



MX340 / MX347 / MX348
MX350 / MX357 / MX358
SIMPLIFIED SERVICE MANUAL

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1. LIST OF ERROR DISPLAY

Errors and warnings are displayed by the following ways:

- Operator call errors are indicated by the Alarm lamp lit in orange, and the error and its solution are displayed on the LCD.
- Messages during printing from a computer are displayed on the printer driver Status Monitor.
- Error codes are printed in the "operator call/service call error record" area in EEPROM information print.

1-1. Operator Call Errors (Alarm Lamp Lit In Orange)

Buttons valid when an operator call error occurs:

- ON button: To turn the printer off and on again.
- OK button: To clear and recover from an error. In some operator call errors, the error will automatically be cleared when the cause of the error is eliminated, and pressing the OK button may not be necessary.
- Stop button: To cancel the job at error occurrence, and to clear the error.

| Error | Error code | U No. | Message on the LCD | Solution | Parts that are likely to be faulty |
|---|------------|-------|--|--|--|
| No paper in the rear tray. | [1000] | --- | There is no paper. Load paper and press [OK]. | Set the paper in the rear tray, and press the OK button. | - PE PWB unit - Pick-up roller - Drive unit - Logic board |
| The paper output tray closed. | [1251] | --- | Paper output tray is closed. Open the paper output tray. | Open the paper output tray, and press the OK button. | |
| Paper jam. | [1300] | --- | The paper is jammed. Clear the paper and press [OK]. | Remove the jammed paper, and press the OK button. | - PE PWB unit - Logic board |
| Ink cartridge not installed, or not properly installed. | [1401] | U051 | Print head is not installed. Install the print head. | Install the ink cartridge properly. If the error is not cleared, the ink cartridge may be defective. Replace the ink cartridge. | - Ink cartridge - Carriage unit - Logic board |
| Ink cartridge temperature sensor error. | [1403] | U052 | The type of print head is incorrect. Install the print head. | Re-set the ink cartridge. If the error is not cleared, the ink cartridge may be defective. Replace the ink cartridge. | - Ink cartridge - Carriage unit - Logic board |
| Non-supported ink cartridge installed. | [1485] | U059 | The ink cartridge cannot be recognized. | A non-supported ink cartridge is installed. Install the supported ink cartridge. If the error is not cleared, the ink cartridge may be defective. Replace the ink cartridge. | - Ink cartridge - Carriage unit - Logic board |
| Ink cartridge in a wrong position. | [1486] | U076 | Some ink cartridges are not installed in place. | Install the ink cartridge(s) in the correct position. If the error is not cleared, the ink cartridge may be defective. Replace the ink cartridge. | - Ink cartridge - Carriage unit - Logic board |

| Error | Error code | U No. | Message on the LCD | Solution | Parts that are likely to be faulty |
|--|------------|-------|---|--|---|
| Multiple ink cartridges of the same color installed. | [1487] | U075 | Some ink cartridges are not installed in place. | Replace the wrong ink cartridge(s) with the correct one(s). If the error is not cleared, the ink cartridge may be defective. Replace the ink cartridge. | - Ink cartridge - Carriage unit - Logic board |
| Ink cartridge hardware error | [1682] | U150 | The ink cartridge cannot be recognized. | Re-set the ink cartridge(s). If the error is not cleared, the ink cartridge may be defective. Replace the ink cartridge. | - Ink cartridge - Carriage unit - Logic board |
| Ink cartridge not recognized | [1684] | U140 | The ink cartridge cannot be recognized. | A non-supported ink cartridge is installed. Install the supported ink cartridge. | - Ink cartridge - Carriage unit - Logic board |
| The remaining ink amount unknown. | [1686] | U162 | Ink may have run out. Replacing the ink cartridge is recommended. | Replace the applicable ink cartridge with a new one. Printing without replacing the ink cartridge can damage the printer. To continue printing without replacing the ink cartridge(s), press the Stop button for 5 sec. or longer to disable the function to detect the remaining ink amount. After the operation, it is recorded in the printer EEPROM that the function to detect the remaining ink amount was disabled. | - Ink cartridge - Logic board |
| Ink cartridge not installed properly. | [1687] | U053 | The ink cartridge cannot be recognized. | Re-set the ink cartridge. If the error is not cleared, the ink cartridge may be defective. Replace the ink cartridge. | - Ink cartridge - Carriage unit - Logic board |

| Error | Error code | U No. | Message on the LCD | Solution | Parts that are likely to be faulty |
|---|------------|-------|--|---|---------------------------------------|
| No ink (no raw ink). | [1688] | U163 | Ink has run out. Replace the ink cartridge. | Replace the empty ink cartridge(s). Printing with an empty ink cartridge can damage the printer. To continue printing without replacing the ink cartridge(s), press the Stop button for 5 sec. or longer to disable the function to detect the remaining ink amount. After the operation, it is recorded in the printer that the function to detect the remaining ink amount was disabled. | - Ink cartridge - Logic board |
| Warning: The ink absorber becomes almost full. | [1700] | --- | The ink absorber is almost full. | Replace the ink absorber, and reset its counter. (See 2-1, Service Mode.) Pressing the STOP button will exit the error, and enable printing without replacing the ink absorber. However, when the ink absorber becomes full, no further printing can be performed unless the applicable ink absorber is replaced. | - Ink absorber kit |
| The connected digital camera or digital video camera does not support Camera Direct Printing. | [2001] | --- | Incompatible device detected. Remove the device. | Remove the cable between the camera and the printer. | - PictBridge harness - Logic board |
| Non-supported hub | [2002] | --- | An unsupported USB hub is connected. Remove the hub. | Remove the applicable USB hub from the PictBridge (USB) connector. | - PictBridge harness - Logic board |
| Paper jam in the ADF | [2801] | --- | Document in ADF. Redo operation after checking document in ADF and pressing [OK]. | Remove the jammed paper from the ADF, press the OK button, then perform the operation again. | - Document upper guide unit |
| No paper in the ADF | [2802] | --- | No document in ADF. Press [OK] and redo operation after setting document. | Press the OK button, set the document in the ADF, and perform the operation again. | - Document upper guide unit |
| The paper in the ADF is too long. | [2803] | --- | Document is too long. Press [OK] and redo operation. | Press the OK button, and perform the operation again. | - Document upper guide unit |

1-2. Service Call Errors (by Cyclic Blinking of Alarm and Power Lamps)

| Cycles of blinking of Alarm and Power LEDs | Error | Error code | Conditions | Solution (Check points and replacement items) |
|--|-----------------------------------|------------------|--|---|
| 2 times | Carriage error | [5100] | An error occurred in the carriage encoder signal. | <ol style="list-style-type: none"> 1) Smearing or scratches on the timing slit film; clean the timing slit film. 2) Foreign material or paper debris that obstructs the carriage movement; remove foreign material. 3) Ink cartridge conditions; re-set the ink cartridges. 4) Cable connection 5) Part replacement: <ul style="list-style-type: none"> - Timing slit film - Carriage unit - Logic board |
| 3 times | Line feed error | [6000] | An error occurred in the LF encoder signal. | <ol style="list-style-type: none"> 1) Smearing or scratches on the LF encoder; clean the LF encoder. 2) Foreign material or paper debris in the LF drive; remove foreign material. 3) Cable connection 4) Part replacement: <ul style="list-style-type: none"> - LF encoder - Logic board |
| 5 times | ASF cam sensor error | [5700] | An error occurred in the ASF cam sensor (during paper feeding from the rear tray). | <ol style="list-style-type: none"> 1) Cable connection 2) Part replacement: <ul style="list-style-type: none"> - PE PWB unit - Drive unit - Logic board |
| 6 times | Internal temperature error | [5400] | The internal temperature is not normal. | <ol style="list-style-type: none"> 1) Cable connection 2) Part replacement: <ul style="list-style-type: none"> - Logic board - Ink cartridge |
| 7 times | Ink absorber full | [5B00] | The ink absorber is supposed to be full. | <ol style="list-style-type: none"> 1) Ink absorber condition 2) Part replacement: <ul style="list-style-type: none"> - Ink absorber kit 3) Ink absorber counter value in the EEPROM; reset the ink absorber counter. |
| 8 times | Print head temperature rise error | [5200] | The print head temperature exceeded the specified value. | <ol style="list-style-type: none"> 1) Ink cartridge conditions 2) Cable connection 3) Part replacement: <ul style="list-style-type: none"> - Ink cartridge - Logic board |
| 9 times | EEPROM error | [6800] [6801] | A problem occurred in reading from or writing to the EEPROM. | <ol style="list-style-type: none"> 1) Part replacement: <ul style="list-style-type: none"> - Logic board |

| Cycles of blinking of Alarm and Power LEDs | Error | Error code | Conditions | Solution (Check points and replacement items) |
|--|----------------------|------------|--|---|
| 10 times | VH monitor error | [B200] | The print head voltage is not normal. | 1) Part replacement: - Ink cartridge and logic board - Power supply unit |
| 15 times | USB VBUS overcurrent | [9000] | The USB VBUS is overloaded. | 1) Part replacement: - Logic board |
| 20 times | Other errors | [6500] | | 1) Part replacement: - Logic board |
| 22 times | Scanner error | [5011] | An error occurred in the scanner. | 1) Document pressure sheet condition 2) Cable connection 3) Part replacement: - Document pressure sheet - Scanner unit - Logic board |
| Power LED turned off, and Alarm LED lit | ROM / RAM error | --- | The check sum value is incorrect in the ROM check or RAM check at hard-power-on. | 1) Part replacement: - Logic board |

1-3. FAX Errors

For errors other than those listed below, please refer to the "G3 / G4 Facsimile Error Code List (Rev. 2)" (HY8-23A0-020 in English, HY8-22A6-020 in Japanese).

< User error codes >

| Error code | TX / RX | Meaning | Solution (parts that are likely to be faulty) |
|------------|---------|--|---|
| #001 | TX | Document jam | - Document upper guide |
| #003 | TX / RX | Document is too long, or page time-over | - Document upper guide |
| #005 | TX / RX | Initial identification (T0 / T1) time-over | - Check the telephone line type settings (rotary pulse / touch tone). |
| #012 | TX | No recording paper at the receiving machine | |
| #017 | TX | Redial time-over, but no DT detected | |
| #018 | TX | Auto dialing transmission error, or redial time-over | - Check the telephone line type settings (rotary pulse / touch tone). |
| #022 | TX | Call failed (no dial registration) | - Register a dial number. |
| #037 | RX | Memory overflow at reception of an image | - Delete unnecessary image data from the memory. |
| #046 | RX | Direct mail rejection (rejection of mail reception) | - Register the dial number of the calling machine. |
| #059 | TX | Dialed number not matches the CSI of the connected machine | - Register the dial number (CSI) properly on the receiving machine. |
| #085 | TX | No color fax function supported in the receiving machine | - Send a fax in the B&W mode. |
| #099 | TX / RX | Transmission terminated mid-way by pressing the Stop button | |
| #995 | TX / RX | During TX (sending): Memory transmission reservation cancelled During RX (receiving): Image data received in the memory cleared | |

< Service error codes >

| Error code | TX / RX | Meaning | Solution (parts that are likely to be faulty) |
|------------|---------|---|---|
| ##100 | TX | Re-transmission of the procedure signal has been attempted the specified number of times, but failed. | - Try a higher transmission level. |
| ##101 | TX / RX | Sender's modem speed does not match the receiving machine. | |
| ##102 | TX | Fallback is not available. | - Try a higher transmission level. |
| ##103 | RX | EOL has not been detected for 5 seconds (or 15 seconds in CBT). | - Increase the transmission level of the sending machine. |
| ##104 | TX | RTN or PIN has been received. | - Try a higher transmission level. |
| ##106 | RX | The procedure signal has been expected for 6 seconds, but not received. | - Increase the transmission level of the sending machine. |
| ##107 | RX | Fallback is not available at the sending machine. | - Increase the transmission level of the sending machine. |

| Error code | TX / RX | Meaning | Solution (parts that are likely to be faulty) |
|------------|---------|--|--|
| ##109 | TX | After DCS transmission, a signal other than DIS, DTC, FTT, CFR, or CRP has been received, and re-transmission of the procedure signal has been attempted the specified number of times but failed. | |
| ##111 | TX / RX | Memory error | -Eliminate all the data, and register them again. |
| ##114 | RX | RTN has been received. | -Increase the transmission level of the sending machine. |
| ##200 | RX | A carrier has not been detected for 5 seconds during image reception. | -Increase the transmission level of the sending machine. |
| ##201 | TX / RX | DCN has been received in a method other than the binary procedure. | -Set the other machine ready for reception. |
| ##204 | TX | DTC has been received even when there is no sending data. | |
| ##220 | TX / RX | System error (main program hang-up) | -Turn the machine off, and turn it on again. -NCU board |
| ##224 | TX / RX | An error has occurred in the procedure signal in G3 transmission. | |
| ##226 | TX / RX | The stack pointer has shifted from the RAM area. | -Turn the machine off, and turn it on again. |
| ##229 | RX | The recording area has been locked for 1 minute. | -After the area is unlocked, print the recorded image. |
| ##232 | TX | The encoder control unit has malfunctioned. | -NCU board |
| ##237 | RX | The decoder control unit has malfunctioned. | -NCU board |
| ##238 | RX | The print control unit has malfunctioned. | -NCU board -Logic board |
| ##261 | TX / RX | A system error has occurred between the modem and the system control board. | -NCU board -Logic board |
| ##280 | TX | Re-transmission of the procedure signal has been attempted the specified number of times, but failed. | -Try a higher transmission level. |
| ##281 | TX | Re-transmission of the procedure signal has been attempted the specified number of times, but failed. | -Try a higher transmission level. |
| ##282 | TX | Re-transmission of the procedure signal has been attempted the specified number of times, but failed. | -Try a higher transmission level. |
| ##283 | TX | Re-transmission of the procedure signal has been attempted the specified number of times, but failed. | -Try a higher transmission level. |
| ##284 | TX | After TCF transmission, DCN has been received. | -Set the receiving machine ready for reception. |
| ##285 | TX | After EOP transmission, DCN has been received. | -Re-send the fax. |
| ##286 | TX | After EOM transmission, DCN has been received. | -Re-send the fax. |
| ##287 | TX | After MPS transmission, DCN has been received. | -Re-send the fax. |
| ##288 | TX | After EOP transmission, a signal other than PIN, PIP, MCF, RTP, RTN has been received. | |
| ##289 | TX | After EOM transmission, a signal other than PIN, PIP, MCF, RTP, RTN has been received. | |
| ##290 | TX | After MPS transmission, a signal other than PIN, PIP, MCF, RTP, RTN has been received. | |
| ##670 | TX | In V.8 late start, the DIS V.8 ability from the | -In bit 0 of the service data #1 SSSW |

| Error code | TX / RX | Meaning | Solution (parts that are likely to be faulty) |
|------------|---------|--|--|
| | | receiving machine was detected, and CI was sent in response; however, the procedure failed, causing T1 time-over. | SW28, prohibit the V.8 / V.34 procedure of the sending machine. |
| ##671 | RX | In V.8 call reception, the procedure fails to proceed to phase 2 after CM detection, causing T1 time-over. | -In bit 0 of the service data #1 SSSW SW28, prohibit the V.8 / V.34 procedure of the sending machine. |
| ##672 | TX | In V.34 transmission, the procedure fails to proceed from phase 2 to phase 3 or later, causing T1 time-over | -In bit 0 of the service data #1 SSSW SW28, prohibit the V.8 / V.34 procedure of the sending machine. |
| ##673 | RX | In V.34 reception, the procedure fails to proceed from phase 2 to phase 3 or later, causing T1 time-over | -In bit 0 of the service data #1 SSSW SW28, prohibit the V.8 / V.34 procedure of the sending machine. |
| ##674 | TX | In V.34 transmission, the procedure fails to proceed from phase 3 or 4 to the control channel or later, causing T1 time-over | -In bit 0 of the service data #1 SSSW SW28, prohibit the V.8 / V.34 procedure of the sending machine. |
| ##675 | RX | In V.34 reception, the procedure fails to proceed from phase 3 or 4 to the control channel or further, causing T1 time-over | -In bit 0 of the service data #1 SSSW SW28, prohibit the V.8 / V.34 procedure of the sending machine. |
| ##750 | TX | After transmitting PPS-NULL in ECM transmission, no significant signal has been received, and re-transmission of the procedure signal has been attempted the number of specified times but failed. | -Try a higher transmission level. |
| ##752 | TX | After transmitting PPS-NULL in ECM transmission, DCN has been received. | -Try a higher transmission level. |
| ##753 | TX | After transmitting PPS-NULL in ECM transmission, re-transmission of the procedure signal has been attempted the number of specified times but failed, or T5 time-over (60 sec.) has occurred. | -Increase the period of time of the T5 time-over. |
| ##754 | TX | After transmitting PPS-NULL in ECM transmission, re-transmission of the procedure signal has been attempted the number of specified times but failed. | -Try a higher transmission level. |
| ##755 | TX | After transmitting PPS-MPS in ECM transmission, no significant signal has been received, and re-transmission of the procedure signal has been attempted the number of specified times but failed. | -Try a higher transmission level. |
| ##757 | TX | After transmitting PPS-MPS in ECM transmission, DCN has been received. | -Try a higher transmission level. |
| ##758 | TX | After transmitting PPS-MPS in ECM transmission, re-transmission of the procedure signal has been attempted the number of specified times but failed, or T5 time-over (60 sec.) has occurred. | -Increase the period of time of the T5 time-over. |
| ##759 | TX | After transmitting PPS-MPS in ECM transmission, re-transmission of the procedure signal has been attempted the number of specified times but failed. | -Try a higher transmission level. |
| ##760 | TX | After transmitting PPS-EOM in ECM transmission, no significant signal has been received, and re-transmission of the procedure signal has been attempted the number of specified times but failed. | -Try a higher transmission level. |
| ##762 | TX | After transmitting PPS-EOM in ECM transmission, | -Try a higher transmission level. |

| Error code | TX / RX | Meaning | Solution (parts that are likely to be faulty) |
|------------|---------|--|---|
| | | DCN has been received. | |
| ##763 | TX | After transmitting PPS-EOM in ECM transmission, re-transmission of the procedure signal has been attempted the number of specified times but failed, or T5 time-over (60 sec.) has occurred. | -Increase the period of time of the T5 time-over. |
| ##764 | TX | After transmitting PPS-EOM in ECM transmission, re-transmission of the procedure signal has been attempted the number of specified times but failed. | -Try a higher transmission level. -Increase the transmission level of the receiving machine. |
| ##765 | TX | After transmitting PPS-EOP in ECM transmission, no significant signal has been received, and re-transmission of the procedure signal has been attempted the number of specified times but failed. | -Try a higher transmission level. -Increase the transmission level of the receiving machine. |
| ##767 | TX | After transmitting PPS-EOP in ECM transmission, DCN has been received. | -Try a higher transmission level. |
| ##768 | TX | After transmitting PPS-EOP in ECM transmission, re-transmission of the procedure signal has been attempted the number of specified times but failed, or T5 time-over (60 sec.) has occurred. | -Increase the period of time of the T5 time-over. |
| ##769 | TX | After transmitting PPS-EOP in ECM transmission, re-transmission of the procedure signal has been attempted the number of specified times but failed. | -Try a higher transmission level. -Increase the transmission level of the receiving machine. |
| ##770 | TX | After transmitting EOR-NULL in ECM transmission, no significant signal has been received, and re-transmission of the procedure signal has been attempted the number of specified times but failed. | -Try a higher transmission level. -Increase the transmission level of the receiving machine. |
| ##772 | TX | After transmitting EOR-NULL in ECM transmission, DCN has been received. | -Try a higher transmission level. |
| ##773 | TX | After transmitting EOR-NULL in ECM transmission, re-transmission of the procedure signal has been attempted the number of specified times but failed, or T5 time-over (60 sec.) has occurred. | -Increase the period of time of the T5 time-over. |
| ##774 | TX | After transmitting EOR-NULL in ECM transmission, ERR has been received. | -Try a higher transmission level. |
| ##775 | TX | After transmitting EOR-MPS in ECM transmission, no significant signal has been received, and re-transmission of the procedure signal has been attempted the number of specified times but failed. | -Try a higher transmission level. |
| ##777 | TX | After transmitting EOR-MPS in ECM transmission, DCN has been received. | -Try a higher transmission level. |
| ##778 | TX | After transmitting EOR-MPS in ECM transmission, re-transmission of the procedure signal has been attempted the number of specified times but failed, or T5 time-over (60 sec.) has occurred. | -Increase the period of time of the T5 time-over. |
| ##779 | TX | After transmitting EOR-MPS in ECM transmission, ERR has been received. | -Try a higher transmission level. |
| ##780 | TX | After transmitting EOR-EOM in ECM transmission, no significant signal has been received, and re-transmission of the procedure signal has been attempted the number of specified times but failed. | -Try a higher transmission level. -Increase the transmission level of the receiving machine. |

| Error code | TX / RX | Meaning | Solution (parts that are likely to be faulty) |
|------------|---------|---|---|
| ##782 | TX | After transmitting EOR-EOM in ECM transmission, DCN has been received. | -Increase the transmission level of the receiving machine. |
| ##783 | TX | After transmitting EOR-EOM in ECM transmission, re-transmission of the procedure signal has been attempted the number of specified times but failed, or T5 time-over (60 sec.) has occurred. | -Increase the period of time of the T5 time-over. |
| ##784 | TX | After transmitting EOR-EOM in ECM transmission, ERR has been received. | -Try a higher transmission level. |
| ##785 | TX | After transmitting EOR-EOP in ECM transmission, no significant signal has been received, and re-transmission of the procedure signal has been attempted the number of specified times but failed. | -Try a higher transmission level. -Increase the transmission level of the receiving machine. |
| ##787 | TX | After transmitting EOR-EOP in ECM transmission, DCN has been received. | -Try a higher transmission level. |
| ##788 | TX | After transmitting EOR-EOP in ECM transmission, re-transmission of the procedure signal has been attempted the number of specified times but failed, or T5 time-over (60 sec.) has occurred. | -Increase the period of time of the T5 time-over. |
| ##789 | TX | After transmitting EOR-EOP in ECM transmission, ERR has been received. | -Try a higher transmission level. |
| ##790 | RX | After receiving EOR-EOP in ECM reception, ERR has been transmitted. | -Increase the transmission level of the sending machine. |
| ##791 | TX / RX | During the ECM mode procedure, a signal other than a significant one has been received. | |
| ##792 | RX | In ECM reception, PPS-NULL between partial pages has not been detected. | -Increase the transmission level of the sending machine. |
| ##793 | RX | During high-speed signal reception in ECM, no effective frame has been detected, and a time-over has occurred. | -Try a higher transmission level. -Increase the transmission level of the sending machine. |

2. MAJOR UNIT REPLACEMENT

| Unit | Est. time required (min.) | Recommended removal procedure | Adjustment / settings | Operation check |
|----------------|---------------------------|--|--|--|
| Logic board | 15 | (1) Rear cover unit (2) NCU cover (3) PCB cover (4) Logic board | - Print the EEPROM information. - Set the destination. - Set the ink absorber counter value. See 3-1, "Ink absorber counter setting." - Perform print head alignment. | - Unified inspection pattern print or service test print - Camera Direct print - Copying |
| Scanner unit | 20 | (1) Rear cover unit (2) ASF tray unit (3) Side covers L / R (4) Bottom cover L (5) Damper cover unit (6) Damper rack gear (7) ADF unit (8) Scanner unit | | - Copying |
| Carriage unit | 40 | (1) Rear cover unit (2) ASF tray unit (3) Side covers L / R (4) Bottom cover L (5) Damper cover unit (6) Damper rack gear (7) ADF unit (8) Scanner unit (9) Middle frame (10) NCU cover (11) PCB cover (12) Logic board / NCU board (13) PE PWB unit (14) Chassis (15) Carriage unit | - Adjust the head-to-paper distance. See 3-4, (1) Carriage rail and main chassis adjustment. - Perform print head alignment. | - Unified inspection pattern print or service test print |
| Cap-Blade unit | 30 | (1) Rear cover unit (2) ASF tray unit (3) Side covers L / R (4) Bottom cover L (5) Damper cover unit (6) Damper rack gear (7) ADF unit (8) Scanner unit (9) Middle frame (10) Cap-Blade F (11) Blade trigger lever (12) Cap-Blade unit | | - Unified inspection pattern print or service test print |

| Unit | Est. time required (min.) | Recommended removal procedure | Adjustment / settings | Operation check |
|------------------------------------|---------------------------|---|--|---|
| Drive unit | 45 | (1) Rear cover unit (2) ASF tray unit (3) Side covers L / R (4) Bottom cover L (5) Damper cover unit (6) Damper rack gear (7) ADF unit (8) Scanner unit (9) Middle frame (10) NCU cover (11) PCB cover (12) Logic board / NCU board (13) PE PWB unit (14) Chassis (15) Drive unit | | -Unified inspection pattern print or service test print |
| Ink absorber (partial replacement) | 13 | (1) Rear cover unit (2) NCU cover (3) PCB cover (4) Logic board (4 screws) (5) Ink absorber | - Set the ink absorber counter value. See 3-1, "Ink absorber counter setting." | -Unified inspection pattern print or service test print |
| Timing slit film | 30 | (1) Rear cover unit (2) ASF tray unit (3) Side covers L / R (4) Bottom cover L (5) Damper cover unit (6) Damper rack gear (7) ADF unit (8) Scanner unit (9) Middle frame (10) Timing slit film | - Perform print head alignment | -Unified inspection pattern print or service test print |

3. ADJUSTMENT / SETTINGS

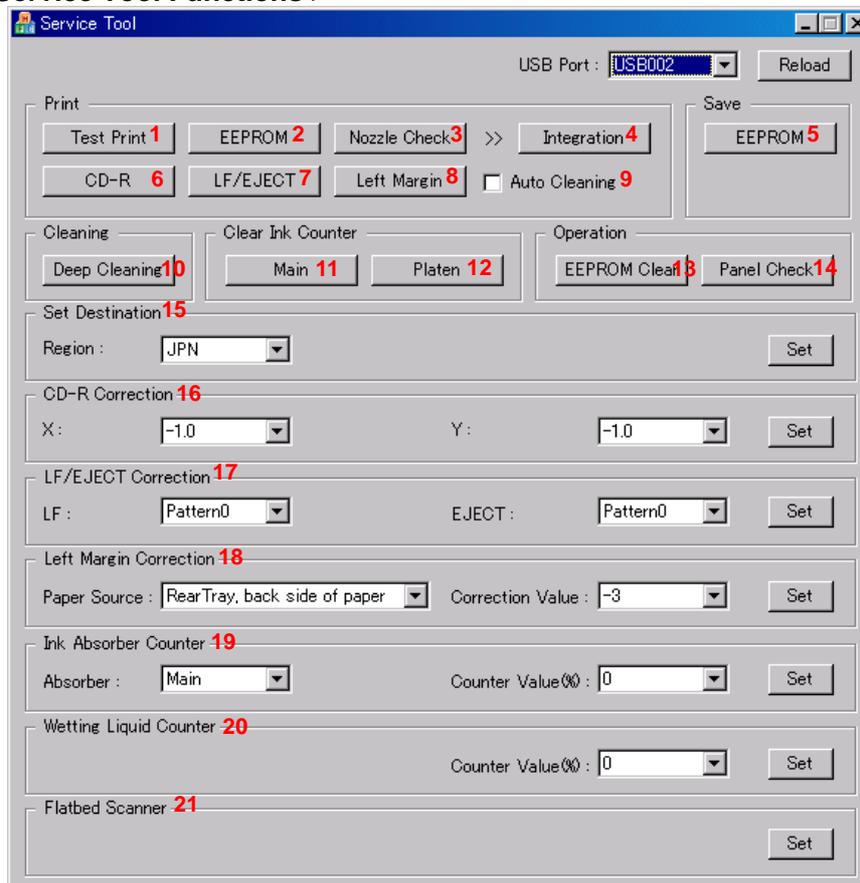
3-1. Service Mode

< Service mode operation procedures >

Use the Service Tool on the connected computer.

- 1) Start the printer in the service mode.
 - i. With the printer power turned off, while pressing the Stop button, press and hold the ON button. (DO NOT release the buttons).
 - ii. When the Power LED lights in green, while holding the ON button, release the Stop button. (DO NOT release the ON button.)
 - iii. While holding the ON button, press the Stop button 5 times, and then release both the ON and Stop buttons. (Each time the Stop button is pressed, the Alarm and Power LEDs light alternately, Alarm in orange and Power in green, starting with Alarm LED.)
Without the scanner (connect the operation panel unit.):
While holding the ON button, press the Stop button 6 times, and then release both the ON and Stop buttons. (Each time the Stop button is pressed, the Alarm and Power LEDs light alternately, Alarm in orange and Power in green.)
 - iv. When the Power LED lights in green, the printer is ready for the service mode operation. The LCD turns in black, and nothing is displayed.
- 2) Start the Service Tool on the connected computer.
 - i. When a button is clicked in the Service Tool dialog box, that function is performed. During operation of the selected function, all the Service Tool buttons are dimmed and inactive.
 - ii. When the operation is completed, "A function was finished." is displayed, and another function can be selected.
 - iii. If a non-supported function is selected, "Error!" is displayed. Click **OK** in the error message dialog box to exit the error.

< Service Tool Functions >



| No. | Name | Function | Remarks |
|------|---------------|---|--|
| (1) | Test Print | Service test print | Service test print: <ul style="list-style-type: none"> - Model name - ROM version - Ink absorber counter value (ink amount in the ink absorber) - USB serial number - Destination - EEPROM information - Barcode (model name + destination), etc. |
| (2) | EEPROM | EEPROM information print | The dialog box opens to select the paper source. Select Rear tray , and click OK . EEPROM information print: <ul style="list-style-type: none"> - Model name - Destination - ROM version - Ink absorber counter value (ink amount in the ink absorber) - Print information - Error information, etc. |
| (3) | Nozzle Check | Nozzle check pattern print | The same nozzle check pattern as the one in the user mode is printed. |
| (4) | Integration | Unified inspection pattern print | The unified inspection pattern (for reduction of time required for the inspection) is printed. |
| (5)* | EEPROM | EEPROM information saving | When no printing can be performed due to a problem, the EEPROM information is displayed on the computer or is saved to the computer as a text file. |
| (6) | CD-R | CD-R check pattern print | Not used. |
| (7) | LF / Eject | LF / Eject correction pattern print | Not used. |
| (8) | Left Margin | Left margin pattern print | Not used. |
| (9)* | Auto Cleaning | Enabling / disabling of automatic print head cleaning | Automatic print head cleaning prior to printing. Select this option to enable the cleaning. |
| (10) | Deep Cleaning | Print head deep cleaning | Cleaning of both Black and Color at the same time. |
| (11) | Main | Main ink absorber counter resetting | Set a sheet of A4 or Letter sized plain paper. After the ink absorber counter is reset, the counter value is printed automatically. |
| (12) | Platen | Platen ink absorber counter resetting | Not used. |

| No. | Name | Function | Remarks |
|-----------|------------------------|--|--|
| (13) | EEPROM Clear | EEPROM initialization | The following items are NOT initialized, and the shipment arrival flag is not on: - Destination settings - Ink absorber counter value - USB serial number - Ink cartridge region code - Record of ink absorber counter resetting and setting - Record of repair at the production site, etc. |
| (14) | Panel Check | Button and LCD test | See "Button and LCD test" below. |
| (15) | Set Destination | Destination settings | Select the destination, and click Set . ASA, AUS, BRA, CHN, CND, EUR, JPN, KOR, LTN, TWN, USA |
| (16) | CD-R Correction | CD / DVD print position correction (X and Y direction) | Not used. |
| (17) | LF / EJECT Correction | LF / Eject correction value setting | Not used. |
| (18) | Left Margin Correction | Left margin correction value setting | Not used. |
| (19) | Ink Absorber Counter | Ink absorber counter setting | See " Ink absorber counter setting " below. |
| (20) | Wetting Liquid Counter | Wetting liquid counter setting | Not used. |
| (21) * | Flatbed Scanner | Individual scanner adjustment | Not used. |

* New functions in Service Tool version 1.071:

- (5) EEPROM information saving
- (9) Enabling / disabling of automatic print head cleaning
- (21) Individual scanner adjustment

< Button and LCD test >

Confirm the operation after replacement of the operation panel unit or logic board.

MX340 / MX347 / MX348:

1) Click **Panel Check** of the Service Tool on the connected computer. The LCD turns gray, waiting for a button to be pressed.

2) Press each button of the operation panel.

The LCD is divided into segments, representing each button. The color of a segment corresponding to the pressed button turns off. When all the 27 buttons are pressed, the entire LCD turns off.

| | | | | | | | | | | | | | | | | | | | |
|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 |
| 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 | 31 | 32 | 33 | 34 | 35 | 36 | 37 | 38 | 39 | 40 |

- | | | |
|------------------------|------------------------|-------|
| 1: COPY button | 11: Settings button | 21: 6 |
| 2: FAX button | 12: Redial button | 22: 7 |
| 3: SCAN button | 13: Coded Dial button | 23: 8 |
| 4: Black button | 14: Hook button | 24: 9 |
| 5: Color button | 15: FAX Quality button | 25: 0 |
| 6: Left cursor button | 16: 1 | 26: * |
| 7: Right cursor button | 17: 2 | 27: # |
| 8: OK button | 18: 3 | |
| 9: Back button | 19: 4 | |
| 10: Menu button | 20: 5 | |

3) Press the ON button. The printer returns to be ready for selection of another function.

MX350 / MX357 / MX358:

1) Click **Panel Check** of the Service Tool on the connected computer. The LCD turns blue, waiting for a button to be pressed.

2) Press each button of the operation panel.

The LCD is divided into segments, representing each button. The color of a segment corresponding to the pressed button changes to red.

| | | | | | |
|----|----|----|----|----|----|
| 1 | 2 | 3 | 4 | 5 | 6 |
| 20 | 21 | 22 | 23 | 24 | 7 |
| 19 | | | | 25 | 8 |
| 18 | | | | 26 | 9 |
| 17 | 30 | 29 | 28 | 27 | 10 |
| 16 | 15 | 14 | 13 | 12 | 11 |

- | | | | |
|------------------------|----------------------------|-------|-------|
| 1: COPY button | 11: Down cursor button | 21: 2 | 31: # |
| 2: FAX button | 12: OK cursor button | 22: 3 | |
| 3: SCAN button | 13: Back button | 23: 4 | |
| 4: CARD button | 14: Redial button | 24: 5 | |
| 5: Setup button | 15: Coded Dial button | 25: 6 | |
| 6: Black button | 16: Hook button | 26: 7 | |
| 7: Color button | 17: Left function button | 27: 8 | |
| 8: Left cursor button | 18: Center function button | 28: 9 | |
| 9: Right cursor button | 19: Right function button | 29: 0 | |
| 10: Up cursor button | 20: 1 | 30: * | |

When all the 31 buttons are pressed, the color pattern is displayed on the LCD.

| | | | |
|-------|-------|-------|---------|
| Red | Black | White | Cyan |
| Green | White | Black | Magenta |
| Blue | Black | White | Yellow |

3) Press the OK button. The printer returns to be ready for selection of another function.

< Ink absorber counter setting >

Set the ink absorber counter value to a new EEPROM after the logic board is replaced in servicing.

- 1) Before replacement of the logic board, check the ink absorber counter value in EEPROM information print.
- 2) In the **Ink Absorber Counter** section of the Service Tool, select **Main** from the **Absorber** pull-down menu.
- 3) From the **Counter Value(%)** pull-down menu, select the value (in 10% increments) which is the closest to the actual counter value confirmed before replacement of the logic board.
- 4) Click **Set**.

3-2. PTT Parameter Mode

Enter the PTT parameter mode in the user mode as below. (The PTT parameter mode cannot be entered in the service mode.)

- 1) In the user mode, press the SCAN button to enter the scan mode.
- 2-a) Press **#, 9, 7, 6, 9, #** to enter the PTT parameter mode.
- 2-b) Press **#, 9, 7, 6, 8, #** to print the PTT parameter setting value.

- How to finalize the data:

Press the OK button to finalize the data, then press the Stop button to save the data.

- How to exit the PTT parameter mode:

Press the ON button to write the saved data to the EEPROM and turn off the printer.

< PTT parameter mode operation procedures >

- 1) In the user mode, press the SCAN button to enter the scan mode, and press **#, 9, 7, 6, 9, #**.
- 2) The following message is displayed on the LCD:

PTT PARAMETER
#1 BIT SWITCH

BIT SWITCH menu

- 3) Each time the right or left cursor key is pressed, the menu is changed.

PTT PARAMETER
#2 NUMERIC PARAM.

NUMERIC PARAM. menu

PTT PARAMETER
#3 FAX TYPE

Not used in servicing.

PTT PARAMETER
#4 NCU

Not used in servicing.

PTT PARAMETER
#5 PTT SPECIAL

Not used in servicing.

PTT PARAMETER
#6 FAX TEST

Not used in servicing.

- 4) Press the OK button when "#1 BIT SWITCH" or "#2, NUMERIC PARAM." is displayed to enter either of those modes.

< #1 BIT SWITCH >

- 1) In the #1 BIT SWITCH menu, the following screen is displayed:

| |
|-------------------|
| #1 BIT SWITCH |
| SW#01 00000000 |

- 2) Each time the OK button is pressed, the SW# changes from 01 to 20.
Be cautious not to select the SW numbers which are not used in servicing.
 - The SW numbers used in servicing:
SW# 01, 02, 03, 04, 05, 06, 07, 10, 11, 13
 - The SW numbers not used in servicing (as of December 2009):
SW# 08, 09, 12, 14 to 20
- 3) Each SW# has 8 bit information. Using the left or right cursor buttons, move the cursor to the bit to be changed, and enter the setting value (1 or 0).
Bit 7 -> 00000000 <- Bit 0
- 4) Press the OK button to finalize the setting value. For the definition and description of each bit of each SW#, refer to the "G3 Facsimile Service Data Service Handbook."
 - English: QY8-13BC-010
 - Japanese: QY8-12B6-020
- 5) Press the Stop button to save the setting value.
- 6) Press the ON button.

< #2 NUMERIC PARAM. >

- 1) In the #2 NUMERIC PARAM. menu, the following screen is displayed:

| |
|----------------------|
| #2 NUMERIC PARAM. |
| 01: 00000 |

- 2) Each time the OK button is pressed, the SW# changes from 01 to 60.
Be cautious not to select the SW numbers which are not used in servicing.
 - The SW numbers used in servicing:
SW# 01, 02, 04 to 09, 16 to 24, 26, 27, 30, 31, 41, 42
 - The SW numbers not used in servicing (as of December 2009):
SW# 03, 10 to 15, 25, 28, 29, 32 to 40, 43 to 60
- 3) Enter a desired setting value, using the right or left cursor button or numeric buttons. (Specific values vary depending on the item.)
- 4) Press the OK button to finalize the setting value. For the definition and description of each bit of each SW#, refer to the "G3 Facsimile Service Data Service Handbook."
 - English: QY8-13BC-010
 - Japanese: QY8-12B6-020
- 5) Press the Stop button to save the setting value.
- 6) Press the ON button.

< Confirmation of the setting values >

Print and confirm the PTT parameter setting values in the following procedures:

- 1) In the user mode, press the SCAN button, then press **#, 9, 7, 6, 8, #**.
- 2) The PTT parameter mode values are printed.
For the definition and description of each bit of the SW#, refer to the "G3 Facsimile Service Data Service Handbook."
 - English: QY8-13BC-010
 - Japanese: QY8-12B6-020

PTT parameter print sample for the MX350 US model:

```

01/01/2010 00:02 FAX 001

1.000
PRAM 14.1

*****
*** PTT PARAMETER ***
*****

#1 BIT SW

SW01 --- 00000000   SW06 --- 00000000   SW11 --- 00100100   SW16 --- 00000000
SW02 --- 00000000   SW07 --- 00000000   SW12 --- 00010000   SW17 --- 00000000
SW03 --- 00000000   SW08 --- 10000101   SW13 --- 00001000   SW18 --- 00000000
SW04 --- 00000100   SW09 --- 00100001   SW14 --- 00110000   SW19 --- 00000000
SW05 --- 00101010   SW10 --- 10000000   SW15 --- 00000000   SW20 --- 00000000

#2 NUMERIC PARAM.

01: 0    13: 150   25: 58    37: 2    49: 5632
02: 10   14: 100   26: 60    38: 45   50: 4480
03: 10   15: 4     27: 5     39: 60   51: 1
04: 10   16: 100   28: 8     40: 30   52: 0
05: 15   17: 0     29: 6     41: 120  53: 0
06: 12   18: 200   30: 0     42: 350  54: 0
07: 5500 19: 100   31: 0     43: 0    55: 0
08: 3500 20: 0     32: 10    44: 0    56: 0
09: 1300 21: 200   33: 25    45: 2    57: 0
10: 600  22: 4     34: 2     46: 1000 58: 0
11: 60   23: 44    35: 2     47: 18   59: 0
12: 600  24: 10    36: 10    48: 6    60: 0

#3 FAX TYPE ---- U. S. A.

#4 NCU

1. TONE/PULSE      2. DIAL TONE 1      3. DIAL TONE 2      4. BUSY TONE
01: ---          39    01: ---          10    01: ---          350   01: ---          0
02: ---          780   02: ---          80    02: ---          90    02: ---          16
03: ---          90    03: ---          14    03: ---          10    03: ---          60
04: ---          180   04: ---          130   04: ---          0     04: ---          16
05: ---          1     05: ---          12    05: ---          0     05: ---          60
06: ---          3     06: ---          7     06: ---          0     06: ---          12
                                07: ---          130   07: ---          5     07: ---          3
                                08: ---          4     08: ---          3     08: ---          3

5. REORDER TONE      6. AUTO RX          7. CNG DETECT
--- 10000000
01: ---          0     01: ---          10    01: ---          40
02: ---          18    02: ---          60    02: ---          60
03: ---          63    03: ---          10    03: ---          85
04: ---          18    04: ---          120   04: ---          40
05: ---          82    05: ---          1100  05: ---          64
06: ---          12    06: ---          0     06: ---          5
07: ---          3     07: ---          2     07: ---          2
08: ---          3     08: ---          13    08: ---          70
                                09: ---          84

```

3-3. User Mode

| Function | Procedures | Remarks |
|--|--|--|
| Nozzle check pattern printing | Perform via the printer operation panel, or from the printer driver Maintenance tab. | Set a sheet of plain paper (A4 or Letter) in the rear tray. |
| Print head cleaning  | Perform via the printer operation panel, or from the printer driver Maintenance tab. | Unclogging of the print head nozzles, and maintenance to keep the print head conditions good. If there is a missing portion or white streaks in the nozzle check pattern printout, perform this cleaning. |
| Print head deep cleaning | Perform via the printer operation panel, or from the printer driver Maintenance tab. | If print head cleaning is not effective, perform this cleaning. Since the deep cleaning consumes more ink than regular cleaning, it is recommended to perform deep cleaning only when necessary. |
| Automatic print head alignment | Perform via the printer operation panel. | Set a sheet of plain paper (A4 or Letter) in the rear tray. |
| Manual print head alignment | Perform from the printer driver Maintenance tab. | Set 3 sheets of plain paper (A4 or Letter) in the rear tray. |
| Print head alignment value printing | Perform via the printer operation panel, or from the printer driver Maintenance tab. | Confirmation of the current print head alignment values. |
| Paper feed roller cleaning | Perform via the printer operation panel, or from the printer driver Maintenance tab. | The paper feed rollers rotate while being pushed to the paper lifting plate. Since the rollers will wear out in this cleaning, it is recommended that you perform this only when necessary. |
| Bottom plate cleaning | Perform via the printer operation panel, or from the printer driver Maintenance tab. | Cleaning of the platen ribs when the back side of paper gets smeared. Set a sheet of plain paper (A4 or Letter) in the rear tray, then fold another sheet of plain paper (A4 or Letter) crosswise in half, unfold and set it over the other paper in the rear tray with the folded ridge facing down. |

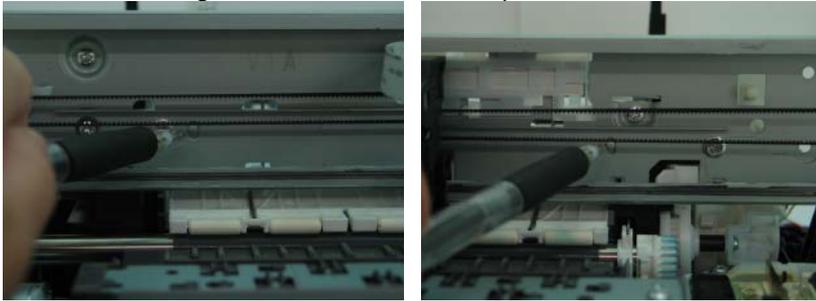
3-4. Special Notes on Servicing

(1) Carriage rail and main chassis adjustment

< Carriage rail >

Perform the following adjustments when attaching the carriage rail:

- 1) Before loosening the screws, mark their positions on the rail.



- 2) In attaching the carriage rail, make sure that the screws fit to the marks made in step 1) respectively, then fasten the screws.
- 3) Be sure to perform the confirmation test detailed below; confirm that the print quality is proper and the print head is not contacting the paper.

< Main chassis >

After the main chassis is attached, be sure to perform the confirmation test detailed below; confirm that the print quality is proper and the print head is not contacting the paper.

< Confirmation test >

Using Photo Paper Pro Platinum, print an image and confirm that the print quality is proper, and the print head is free from contacting the paper.

If the print quality is not proper, or the print head contacts the paper, adjust the head-to-paper distance in the following procedures:

< How to adjust the head-to-paper distance >

- 1) Mark the current position of the screws at the both ends of the chassis. (See the step 1 of the carriage rail adjustment above.)
- 2) Loosen the screws, and adjust the head-to-paper distance.
 - To prevent the print head from contacting the paper, raise the carriage rail from the current position.
 - To improve the print quality, lower the carriage rail from the current position.

(2) Document pressure sheet replacement

At replacement of the document pressure sheet, perform the following:

- 1) With the long-side down, position the upper-left corner of the document pressure sheet at the scanning reference point on the platen glass (back left). Peel off the cover sheet from the double-sided adhesive tape on the back of the document pressure sheet.
- 2) Slowly close the document cover. The document pressure sheet will be attached to the document cover in the appropriate position.

(3) Ink absorber replacement

The following two replacement methods are available for these models.

Perform Partial Replacement for users in your usual service activity since estimated print yield for the MX340 / MX347 / MX348 is approx. 9,000 and approx. 12,000 for the MX350 / MX357 / MX358.

Whole Replacement is for heavy users since once Whole Replacement is performed, the printer allows users to output approx. 17, 000 pages. However, approx. 60 minutes is necessary to operate Whole Replacement.

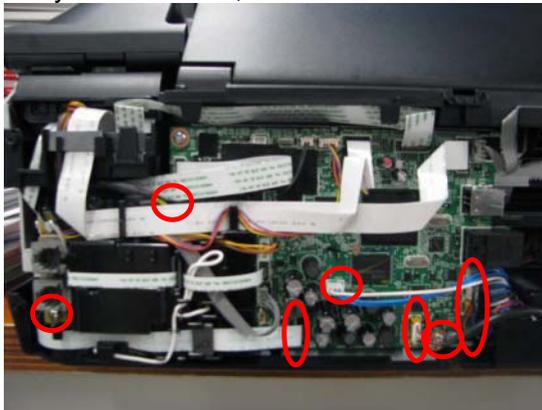
| | Difficulties | Print yield after replacement |
|---------------------|------------------------|-------------------------------|
| Partial Replacement | Low (approx. 13 min.) | Approx. 10,000 |
| Whole Replacement | High (approx. 60 min.) | Approx. 17,000 |

1) Partial replacement

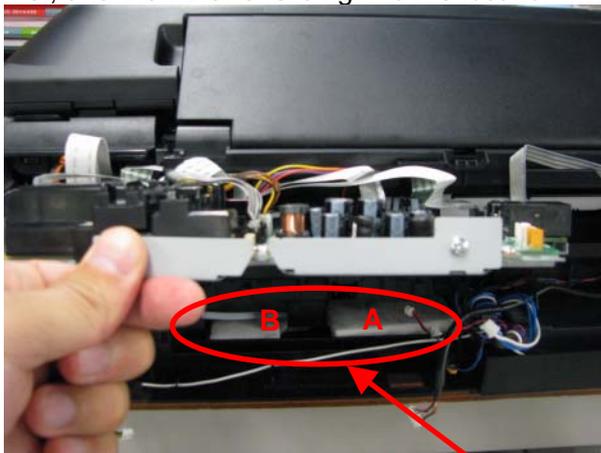
Remove the Rear Cover Unit and Logic Board Ass'y, then replace the ink absorber.
 (Time required: Approx. 13 min. including the operation check after replacement)

< How to perform the partial replacement >

- i. Pull out the Rear Cover Unit, and remove 5 connectors from the Logic Board Ass'y, the DCD board connector, 2 screws, 1 flexible cable, and 1 screw from the Side Cover R. For your reference, see the red circles in the following photos below.



- ii. Lifting the Logic Board Ass'y, pull out the ink absorbers (QC2-9603/QC2-9604) with a pair of tweezers. For your reference, see the red circle in the following photo below (pull out A first, and then B after sliding it to the location where absorber A was.).



Absorbers for Partial Replacement



- iii. Attach new absorbers (QC2-9603/QC2-9604) to the printer.
Insert QC2-9603 into A; then slide QC2-9603 to B and then, insert QC2-9604.
- iv. **Set the ink absorber counter value to 40%** (so that the printer can absorb 60% more).

2) Whole replacement

Remove the external housing and printer unit, then replace all the ink absorbers (total: 6).
The ink absorber counter value must be reset to 0%.

(Time required: Approx. 60 min. including the operation check after replacement)



< Estimation of the ink absorber life >

For your reference in servicing, the estimated number of months until the ink absorber will become full is given in EEPROM information print.

Sample: DF = 00165 (It indicates that there will be 165 months before the ink absorber becomes full.)

```

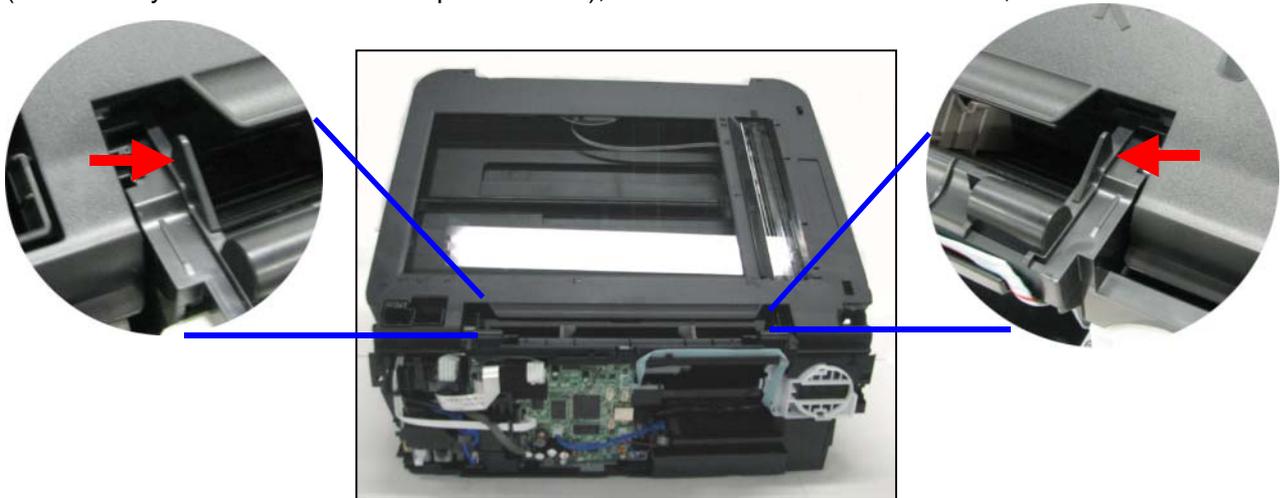
MX350 SN=VMTM24018 USA V1.000 ST=2009/12/07-12:16 LPT=2009/12/07-13:37
D=000.6
DF=00165
ER(ER0=0000 ER1=0000 ER2=0000 ER3=0000 ER4=0000
ER5=0000 ER6=0000 ER7=0000 ER8=0000 ER9=0000)
PC(M=000 R=000 T=000 D=000 C=001 I=000)
LG=01 Japanese
TPAGE(TTL=00001 COPY=00000)
CH_NEW_BK=(STD=00000 MINI=00000)
CH_NEW_CL=(STD=00001 MINI=00000)
CH_BK=000
CH_CL=000
  
```

- Note:
1. In the following cases, estimation of the ink absorber life will not be properly given:
 - The printer is not connected to a computer.
 - The time is not properly set in the computer.
 - The ink absorber counter has been reset (to zero) before.

Reason: The ink absorber life is calculated using data of the printer installation date and the current ink counter value.
Data of the printer installation date is updated when the printer is connected to a computer.
 2. The ink absorber life is calculated based on the user's usage (frequency of printing, printed items, etc.) before EEPROM information print (i.e. before repair servicing). It will vary according to the user's usage after EEPROM information print (i.e. after repair servicing).

(4) Scanner unit removal

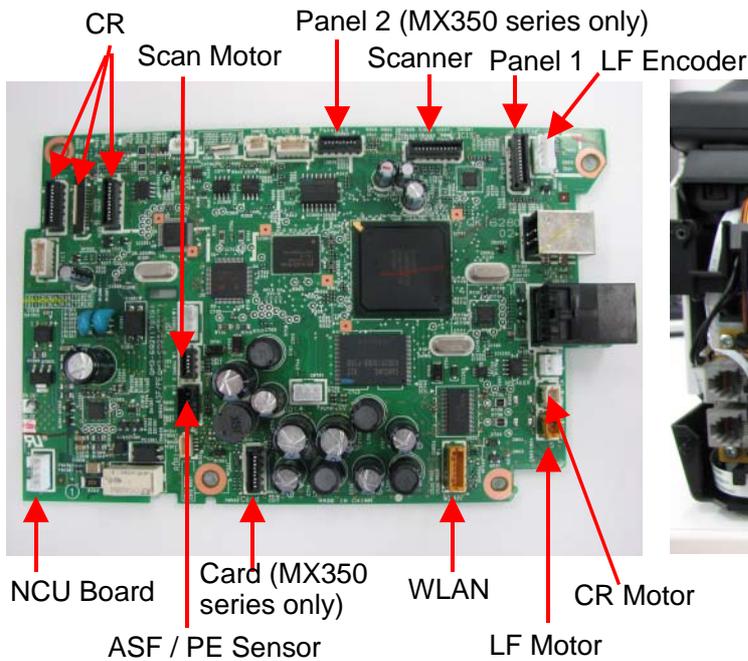
Remove the ADF first. Then while pressing the tabs on the both sides of the scanner unit inward (indicated by the red arrows in the photo below), lift the scanner unit on one side, then the other.



(5) PCB connector layout and flexible cable wiring

< Without cables >

< When connected with cables >



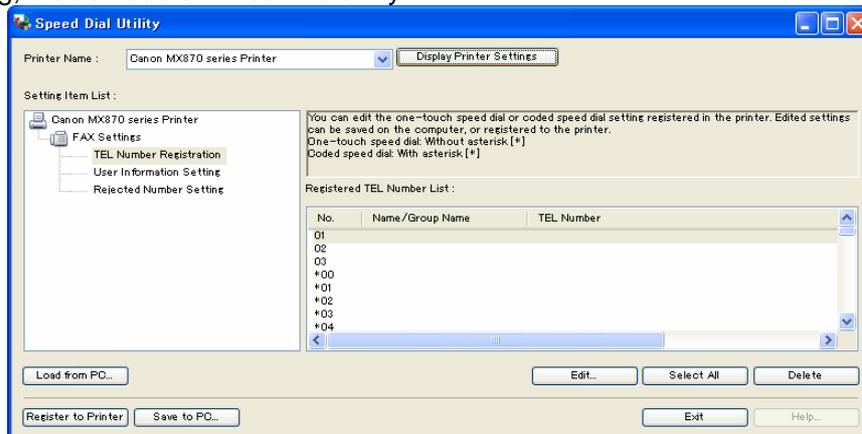
(6) Ink mist cleaning

In repair servicing, using a soft and dry cloth or tissue, wipe ink mist off from both the inside and outside of the printer, especially from the ink cartridge locking covers (A in the photo below) and the inside of the tray (B in the photo below).

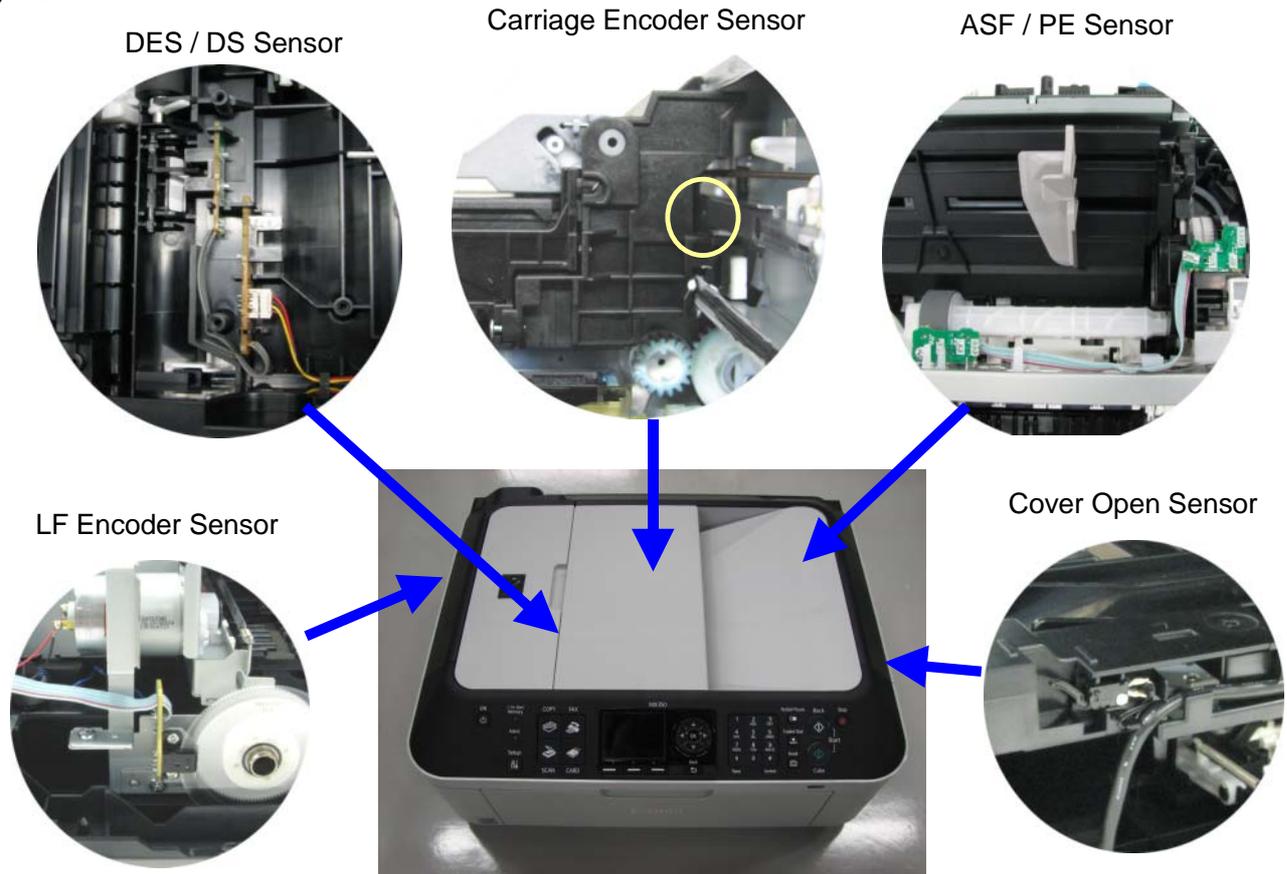


(7) Speed Dial Utility

Speed Dial Utility allows users to back up or edit the registered user data (coded speed dials, group dials, etc.) on a computer. Since those user data is considered as private information and requires a careful handling, we ask users to use this utility.

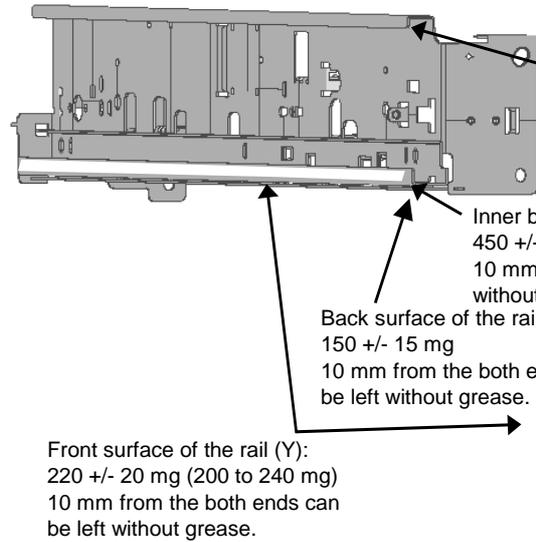
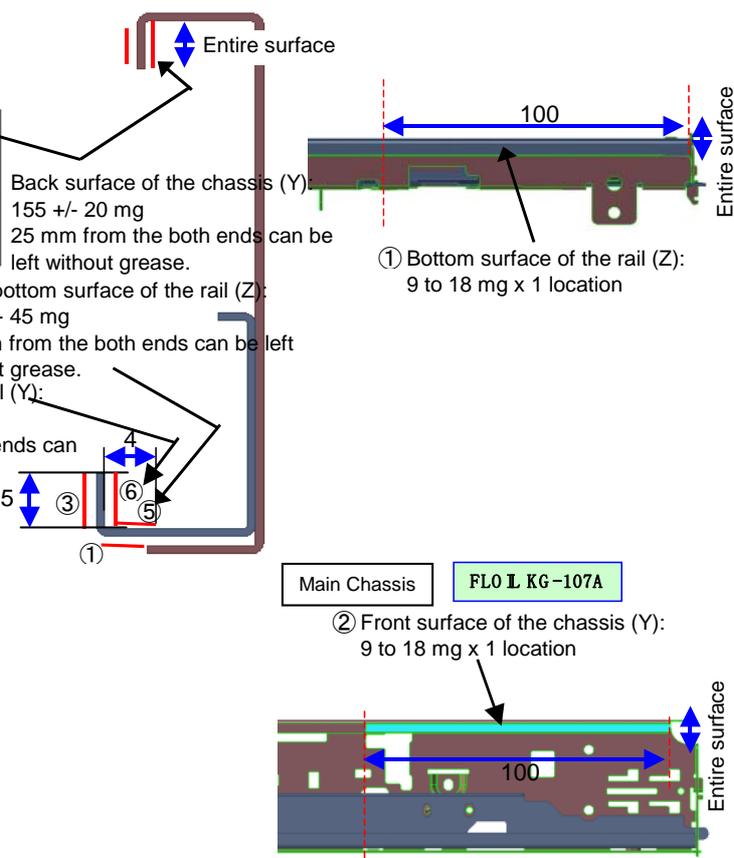
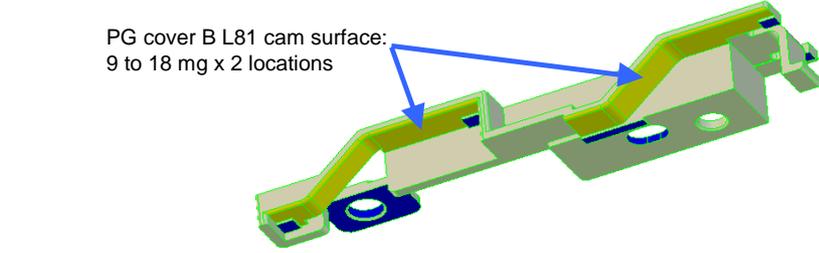
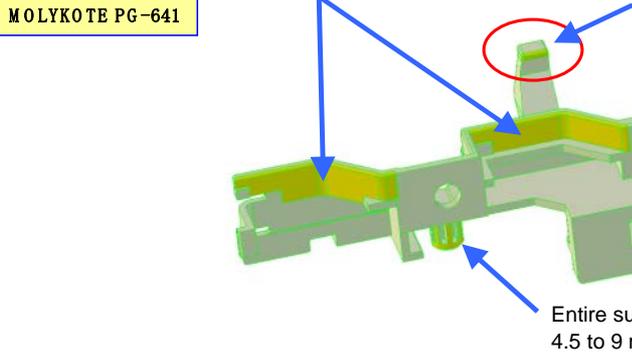


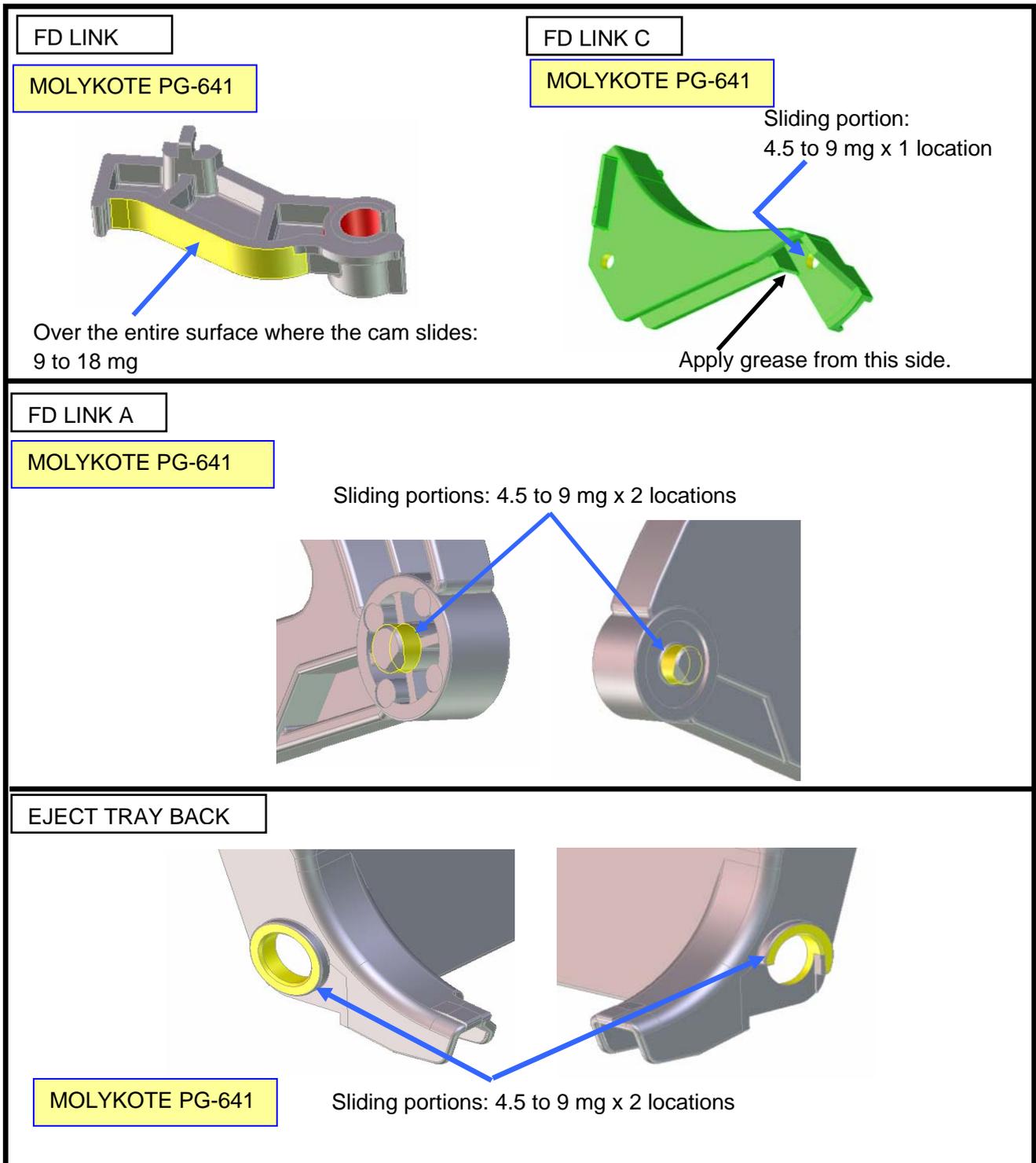
(8) Sensors



| Sensor | Function | Possible problem |
|-------------------------|---|--|
| DES / DS sensor | Detects paper feeding and ejection from the ADF. | - No paper in the ADF - Paper jam in the ADF |
| ASF / PE sensor | Detects paper feeding and ejection from the rear tray. | - No paper in the rear tray - Paper jam in the rear tray |
| Cover open sensor | Detects opening and closing of the document cover. | - The carriage does not move to the center. |
| LF encoder sensor | Detects the number of times the LF encoder rotates, and controls its drive. | - Uneven printing |
| Carriage encoder sensor | Detects the position of the timing slit film, and controls printing. | - Uneven printing (due to grease attached to the timing slit film) - Carriage error |

3-5. Grease application

| Location & Grease Amount | |
|---|---|
| Printer Unit | FLO L KG-107A |
|  <p>Entire surface</p> <p>Back surface of the chassis (Y): 155 +/- 20 mg 25 mm from the both ends can be left without grease.</p> <p>Inner bottom surface of the rail (Z): 450 +/- 45 mg 10 mm from the both ends can be left without grease.</p> <p>Back surface of the rail (Y): 150 +/- 15 mg 10 mm from the both ends can be left without grease.</p> <p>Front surface of the rail (Y): 220 +/- 20 mg (200 to 240 mg) 10 mm from the both ends can be left without grease.</p> |  <p>① Bottom surface of the rail (Z): 9 to 18 mg x 1 location</p> <p>Main Chassis FLO L KG-107A</p> <p>② Front surface of the chassis (Y): 9 to 18 mg x 1 location</p> |
| PG Cover B | MOLYKOTE PG-641 |
| <p>PG cover B L81 cam surface: 9 to 18 mg x 2 locations</p>  | |
| PG Cover F | MOLYKOTE PG-641 |
|  <p>PG cover B L81 cam surface: 9 to 18 mg x 2 locations</p> <p>Entire surface: 4.5 to 9 mg x 1 location</p> | <p>Cam surface contacting the Cap Holder Col L81: 1 to 3 mg film x 1 location</p> |



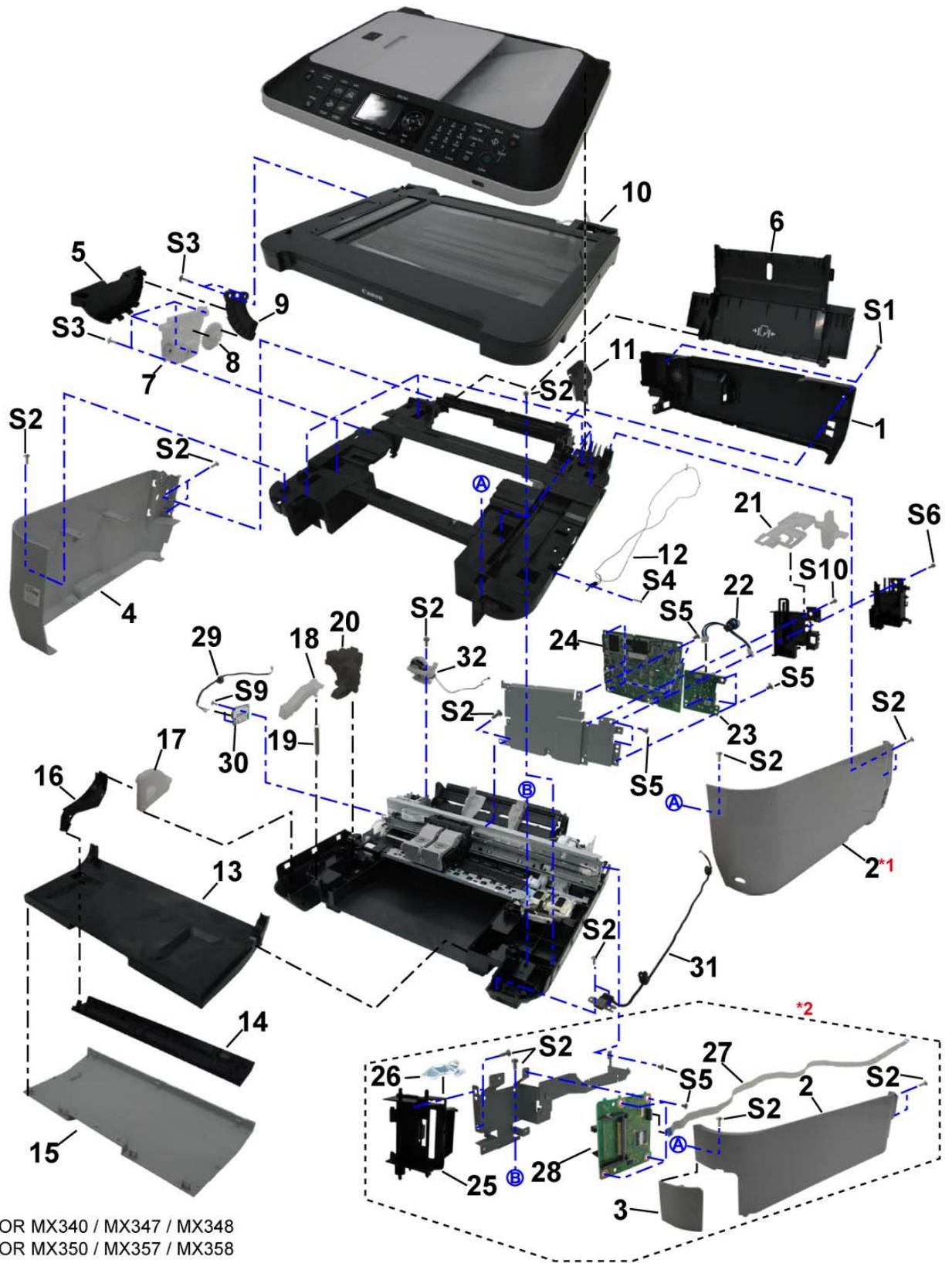
3-6. Notes on Transportation

- 1) In the service mode, press the ON button to finish the mode, and confirm that the paper lifting plate of the rear tray is raised.
- 2) Keep the ink cartridges installed in the carriage. If the ink cartridge is removed from the printer and left alone by itself, ink (the pigment-based black ink in particular) is likely to dry.
- 3) Turn off the printer to securely lock the carriage in the home position. (When the printer is turned off, the carriage is automatically locked in place.) This is to prevent the carriage from moving and applying stress to the carriage flexible cable, or causing ink leakage, during transportation.

4. EXTERNAL VIEW / PARTS LIST

4-1. External View

Fig. 1:



*1 FOR MX340 / MX347 / MX348
 *2 FOR MX350 / MX357 / MX358

Fig. 3:

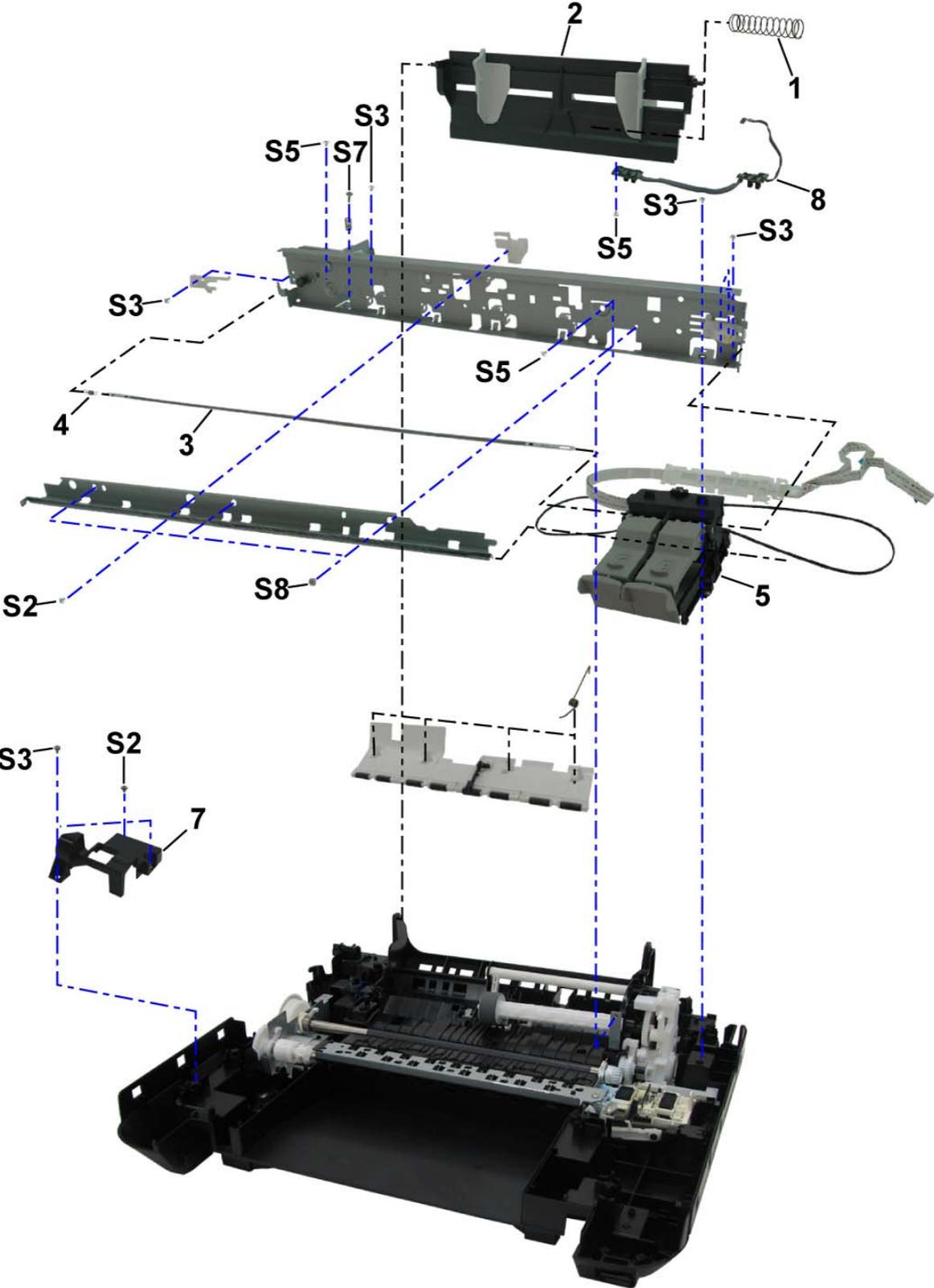
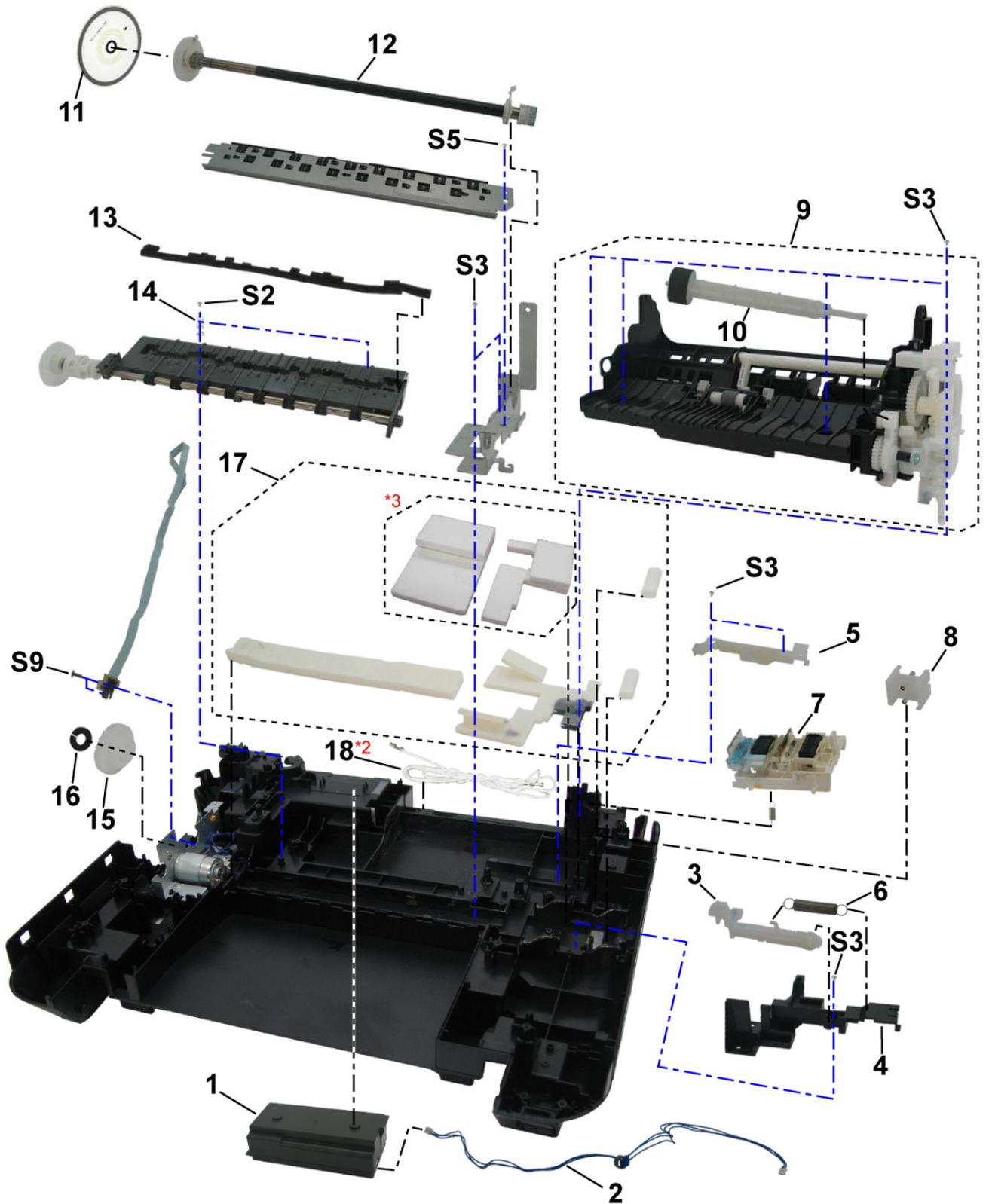


Fig. 4:



*2: For the MX350 / MX357 / MX358 only

*3: Ink absorbers to be replaced in the partial replacement

4-2. Parts List

| Fig | Key | Part Number | Rank | Qty | Description | Remarks |
|-----|-----|--------------|------|-----|----------------------------|-----------------------------------|
| 1 | 1 | QM3-7067-000 | J | 1 | REAR COVER UNIT | For MX340 / MX347 / MX348 |
| 1 | 1 | QM3-7069-000 | J | 1 | REAR COVER UNIT | For MX350 / MX357 / MX358 |
| 1 | 2 | QC3-3728-000 | J | 1 | COVER, SIDE R | For MX340 / MX347 / MX348 |
| 1 | 2 | QC3-3730-000 | J | 1 | COVER, SIDE R | For MX350 / MX357 / MX358 |
| 1 | 3 | QC3-3732-000 | J | 1 | COVER, CARD | For MX350 / MX357 / MX358 |
| 1 | 4 | QC3-3726-000 | J | 1 | COVER, SIDE L | |
| 1 | 5 | QC3-3727-000 | J | 1 | COVER, BOTTOM L | |
| 1 | 6 | QM3-4778-000 | J | 1 | ASF TRAY UNIT | |
| 1 | 7 | QM3-4799-000 | J | 1 | DAMPER COVER UNIT | |
| 1 | 8 | QC2-9438-000 | S | 1 | GEAR, DAMPER | |
| 1 | 9 | QC2-9436-000 | S | 1 | GEAR, DAMPER RACK | |
| 1 | 10 | QM3-7063-000 | I | 1 | SCANNER UNIT | |
| 1 | 11 | QC2-9523-000 | S | 1 | GUIDE, DOCUMENT FEED CABLE | |
| 1 | 12 | QM3-6962-000 | S | 1 | COVER SWITCH ASS'Y | |
| 1 | 13 | QC3-3738-000 | J | 1 | EJECT TRAY, BACK | |
| 1 | 14 | QC3-3737-000 | J | 1 | EJECT TRAY, LOWER | |
| 1 | 15 | QM3-7066-000 | J | 1 | EJECT TRAY, FRONT | |
| 1 | 16 | QC2-9416-000 | S | 1 | LINK C, FD | |
| 1 | 17 | QC2-9415-000 | S | 1 | LINK A, FD | |
| 1 | 18 | QC2-8463-000 | S | 1 | LINK, FD | |
| 1 | 19 | QC2-8461-000 | S | 1 | SPRING, FD LINK | |
| 1 | 20 | QM3-4027-000 | S | 1 | FD LINK UNIT | |
| 1 | 21 | QC2-9446-000 | S | 1 | GUIDE, CARRIAGE CABLE | |
| 1 | 22 | QM3-6969-000 | S | 1 | NCU HARNESS ASS'Y | |
| 1 | 23 | QM3-6931-000 | I | 1 | NCU BOARD ASS'Y | For MX340 / MX347 / MX348 |
| 1 | 23 | QM3-6932-000 | I | 1 | NCU BOARD ASS'Y | For MX350 / MX357 / MX358 |
| 1 | 24 | QM3-7047-000 | I | 1 | LOGIC BOARD ASS'Y | For MX340 / MX347 / MX348 |
| 1 | 24 | QM3-7073-000 | I | 1 | LOGIC BOARD ASS'Y | For MX350 / MX357 / MX358 |
| 1 | 25 | QC3-3733-000 | S | 1 | HOLDER, CARD | For MX350 / MX357 / MX358 |
| 1 | 26 | QC3-3734-000 | S | 1 | GUIDE, CARD LED | For MX350 / MX357 / MX358 |
| 1 | 27 | QK1-6306-000 | S | 1 | CABLE, CARD | For MX350 / MX357 / MX358 |
| 1 | 28 | QM3-7072-000 | I | 1 | CARD BOARD ASS'Y | For MX350 / MX357 / MX358 |
| 1 | 29 | QM3-6974-000 | S | 1 | WLAN HARNESS ASS'Y | |
| 1 | 30 | QK1-6340-000 | I | 1 | WLAN BOARD UNIT | |
| 1 | 31 | QM3-6966-000 | S | 1 | PICTBRIDGE HARNESS ASS'Y | |
| 1 | 32 | QM3-6964-000 | S | 1 | SPEAKER UNIT | |
| 2 | 1 | QC3-3808-000 | J | 1 | COVER, DOCUMENT FEED FRONT | |
| 2 | 2 | QC3-3809-000 | S | 1 | GUIDE, WLAN LED | |
| 2 | 3 | QC3-3816-000 | S | 1 | WINDOW, WLAN LED | |
| 2 | 4 | QL2-3413-000 | J | 1 | COVER, PANEL TOP | For MX340 (US/CA/LAM/BR/AU/NZ) |
| 2 | 4 | QL2-3415-000 | J | 1 | COVER, PANEL TOP | For MX340 (DE/EMB/GB/NEU/CEU/WEU) |
| 2 | 4 | QL2-3416-000 | J | 1 | COVER, PANEL TOP | For MX347 (ASA) |
| 2 | 4 | QL2-3417-000 | J | 1 | COVER, PANEL TOP | For MX347 (HK/TW) |
| 2 | 4 | QL2-3418-000 | J | 1 | COVER, PANEL TOP | For MX348 (CN) |
| 2 | 4 | QL2-3419-000 | J | 1 | COVER, PANEL TOP | For MX347 (KR) |
| 2 | 4 | QL2-3423-000 | J | 1 | COVER, PANEL TOP | For MX350 (EN/CA/LAM/AU/NZ) |

| Fig | Key | Part Number | Rank | Qty | Description | Remarks |
|-----|-----|--------------|------|-----|---------------------------------|-----------------------------------|
| 2 | 4 | QL2-3424-000 | J | 1 | COVER, PANEL TOP | For MX350 (JP) |
| 2 | 4 | QL2-3425-000 | J | 1 | COVER, PANEL TOP | For MX350 (DE/EMB/GB/NEU/CEU/WEU) |
| 2 | 4 | QL2-3426-000 | J | 1 | COVER, PANEL TOP | For MX357 (ASA) |
| 2 | 4 | QL2-3427-000 | J | 1 | COVER, PANEL TOP | For MX357 (HK/TW) |
| 2 | 4 | QL2-3428-000 | J | 1 | COVER, PANEL TOP | For MX358 (CN) |
| 2 | 4 | QL2-3429-000 | J | 1 | COVER, PANEL TOP | For MX357 (KR) |
| 2 | 5 | QC3-3811-000 | J | 1 | COVER, DOCUMENT FEED R | |
| 2 | 6 | QC3-3810-000 | J | 1 | COVER, DOCUMENT FEED L | |
| 2 | 7 | QC3-3806-000 | J | 1 | COVER, DOCUMENT FEED REAR | |
| 2 | 8 | QC3-3807-000 | J | 1 | COVER, DOCUMENT FEED SIDE | |
| 2 | 9 | QM3-7054-000 | I | 1 | OPERATION PANEL UNIT | For MX340 / MX347 / MX348 |
| 2 | 9 | QM3-7070-000 | I | 1 | OPERATION PANEL UNIT | For MX350 / MX357 / MX358 |
| 2 | 10 | QM3-7056-000 | J | 1 | DIAL KEY, OPERATION PANEL | For MX340 / MX347 / MX348 |
| 2 | 10 | QM3-7061-000 | J | 1 | DIAL KEY, OPERATION PANEL | For MX350 / MX357 / MX358 (EN) |
| 2 | 10 | QM3-7062-000 | J | 1 | DIAL KEY, OPERATION PANEL | For MX350 (JP) |
| 2 | 11 | QC3-5023-000 | S | 1 | SHEET, DOCUMENT PRESSURE | |
| 2 | 12 | QM3-7068-000 | J | 1 | DOCUMENT UPPER GUIDE UNIT | For MX340 / MX347 / MX348 |
| 2 | 12 | QM3-7681-000 | J | 1 | DOCUMENT UPPER GUIDE UNIT | For MX350 / MX357 / MX358 |
| 2 | 13 | QC3-3804-000 | J | 1 | TRAY, DOCUMENT | |
| 2 | 14 | QC3-3805-000 | J | 1 | TRAY, DOCUMENT FEED | |
| 2 | 15 | QK1-6301-000 | S | 1 | CABLE, PANEL | For MX340 / MX347 / MX348 |
| 2 | 15 | QK1-6304-000 | S | 1 | CABLE, PANEL | For MX350 / MX357 / MX358 |
| 2 | 16 | QM3-5022-000 | S | 1 | DOCUMENT FEED GND HARNESS ASS'Y | For MX340 / MX347 / MX348 |
| 2 | 16 | QM3-6967-000 | S | 1 | DOCUMENT FEED GND HARNESS ASS'Y | For MX350 / MX357 / MX358 |
| 2 | 17 | QM3-7053-000 | J | 1 | DOCUMENT FEED COVER UNIT | |
| 2 | 18 | QC3-0010-000 | J | 1 | EMBLEM | For Japan |
| 2 | 18 | QC3-0015-000 | J | 1 | EMBLEM | For regions other than Japan |
| 3 | 1 | QS4-2150-000 | S | 1 | SPRING, COMPRESSION | |
| 3 | 2 | QM3-7678-000 | S | 1 | PRESSING PLATE ASS'Y | |
| 3 | 3 | QC3-3935-000 | I | 1 | FILM, TIMING SLIT STRIP | |
| 3 | 4 | QC2-8188-000 | S | 1 | SPRING, TIMING SLIT STRIP FILM | |
| 3 | 5 | QM3-7049-000 | I | 1 | CARRIAGE UNIT | |
| 3 | 7 | QC2-8239-000 | S | 1 | COVER, LF MOTOR | |
| 3 | 8 | QM3-6933-000 | I | 1 | PE PWB UNIT | |
| 4 | 1 | QK1-6265-000 | I | 1 | AC ADAPTER 100/240V 50/60HZ | |
| 4 | 1 | QK1-6273-000 | I | 1 | AC ADAPTER 100/240V 50/60HZ | CN |
| 4 | 2 | QM3-6951-000 | S | 1 | DC HARNESS ASS'Y | |
| 4 | 3 | QC2-8300-000 | S | 1 | COVER, CAP-BLADE B | |
| 4 | 4 | QC2-8315-000 | S | 1 | COVER, CAP-BLADE F | |
| 4 | 5 | QC2-8296-000 | S | 1 | LEVER, BLADE TRIGGER | |
| 4 | 6 | QC2-8297-000 | S | 1 | SPRING, BLADE TRIGGER LEVER | |
| 4 | 7 | QM3-4019-000 | S | 1 | CAP-BLADE UNIT | |
| 4 | 8 | QC2-8317-000 | S | 1 | JOINT, TUBE | |
| 4 | 9 | QM3-7682-000 | S | 1 | DRIVE ASS'Y | |
| 4 | 10 | QM3-4014-000 | S | 1 | PICK UP ROLLER ASS'Y | |
| 4 | 11 | QC2-6384-000 | S | 1 | FILM, TIMING SLIT DISK | |
| 4 | 12 | QL2-3285-000 | S | 1 | FEED ROLLER ASS'Y | |

| Fig | Key | Part Number | Rank | Qty | Description | Remarks |
|-----|-----|--------------|------|-----|--------------------------------|-----------------------------------|
| 4 | 13 | QC2-8244-000 | S | 1 | ABSORBER, PLATEN | |
| 4 | 14 | QC1-6096-000 | S | 1 | SPRING, PLATEN | |
| 4 | 15 | QC2-8228-000 | S | 1 | GEAR, LF IDLE | |
| 4 | 16 | QC1-7703-000 | G | 1 | RING, SLIT | |
| 4 | 17 | QY5-0258-000 | I | 1 | ABSORBER KIT | |
| 4 | 18 | QM3-6965-000 | S | 1 | GND HARNESS ASS'Y | For MX350 / MX357 / MX358 |
| | | QC3-3851-000 | J | 1 | SHEET, PANEL | For MX340 (CA) |
| | | QC3-3852-000 | J | 1 | SHEET, PANEL | For MX350 (CA) |
| | | QC3-3853-000 | J | 1 | SHEET, PANEL | For MX340 (LAM/BR) |
| | | QC3-3854-000 | J | 1 | SHEET, PANEL | For MX350 (LAM) |
| | | QC3-3855-000 | J | 1 | SHEET, PANEL | For MX340 (DE/EMB/GB/NEU/CEU/WEU) |
| | | QH2-2716-000 | V | 1 | CORD, POWER | 220V-240V (EUM/EMB/ASA/MY) |
| | | QH2-2719-000 | V | 1 | CORD, POWER | 100V-120V |
| | | QH2-2721-000 | V | 1 | CORD, POWER | 220V-240V (KR) |
| | | QK1-0776-000 | V | 1 | CORD, POWER | 220V-240V (AU) |
| | | QK1-1355-000 | V | 1 | CORD, POWER | For MX340, 220V-240V (BR) |
| | | QK1-1675-000 | V | 1 | CORD, POWER | 220V-240V (GB/HK) |
| | | QK1-2017-000 | V | 1 | CORD, POWER | 100V-120V (TW) |
| | | QK1-3048-000 | V | 1 | CORD, POWER | 120V-240V (LAM/CHN) |
| | | QK1-3761-000 | V | 1 | CORD, POWER | For MX350, 100V (JP) |
| S | 1 | XB4-7300-809 | G | | SCREW, TAP, BINDING HEAD, M3x8 | |
| S | 2 | XB4-7300-805 | G | | SCREW, TP, BH3x8 | |
| S | 3 | XA9-1493-000 | G | | SCREW, TP M3x8 | |
| S | 4 | XA4-9171-005 | G | | SCREW, B-TIGHT, M4x12 | |
| S | 5 | XB1-2300-405 | G | | SCREW, MACH.BH, M3x4 | |
| S | 6 | XB2-4300-805 | G | | SCREW, M3 | |
| S | 7 | XA9-1752-000 | G | | SCREW, TAP, WASHER HEAD, M3x12 | |
| S | 8 | XA9-1818-000 | G | | SCREW, HEXAGON HEAD M3x4 | |
| S | 9 | XB1-2200-505 | G | | SCREW, MACH, TRUSS HEAD, M2X5 | |
| S | 10 | XB1-2300-605 | G | | SCREW, MACHINE, M3x6 | |