InfoPrint® Solutions Company, a Ricoh®-IBM joint venture, is enhancing its workgroup printer family with the announcement of the InfoPrint 1930 and InfoPrint 1940 multifunction printers (MFP).

These new monochrome laser MFPs offer fast printing of up to 40 pages per minute (ppm)\(^1\) printing on letter media and up to 38 ppm\(^1\) on A4 media. Other benefits of these MFPs include:

- All-in-one MFP with printing, scanning, and copying capability (the InfoPrint 1940 MFP also has standard faxing capability)
- Color LCD with 17 buttons
- Print from and scan to flash drives
- 10/100BaseTX networking and duplex printing standard
- InfoPrint 1940 MFP hn models have a hard drive standard

\(^1\) Exact print speeds vary depending on document complexity, system configuration, software applications, driver, and printer status.

For ordering, contact your InfoPrint Solutions Company representative or InfoPrint Solutions Company Business Partner.
Key prerequisites

None

Planned availability dates

April 10, 2009, except as noted below.

May 29, 2009, for IPDS™ and SCS Tne card.

Description

InfoPrint 1930 MFP and InfoPrint 1940 MFP are all-in-one MFPs with printing, color scanning, and copying capability (the InfoPrint 1940 MFP has standard faxing capability). They offer printing of up to 40 ppm letter size and 38 ppm A4 size. The time to first print is as fast as seven seconds. The MFPs come in the following models:

<table>
<thead>
<tr>
<th>Model</th>
<th>Standard memory</th>
<th>Maximum memory</th>
<th>USB port</th>
<th>Processor</th>
<th>Fax capability</th>
<th>80 GB hard drive</th>
</tr>
</thead>
<tbody>
<tr>
<td>InfoPrint 1930 MFP n01, n02</td>
<td>128 MB</td>
<td>640 MB</td>
<td>Standard</td>
<td>500 MHz</td>
<td>Optional</td>
<td>Optional</td>
</tr>
<tr>
<td>InfoPrint 1940 MFP n11, n12</td>
<td>128 MB</td>
<td>640 MB</td>
<td>Standard</td>
<td>500 MHz</td>
<td>Standard</td>
<td>Optional</td>
</tr>
<tr>
<td>hn1, hn2</td>
<td>256 MB</td>
<td>640 MB</td>
<td>Standard</td>
<td>500 MHz</td>
<td>Standard</td>
<td>Standard</td>
</tr>
</tbody>
</table>

All models of both MFPs include one 250-sheet drawer, and a 50-sheet multipurpose feeder as standard. An optional 250-sheet drawer or 550-sheet drawer are available for a maximum input capacity 850 sheets. Output capacity is 150 sheets. Duplex capability is standard on all models.

Memory

All models of both MFPs have one slot for additional SDRAM memory. Memory options for the printer include 128 MB, 256 MB, and 512 MB memory DIMMs. All models have one slot for flash memory; a 256 MB flash memory option is available.

Network connections

All models of both MFPs include 10/100BaseTX Ethernet as standard.

Usage rates

The maximum monthly usage for the InfoPrint 1930 MFP and InfoPrint 1940 MFP are 80,000 impressions. InfoPrint Solutions Company does not recommend printing to the monthly maximum on a consistent basis.

Print quality

The resolutions of both MFPs are:

- 1200 x 1200 dpi
- 2400 image quality
- 1200 image quality
600 x 600 dpi
300 x 300 dpi

InfoPrint 1930 MFP and InfoPrint 1940 MFP have ten user selectable settings to balance print darkness and toner savings. The higher the setting, the darker the print. Within the range of print darkness settings, up to 50% toner savings can be realized from factory default setting of 8. The toner darkness setting is available through the operator panel under the Quality menu and also accessible from the print driver.

Font support

The InfoPrint 1930 MFP and InfoPrint 1940 MFP printer resident fonts include support for following:

<table>
<thead>
<tr>
<th>Emulation</th>
<th>Number of scalable fonts</th>
<th>Number of bitmapped fonts</th>
</tr>
</thead>
<tbody>
<tr>
<td>PCL 6</td>
<td>89</td>
<td>2</td>
</tr>
<tr>
<td>PostScript</td>
<td>91</td>
<td>0</td>
</tr>
<tr>
<td>PPDS</td>
<td>39</td>
<td>5</td>
</tr>
</tbody>
</table>

The fonts in the PCL emulation are compatible with the fonts in the HP LaserJet 4550 and include nine additional fonts and many extra symbol sets to support extra languages and applications. Included in the PCL emulation are OCR-A, OCR-B, and code 3 of nine barcode fonts. The fonts in the PostScript® emulation are compatible with all 136 fonts in Adobe® PostScript 3 and include 22 additional fonts.

Additional fonts can be downloaded to the MFP RAM, optional flash card, or hard disk drive (models with hard disk drive).

Included on the CD-ROM shipped with the MFP are screen fonts to match the MFP's resident scalable fonts. The Software and Documentation CD also includes a variety of downloadable fonts for Hebrew and Arabic.

MFP

Scanner

Scanner Type       Color/Mono flatbed scanner with ADF
Scan Technology    Charge Coupled Device (CCD)
Light Source       Cold Cathode Fluorescent Lamp (CCFL)
Number of Light Sources 2
Max Optical Resolution -
Flatbed           600 x 600 dpi (Mono)
                600 x 300 dpi (Color), with final resolution of 300 x 300 dpi
Scan Area - Flatbed Max. 8.5 x 14.0 in (216 x 356 mm)

Scanner ADF

ADF Type           Recirculating Duplex
Optical Resolution ADF Max. 600 x 600 dpi (mono)
         Max. 600 x 300 dpi (final resolution of 300 x 300 dpi)
Scanner ADF Document Input & Output Capacity
Scanner Media weight Max. 32 lb (120 gsm)
                Min. 15 lb (56 gsm)
Scan Area ADF
               Max. 8.5 x 14 in. (216 x 355 mm)
                Min. 5.0 x 5.5 in. (127 x 140 mm)

Printer

Print Technology   Mono laser with Instant-On Fuser
Paper Feed Orientation Short edge feed

Fax (standard on InfoPrint 1940)
Features

The InfoPrint 1930 MFP and InfoPrint 1940 MFP support the following optional features:

- 39V3438 250-Sheet Drawer with Tray
- 39V3439 550-Sheet Drawer with Tray
- 39V3360 128 MB SDRAM
- 39V3361 256 MB SDRAM
- 39V3362 512 MB SDRAM
- 39V3593 256 MB Flash Memory Card
- 39V3420 80 GB Hard Disk (already included on the InfoPrint 1940 hn model)
- 39V3877 Bar Code Card
- 39V3463 Decryption Card
- 39V3632 IPDS and SCS/Tne Card
- 39V3616 V.34 Fax Card (InfoPrint 1930 MFP only)
- 39V3608 Ethernet 1000BaseTX
- 39V1524 Ethernet 10/100BaseTX (1 USB port)
- 39V1525 Ethernet 1000BaseTX (4 USB ports)
- 75P6855 802.11g Wireless to USB (Europe) *
- 75P6856 802.11g Wireless to USB (UK/Ireland)
- 39V3624 802.11b/g/n Wireless Print Server (rest of world) *
- 39V3423 Parallel 1284-B Interface Card
- 39V3424 RS-232C Serial Interface Card
- 75P7029 10 ft. Parallel Cable
- 75P7030 2-meter USB Cable
- 39V3618 Korean Font Card
- 39V3619 Simplified Chinese Font Card
- 39V3620 Traditional Chinese Font Card
- 39V3621 Japanese Font Card

* Not available for Russia, South Africa, and Turkey.

Accessibility by people with disabilities

For hardware offerings

The following features support use by people with disabilities:

- Controls and latches are operable with one hand and minimal dexterity.
- Keys are discernible by touch without activating them.
- The display, controls, latches, and levers are accessible to someone in a wheelchair.
- Color is used as an enhancement for conveying information, as well as an additional method of distinguishing between buttons, controls, and latches.

Product number

<table>
<thead>
<tr>
<th>Mach type</th>
<th>Model</th>
<th>Part number</th>
<th>Description</th>
<th>UPC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Austria</td>
<td>4569</td>
<td>n02</td>
<td>39V3645</td>
<td>InfoPrint 1930 MFP</td>
</tr>
<tr>
<td></td>
<td>4570</td>
<td>n12</td>
<td>39V3681</td>
<td>InfoPrint 1940 MFP</td>
</tr>
<tr>
<td></td>
<td>4570</td>
<td>hn2</td>
<td>39V3682</td>
<td>InfoPrint 1940 MFP</td>
</tr>
<tr>
<td>Belgium, Netherlands</td>
<td>4569</td>
<td>n02</td>
<td>39V3646</td>
<td>InfoPrint 1930 MFP</td>
</tr>
<tr>
<td></td>
<td>4570</td>
<td>n12</td>
<td>39V3683</td>
<td>InfoPrint 1940 MFP</td>
</tr>
<tr>
<td></td>
<td>4570</td>
<td>hn2</td>
<td>39V3684</td>
<td>InfoPrint 1940 MFP</td>
</tr>
<tr>
<td>Denmark</td>
<td>4569</td>
<td>n02</td>
<td>39V3647</td>
<td>InfoPrint 1930 MFP</td>
</tr>
</tbody>
</table>
Publications

All hardcopy publications are downloadable from the InfoPrint Solutions Company Web site

http://www.infoprint.com

The following publications are shipped with the products:

4570 n12 39V3685 InfoPrint 1940 MFP 8-45481-00052-7
4570 hn2 39V3686 InfoPrint 1940 MFP 8-45481-00053-4

Finland, Norway, Sweden
4569 n02 39V3648 InfoPrint 1930 MFP 8-45481-00023-7
4570 n12 39V3687 InfoPrint 1940 MFP 8-45481-00054-1
4570 hn2 39V3688 InfoPrint 1940 MFP 8-45481-00055-8

France
4569 n02 39V3649 InfoPrint 1930 MFP 8-45481-00024-4
4570 n12 39V3689 InfoPrint 1940 MFP 8-45481-00056-5
4570 hn2 39V3690 InfoPrint 1940 MFP 8-45481-00057-2

Germany
4569 n02 39V3650 InfoPrint 1930 MFP 8-45481-00025-1
4570 n12 39V3691 InfoPrint 1940 MFP 8-45481-00058-9
4570 hn2 39V3692 InfoPrint 1940 MFP 8-45481-00059-6

Greece
4569 n02 39V3651 InfoPrint 1930 MFP 8-45481-00026-8
4570 n12 39V3693 InfoPrint 1940 MFP 8-45481-00060-2
4570 hn2 39V3694 InfoPrint 1940 MFP 8-45481-00061-9

Israel
4569 n02 39V3652 InfoPrint 1930 MFP 8-45481-00027-5
4570 n12 39V3695 InfoPrint 1940 MFP 8-45481-00062-6
4570 hn2 39V3696 InfoPrint 1940 MFP 8-45481-00063-3

Italy
4569 n02 39V3653 InfoPrint 1930 MFP 8-45481-00028-2
4570 n12 39V3697 InfoPrint 1940 MFP 8-45481-00064-0
4570 hn2 39V3698 InfoPrint 1940 MFP 8-45481-00065-7

Turkey
4569 n02 39V3654 InfoPrint 1930 MFP 8-45481-00029-9
4570 n12 39V3699 InfoPrint 1940 MFP 8-45481-00066-4
4570 hn2 39V3700 InfoPrint 1940 MFP 8-45481-00067-1

South Africa
4569 n02 39V3655 InfoPrint 1930 MFP 8-45481-00030-5

Spain
4569 n02 39V3656 InfoPrint 1930 MFP 8-45481-00031-2
4570 n12 39V3703 InfoPrint 1940 MFP 8-45481-00070-1
4570 hn2 39V3704 InfoPrint 1940 MFP 8-45481-00071-8

Switzerland
4569 n02 39V3657 InfoPrint 1930 MFP 8-45481-00032-9
4570 n12 39V3705 InfoPrint 1940 MFP 8-45481-00072-5
4570 hn2 39V3706 InfoPrint 1940 MFP 8-45481-00073-2

UK
4569 n02 39V3658 InfoPrint 1930 MFP 8-45481-00033-6
4570 n12 39V3707 InfoPrint 1940 MFP 8-45481-00074-9
4570 hn2 39V3708 InfoPrint 1940 MFP 8-45481-00075-6
39V3877 Bar Code Card
39V3632 IPDS and SCS/Tne Card
**Software and Documentation CD**

**User’s Guide (contained on CD)**
This will be available in the following languages: English, Danish, Dutch, Finnish, French, German, Italian, Norwegian, Polish, Brazilian Portuguese, Russian, Spanish, Swedish, Arabic, Hebrew, Czech, Japanese, Korean, Romanian, Turkish, Simplified Chinese, and Traditional Chinese.

**Operator panel**
This will be available in the following languages: English, Danish, Dutch, Finnish, French, German, Italian, Korean, Norwegian, Polish, Brazilian Portuguese, Russian, Simplified Chinese, Spanish, Swedish, Traditional Chinese, Turkish, and Japanese (KJ).

**Drivers and utilities**
These will be available in the following languages: English, French, German, Italian, Polish, Brazilian Portuguese, Romanian, Russian, Spanish, Turkish, Simplified Chinese, Traditional Chinese, Korean, and Japanese.

**Technical information**

**Physical specifications**

**Dimensions**
All MFPs with ADF paper support fully extended and input tray set to letter:

<table>
<thead>
<tr>
<th>Height</th>
<th>Width</th>
<th>Depth</th>
<th>Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>546.0 mm</td>
<td>488.0 mm</td>
<td>438.0 mm</td>
<td>22.7 kg</td>
</tr>
<tr>
<td>(21.5 in.)</td>
<td>(19.2 in.)</td>
<td>(17.2 in.)</td>
<td>(50.0 lb)</td>
</tr>
</tbody>
</table>

All MFPs with ADF paper support folded and input tray set to legal:

<table>
<thead>
<tr>
<th>Height</th>
<th>Width</th>
<th>Depth</th>
<th>Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>531.0 mm</td>
<td>488.0 mm</td>
<td>438.0 mm</td>
<td>22.7 kg</td>
</tr>
<tr>
<td>(20.9 in.)</td>
<td>(19.2 in.)</td>
<td>(17.2 in.)</td>
<td>(50.0 lb)</td>
</tr>
</tbody>
</table>

250-Sheet Drawer

<table>
<thead>
<tr>
<th>Height</th>
<th>Width</th>
<th>Depth</th>
<th>Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>89.0 mm</td>
<td>406.0 mm</td>
<td>367.0 mm</td>
<td>2.55 kg</td>
</tr>
<tr>
<td>(3.5 in.)</td>
<td>(16.0 in.)</td>
<td>(14.5 in.)</td>
<td>(5.6 lb)</td>
</tr>
</tbody>
</table>

550-Sheet Drawer

<table>
<thead>
<tr>
<th>Height</th>
<th>Width</th>
<th>Depth</th>
<th>Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>130.5 mm</td>
<td>406.0 mm</td>
<td>387.0 mm</td>
<td>3.23 kg</td>
</tr>
<tr>
<td>(5.1 in.)</td>
<td>(16.0 in.)</td>
<td>(15.2 in.)</td>
<td>(7.2 lb)</td>
</tr>
</tbody>
</table>

**Minimum clearance requirements**

<table>
<thead>
<tr>
<th>Left side</th>
<th>Right side</th>
<th>Front</th>
<th>Rear</th>
<th>Top</th>
</tr>
</thead>
<tbody>
<tr>
<td>3 in.</td>
<td>8 in</td>
<td>8 in.</td>
<td>12 in.</td>
<td>10 in.</td>
</tr>
</tbody>
</table>

**Operating environment**

Operating environment

<table>
<thead>
<tr>
<th>Temperature</th>
<th>16° to 32° C (60° to 90° F)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Relative humidity</td>
<td>8% to 80%</td>
</tr>
<tr>
<td>Altitude</td>
<td>0 to 3,048 meters (10,000 ft)</td>
</tr>
</tbody>
</table>

Storage and shipping environment (Packed)
Temperature: -40° to 43° C (-40° to 110° F)
Relative humidity: 5% to 95%
Altitude: 0.25 atmospheric pressure (equivalent to 10,300 M, 34,000 feet)

Storage and shipping environment (unpacked)
Temperature: 0° to 40° C (32° to 104° F)
Relative humidity: 5% to 80%

**Low voltage models**
- 110 - 127 V ac at 50 - 60 Hz, nominal
- 90 - 137 V ac, extreme

**High voltage models**
- 220 - 240 V ac at 50 - 60 Hz nominal
- 198 - 259 V ac, extreme

**Average power consumption**

<table>
<thead>
<tr>
<th>Printing states</th>
<th>Power Consumption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Off</td>
<td>0 W</td>
</tr>
<tr>
<td>Power Saver Mode</td>
<td>25 W</td>
</tr>
<tr>
<td>Power Saver Eco-Mode</td>
<td>24 W</td>
</tr>
<tr>
<td>Standby (ready) Mode</td>
<td>45 W</td>
</tr>
<tr>
<td>Continuous Copying</td>
<td>560 W</td>
</tr>
<tr>
<td>Continuous Printing (duplex)</td>
<td>340 W</td>
</tr>
<tr>
<td>Continuous Printing (simplex)</td>
<td>540 W</td>
</tr>
<tr>
<td>Continuous Scanning</td>
<td>55 W</td>
</tr>
</tbody>
</table>

Max. current while printing:
- 120 volts: 7.6 A
- 230 volts: 3.7 A

**Notes**
- Using a 220 V ac to 110 V ac power converter with the low voltage model is not recommended.
- All models are ENERGY STAR compliant.
- All models ship with Power Save Mode = On.
- The default timeout to power saver is 45 minutes.

**Acoustics**

AI measurements were made in accordance with ISO 7779 and reported in conformance with ISO 9296.

<table>
<thead>
<tr>
<th>Mode</th>
<th>Sound Pressure Level (dBA)</th>
<th>Sound Power Level (BeIs)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Printing</td>
<td>less than 53</td>
<td>less than 6.8</td>
</tr>
<tr>
<td>Copying</td>
<td>less than 53</td>
<td>less than 6.8</td>
</tr>
<tr>
<td>Scanning</td>
<td>less than 49</td>
<td>less than 6.5</td>
</tr>
<tr>
<td>Standby Mode</td>
<td>less than 22</td>
<td>less than 3.7</td>
</tr>
</tbody>
</table>

**Planning information**

**Customer responsibilities**

Each InfoPrint 1930 MFP and 1940 MFP is designed as a customer setup unit (CSU). The customer is responsible for:
- Adequate site, system, and other vendor preparation.
• Receipt at the customer location and placement of the printer
• Installation and configuration of the printer and features by following the installation instructions, including:
  – Installing and maintaining cables
  – Loading print media and clearing jams
  – Performing low-level problem determination
  – Ordering and installing supplies and consumables
• Working with InfoPrint Solutions Technical Support to complete low-level problem determination including:
  – Downloading and installing microcode updates as directed by the InfoPrint Solutions Technical Support Center
  – Replacing defective features that were installed as part of the customer setup process

It is the customer's responsibility to order and maintain an adequate inventory of toner cartridges and maintenance supplies.

**Cable orders**
No attachment cables are required for this feature.

**Supplies**
No supplies are required with the machine order. InfoPrint 1930 MFP and InfoPrint 1940 MFP are shipped with a 7,000-impressions black print cartridge. Refer to table below for replacement print cartridges. It is the customer's responsibility to order and maintain an adequate inventory of toner cartridges and maintenance supplies.

**Consumables**
The following replacement supplies are available:

<table>
<thead>
<tr>
<th>Description</th>
<th>Part number</th>
<th>Approximate average yield</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extra high yield toner cartridge</td>
<td>39V3716</td>
<td>15,000 impressions</td>
</tr>
<tr>
<td>Use and return program toner cartridge</td>
<td>39V3713</td>
<td>3,500 impressions</td>
</tr>
<tr>
<td>Use and return program high yield toner cartridge</td>
<td>39V3715</td>
<td>9,000 impressions</td>
</tr>
<tr>
<td>Use and return program extra high yield toner cartridge</td>
<td>39V3717</td>
<td>15,000 impressions</td>
</tr>
<tr>
<td>Photoconductor Kit</td>
<td>39V3207</td>
<td>30,000 impressions</td>
</tr>
</tbody>
</table>

² Approximate yield has been established with an average coverage of 5%. An impression is defined as one printed side of a sheet. A duplex sheet would consist of two impressions.

The approximate average yields are not a warranty or guarantee of minimum life, and are provided to assist in initial supplies planning. Actual usage should be used to establish the supply's life in the end user's application. Many factors (for example, print coverage per page, machine settings, paper type and size, and environmental conditions) can affect supply life.

**Maintenance supplies**
The following maintenance supplies are available:

<table>
<thead>
<tr>
<th>Description</th>
<th>Models</th>
<th>Part number</th>
<th>Approximate average yield</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADF Maintenance Kit</td>
<td>All</td>
<td>39V3886</td>
<td>120,000 impressions</td>
</tr>
<tr>
<td>Maintenance Kit 110 V</td>
<td>All</td>
<td>39V3525</td>
<td>120,000 impressions</td>
</tr>
<tr>
<td>Maintenance Kit 220 V</td>
<td>All</td>
<td>39V3526</td>
<td>120,000 impressions</td>
</tr>
</tbody>
</table>
The ADF maintenance kit is customer installable. Installation services are available at InfoPrint Solutions Company’s current billable service rate for this product, with a one-hour minimum. The maintenance kits must be purchased separately by the customer before contacting InfoPrint Solutions Company for installation.

The other maintenance kits are not customer installable. Installation support for genuine InfoPrint Solutions Company maintenance kits is provided in the U.S. at no charge. Outside the U.S., installation services are available at current billable service rate for this product, with a one-hour minimum. The maintenance kit must be purchased separately by the customer before contacting InfoPrint Solutions Company or installation.

Supply warranties are only for defects in materials and workmanship at the time of shipment and installation. They are not for print count life or normal wear and tear, nor for any print count minimum. Contact your place of purchase for warranty return instructions.

InfoPrint Solutions Company is committed to environmentally conscious programs for printer supplies. A collection program for used printer cartridges has been established and return instructions are included in the supply item packaging, with free return shipping.

To call InfoPrint Solutions Company Supplies Fulfillment Operations (ISFO) at PFS, contact 31-43-350 2756 (within the Netherlands call: 043-350 2756). Toll-free numbers to ISFO have been established in the following countries:

- **Belgium** 0800–71950
- **Denmark** 800–15534
- **Finland** 08001–13112
- **France** 0800–905871
- **Italy** 800–878349
- **Germany** 800–1818005
- **Norway** 800 11389
- **Spain** 900–983131
- **Sweden** 0207–94270
- **UK** 0800–968679

**Pallet quantity**

The pallet quantity for InfoPrint 1930 MFP and InfoPrint 1940 MFP all models is four printers per pallet.

**Security, auditability, and control**

This product uses the security and auditability features of the host hardware, host software, and application software.

The customer is responsible for evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in application systems and communications facilities.

**Terms and conditions**

**Warranty period**

Twelve months

**Warranty service**

If required, InfoPrint Solutions Company provides repair or exchange service depending on the types of warranty service specified for the machine. InfoPrint Solutions Company will attempt to resolve your problem over the telephone, or electronically via an InfoPrint Solutions Company Web site. You must follow the problem determination and resolution procedures that InfoPrint Solutions Company specifies. Scheduling of service will depend upon the time of your call and is subject
to parts availability. If applicable to your product, parts considered Customer Replaceable Units (CRUs) will be provided as part of the machine's standard warranty service.

Service levels are response time objectives and are not guaranteed. The specified level of warranty service may not be available in all worldwide locations. Additional charges may apply outside InfoPrint Solutions Company's normal service area. Contact your local InfoPrint Solutions Company representative or your reseller for country- and location-specific information. This product is covered by the following types of service.

Customer Replaceable Unit Service and On-site for other selected parts.

CRU: InfoPrint Solutions Company provides replacement CRUs to you for you to install. CRU information and replacement instructions are shipped with your machine and are available from InfoPrint Solutions Company upon your request. CRUs are designated as being either a Tier 1 or a Tier 2 CRU.

Tier 1 CRU: Installation of Tier 1 CRUs is your responsibility. If InfoPrint Solutions Company installs a Tier 1 CRU at your request, you will be charged for the installation.

Tier 2 CRU: You may install a Tier 2 CRU yourself or request InfoPrint Solutions Company to install it, at no additional charge.

Based upon availability, CRUs will be shipped for next-business-day delivery. InfoPrint Solutions Company specifies, in the materials shipped with a replacement CRU, whether a defective CRU must be returned to InfoPrint Solutions Company. When return is required, (1) return instructions and a container are shipped with the replacement CRU and (2) you may be charged for the replacement CRU if InfoPrint Solutions Company does not receive the defective CRU within 15 days of your receipt of the replacement.

The following parts have been designated as Tier 1 CRU parts:

- All output devices
- Memory cards
- Optional firmware cards
- Option cards
- Wireless adapters
- All external adapters
- Op panel overlay
- Data cables and adapters (including USB, Serial, Parallel, telephone fax line, and scanner)
- All power cords
- Hard drives
- All input devices
- Machine covers
- Furniture and furniture parts (including stands, cabinet, and shelves)¹
- Stacker arm
- Scanner op panel
- Scanner op panel cover
- Scanner power supply
- Scanner control unit

¹ All furniture products will have a one year (12 months) warranty with delivery of this warranty through replacement CRUs shipped direct to the customer for customer installation. After the one year warranty, repair or replacement of the furniture is customer responsibility.
Standard tier 1 CRU items listed would not apply if the specific product does not include that function or feature.

On-site Service: InfoPrint Solutions Company will repair the failing machine at your location and verify its operation. You must provide a suitable working area to allow disassembly and reassembly of the machine. The area must be clean, well lit, and suitable for the purpose.

- InfoPrint Solutions Company On-site repair Limited, Next Business Day On-site Response Time, Latest Call Registration 15:00, 9 hours per day, Monday through Friday, excluding public or national holidays

or

- Call Registration 15:00, 9 hours per day, Monday through Friday, excluding public or national holidays

**Warranty and maintenance**

**Warranty period**

Twelve months

**Warranty service**

- Technical support during warranty period
- InfoPrint Solutions Company Courier Exchange (ICE)

**Warranty service upgrades**

- IOR 9 x 5, Monday through Friday, excluding holidays, next-business-day response
- IOR 24 x 7, same day

**Post-warranty service**

- ICE
- IOR 9 x 5, Monday through Friday, excluding holidays, next-business-day response
- IOR 24 x 7, same day

**ServicePacs**

The following Electronic ServicePac® (Epac) for InfoPrint 1930 MFP are available:

<table>
<thead>
<tr>
<th>Mach Type</th>
<th>Epac number</th>
<th>SPac offering</th>
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<tr>
<td>4569</td>
<td>6SY5157</td>
<td>1 YR IOR 5x9 NBD</td>
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<tr>
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<td>6SY5158</td>
<td>1 YR IOR 7x24 SBD</td>
</tr>
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<td>6SY5159</td>
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<td>6SY5160</td>
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<td>6SY5170</td>
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The following Electronic ServicePac (Epac) for InfoPrint 1940 MFP are available:

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<th>SPac Offering</th>
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**Maintenance processing**

Low end

**Period of maintenance service**

9 x 5

**Hourly service class**

Two

**Usage plan machine**

No

**Usage plan machine**

No

**Maintenance service offerings**

This machine is eligible under terms and conditions of the InfoPrint Solutions Company ServiceSuite™, the Enterprise Service Agreement (ESA), or under the Maintenance Agreement. Consult your InfoPrint Solutions Company representative for details.

When a type of service involves the exchange of a machine part, the replacement may not be new, but will be in good working order.

**Field-installable features**

Yes

**Model conversions**

No

**Machine installation**

Customer setup. Customers are responsible for installation according to the instructions InfoPrint Solutions Company provides with the machine.

**Graduated program license charges apply**

No
**Licensed internal code and licensed machine code**

These products do not contain Licensed Internal Code or Licensed Machine Code.

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**Pricing**

For all local charges, contact your InfoPrint Solutions Company representative.

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**Announcement countries**

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