Canon

imagePROGRAF

MFP Z36 Scanner

Colortrac

Our Business is Your Image

Service Support Guide

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IMPORTANT

THIS SERVICE SUPPORT GUIDE INCLUDES THE INFORMATION RELATING TO THE imagePROGRAF TZ-30000 MFP Z36, imagePROGRAF TM-305 MFP Z36, imagePROGRAF TM-300 MFP Z36, imagePROGRAF TX-4100 MFP Z36, and imagePROGRAF TX-3100 MFP Z36.

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I. Introduction

This section contains the product overview, purpose, configuration and box contents.

A. Overview

The imagePROGRAF MFP Z36 scanner systems combine the imagePROGRAF Large Format Printer with the Colortrac Z36 scanner to create a multicomponent, multifunction solution for architects, engineers, construction, GIS, and other professionals who need to scan, edit, save, share, and print large-format documents.

Large format multi-function print solutions equipped with the Colortrac Z36 Scanner system Include the:

- imagePROGRAF TZ-30000 MFP Z36
- imagePROGRAF TX-4100 MFP Z36
- imagePROGRAF TX-3100 MFP Z36
- imagePROGRAF TM-305 MFP Z36
- imagePROGRAF TM-300 MFP Z36

Colortrac is a brand of Global Scanning A/S.

B. Purpose

The purpose of this document is to provide the servicing dealer with the tools necessary to enable a successful implementation of the Canon imagePROGRAF MFP Z36, multifunction solution. This solution expands the market potential for the imagePROGRAF TZ-30000, imagePROGRAF TX-4100, imagePROGRAF TX-3100, imagePROGRAF TM-305, and imagePROGRAF TM-300 printers. This document has been created to assist servicing dealers to realize that potential.

Training and support for the Canon imagePROGRAF MFP Z36, systems in this guide are available from Canon U.S.A., Inc. (hereinafter referred to as (“Canon USA”))

C. Configuration

Note: All configurations shown are for reference purposes only and are subject to change without notice. Please refer to the Dealer Price List on the Canon Partner Portal (https://www.partners.usa.canon.com) for the most up-to-date Item Numbers.

Note: Refer to the imagePROGRAF Printer Service Guide for printer Hardware Options, Software Options, Supplies and Consumables.

Table 1 – Configuration

Item	Item Number [1]
imagePROGRAF TZ-30000 MFP Z36 Shown	
imagePROGRAF TZ-30000 MFP Z36	5517C001AA
imagePROGRAF TX-4100 MFP Z36 with Stacker and Roll Unit Shown	
imagePROGRAF TX-4100 MFP Z36 with Stacker	5516C003AA
imagePROGRAF TX-4100 MFP Z36 with Basket	5516C004AA

[1] Item Numbers and Part Numbers are subject to change without notice.

Table 1 – Configuration Continued

Item	Item Number[1]
imagePROGRAF TX-3100 MFP Z36 with Stacker and Roll Unit Shown	
imagePROGRAF TX-3100 MFP Z36 with Stacker	5515C003AA
imagePROGRAF TX-3100 MFP Z36 with Basket	5515C004AA
imagePROGRAF TM-305 MFP Z36 Shown	
imagePROGRAF TM-305 MFP Z36 [2] (Printer with Z36 Scanning system)	3056C028AA
imagePROGRAF TM-300 MFP Z36 Shown	
imagePROGRAF TM-300 MFP Z36 [2] (Printer with Z36 Scanning system)	3058C045AA

[2] Includes Main Unit with Stand, Basket, 3" Core Adapter, 1 Print Head, 1 Maintenance Cartridge (Installed), 5 Starter Ink Tanks (130 ml: MBK, 90ml: C/M/Y/BK), Sample Heavyweight Coated HP Paper (A2 size/5 sheets), Ethernet Card (built-in), USB 2.0 High Speed Interface, USB Connection Sheet, iWR Service Terms Leaflet, User Manual, Quick Guide, Power Cord, Registration Card, PosterArtist Lite Software, Printer Driver, Media Configuration Tool, Accounting Manager, Print Plug-in for Microsoft Office, Device Management Console, Optimized Driver for AutoCAD.

Table 2 – eCarePAK Options

eCarePAK (Extended Warranty Options)	
Item	**Item Number**[1]
TZ-30000 MFP 2 Year + 9 Month extended service eCarePAK (includes installation) [3] (Dealer)	1708BB38AA
TZ-30000 MFP 2 Year + 9 Month extended service eCarePAK (without installation) [4] (Dealer)	1708BB44AA
TZ-30000 MFP 2 Year + 9 Month extended service eCarePAK (includes installation) [3] (Reseller)	1708BB35AA
TZ-30000 MFP 2 Year + 9 Month extended service eCarePAK (without installation) [4] (Reseller)	1708BB41AA
TX-4100 MFP 2 Year + 9 Month extended service eCarePAK (includes installation) [3] (Dealer)	1708BB10AA
TX-4100 MFP 2 Year + 9 Month extended service eCarePAK (without installation) [4] (Dealer)	1708BB16AA
TX-4100 MFP 2 Year + 9 Month extended service eCarePAK (includes installation) [3] (Reseller)	1708BB13AA
TX-4100 MFP 2 Year + 9 Month extended service eCarePAK (without installation) [4] (Reseller)	1708BB19AA
TX-3100 MFP 2 Year + 9 Month extended service eCarePAK (includes installation) [3] (Dealer)	1708BA73AA
TX-3100 MFP 2 Year + 9 Month extended service eCarePAK (without installation) [4] (Dealer)	1708BA79AA
TX-3100 MFP 2 Year + 9 Month extended service eCarePAK (includes installation) [3] (Reseller)	1708BA76AA
TX-3100 MFP 2 Year + 9 Month extended service eCarePAK (without installation) [4] (Reseller)	1708BA82AA
TM MFP Z36 Installation (Dealer)	3967V993
TM MFP Z36 Installation (Reseller)	3967V994
TM-300 MFP Z36 1 Year extended service eCarePAK (Dealer)	1708BB73AA
TM-300 MFP Z36 2 Year extended service eCarePAK (Dealer)	1708BB74AA
TM-300 MFP Z36 1 Year extended service eCarePAK (Reseller)	1708BB77AA
TM-300 MFP Z36 2 Year extended service eCarePAK (Reseller)	1708BB78AA
TM-305 MFP Z36 1 Year extended service eCarePAK (Dealer)	1708BB81AA
TM-305 MFP Z36 2 Year extended service eCarePAK (Dealer)	1708BB82AA
TM-305 MFP Z36 1 Year extended service eCarePAK (Reseller)	1708BB85AA
TM-305 MFP Z36 2 Year extended service eCarePAK (Reseller)	1708BB86AA

1 Item Numbers and Part Numbers are subject to change without notice.

3 Required purchase for non-service authorized dealers.
4 Intended for purchase by all dealers not planning to provide service/support to end-users.

D. Box Contents

Note: Box contents shown are for reference purposes only and are subject to change without notice.

Table 3 – imagePROGRAF TZ-30000 MFP Z36 Box Contents

- imagePROGRAF TZ-30000
  - imagePROGRAF TZ-30000 Printer
  - Top Output Stacker
  - Basket, 2”/3” Core Media Spool (Adapters Included)
  - Power Cord
  - Tools and Screws
  - Print Head
  - Maintenance Cartridge (Installed)
  - 5 Ink Tanks (330 ml MBK, 160 ml: BK/C/M/Y)
  - Ethernet Card (built-in)
  - USB 2.0 High-speed Interface
  - USB Connection Sheet
  - iWR Service Terms Leaflet
  - User Manual
  - Quick Setup Guide
  - User Software CD for Windows (Printer Drive Utilities)
  - PosterArtist Lite CD
  - User Registration Card
  - Warranty Statement
- Scanner
  - Z36 Scanner with Power Cord, USB 3.0 Cable (2 m)
  - 15.6” System Controller
  - 3:1 Trident Power Cord
  - Power Supply
  - Mount for Printer and System Controller
  - (2) Paper Edge Guides
  - (3) Document Return Guides
  - Calibration Target
  - Assembly and Startup Guide
  - Calibration target

Table 4 - imagePROGRAF TX-4100 MFP Z36 Box Contents

- imagePROGRAF TX-4100
  - imagePROGRAF TX-4100 Printer
  - TX Stacker or Basket
  - Stand
  - 2”/3” Core Media Spool (Adaptors Included)
  - US AC Power Cable
  - Tools and Screws
  - Print Head PF-06
  - Maintenance Cartridge (Installed)
  - 5 Ink Tanks (330 ml: MBK/C/M/Y/BK)
  - Sample Heavyweight Coated Paper (A2/5 Sheets)
  - Ethernet Card (built-in)
  - USB 2.0 High-speed Interface
  - USB Connection Sheet
  - iWR Service Terms Leaflet
  - User Manual
  - Quick Setup Guide
  - User Software CD for Windows (Printer Driver Utilities)
  - PosterArtist Lite
  - User Registration Card
- Scanner
  - Z36 Scanner with Power Cord, USB 3.0 Cable (2 m)
  - 15.6” System Controller
  - 3:1 Trident Power Cord
  - Power Supply
  - Mount for Printer and System Controller
  - (2) Paper Edge Guides
  - (3) Document Return Guides
  - Calibration Target
  - Assembly and Startup Guide

Table 5 - imagePROGRAF TX-3100 MFP Z36 Box Contents

- imagePROGRAF TX-3100
  - imagePROGRAF TX-3100 Printer
  - TX Stacker or Basket
  - Stand
  - 2”/3” Core Media Spool (Adaptors Included)
  - US AC Power Cable
  - Tools and Screws
  - Print Head PF-06
  - Maintenance Cartridge (Installed)
  - 5 Ink Tanks (330 ml: MBK, 160 ml: C/M/Y/BK)
  - Sample Heavyweight Coated Paper (A2/5 Sheets)
  - Ethernet Card (built-in)
  - USB 2.0 High-speed Interface
  - USB Connection Sheet
  - iWR Service Terms Leaflet
  - User Manual
  - Quick Setup Guide
  - User Software CD for Windows (Printer Driver Utilities)
  - PosterArtist Lite CD
  - User Registration Card
- Scanner
  - Z36 Scanner with Power Cord, USB 3.0 Cable (2 m)
  - 15.6” System Controller
  - 3:1 Trident Power Cord
  - Power Supply
  - Mount for Printer and System Controller
  - (2) Paper Edge Guides
  - (3) Document Return Guides
  - Calibration Target
  - Assembly and Startup Guide

Table 6 - imagePROGRAF TM-305 MFP Z36 Box Contents

- imagePROGRAF TM-305 Printer
  - imagePROGRAF TM-305 Printer
  - Stand / Basket
  - 2”/3” Core Media Spool (Adaptors Included)
  - US AC Power Cable
  - Tools and Screws
  - Print Head PF-06
  - Maintenance Cartridge (Installed)
  - 5 Ink Tanks (130 ml: MBK, 90ml: C/M/Y/BK)
  - Sample Heavyweight Coated Paper (A2/5 Sheets)
  - Ethernet Card (built-in)
  - USB 2.0 High-speed Interface
  - USB Connection Sheet
  - iWR Service Terms Leaflet
  - User Manual
  - Quick Setup Guide
  - User Software CD for Windows (Printer Driver Utilities)
  - PosterArtist Lite
  - User Registration Card

- Scanner
  - Z36 Scanner with Power Cord, USB 3.0 Cable (2 m)
  - 15.6” System Controller
  - 3:1 Trident Power Cord
  - Power Supply
  - Mount for Printer and System Controller
  - (2) Paper Edge Guides
  - (3) Document Return Guides
  - Calibration Target
  - Assembly and Startup Guide

Table 7 - imagePROGRAF TM-300 MFP Z36 Box Contents

- imagePROGRAF TM-300 Printer
  - imagePROGRAF TM-300 Printer
  - Stand / Basket
  - 2”/3” Core Media Spool (Adaptors Included)
  - US AC Power Cable
  - Tools and Screws
  - Print Head PF-06
  - Maintenance Cartridge (Installed)
  - 5 Ink Tanks (130 ml: MBK, 90ml: C/M/Y/BK)
  - Sample Heavyweight Coated Paper (A2/5 Sheets)
  - Ethernet Card (built-in)
  - USB 2.0 High-speed Interface
  - USB Connection Sheet
  - iWR Service Terms Leaflet
  - User Manual
  - Quick Setup Guide
  - User Software CD for Windows (Printer Driver Utilities)
  - PosterArtist Lite
  - User Registration Card

- Scanner
  - Z36 Scanner with Power Cord, USB 3.0 Cable (2 m)
  - 15.6” System Controller
  - 3:1 Trident Power Cord
  - Power Supply
  - Mount for Printer and System Controller
  - (2) Paper Edge Guides
  - (3) Document Return Guides
  - Calibration Target
  - Assembly and Startup Guide

II. Features

A. imagePROGRAF Printer

Refer to the Supported imagePROGRAF printer Service Guide for features and options.

B. Z36 Scanner Features

The Z36 Scanner is a 36-inch scanner for the imagePROGRAF TZ-30000 printer.

1. Printer Mounting

The Z36 Scanner stand is mounted directly to the imagePROGRAF TZ-30000 printer.

2. Z36 All-In-One Controller

- The Z36 All-In-One (AIO) Controller is a combination desktop computer and monitor.
- Operating System: Windows 10 Enterprise LTSC 64 bit
- The Z36 All-In-One Controller is preinstalled with the following software solutions to manage print processes:
  - SmartWorks MFP Software Version 6.0
  - imagePROGRAF Status Monitor

3. Copy

Scanned images can be printed (once or multiple times) to the connected imagePROGRAF TZ-30000 Series printer.

4. Scan to PC

Using SmartWorks MFP Software Version 6.0 the Z36 scanner can scan images to the Z36 All-In-One Controller.

Scan to PC supports multiple file types (PDF, Multi Page PDF, JPEG, TIFF, PDF/A, DWF).

5. Scan to USB Memory

Using SmartWorks MFP Software Version 6.0 the Z36 scanner can scan images to USB memory. Scan to USB Memory supports multiple file types (PDF, Multi Page PDF, JPEG, TIFF, PDF/A, DWF).

III. Dealer Sales/Service Authorization and Educational Training

Training is not required to sell and service the Colortrac Z36 scanner.

To become authorized to sell, service, and maintain the supported imagePROGRAF printer, each Authorized Servicer location must have at least two (2) technicians that have completed the appropriate imagePROGRAF Printer- Online Training.

The imagePROGRAF Program Guide details the responsibilities of the imagePROGRAF Dealer (Dealership or Channel Partner)/Authorized Servicer to meet minimum service requirements in order to attain and maintain authorization as a Canon USA imagePROGRAF Dealer/Authorized Servicer. The imagePROGRAF Program Guide is available on the e-Support Center website (http://www.support.cusa.canon.com) and the Partner Portal Website.

A. imagePROGRAF TZ-30000 Printer Training

The imagePROGRAF TZ-30000 Online Training Course is a comprehensive learning program, which will prepare the service technician to setup and service the imagePROGRAF TZ-30000 printer and the imagePROGRAF TZ- 30000 MFP Z36.

Note: This course provides information on the Colortrac Z36 Scanner and the fundamental operation of the SmartWorks MFP software.

Table 8 - imagePROGRAF TZ-30000 Online Course Modules

Course Name	Course Code [1]	Required
Large Format Printer Core Technologies and Advanced Operations online training (for new technicians only)	19LFIPMP00O	Yes
imagePROGRAF TZ-Series Online Training	19LFPIPFTZ300O	Yes

1 Item Numbers and Part Numbers are subject to change without notice.

B. imagePROGRAF Z36 MFP Online Training

This course provides information on the imagePROGRAF Z36 MFP Scanner maintenance and the fundamental operation of the SmartWorks MFP software.

New technicians must complete the Large Format Printer Core Technologies course or equivalent prior to completing the imagePROGRAF MFP Z36 Online Training Course.

It is highly recommended technicians have previous experience with the Canon imagePROGRAF MFP T36.

Table 9 - imagePROGRAF Z36 Scanner Online Training

Course Name	Course Code [1]	Required
imagePROGRAF Z36 Scanner Online Training	19IPFZ3600O	No

1 Item Numbers and Part Numbers are subject to change without notice.

C. imagePROGRAF TX-4100/TX3100 and imagePROGRAF TM-Series Printer Training

Refer to the imagePROGRAF TX-4100/TX3100 Service Guide and the TM-Series Service Guides for the printer training courses.

D. Certification

- imagePROGRAF TZ-30000 MFP Z36
- imagePROGRAF TX-4100 MFP Z36
- imagePROGRAF TX-3100 MFP Z36
- imagePROGRAF TM-305 MFPZ36
- imagePROGRAF TM-300 MFPZ36

The successful completion of the Online Training Course(s) and passing of the final assessment exam are required to sell this product.

E. Who Should Attend

It is required that any technician responsible for installing, servicing, or supporting the imagePROGRAF Printer successfully complete the online training courses and pass the final assessment exam.

Note: Our current support policy dictates that only those technicians who have completed the training program and pass the final assessment exam are entitled to live, phone-based support through our TSC (Technical Support Center). Self-service support (software downloads, knowledgebase articles, support forums, technical publications) are available for technicians through Canon USA's e-Support Center website (Refer to the Technical Support section on the e-Support Center website for entitlement details.)

F. Online Training Course

The online courses are located in the e-Learning center on the Canon USA e-Support Center website. Certification maps on the e-Support Center website provide easy access to the training. The online courses can be conducted at any authorized servicer facility that is suitable for online student learning.

G. Course Equipment

- Windows workstation (Windows 7 or higher)
- Microsoft Internet Explorer v11.0 or higher
- Applicable accessories (hardware and software)

H. Service Materials

The materials required for the imagePROGRAF Printer Training Program are listed in the table below.

Table 10 – Service Materials

Model	Item	Location
imagePROGRAF TZ-30000 MFP Z36 imagePROGRAF TX-4100 MFP Z36 imagePROGRAF TX-3100 MFP Z36 imagePROGRAF TM-305 MFPZ36 imagePROGRAF TM-300 MFPZ36	e-Learning Training Program	Conducted online
	Service Manual	Downloadable from within Download Center on the e-Support Center website
	Technical Reference Guide	
	Parts Catalog	

IV. Servicing Notes

A. Power and Plug Requirements

The imagePROGRAF printer requires a dedicated and properly grounded single-phase 120V/15A NEMA 5-15 receptacle for proper operation.

Table 11 – Power and Plug Requirements

Description	Power Supply	Plug Specifications
imagePROGRAF TZ-30000 MFP Z36	120 V/15 A outlet	NEMA 5-15
imagePROGRAF TX-4100 MFP Z36		
imagePROGRAF TX-3100 MFP Z36		
imagePROGRAF TM-305 MFPZ36		
imagePROGRAF TM-300 MFPZ36		
Colortrac Z36 MFP Scanner		
Colortrac AIO Controller		

Table 12 - Printer Main Unit Power Receptacle

imagePROGRAF Printer Main Unit and Colortrac Z36 Scanner Power Receptacle
 NEMA 5-15 Receptacle

IMPORTANT

- Canon recommends an additional standard 120V/15A NEMA 5-15 outlet for service tools, such as a laptop computer or vacuum that may be used when servicing or configuring the machine.
- Use only dedicated and properly grounded outlets for the imagePROGRAF printer main unit. It is also strongly suggested to use dedicated and properly grounded outlets for each optional accessory. Do not use extension cords. The ground connection serves to provide the internal electronics with a reference voltage. Faulty or poor ground sources will cause this reference voltage to fall into a range that no longer serves as a reliable reference voltage. The internal logic and programming of the imagePROGRAF printers will not perform reliably because there is an insufficient difference between the internal operating signal voltages and the poor ground reference signal. A qualified electrician can measure and provide the ground source that the imagePROGRAF printers or any computer controlled office equipment requires.
- Before installation, confirm that all necessary receptacles are available.
- Phase converters and step down transformers are not supported

B. Dimensions & Weight (For Installation)

The approximate installed weight and dimensions differ depending on how it is configured. The dimensions are for reference only and should not be confused with the required space for installation.

Table 13 – Dimensions

Item	Width		Depth		Height	
imagePROGRAF TZ-30000 MFP Z36 [5, 6]	62 1/4”	1,580mm	37 7/8”	960mm	50 1/2”	1,280mm
imagePROGRAF TX-4100 MFP Z36 [7, 5] With Stacker	65 7/8"	1,672 mm	46 3/4"	1,188 mm	58"	1,473 mm
imagePROGRAF TX-4100 MFP Z36 [8, 5] With Basket	65 7/8"	1,672 mm	38 3/4"	984 mm	58"	1,473 mm
imagePROGRAF TX-3100 MFP Z36 [7 5] With Stacker	57 7/8"	1,469 mm	46 3/4"	1,188 mm	58"	1,473 mm
imagePROGRAF TX-3100 MFP Z36 [8, 5] With Basket	57 7/8"	1,469 mm	38 3/4"	984 mm	58"	1,473 mm
imagePROGRAF TM-305 MFP Z36	63 5/8”	1,616 mm	43 3/8” [9]	1,100 mm [9]	51 3/4"	1,315 mm
imagePROGRAF TM-300 MFP Z36	63 5/8”	1,616 mm	35” [10]	887 mm [10]	51 3/4"	1315 mm

Table 14 – Weight

Item	Approximate Weight	
imagePROGRAF TZ-30000 MFP Z36 Main Unit with Scanner, Paper output support and Top output guide	478 lb	217 kg
imagePROGRAF TX-4100 MFP Z36 [11] with Stand, Stacker and Roll Unit	350.5 lb	159 kg
imagePROGRAF TX-4100 MFP Z36 [11] with Stand, Basket and Roll Unit	377 lb	171 kg
imagePROGRAF TX-3100 MFP Z36 [11] with Stand, Stacker and Roll Unit	326 lb	148 kg
imagePROGRAF TX-3100 MFP Z36 [11] with Stand, Basket and Roll Unit	353 lb	160 kg
imagePROGRAF TM-305 MFP Z36 with stand and stacker [11]	178.6 lb	81 kg
imagePROGRAF TM-300 MFP Z36 with stand and stacker [11]	176.4 lb	80 kg

5 Including paper output support and top output guide.
6 Including the scanner shelf lifted to the upper position.
7 Including printer stand and high capacity stacker in the open position.
8 Including printer stand and basket in the open position.
9 Including printer stand and basket in extended Position B (imagePROGRAF TM-305 MFP Z36 only).
10 Including printer stand and basket in extended Position A.
11 Including Roll Holder Set, excluding ink and Printhead.

C. Installation Space Requirements

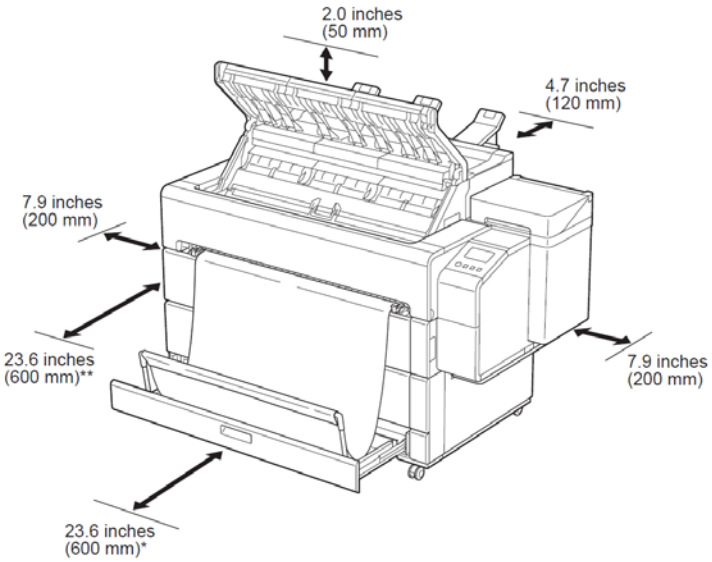
The imagePROGRAF MFP approximate installation space requirements may differ, depending on how the imagePROGRAF MFP is configured. Always ensure that there is enough space for service and operation of the device.

Refer to the imagePROGRAF Printer Service Manual for details on transportation and installation of the printer.

IMPORTANT

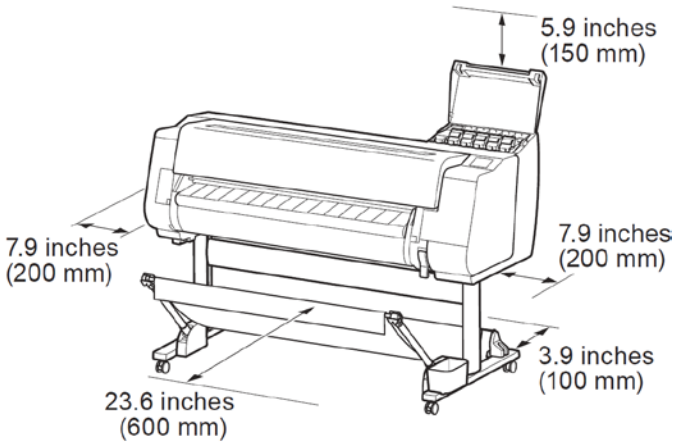
- Make sure at least 23.6" (600 mm) of space is available in front of the imagePROGRAF MFP.
- Make sure at least and at least .4" (10 mm) is available in back of the imagePROGRAF MFP.
- Make sure at least 7.9" (200 mm) is available on the left, and right sides of the imagePROGRAF MFP.
- Make sure at least 11.8" (300 mm) is available above the imagePROGRAF MFP.
- The floor must be level (with no bows) and flat for the stabilization and support of the imagePROGRAF MFP.
- The weight of the imagePROGRAF MFP is primarily supported by the wheels.

Table 15 – imagePROGRAF TZ-30000 Installation Space Requirements



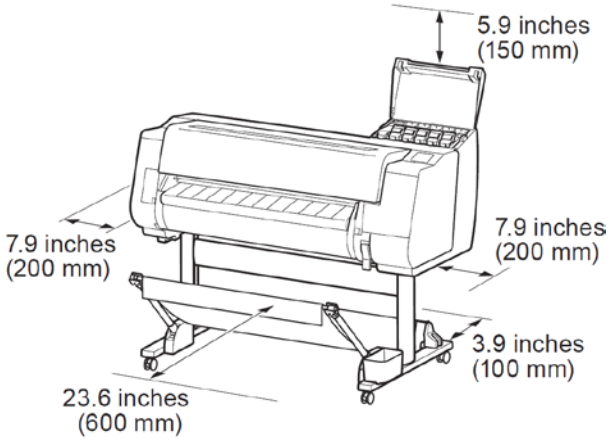
imagePROGRAF TZ-30000 MFP Z36 Installation Space					
Width		**Depth**		**Height**	
78”	1,981mm	66 1/8”	1,680mm	52 1/2”	1,331mm

Table 16 – imagePROGRAF TX-4100 Installation Space Requirements



imagePROGRAF TX-4100 MFP Z36 Installation Space (with printer and stand)					
Width		**Depth**		**Height**	
81 5/8"	2,072 mm	74 3/8" [12]	1,988 mm [12]	63 7/8"	1,623 mm
81 5/8"	2,072 mm	66 3/8" [13]	1,784 mm [13]	63 7/8"	1,623 mm

Table 17 – imagePROGRAF TX-3100 Installation Space Requirements

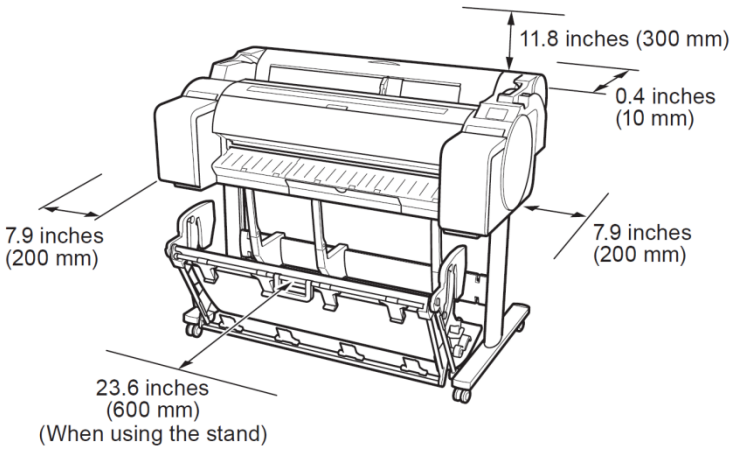


imagePROGRAF TX-3100 MFP Z36 Installation Space (with printer and stand)					
Width		**Depth**		**Height**	
73 5/8"	1,869 mm	74 3/8" [12]	1,888 mm [12]	63 7/8"	1,623 mm
73 5/8"	1,869 mm	66 3/8" [13]	1,684 mm [13]	63 7/8"	1,623 mm

12 With Stacker
13 With Basket

[12] With Stacker
[13] With Basket

Table 18 – imagePROGRAF TM-305/TM-300 MFP Z36 Installation Space Requirements



imagePROGRAF TM-305/TM-300 MFP Z36 Installation Space (with printer and stand)					
Width		**Depth**		**Height**	
79 3/8”	2,016 mm	67 3/8” [9]	1,710 mm [9]	63 5/8”	1,610 mm
79 3/8”	2,016 mm	59” [10]	1,497 mm [10]	63 5/8”	1,610 mm

9 Including printer stand and basket in extended Position B (imagePROGRAF TM-305 MFP Z36 only).

10 Including printer stand and basket in extended Position A.

D. Estimated Installation Times

The table below indicates the estimated length of time needed to unpack and install the imagePROGRAF MFP system. The estimated unpack and installation times are based on a minimum of three (3) or more persons to unpack and move the printer, and two (2) or more persons to install the printer.

The estimated installation times include the following:

- Installation space preparation
- Unpacking and positioning the printer (main unit) on a stand or table
- Installing the Printhead, ink tanks, and connecting the power cable
- Checking the printer operation and adjusting the printing position

Table 19 – Estimated Installation Times

Description	Estimated Time
imagePROGRAF TZ-30000 MFP Z36	40 minutes
imagePROGRAF TX-4100 MFP Z36/TX-3100 MFP Z36	85 Minutes
imagePROGRAF TM-305 MFP Z36 / TM-300 MFP Z36 [14]	70 Minutes

E. Transfer and Reinstallation

There may be ink leakage or damage to the printer if it is moved after initial installation. Refer to the User Manual for transit preparation, printer packing, and reinstallation instructions.

F. Colortrac Z36 Scanner Installation

Refer to the Colortrac Z Series Scanner Service Manual or Assembly Guide for instructions to install the Z36 Scanner to the supported imagePROGRAF Printer.

[14] The Installation time includes the Printer with stand, Printhead, all ink tanks, Colortrac T36 Scanner, Colortrac T36 MFP Stand, and All-In-One computer.

V. Limited Warranty Support

A. Canon imagePROGRAF Large Format Printer Limited Warranty

For detailed warranty information and warranty procedures, please refer to the imagePROGRAF printer Service Guide.

Note: No warranty is given for any consumables; such as paper or ink cartridges.

B. Canon imagePROGRAF Printhead Limited Warranty

The Canon imagePROGRAF Printhead Limited Warranty is effective for a period of one (1) year after delivery to the original purchaser or for the period that the “Head Lot” Number of the Printhead as displayed in the “Status Display” of the “Status Monitor Utility” has a last character of “a”, whichever period expires first.

For detailed warranty information, please refer to the imagePROGRAF printer Service Guide.

C. Colortrac Z36 Scanner

Canon provides a warranty for the Colortrac MFP Z36 Scanner that is the same period as the warranty for the printer.

When purchased with the imagePROGRAF TZ-30000 or the imagePROGRAF TX-4100/TX-3100, the scanner warranty is effective for a period of ninety (90) days following delivery to the original purchaser.

When purchased with the imagePROGRAF TM-305/TM-300, The scanner warranty is effective for a period of one (1) year following delivery to the original purchaser.

D. Colortrac Z36 All-In-One Controller

Canon provides a warranty for the Colortrac Z36 AIO Controller that is the same period as the warranty for the printer.

When purchased with the imagePROGRAF TZ-30000 or the imagePROGRAF TX-4100/TX-3100, The AIO warranty is effective for a period of ninety (90) days following delivery to the original purchaser.

When purchased with the imagePROGRAF TM-305/TM-300, The AIO warranty is effective for a period of one (1) year following delivery to the original purchaser.

VI. imagePROGRAF Installation and Extended Service eCarePAK

IMPORTANT

Before purchasing the imagePROGRAF printer. The Dealer/Authorized Servicer may choose to install the imagePROGRAF printer and provide support/service by offering his or her own maintenance agreement. If the Dealer/Authorized Servicer cannot or chooses not to install the imagePROGRAF printer or to provide support/service for the imagePROGRAF printer, the Dealer/Authorized Servicer must purchase a Canon eCarePAK as described below.

A. eCarePAK Installations

1. imagePROGRAF TZ-30000

If you are not service authorized for the imagePROGRAF TZ-30000 printer, you must buy the appropriate eCarePAK Extended Service Plan with bundled installation for the imagePROGRAF TZ-30000 MFP. In this case, the Dealer must not register the printer serial number in the ASCR system.

If you are service authorized for the imagePROGRAF TZ-30000, but you choose not to provide support/service. You must buy the appropriate eCarePAK Extended Service Plan with bundled installation for the imagePROGRAF TZ-30000 Printer or imagePROGRAF TZ-30000 MFP. If you choose this option, do not register the printer serial number in the ASCR system.

2. imagePROGRAF TX-4100/TX3100

If you are not service authorized for the imagePROGRAF TX-4100/TX-3100 printer, you must buy the appropriate eCarePAK Extended Service Plan with bundled installation for the imagePROGRAF TX-4100 MFP Z36 or imagePROGRAF TX-3100 MFP Z36. In this case, the Dealer must not register the printer serial number in the ASCR system.

If you are service authorized for the imagePROGRAF imagePROGRAF TX-4100/TX-3100, but you choose not to provide support/service. You must buy the appropriate eCarePAK Extended Service Plan with bundled installation for the imagePROGRAF TX-4100 MFP Z36 or imagePROGRAF TX-3100 MFP Z36. If you choose this option, do not register the printer serial number in the ASCR system.

3. imagePROGRAF TM-305/TM-300

If you are not service authorized for the imagePROGRAF TM-305/TM-300 printer, you must buy the appropriate MFP installation eCarePAK.

If you are service authorized for the imagePROGRAF TM-305/TM-300 printer, but you choose not to provide the installation, you must buy the appropriate MFP installation eCarePAK.

B. eCarePAK Extended Service Plan

1. imagePROGRAF TZ-30000

The TZ-30000 limited warranty is 90 days. Canon eCarePAK extended service plans are available for the TZ-30000 devices to extend coverage for an additional two (2) years and nine (9) months.

This two (2) years and nine (9) month Canon eCarePAK must be purchased with the TZ-30000 in the following cases:

- If you are not service authorized for the imagePROGRAF TZ-30000, and want to buy an imagePROGRAF TZ-30000 you must buy the appropriate TZ-30000 two (2) years and nine (9) month Canon eCarePAK extended Service plan with bundled installation. In this case, the Dealer/Authorized Servicer must not register the printer serial number in the ASCR system.
- If you are service authorized for the imagePROGRAF TZ-30000, but you choose not to provide support/service. You must buy the appropriate
  TZ-30000 two (2) years and nine (9) month Canon eCarePAK extended Service plan. If you choose this option, do not register the printer serial number in the ASCR system.

2. imagePROGRAF TX-4100/TX-3100

The TX-Series limited warranty is 90 days. Canon eCarePAK extended service plans are available for the TX-Series devices to extend coverage for an additional two (2) years and nine (9) months.

This two (2) years and nine (9) month Canon eCarePAK must be purchased with the TX-Series in the following cases:

- If you are not service authorized for the imagePROGRAF TX-Series, and want to buy an imagePROGRAF TX-Series you must buy the appropriate TX-Series two (2) years and nine (9) month Canon eCarePAK extended Service plan. In this case, the Dealer/Authorized Servicer must not register the printer serial number in the ASCR system.
- If you are service authorized for the imagePROGRAF TX-Series, but you choose not to provide support/service. You must buy the appropriate
  TX-Series two (2) years and nine (9) month Canon eCarePAK extended Service plan. If you choose this option, do not register the printer serial number in the ASCR system.

3. imagePROGRAF TM-305/TM-300

The imagePROGRAF printer limited warranty is one (1) year. Canon eCarePAK extended service plans are available for the TM-Series devices to extend coverage for an additional one (1) year or two (2) years.

The appropriate Canon eCarePAK must be purchased with the imagePROGRAF TM-Series printer in the following cases:

- If you are not service authorized for the imagePROGRAF printer, and want to buy an imagePROGRAF printer you must buy the appropriate Canon eCarePAK extended Service plan. In this case, the Dealer/Authorized Servicer must not register the printer serial number in the ASCR system.
- If you are service authorized for the imagePROGRAF printer, but you choose not to provide support/service. You must buy the appropriate Canon eCarePAK extended Service plan. If you choose this option, do not register the printer serial number in the ASCR system.

VII. The imagePROGRAF Program Guide

This imagePROGRAF Program Guide contains detailed information to help the imagePROGRAF Dealer / Authorized Servicer become familiar with Canon USA's processes and resources available to assist in servicing the imagePROGRAF products. The appropriate imagePROGRAF Program Guide for the Dealer / Authorized Servicer is available on the e-Support Center website.

The imagePROGRAF Program Guide provides information on:

A. Responsibilities

The imagePROGRAF Program Guide details the responsibilities of the imagePROGRAF Dealer / Authorized Servicer to meet minimum service requirements in order to attain and maintain authorization as a Canon USA imagePROGRAF Dealer/Authorized Servicer.

B. Specifying the Dealer / Authorized Servicers Support Model in the Authorized Servicer/Dealer Customer Registration System

The imagePROGRAF Program Guide details the process to register a device using the Authorized Servicer/Dealer Customer Registration (ASCR) System.

C. End User Warranty/Post Warranty Support

The compensation process for imagePROGRAF printers that require service while in-warranty and post warranty period covered by an eCarePak is explained.

Note: the compensation process for the Colortrac Z36 scanning system is the same as the process for the imagePROGRAF printers.

D. Parts & Service Material Orders

The part order process via Canon Network Access (CNA) or the National Parts Order Center is included. Additionally, the guide details the process for a Dealer / Authorized Servicer to purchase a Canon eCarePAK.

E. Technical Support

The imagePROGRAF Program Guide reviews the Technical support available to the Dealer / Authorized Servicer as web based support via the e-Support Center Website, telephone Support via the Canon USA Technical Support Center (TSC), and any support escalation if all reasonable troubleshooting options have been exhausted.

VIII. Appendix

A. Specifications

Note: All specifications are subject to change without notice.

Refer to the imagePROGRAF Service Guide for printer specifications.

Table 20 – Z36 Scanner Specifications

Item	Specification
Printers Supported	imagePROGRAF TZ-30000 imagePROGRAF TX-4100 imagePROGRAF TX-3100 imagePROGRAF TM-305 imagePROGRAF TM-300
Scan width	Approximately 36" (914mm)
Paper path width	Approximately 38" (965mm)
Minimum scan width	Approximately 6" (150mm)
Maximum scan length	JPEG/PDF - Approximately 315“ (8m) TIFF - Approximately 598.4” (15.2m)
Minimum scan length	Approximately 3.2" (8cm)
Document thickness (1)	0.003” – 0.04” (0.07 – 1.0mm)
Scanner size. W x H x D (Document Return Guides, paper tray down)	Approximately 41.6 x 6.1 x 9.9 inches (1,056 x 156 x 251 mm)
Scanner Weight	Approximately 17lbs 3oz (7.8Kg)
Scanner Operating Environment	Temp: 10-35C Humidity: 10-90%
Imaging technology (2)	SingleSensor (Full width straight-line CIS; Colortrac patent).
Optical Resolution (dpi)	Up to 1,200dpi
Color depth and space	16.7 million color RGB (24-bit), sRGB. 256 level greyscale (8-bit). Black & White (1-bit)
Illumination	Full width dual LED illumination
	96 LEDs
Scanner optics & calibration	Chemically hardened, scratch resistant scan glass
Document handling	Face up
	Rear exit (Document Return Guides to return document to front)
	Flat Paper path
	Viscous damped document hold up system
	High Precision Motor
	Silicone rubber document feed system
Scan speed (3)	13ips (inches per second) 8-bit grayscale & mono @200dpi
Scan to PC: Scan speed (3)	3ips 24-bit color @200dpi
Copy: Scan speed (3)	6ips 24-bit color @200dpi
Scan Accuracy	+/-0.1% +/-1 pixel (Scan accuracy may vary depending on the operating environment and the type & thickness of media).
Interface USB	3.0 (backward compatible to USB2)
Scanner controls	Stop, Advance, Rewind, LED status

Table 21 – Z36 Scanner System Controller Specifications

Item	Specification
Scanner power consumption	Sleep = 0.2W Idle = 12.4W Scanning color / greyscale at 200dpi = 22.7W / 23.3W
System controller CPU	Intel Core i3-8100T.
Operating System	Windows 10 Enterprise LTSC 64 bit
Solid State Drive	256GB
RAM	8GB DDR4.
Display	Multi touch 15.6”, 1366 x 768. 3 x USB3 & 1 x USB2, 1 x GbE (rear). Power button and 1 x USB3 (Front).
System controller weight	3.2Kg (7lbs 1oz) / Gross weight is 4.4 kg
System controller software	SmartWorks MFP V6
System controller languages	Chinese (Traditional), Chinese (Simplified), Czech, Dutch, English, Finnish, French, German, Italian, Japanese, Polish, Portuguese, Russian, Spanish, Swedish
System controller power consumption	Sleep : 1.7W Idle : 7.9W Full load : 52.2W
System controller compliances	UL (62368-1), Energy Star, FCC, CB (62368-1), EU - Tier 3 of Lot6/Lot26, CE, VCCI, PSE, CCC, EAC, RCM, BIS, WEEE, RoHS/REACH

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