

## Not Sure How to Load Paper or Replace the Toner?

This category describes the procedures for loading and replacing consumables, and methods for cleaning the machine.

High quality copying, scanning, and printing can be maintained through these simple day-to-day tasks.



### **Loading Paper**

[Loading Paper into a Paper Drawer](#)

### **Replacing Consumables**

[Replacing the Staple Cartridge \(Staple Finisher-S1\)](#)

[Replacing the Toner Cartridge](#)

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[Consumables](#)

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## Loading Paper

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This section describes how to load paper.

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## Loading Paper into a Paper Drawer

When loading paper into the paper drawer for the first time, or when a message is displayed on the touch panel display prompting you to load paper, follow the procedure below.

### CAUTION

When handling paper, take care not to cut your hands on the edges of the paper.

### IMPORTANT

A screen prompting you to load paper also appears if the paper drawer is not fully inserted into the machine. Make sure that the paper drawer is properly in place.

Do not load the following types of paper into the paper drawers. Doing so may cause a paper jam.

- Severely curled or wrinkled paper

- Thin straw paper

- Paper which has been printed on using a thermal transfer printer

- The reverse side of paper which has been printed on using a thermal transfer printer

Fan the stack of paper well before loading it. Paper such as thin paper, recycled paper, pre-punched paper, and heavy paper should be fanned particularly well before loading it.

Never place paper or any other items in the empty part of the drawer next to the paper stack. Doing so may cause paper jams.

When you are printing in the Staple mode, do not remove the output sheets that are waiting to be stapled. (Printing and stapling resume after you clear the paper jam.)

### NOTE

Register the size and type of the loaded paper in [Paper Settings] in [Preferences] (Settings/Registration).

You can use custom paper sizes. (See "[Registrera/redigera/ta bort egna pappersformat.](#)")

You can name, register, and edit custom paper types. (See "[Registrera/redigera egna papperstyper.](#)")

If you are using the imageRUNNER ADVANCE C350i/C250i, Paper Drawer 2 can be used when the optional Cassette Feeding Unit-AG1 or Cassette Feeding Unit-AH1 is attached.

If you are using the imageRUNNER ADVANCE C350i/C250i, Paper Drawers 3 and 4 can be used when the optional Cassette Feeding Unit-AH1 is attached.

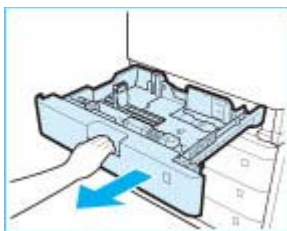
For information on paper that can be loaded, see "[Tillåtet pappersmaterial.](#)"

If a message prompting you to load paper appears while printing, the remaining prints are automatically made after you load the correct paper. If you select a different paper drawer, the remaining prints are made after you press [OK].

Press [Cancel] to cancel printing.

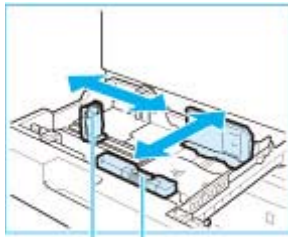
## 1.

Grip the handle, and pull out the paper drawer until it stops.



## 2.

When loading paper into the paper drawer for the first time, or when changing the paper size, adjust the position of the paper drawer guides.



\*1: Left Guide  
\*2: Front Guide

**1. Slide the left guide while squeezing it on the top to align it with the mark for the desired paper size.**

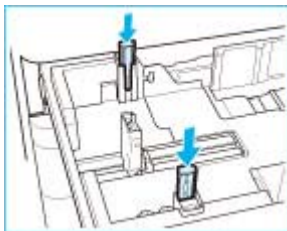
**2. Slide the front guide while squeezing it on the top to align it with the mark for the desired paper size.**

### IMPORTANT

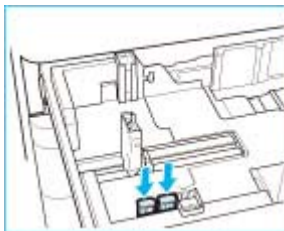
Slide the guides until they click into place. If the left guide and front guide are not aligned correctly, the paper size will not correctly appear on the touch panel display. It is also necessary to adjust the guides correctly to avoid causing a paper jam, dirty prints, or making the inside of the machine dirty.

### NOTE

When using inch paper, remove the A4 Feeder Attachment attached to the paper drawer and store it in the storage space. When using A or B series paper, make sure to attach the A4 Feeder Attachments to the paper drawer. And then, select the paper series that you are going to use in [Paper Size Group for Auto Recog. in Drawer] (Settings/Registration). ([See "Inställning av pappersformatsgrupp för auto.igenkänning i papperskälla."](#))



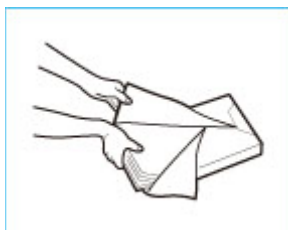
A/B Series



Inch Series

## 3.

Prepare the paper to load.



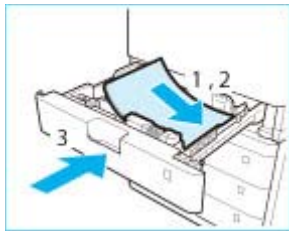
**Open the packaging for the paper, and remove the paper stack.**

**NOTE**

For high-quality printouts, use paper recommended by Canon.  
Before loading paper, always fan the sheets several times, and align the edges to facilitate feeding.

**4.**

Load the paper stack into the paper drawer.



**1. Make sure that the paper size setting of the paper drawer matches the size of the paper to load in the paper drawer.**



**2. Load the paper stack against the right wall of the paper drawer.**

**3. Gently push the paper drawer back into the machine.**

 **CAUTION**

When returning the paper drawer to its original position, be careful not to get your fingers caught, as this may result in personal injury.

**IMPORTANT**

Paper which is curled must be straightened out before loading it into the paper drawer.  
You will not be able to make copies or print if you load paper that exceeds the loading limit mark (  ), or if the paper drawer is not completely pushed into the machine.  
Make sure that the height of the paper stack does not exceed the loading limit mark (  ).  
Always check that the paper drawers are in place.

**NOTE**

Each paper drawer holds up to 550 sheets of paper (80 g/m<sup>2</sup>) or 640 sheets of paper (64 g/m<sup>2</sup>).  
If there are instructions on the paper package about which side of the paper to load, follow those instructions.

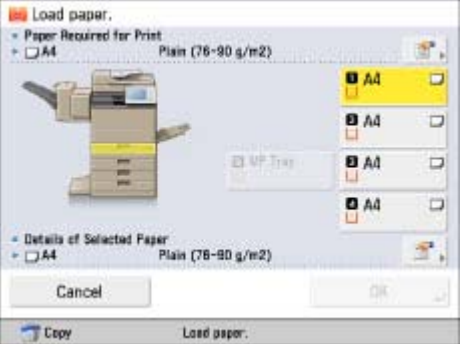
When the paper is loaded into the paper drawer, the side facing up is the one printed on.

If problems, such as poor print quality or paper jams occur, try turning the paper stack over and reloading it.

Rewrap any remaining paper in its original package, and store it in a dry place, away from direct sunlight.

If paper runs out and printing is stopped, load a new paper stack. Printing restarts after the new paper stack is loaded.

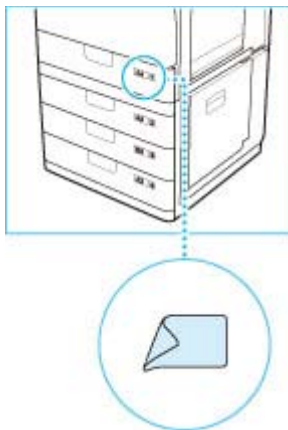
**NOTE**



If you print on the paper which has absorbed moisture, steam may come out from the output area of the machine. This is because the moist on the paper evaporates when the high temperature is applied when a toner is fixed to the paper. It is not a malfunction. (This especially happens in low room temperature.)

## 5.

When loading paper into the paper drawer for the first time, or when changing the paper size, attach a paper size label to the paper drawer.



When not loading envelopes to a paper drawer, store the Envelope Feeder Attachment in the storage area of the paper drawer. For information on storing the Envelope Feeder Attachment, see "Starter Guide."

### IMPORTANT

The paper size labels included with the machine contain paper sizes not supported by the machine.

## 6.

If the paper has been changed, register the size and type of the loaded paper.

Register the size and type of paper you loaded in the paper drawer in [Paper Settings] in [Preferences] (Settings/Registration). For more information, see "[Registrera pappersformat och -typ för en papperskälla.](#)"

## Loading Envelopes

Envelopes can be loaded into Paper Drawer 1 and the multi-purpose tray. For information on envelopes that can be loaded, see "[Tillåtet pappersmaterial](#)." For instructions on loading envelopes into the multi-purpose tray, see "[Fylla på kuvert i universalfacket](#)."

### IMPORTANT

Do not forcefully move the front and left guides of the paper drawer in the wrong direction. Doing so may damage the paper drawer.

Do not print on both sides of an envelope. Doing so may cause paper jams, dirty prints, or make the inside of the machine dirty.

Do not load the following types of envelopes inside the envelope cassette. Doing so may cause paper jams, dirty prints, or make the inside of the machine dirty.

- Curled, creased, or folded envelopes

- Very thick or thin envelopes

- Damp or wet envelopes

- Torn envelopes

- Irregularly shaped envelopes

- Envelopes with clasps or windows

- Envelopes that have already been sealed

- Envelopes with holes or perforations

- Envelopes with specially coated surfaces

- Envelopes made of surface treated coloured paper

- Envelopes that are self-sticking, which use ink, glue, or other substances that can melt, burn, vaporize, or emit smells under the heat of a fixing unit (approximately 200°C). Depending on the materials used for the seal, the glue may melt under the fixing unit's heat, sealing the envelopes.

If you are printing on envelopes, empty the output tray when up to 10 printed envelopes accumulate in the tray.

Envelopes should be stored in a place away from high-temperatures and humidity.

If there is a temperature difference between the location where the envelopes are stored and the location where the envelopes are being printed, leave the envelopes in the printing location at room temperature before you use them.

Correctly match the [Paper Settings] in [Preferences] (Settings/Registration) with the size of the envelopes being loaded. Failure to do so may cause paper jams, dirty prints, or make the inside of the machine dirty.

[Attaching the Envelope Feeder Attachment](#)

[Preparing the Envelopes](#)

[Loading Envelopes](#)

### Attaching the Envelope Feeder Attachment

Attach the Envelope Feeder Attachment before loading envelopes to a paper drawer.

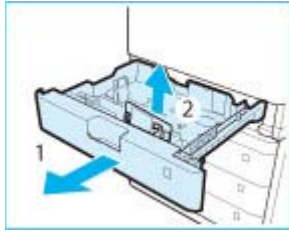
#### NOTE

When using the ISO-C5 envelopes, the Envelope Feeder Attachment does not need to be attached. Proceed to "[Preparing the Envelopes](#)."

## 1.

Open the paper drawer, and remove the Envelope Feeder Attachment.

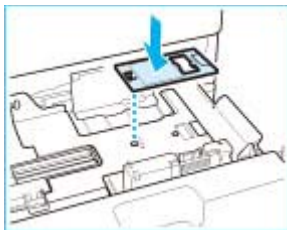
**(1)Grip the handle, and pull out the paper drawer until it stops.**



**(2) Remove the Envelope Feeder Attachment stored inside the paper drawer.**

## 2.

**Attach the Envelope Feeder Attachment by aligning the protruding areas of the Envelope Feeder Attachment with the holes on the paper drawer.**



### NOTE

Only attach the Envelope Feeder Attachment when loading envelopes. Loading paper other than envelopes with the Envelope Feeder Attachment attached may cause a paper jam.  
When not using the Envelope Feeder Attachment, store it in the storage area of the paper drawer.

## Preparing the Envelopes

This section explains how to prepare the envelopes before loading them into the paper drawer.

### IMPORTANT

If envelopes are not neatly aligned before being loaded, a problem with the paper supply or a paper jam may occur. Fix any curls or bends before loading the envelopes.

## 1.

**Take five envelopes, loosen them as shown, and then stack them together.**

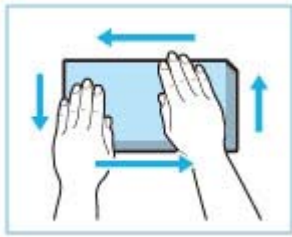


Repeat this step five times for each set of five envelopes.

## 2.



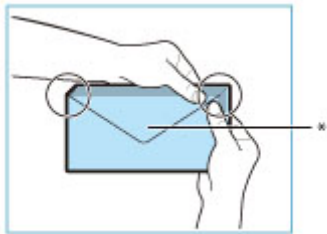
Place the envelopes on a clean, level surface, and press all the way around the envelopes by hand, in the direction of the arrows, to remove any curls.



Repeat this step five times for each set of five envelopes.

### 3.

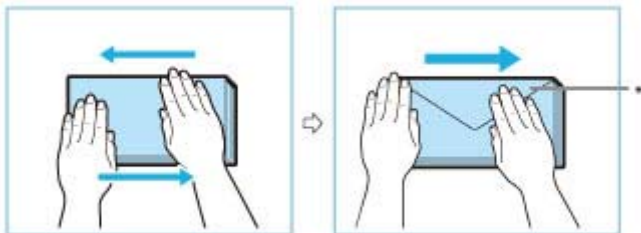
Hold down the four corners of the envelopes firmly, so that they and the sealed or glued portion stay flat.



\* Flap

### 4.

Press the envelope in the direction of the arrows.



\* Flap

#### IMPORTANT

Take particular care to spread the envelopes out in the direction that they will be fed.

#### IMPORTANT

If you use envelopes that have glue attached to their flaps, the glue may melt due to the heat and pressure of the fixing unit.

Do not print on the back side of the envelopes (the side with the flap).

If the envelopes become filled with air, flatten them by hand before loading them into the Paper Drawer 1.

## Loading Envelopes

This section explains how to load envelopes into Paper Drawer 1.

### IMPORTANT

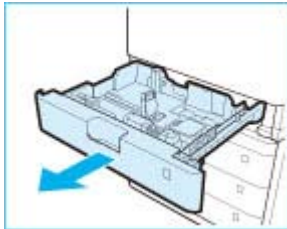
Make sure that you change the envelope settings from the Settings/Registration screen before carrying out the following procedure. (See "[Pappersinställningar](#).") Otherwise, the machine may not recognize the changes you have made.

### NOTE

For instructions on loading envelopes into the multi-purpose tray, see "[Fylla på kuvert i universalfacket](#)".

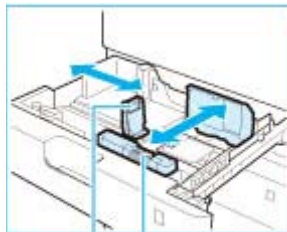
## 1.

Grip the handle, and pull out the paper drawer until it stops.



## 2.

Adjust the position of the paper drawer guides.



\*1 Left Guide  
\*2 Front Guide

1. Slide the left guide while squeezing it on the top to align it with the mark for the desired paper size.

2. Slide the front guide while squeezing it on the top to align it with the mark for the desired paper size.

### IMPORTANT

Slide the guides until they click into place. If the left guide and front guide are not aligned correctly, the paper size will not correctly appear on the touch panel display. It is also necessary to adjust the guides correctly to avoid causing a paper jam, dirty prints, or making the inside of the machine dirty.

## 3.

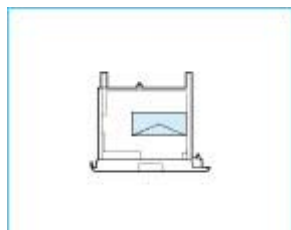
Load the envelopes into the drawer.

1. Load 10 envelopes at a time with the side you want to print on facing up.



**2. While loading the envelopes, press down on the right side of the receptacle to lock them into place.**

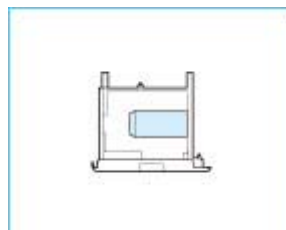
Align the leading edges of the envelopes, and make sure that they are held in place under the claws. Make sure that the flaps are positioned as shown in the illustrations below.



Monarch, COM10 No.10, DL, ISO-C5



Yougatanaga 3



Nagagata 3

**IMPORTANT**

Envelopes which have been rolled or curled must be straightened out prior to use. Make sure that the height of the envelope stack does not exceed the height limit mark (✉️). When loading ISO-C5 envelopes, make sure that the height of the envelope stack does not exceed the height limit mark (ISO-C5). If the flap of an envelope opens and is caught under the Envelope Feeder Attachment, it may cause a paper jam.

**NOTE**

If envelopes are oriented normally when loaded but wrinkle when printed, load envelopes after rotating them 180 degrees, as shown below.



Monarch, COM10 No.10, DL, ISO-C5

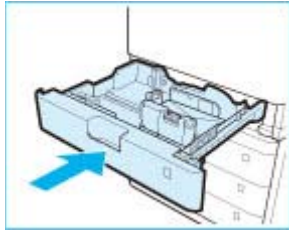


Yougatanaga 3

When printing, check that the orientation of the loaded paper matches the orientation shown on the print settings screen of the printer driver. For more information, see the online help. (See "Viewing Help.")  
When copying, load originals after rotating them 180 degrees.

**4.**

**Gently push the paper drawer back into the machine.**



### CAUTION

When returning the paper drawer to its original position, be careful not to get your fingers caught, as this may result in personal injury.

### IMPORTANT

Never place paper or any other items in the empty part of the paper drawer next to the envelopes. Doing so may cause paper jams.

### NOTE

If output has been stopped due to an insufficient number of envelopes, load more envelopes, and follow the instructions on the touch panel display. Printing resumes.

## 5.

**Register the type of envelope on the Settings/Registration screen.**

For instructions on registering the envelope type, see "[Registrera pappersformat och -typ för en papperskälla.](#)"

## Loading Pre-Punched Paper

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You can load pre-punched paper in a paper drawer or the multi-purpose tray. When loading pre-punched paper, take note of the orientation of the binding holes and the image.

When the paper is loaded into the multi-purpose tray, the side facing down is the one printed on.

## Loading Transparencies

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You can load transparencies in the multi-purpose tray.

Transparencies have a front and back side. Load transparencies correctly to achieve sharp printing results.

The side facing down is the one printed on.

### IMPORTANT

You can load only A4 size transparencies in multi-purpose tray.

When loading transparencies, make sure to hold only the edges of the sheets and avoid touching the print surface.

Do not load transparencies while the machine is printing. Doing so may cause a paper jam.

Use only transparencies intended for use with this machine. If you use other transparencies, you may cause damage to the machine.

It is recommended that output transparencies are immediately removed from the output tray to avoid folding of the transparencies and paper jams.

Return the remaining transparencies to their original package for storage, avoiding locations subject to high temperatures and humidity. Leaving transparencies loaded for an extended period of time may cause the sheets to stick together and result in a paper jam.

Leaving transparencies loaded for an extended period of time may cause the sheets to stick together and result in difficulties feeding the transparencies. In this case, fan the loaded transparency sheets, or if you have loaded 50 or more sheets, reduce the number of sheets to fewer than 50 or use new transparencies.

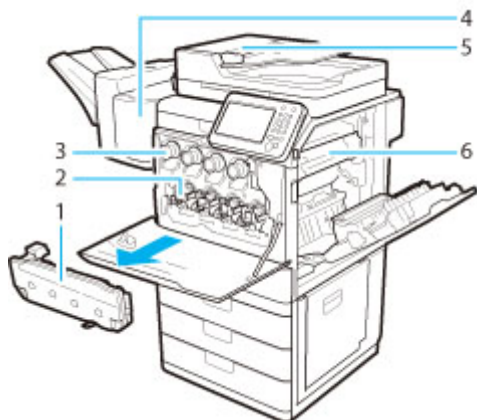
When printing on transparencies, depending on the type of image, the image may become dense. When this happens, adjust the density for the output image.



### NOTE

If a paper jam occurs, fan the loaded transparency sheets well.

## Replacement Parts

This section describes those parts that require replacement and their model numbers. Use a replacement part after checking its model number.



Name	Model Number	References
1. Waste Toner Container	WT-201	<a href="#">Replacing the Waste Toner Container</a>
2. Drum Unit	Canon C-EXV 47 Drum Unit Black Canon C-EXV 47 Drum Unit Cyan Canon C-EXV 47 Drum Unit Magenta Canon C-EXV 47 Drum Unit Yellow	<a href="#">Replacing the Drum Unit</a>
3. Toner Cartridge	Canon C-EXV 47 Toner Black Canon C-EXV 47 Toner Cyan Canon C-EXV 47 Toner Magenta Canon C-EXV 47 Toner Yellow	<a href="#">Replacing the Toner Cartridge</a>
4. Staple Cartridge	Staple-P1	<a href="#">Replacing the Staple Cartridge (Staple Finisher-S1)</a>
5. ADF Pickup Roller/Separation Pad	DR-201	Follow the instructions provided to you by your local authorized Canon dealer. 
6. Fixing Assembly	FX-201	Follow the instructions provided to you by your local authorized Canon dealer. 

## Replacing the Staple Cartridge (Staple Finisher-S1)

This section describes how to replace the staple case and staple cartridge in the stapler unit.

When the Staple Finisher-S1 is almost out of staples and the staple cartridge must be replaced, a screen prompting you to replace the staple cartridge appears on the touch panel display. Follow the procedure described below to replace the staple cartridge.

### NOTE

The Staple Finisher-S1 is an optional product.

We recommend that you order staple cartridges from your local authorized Canon dealer before your stock runs out.

Use only staple cases intended for use with this machine.

### 1.

Open the front cover of the finisher.



### 2.

Grasp the staple case by the green tab and pull the staple case out from the stapler unit.

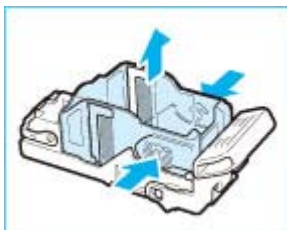


\* Staple Case

### 3.

Squeeze and lift the empty staple cartridge by its sides marked with arrows to remove it from the staple case.

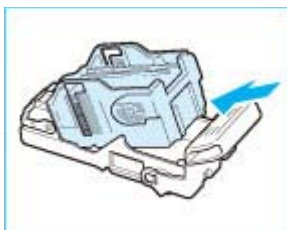


**NOTE**

You can lift the staple cartridge only when no staples are left inside the cartridge.

**4.**

**Insert a new staple cartridge into the staple case.**

**IMPORTANT**

Use only staple cartridges designed for use with this machine. (See "Consumables.")  
Only one staple cartridge can be inserted at a time.

**5.**

**Return the staple case to its original position in the stapler unit.**

**6.**

**Close the front cover of the finisher.**

**⚠ CAUTION**

When closing the front cover of the finisher, be careful not to get your fingers caught, as this may result in personal injury.

**NOTE**

After the cover is closed, the stapler unit may automatically perform a "dry" stapling operation to reposition the staples.

## Replacing the Toner Cartridge

When there is only a small amount of toner remaining inside the machine, a message appears on the touch panel display. You can continue printing, but at this time you should purchase a new toner cartridge to have it available when needed.



When the Black toner or all of the toners run out completely and prints can no longer be made, a screen with instructions on how to replace the toner cartridge appears on the touch panel display. Follow the procedure described below to replace the toner cartridge.

If you press [Close], you can continue operations, such as setting modes and scanning originals, even if you do not replace the toner cartridge immediately.



### WARNING

Do not burn or throw used toner cartridges into open flames, as this may cause the toner to ignite, resulting in burns or a fire.

If you accidentally spill or scatter toner, carefully wipe up the loose toner with a damp, soft cloth and avoid inhaling any toner dust. Do not use a vacuum cleaner that is not equipped with safety measures to prevent dust explosions to clean up loose toner. Doing so may cause damage to the vacuum cleaner or result in a dust explosion due to static discharge.

### CAUTION

Keep toner out of the reach of small children.

If toner is ingested, consult a physician immediately.

If toner gets onto your hands or clothing, wash it off immediately with cold water. Washing it off with warm water will set the toner, and make it impossible to remove the toner stains.

### IMPORTANT

Use only toner cartridges intended for use with this machine.

For information on the supported Canon genuine toner, see "[Replacement Parts.](#)"

Do not replace toner cartridges until the message prompting you to do so appears.

Do not attempt to replace the toner cartridge while the machine is printing.

The colour of the toner to be replaced is displayed on the touch panel display. If multiple toner cartridges must be replaced, replace the toner cartridges in the following order: Black, Yellow, Magenta, Cyan.

**IMPORTANT**

If you continue copying or printing in black-and-white after cyan, magenta, or yellow toner runs out, do not remove the depleted toner cartridges from the machine.

You can set the machine to display a message indicating that the remaining toner is low. (See "[Visa felmeddelandet om återstående toner](#)," and "[Ta bort felmeddelandet om återstående toner](#).")

**NOTE**

Complete instructions on how to replace the toner cartridge can be accessed by pressing [Previous] or [Next] on the touch panel display.

If toner runs out during a print job, the remaining prints are made after you replace the toner cartridge.

If black toner is left, you can continue copying and printing in black-and-white.

After replacing toner cartridges, if printed colours are different from the colours printed before you replaced the toner cartridges, perform [Auto Adjust Gradation] in [Adjustment/Maintenance]. (See "[Automatisk toningsjustering](#).")

# 1.

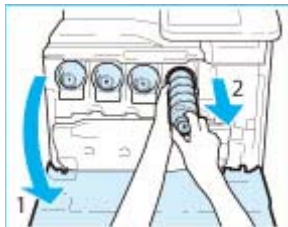
Press .

**NOTE**

If the Black toner or all of the toners run out, this step is not necessary.

# 2.

Remove the toner cartridge of the displayed colour.



**1. Open the front cover of the main unit.**

**2. Pull out the toner cartridge to replace.**

Pull the toner cartridge out halfway, and then remove it completely while supporting it and keeping it straight with your other hand from underneath.

** WARNING**

Do not burn or throw used toner cartridges into open flames, as this may cause the toner remaining inside the cartridges to ignite, resulting in burns or a fire.

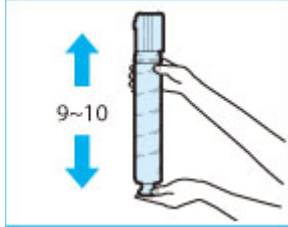
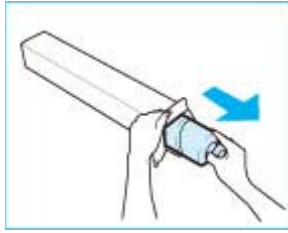
**IMPORTANT**

Do not subject the toner cartridge to shock or hit it. Doing so may cause the toner cartridge to leak.

# 3.

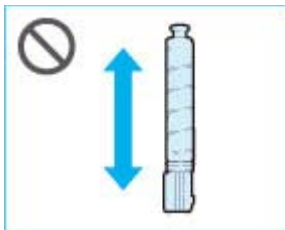
Prepare the new toner cartridge.

**1. Open the package of the toner cartridge, and remove the toner cartridge.**



2. Hold the new toner cartridge in both hands as shown in the illustration, and shake it vertically approximately 10 times.

#### IMPORTANT



Do not shake the toner cartridge in the direction shown in the illustration. Doing so may cause the toner to not output properly.

## 4.

Insert the new toner cartridge.



1. Match the new toner cartridge with the slot on the main unit as shown in the illustration.

2. Push the new toner cartridge in as far as possible.

#### NOTE

Support the new toner cartridge with your hand from underneath while pushing it into the machine with your other hand.

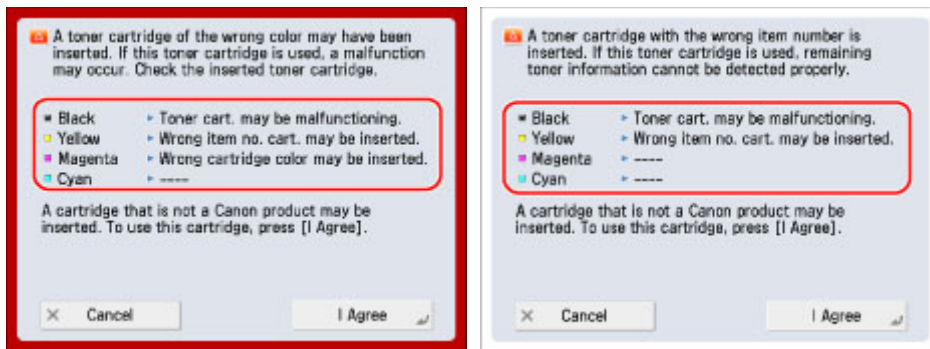
## 5.

Close the front cover of the main unit.

### CAUTION

When closing the cover, be careful not to get your fingers caught, as this may result in personal injury.

After replacing the toner cartridge, the following screen may appear.



Make sure to check the displayed status of the toner cartridge which is attached to the location within the frame.

Message	Status
Wrong cartridge color may be inserted.	A toner cartridge of the wrong colour is inserted.
Wrong item no. cart. may be inserted.	A toner cartridge with the wrong model number is inserted.
Toner cart. may be malfunctioning.	The inserted toner cartridge may have been damaged.
----	The correct toner cartridge is inserted.

To continue using the toner cartridge, press [I Agree]. If you select this option, the operation of the machine is not guaranteed.

To replace the toner cartridge, press [Cancel].

If you are not sure about the remedies, contact your local authorized Canon dealer from which you purchased the toner cartridge.

## Replacing the Waste Toner Container

When the waste toner container nears capacity, a message appears on the touch panel display.

In this case, you should prepare a new waste toner container.

Even if you do not replace the waste toner container immediately, you can perform printing for a while. The number of prints you can make depends on the content you print.

When the waste toner container is full, a screen with instructions on how to replace the waste toner container appears on the touch panel display. Follow the procedure described below to replace the waste toner container.

### **WARNING**

Do not burn or throw used waste toner containers into open flames. Also, do not store waste toner containers in places exposed to open flames, as this may cause the toner to ignite, resulting in burns or a fire.

If you accidentally spill or scatter toner, carefully wipe up the loose toner with a damp, soft cloth and avoid inhaling any toner dust. Do not use a vacuum cleaner that is not equipped with safety measures to prevent dust explosions to clean up loose toner. Doing so may cause damage to the vacuum cleaner or result in a dust explosion due to static discharge.

### **CAUTION**

If toner is ingested, consult a physician immediately.

If toner gets onto your hands or clothing, wash it off immediately with cold water. Washing it off with warm water will set the toner, and make it impossible to remove the toner stains.

### **IMPORTANT**

Your local authorized Canon dealer will dispose of used waste toner containers.

Used toner cannot be reused. Do not mix new and used toner together.

Use only waste toner containers intended for use with this machine.

Do not replace the waste toner container before the message prompting you to replace it appears on the touch panel display.

### **NOTE**

Complete instructions on how to replace the waste toner container can be accessed by pressing [Previous] or [Next] on the touch panel display.

If the waste toner container must be replaced during a print job, the remaining prints are made after the new waste toner container is installed.

## 1.

**Remove the waste toner container.**



**1. Open the front cover of the main unit.**

**2. Pull out the waste toner container.**

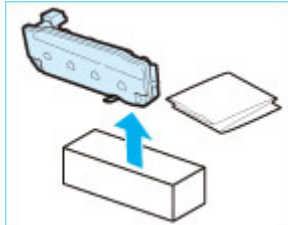
### **CAUTION**

## ⚠ CAUTION

When removing the waste toner container, do not tilt it. If you tilt the waste toner container, toner will spill out.

## 2.

Prepare a new waste toner container, and store the removed waste toner container.



1. Take the new waste toner container out of the box.

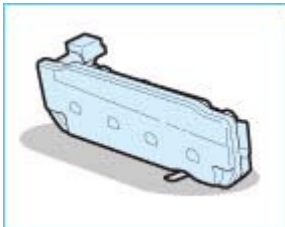


2. Insert the removed waste toner container into a bag, close and tie the bag so that the toner does not spill out, and then put the bag in a box.

### NOTE

Use the bag in the box for the new waste toner container.

Place the removed waste toner container on a level surface. If the waste toner container is tilted too far, toner may spill out.



## 3.

Insert the new waste toner container into the main unit.



1. Align the mark on the waste toner container and the mark on the slot of the main unit, and insert the waste toner container.



2. Close the front cover of the main unit.



 **CAUTION**

When closing the front cover of the main unit, be careful not to get your fingers caught, as this may result in personal injury.

## Replacing the Drum Unit

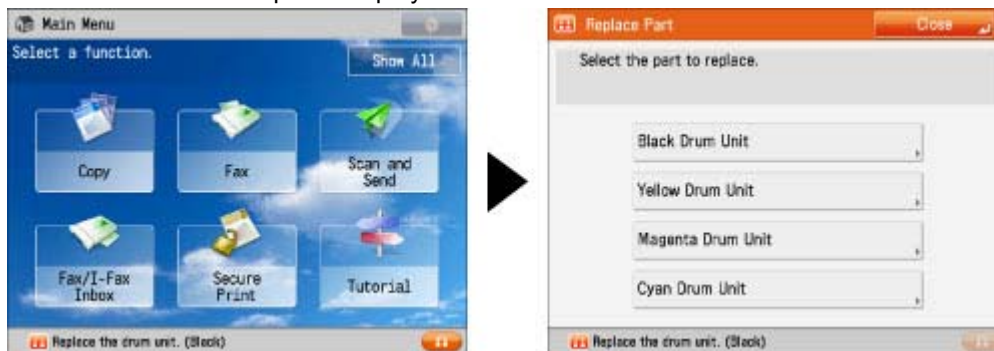
When the drum unit approaches the end of its service life and needs to be replaced, a message appears on the touch panel display. Follow the procedure described below to replace the drum unit.

### IMPORTANT

For high-quality printouts, when replacing the drum unit we recommend using a Canon drum unit. Store drum units in a location away from light sources such as direct sunlight. Storing the drum unit in a room that is cold but rapidly heated, or has other rapid temperature changes, causes water droplets (condensation) to form inside it. Do not remove the orange protective cover until you insert the drum unit into the machine.

### NOTE

Complete instructions on how to replace the drum unit can be accessed by pressing [Previous] or [Next] on the touch panel display. Depending on your contract, a message prompting you to replace the drum unit may appear on the bottom of the touch panel display.



When you finish replacing the drum unit, press [Close].



## 1.

Remove the waste toner container.

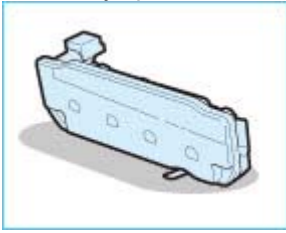


1. Open the front cover of the main unit.

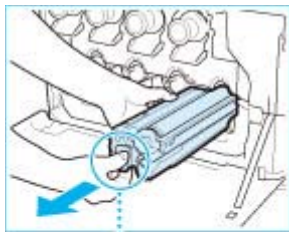
2. Pull out the waste toner container.

**IMPORTANT**

Place the removed waste toner container on a level surface. If the waste toner container is tilted too far, toner may spill out.

**2.**

Pull out the drum unit to replace.



1. Grip the handle of the drum unit to replace, and pull it out.



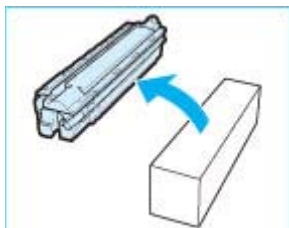
2. Pull the drum unit out of the main unit about halfway, and then pull it out all the way while supporting the indented area with your other hand.

**IMPORTANT**

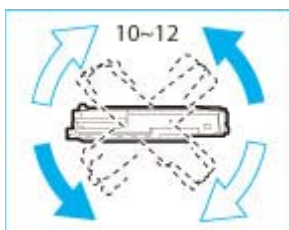
Do not tilt the removed drum unit too far. Doing so may cause toner to spill out.

**3.**

Prepare to insert the new drum unit.



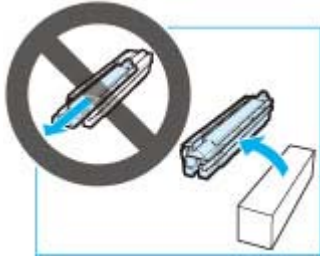
1. Remove the new drum unit from its box.



2. Hold the drum unit horizontally in both hands as shown in the illustration, and tilt it to the left and right approximately 12 times.

**IMPORTANT**

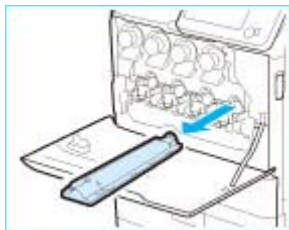
Do not remove the orange protective cover until you insert the drum unit into the machine.

**4.**

Insert the new drum unit.



**1. Grip the handle and indented area of the drum unit, and insert the drum unit while aligning the mark on the drum unit with the mark on the slot of the main unit.**



**2. Remove the protective cover after the drum unit is completely inserted.**

**IMPORTANT**

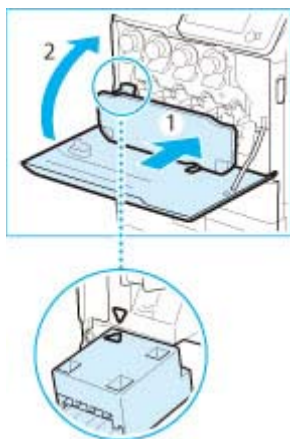
When you insert the drum unit into the main unit, the orange protective cover remains. Remove the protective cover after the drum unit is completely inserted.

**5.**

Insert the waste toner container into the main unit.

**1. Align the mark on the waste toner container and the mark on the slot of the main unit, and insert the waste toner container.**

**2. Close the front cover of the main unit.**






 **CAUTION**

When closing the front cover of the main unit, be careful not to get your fingers caught, as this may result in personal injury.

## Routine Cleaning

If an original is not copied clearly, clean the platen glass, the underside of the feeder, the document feed scanning area, and the rollers of the feeder. For high-quality printouts, we recommend cleaning these parts once or twice a month.

The proper cleaning method for various cases is shown by the marks below.

Case 1		Adhesive and other easy to remove substances	Clean the machine with the glass cleaning sheet included with the machine.
Case 2		Ink and other difficult to remove substances	Clean the machine with a cloth which is wrung after being dampened in water, and then wipe it clean with a soft, dry cloth.
Case 3		Stains that cannot be removed with a wet cloth	Clean the machine with a cloth dampened with a mild detergent mixed with water, and then wipe it clean with a soft, dry cloth.

### **WARNING**

When cleaning the machine, first turn Off the main power switch, and disconnect the power cord. Failure to observe these steps may result in a fire or electrical shock.

Disconnect the power cord from the power outlet regularly, and clean the area around the base of the power plug's metal pins and the power outlet with a dry cloth to ensure that all dust and grime is removed. If the power cord is connected for a long period of time in a damp, dusty, or smoky location, dust can build up around the power plug and become damp. This may cause a short circuit and result in a fire.

### **IMPORTANT**

When cleaning with a cloth, do not dampen the cloth too much, as this may damage the original or break the machine.

Do not use alcohol, benzene, paint thinner, or other solvents for cleaning. Doing so may result in damage to the plastic parts.

[Originals Cannot Scanned Properly \(Cleaning the Platen Glass\)](#)

[Scanned Originals Become Dirty \(Manual Feeder Cleaning\)](#)

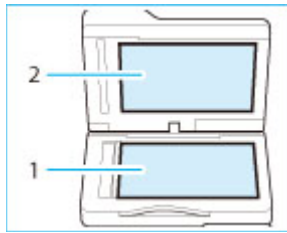
[Scanned Originals Become Dirty \(Automatic Feeder Cleaning\)](#)

[Output Paper Becomes Dirty \(Cleaning Inside of the Main Unit\)](#)

[When White Streaks Appear on Prints \(Cleaning the Dust Proof Glass\)](#)

## Originals Cannot Scanned Properly (Cleaning the Platen Glass)

If the platen glass or the underside of the feeder is dirty, the original may not be scanned clearly. Clean the platen glass and the underside of the feeder by following the procedure below.



### 1. Clean the platen glass.



### 2. Clean the underside of the feeder.



#### NOTE

If stains will not come out, use detergent instead of water.

Use the glass cleaning sheet included with the machine to perform basic cleaning.

When the glass cleaning sheet is dirty, rinse it with water and spread it out to let it dry.

## Scanned Originals Become Dirty (Manual Feeder Cleaning)

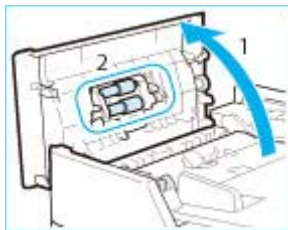
If originals that have been fed through the feeder have streaks or appear dirty, clean the feed rollers.

### IMPORTANT

Spin the rollers while cleaning them.

## 1.

Clean the rollers of the feeder.



1. Open the feeder cover.

2. Clean the rollers (a total of two places) inside the feeder cover.



## 2.

Clean the inside of the inner cover of the feeder.



1. Open the inner cover of the feeder.

2. Clean the transparent plastic (a total of two places).



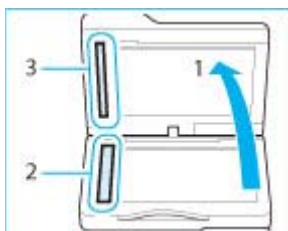
3. Close the inner cover of the feeder.

### CAUTION

When closing the inner cover of the feeder, be careful not to get your fingers caught, as this may result in personal injury.

## 3.

Clean the document feed scanning area (thin glass strip) and the white plate.



1. Open the feeder.

2. Clean the document feed scanning area.



3. Clean the white plate.



4. Close the feeder.



 **CAUTION**

When closing the feeder, be careful not to get your fingers caught, as this may result in personal injury.

**NOTE**

When the glass cleaning sheet is dirty, rinse it with water and spread it out to let it dry.

**4.**

**Close the feeder cover.**

 **CAUTION**

When closing the feeder cover, be careful not to get your fingers caught, as this may result in personal injury.

## Scanned Originals Become Dirty (Automatic Feeder Cleaning)

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If your originals have black streaks or appear dirty after scanning them through the feeder, perform an automatic feeder cleaning for the rollers of the feeder.

**1.**

Press  (Settings/Registration).

**2.**

Press [Adjustment/Maintenance] → [Maintenance] → [Clean Feeder].

**3.**

Place 10 sheets of blank paper into the feeder → press [Start].

The time it takes to clean the feeder differs depending on the model of the machine you are using.

imageRUNNER ADVANCE C351iF/C350i: Approximately 30 seconds

imageRUNNER ADVANCE C250i: Approximately 45 seconds

Fan the stack of paper well before loading it.

Use normal A4 size paper.

When cleaning is complete, try scanning again.

**NOTE**

Feeder cleaning cannot be performed while printing.

To cancel feeder cleaning while it is in progress, press [Cancel].

## Output Paper Becomes Dirty (Cleaning Inside of the Main Unit)

---

If streaks appear on printed output, or random parts of the printed image are missing, the inside of the main unit may be dirty. In this case, perform automatic cleaning of the inside of the main unit.

**1.**

Press  (Settings/Registration).

**2.**

Press [Adjustment/Maintenance] → [Maintenance] → [Clean Inside Main Unit].

**3.**

Press [Start].

When cleaning is complete, try printing again.

## Cleaning the Pressure Roller for Fixing

---

If streaks appear on the printed page, the pressure roller for fixing may be dirty. This mode cleans the pressure roller for fixing by passing the printed cleaning sheet through the machine.

### IMPORTANT

The following paper can be used for the cleaning sheet.

Size: A4

Type: Thin, plain, colour, recycled

### NOTE

If paper that cannot be used for the cleaning sheet is registered in [Register Multi-Purpose Tray Defaults] in [Preferences] (Settings/Registration), set [Register Multi-Purpose Tray Defaults] to 'Off'. (See "[Registrera standardinställningar för universalfacket.](#)")

**1.**

Press  (Settings/Registration).

**2.**

Press [Adjustment/Maintenance] → [Maintenance] → [Clean Pressure Roller for Fixing].

**3.**

Select the paper source → press [OK].

### IMPORTANT

The cleaning sheet cannot be printed when an error has occurred in the machine. Clear errors before printing the cleaning sheet.

### NOTE

First set the size and type of paper to use for the cleaning sheet.

**4.**

Press [Start Printing].

The paper selected to use for cleaning is printed.

**5.**

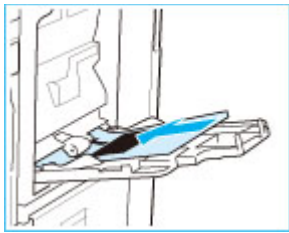
Open the multi-purpose tray.



## 6.

Load the cleaning sheet into the multi-purpose tray with the printed side facing up, and the arrow pointing toward the machine.

Adjust the multi-purpose tray's settings for the cleaning sheet.



## 7.

Press [Start Cleaning].

### NOTE

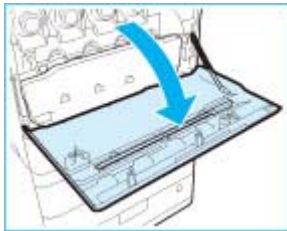
The cleaning of the pressure roller for fixing takes approximately 100 seconds.  
The cleaning process cannot be cancelled once it begins. Please wait until it is completed.  
If the cleaning sheet jams while cleaning, the error indicator flashes. Remove the jammed cleaning sheet and try again.

## When White Streaks Appear on Prints (Cleaning the Dust Proof Glass)

When white streaks or other print defects occur, the dust proof glass may be dirty. Follow the procedure below to clean the dust proof glass.

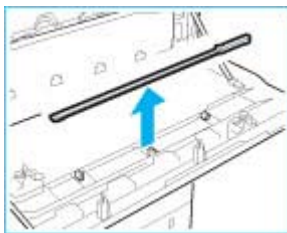
**1.**

Open the front cover of the main unit.



**2.**

Remove the dust proof glass cleaner from the rear side of the front cover of the main unit.



**3.**

Hold the dust proof glass cleaner so that the pad on the tip is facing down, insert it in the locations shown on the illustration until it stops, and then move it gently back and forth.

Clean the four locations as shown below. There are marks on the main unit that indicate the cleaning locations. Check these marks when cleaning the dust proof glass.



**4.**

**When you have finished cleaning the dust proof glass, gently push the dust proof glass cleaner back onto the rear side of the front cover of the main unit.**

Place the dust proof glass cleaner back on the rear side of the front cover of the main unit with its tip facing the left direction.

## 5.

**Close the front cover of the main unit.**

### **CAUTION**

When closing the front cover of the main unit, be careful not to get your fingers caught, as this may result in personal injury.

## Consumables

The following consumables are available from Canon. For more information, contact your local authorized Canon dealer.

We recommend that you order paper stock and toner from your local authorized Canon dealer before your stock runs out.

### Recommended Paper

In addition to plain paper (A4 and A5 sizes), recycled paper, colour paper, transparencies labels, and other types of paper stock are available.

#### CAUTION

Do not store paper in places exposed to open flames, as this may cause the paper to ignite, resulting in burns or a fire.

#### IMPORTANT

Some commercially available paper types are not suited for this machine. Contact your local authorized Canon dealer when you need to purchase paper.

To prevent moisture build-up, tightly wrap any remaining paper in its original package for storage.

#### NOTE

For high-quality printouts, use paper recommended by Canon.

### Toner



Confirm that the code on the front cover of the machine and the one on the package of the genuine toner are the same.

If a message prompting you to replace the toner cartridge appears on the touch panel display, replace the used toner cartridge of the displayed colour with a new one.

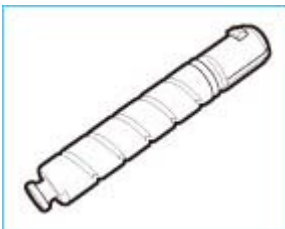
Toner comes in four colours: black, cyan, magenta, and yellow.

Check the toner colour that you need to replace before ordering toner from your local authorized Canon dealer. Also, when replacing the toner cartridge, make sure that you replace toner of the correct colour.

Use only toner cartridges intended for use with this machine.

For optimum print quality, using Canon genuine toner is recommended.

For information on the dedicated toner cartridge model numbers for this machine, see "[Replacement Parts](#)."



#### WARNING

Do not burn or throw used toner cartridges into open flames, as this may cause the toner remaining inside the cartridges to ignite, resulting in burns or a fire.

Do not store toner cartridges in places exposed to open flames, as this may cause the toner to ignite, resulting in burns or a fire.

If you accidentally spill or scatter toner, carefully wipe up the loose toner with a damp, soft cloth and avoid inhaling any toner dust. Do not use a vacuum cleaner that is not equipped with safety



**⚠ WARNING**

measures to prevent dust explosions to clean up loose toner. Doing so may cause damage to the vacuum cleaner or result in a dust explosion due to static discharge.

**⚠ CAUTION**

Keep toner out of the reach of small children.  
If toner is ingested, consult a physician immediately.

**IMPORTANT**

Store toner cartridges in a cool location, away from direct sunlight. (The recommended storage conditions are temperatures below 30°C and humidity below 80%.)

Do not store toner cartridges in an upright position.

[Be careful of counterfeit toners]

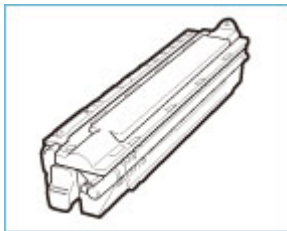
Please be aware that there are counterfeit Canon toners in the marketplace. Use of counterfeit toner may result in poor print quality or machine performance. Canon is not responsible for any malfunction, accident or damage caused by the use of counterfeit toner.

For more information, see <http://www.canon.com/counterfeit>.

**Drum Unit**

When you replace the drum unit with a new one, be sure to use only drum units intended for use with the machine. For optimum print quality, using Canon genuine drum unit is recommended.

For information on the drum unit model numbers for this machine, see "[Replacement Parts](#)."

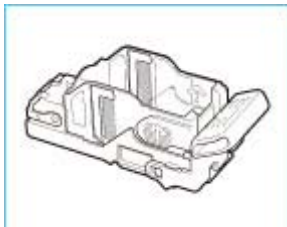
**⚠ CAUTION**

For cardiac pacemaker users:

This drum unit emits low level magnetic flux. If you use a cardiac pacemaker and feel abnormalities, please move away from the drum unit, and consult a physician.

**Staple Cartridge**

For information on the staple cartridge model numbers for this machine, see "[Replacement Parts](#)."

**Genuine Consumables**

Canon continuously develops technology innovations in Canon Toners, Drums and Cartridges, specifically designed for use in Canon Multi-Functional machines.

Experience the benefits of optimal print performance, print volume and high quality outputs, achieved through Canon's new advanced technologies. Therefore, the use of Canon genuine consumables is recommended for your Canon Multi-Functional machines.

