it is capable of handling a variety of power anomalies. Use of the Digital QC device **may** result in:

- More end user up-time
- Prevention of some error codes, mis-feeds, jams, and other system related issues caused by electrical disturbances
- Reduced service calls

The Digital QC device should be considered as a tool to help minimize service calls caused by noise/transient related problems. It may also help protect against damage to printed circuit boards caused by line surges. Electronic Systems Protection provides a Lifetime Protection Guarantee with the Digital QC products that will protect equipment from lightning strikes and other power related incidents.

The Digital QC device comes in the following configurations:

- 120 or 208/240 Volts
- 15 or 20 Amps
- With or Without Network & Modem protection

Network configurations meet certified testing parameters for TIA/EIA 568 B.2 CAT5 network specifications to ensure trouble-free network connections.

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For additional technical information, please visit the Canon Systems and Technical Support Division website at:

www.support.cusa.canon.com. You can also call the Technical Support Center at 1-800-528-2830 or contact your Regional Support Office Page 1 of 2

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Please contact Electronic Systems Protection at 800-645-9721 or visit www.realpowerprotection.com for more information.

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