InfoPrint 1870 MFP (MT 4567) is a new workgroup monochrome laser printer offering high-performance printing, copying, faxing, and scanning

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1  Key prerequisites
2  Planned availability dates
3  Description
4  Product number
5  Publications
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Overview

InfoPrint® Solutions Company, a Ricoh®-IBM joint venture, is enhancing its workgroup printer family with the introduction of the InfoPrint 1870 MFP.

This new monochrome laser multifunction printer (MFP) offers printing of up to 55 pages per minute (ppm)\(^1\) on letter media and up to 53 ppm\(^1\) on A4 media. It features scanning at up to 55 sides per minute (simplex)\(^2\).

Other benefits of the InfoPrint 1870 MFP include:

• Integrated duplex and a single-pass duplex color scanner
• 75-page automatic document feeder (ADF) with improved reliability
• Built-in "Your eyes only" security for confidential and held jobs
• Customizable 9-inch (229 mm) color touch screen and number keypad with control buttons
• Extra high yield toner cartridges are available

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

\(^2\) Exact scan speeds vary depending on document attributes, system configuration, and user-selected settings.

Key prerequisites

None

Planned availability dates

February 6, 2009: InfoPrint 1870 MFP and features

February 20, 2009: IPDS and SCS/TNe Card, RS-232C Serial Interface Card, 2,000-Sheet Drawer, and 5 in. Spacer features
Description

InfoPrint 1870 MFP is a new monochrome laser multifunction printer (MFP). The time to first print is as fast as 9.5 seconds. The InfoPrint 1870 MFP comes in the following models:

<table>
<thead>
<tr>
<th>Model</th>
<th>Standard memory</th>
<th>Maximum memory</th>
<th>80 GB hard disk</th>
<th>Processor</th>
<th>Fax Capability</th>
<th>Standard 10/100BaseTX</th>
</tr>
</thead>
<tbody>
<tr>
<td>dn1</td>
<td>256 MB</td>
<td>1280 MB</td>
<td>Optional</td>
<td>600 MHz</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>dt1</td>
<td>256 MB</td>
<td>1280 MB</td>
<td>Standard</td>
<td>600 MHz</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>

Model dn1 includes one 550-sheet drawer and a 100-sheet multipurpose feeder for a total input capacity of 650 sheets standard. Up to four optional input drawers are supported for a maximum input capacity of 3,200 sheets. Model dt1 includes two 550-sheet drawers and a 100-sheet multipurpose feeder for a total input capacity of 1,200 sheets standard. Up to three optional input drawers are supported for a maximum input capacity of 3,200 sheets. Standard output capacity for both models is 550 sheets with a maximum output capacity of 550 sheets. Duplex printing is standard on both models of the InfoPrint 1870 MFP.

Memory

All models have one slot for additional SDRAM memory. Memory options for the printer include 256 MB, 512 MB, or 1024 MB memory DIMMs. All models have one slot the optional 256 MB flash memory card or font cards.

Network connections

All models include internal Ethernet 10/100BaseTX as standard.

The internal wireless feature allows the printer to be connected directly to a wireless LAN. This supports the IEEE 802.11b, 802.11g, and 802.11n draft 2.0 standards. Draft 2.0 refers to the version of the not-yet-ratified IEEE 802.11n standard.

Usage rates

The maximum monthly usage for the InfoPrint 1870 MFP is 275,000 impressions. InfoPrint Solutions Company does not recommend printing to the monthly maximum on a consistent basis.

Print quality

The print resolutions supported by the printer are:

- 1200 x 1200 dpi
- 2400 Image Quality
- 1200 Image Quality
- 600 x 600 dpi
- 300 x 300 dpi

The Toner Darkness setting offers 10 user-selectable settings to balance print darkness and toner savings. The higher the setting, the darker the print (that is, level 1 is the lightest). The printers ship with a default setting of 8. From level 8 to level 1 offers up to 50% toner savings, thus reducing the cost of printing. 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 1870 MFP printer resident fonts include support for following:
Emulation      Number of scalable fonts   Number of bitmapped fonts
---               -----------------               -----------------
PCL 6                     89                          2
PostScript               158                          0
PPDS                      39                          5

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 9 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 printer RAM, optional user flash, or the hard disk.

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

**MFP**

Scanner

Scanner Type                Color Flatbed with ADF  
Scan Technology             Charge Coupled Device (CCD)  
Light Source                Xenon  
Number of Light Sources     Two  

Scanner ADF

ADF Type               Single pass, duplex Scan, C-Path  
Scanner ADF Document Input & Output Capacity  
Scanner Media Depth      Max. .15 mm  
(thickness)             Min. .05 mm  
Scanner Media Weight     Max. 32 lb (120 gsm)  
                         Min. 14 lb (52 gsm)  
Scan Speed               Up to 55 sides per minute (simplex)  
Color Scan Resolution    A4, Officio, Letter, Legal, Folio all 300 dpi  
                         A5, JIS-B5, Executive, Statement all 400 dpi  
                         A6, 4x6, 3x5, Business card all 600 dpi  
Document Size            Max. 8.5 x 14.0 in (216 x 355 mm) SEF  
                         Min. 3.0 x 5.5 in (114.3 x 139.7 mm) SEF  
Document Size Sensing    Yes - length and width in ADF  
Document Sensing         Yes - ADF paper present LED and on/off settable beep  

Scanner Flatbed

Max Document Size    8.5 x 14.0 in (216 x 355.6 mm) SEF  
Document Size Sensing  Yes - paper length sensing only on flatbed  

Print Engine

Print Technology       Mono Laser  
Duplex output          Standard  
Paper Feed Orientation Short Edge Feed  

Fax

Modem                  Built-in Group 3 compatible, Full Function  
                       Fax 33,600 bps, Max V.34 Half Duplex  

**Features**

The printer supports the following features:
Part number Description

39V2953 250-Sheet Drawer
39V2954 550-Sheet Drawer
39V2955 250-Sheet Tray
39V2956 550-Sheet Tray
39V2957 2,000-Sheet Drawer
39V2959 200-Sheet Universally Adj Drawer
39V2960 200-Sheet Universally Adj Tray
39V2961 400-Sheet Universally Adj Drawer
39V2962 400-Sheet Universally Adj Tray
39V2693 IPDS & SCS/Tne Card
39V3463 Decryption Card
39V3464 Bar Code Card
39V3415 256 MB Memory
39V3416 512 MB Memory
39V3417 1024 MB Memory
39V3593 256 MB Flash Memory
39V3420 80 GB Hard Disk
39V3608 Ethernet 1000BaseTX
39V1524 Ethernet 10/100BaseTX (1 USB port)
39V1525 Ethernet 1000BaseTX (4 USB ports)
75P6854 802.11g Wireless to USB
39V3624 802.11b/g/n Wireless Print Server
39V3423 Parallel 1284-B Interface Card
39V3424 RS-232C Serial Interface Card
75P7029 10 ft. Parallel Cable
75P7030 2-meter USB Cable
39V3615 5 in. Spacer
39V3588 Caster Base
39V3618 Korean Font Card
39V3619 Simplified Chinese Font Card
39V3620 Traditional Chinese Font Card
39V3621 Japanese Chinese Font Card

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>4567</td>
<td>39V3029</td>
<td>InfoPrint 1870 MFP</td>
<td>8-83436-03682-5</td>
</tr>
<tr>
<td></td>
<td>4567</td>
<td>39V3030</td>
<td>InfoPrint 1870 MFP</td>
<td>8-83436-03683-2</td>
</tr>
<tr>
<td>Belgium, Netherlands</td>
<td>4567</td>
<td>39V3031</td>
<td>InfoPrint 1870 MFP</td>
<td>8-83436-03684-9</td>
</tr>
<tr>
<td></td>
<td>4567</td>
<td>39V3032</td>
<td>InfoPrint 1870 MFP</td>
<td>8-83436-03685-6</td>
</tr>
<tr>
<td>Denmark</td>
<td>4567</td>
<td>39V3033</td>
<td>InfoPrint 1870 MFP</td>
<td>8-83436-03686-3</td>
</tr>
<tr>
<td></td>
<td>4567</td>
<td>39V3034</td>
<td>InfoPrint 1870 MFP</td>
<td>8-83436-03687-0</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:

Software and Documentation CD

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

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

### Specified operating environment

#### Dimensions

<table>
<thead>
<tr>
<th></th>
<th>Width</th>
<th>Depth</th>
<th>Height</th>
<th>Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>dn1, dn2 model</td>
<td>548.0 mm</td>
<td>611.0 mm</td>
<td>261.0 mm</td>
<td>45.4 kg</td>
</tr>
<tr>
<td></td>
<td>(21.6 in)</td>
<td>(24.1 in)</td>
<td>(10.3 in)</td>
<td>(100 lb)</td>
</tr>
<tr>
<td>dt1, dt2 model</td>
<td>548.0 mm</td>
<td>611.0 mm</td>
<td>855.4 mm</td>
<td>49.5 kg</td>
</tr>
<tr>
<td></td>
<td>(21.6 in)</td>
<td>(24.1 in)</td>
<td>(34.8 in)</td>
<td>(109 lb)</td>
</tr>
<tr>
<td>550-Sheet Drawer</td>
<td>421.0 mm</td>
<td>510.2 mm</td>
<td>130.4 mm</td>
<td>4.1 kg</td>
</tr>
<tr>
<td></td>
<td>(16.6 in)</td>
<td>(20.1 in)</td>
<td>(5.1 in)</td>
<td>(9.0 lb)</td>
</tr>
<tr>
<td>250-Sheet Drawer</td>
<td>421.0 mm</td>
<td>510.2 mm</td>
<td>89.6 mm</td>
<td>3.2 kg</td>
</tr>
<tr>
<td></td>
<td>(16.6 in)</td>
<td>(20.1 in)</td>
<td>(3.5 in)</td>
<td>(7.0 lb)</td>
</tr>
<tr>
<td>2,000-Sheet Drawer</td>
<td>421.0 mm</td>
<td>510.2 mm</td>
<td>357.0 mm</td>
<td>16.8 kg</td>
</tr>
<tr>
<td></td>
<td>(16.6 in)</td>
<td>(20.1 in)</td>
<td>(14.1 in)</td>
<td>(37.0 lb)</td>
</tr>
<tr>
<td>Caster Base</td>
<td>768.0 mm</td>
<td>801.0 mm</td>
<td>100.0 mm</td>
<td>38.5 kg</td>
</tr>
<tr>
<td></td>
<td>(30.3 in)</td>
<td>(31.6 in)</td>
<td>(3.9 in)</td>
<td>(85.0 lb)</td>
</tr>
</tbody>
</table>

#### Minimum clearance requirements

<table>
<thead>
<tr>
<th></th>
<th>Left side</th>
<th>Right side</th>
<th>Front</th>
<th>Rear</th>
<th>Top</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>304.8 mm</td>
<td>203.2 mm</td>
<td>508.0 mm</td>
<td>203.2 mm</td>
<td>304.8 mm</td>
</tr>
<tr>
<td></td>
<td>(12 in)</td>
<td>(8.0 in)</td>
<td>(20 in)</td>
<td>(8.0 in)</td>
<td>(12 in)</td>
</tr>
</tbody>
</table>

**Note:** When installing the printer, the customer should allow enough room to access the paper trays and paper exits.

#### Operating environment

Operating environment
- **Air Temperature - product operating:** 15.6° to 32.2° C (60° to 90° F)
- **Air Temperature - product powered off:** 10.0° to 43.3° C (50° to 110° F)
- **Air Relative Humidity:** 8% to 80% relative humidity
- **Wet Bulb Temperature - product operating:** 22.8° C (73.0° F) Maximum
- **Wet Bulb Temperature - product powered off:** 26.7° C (80.1° F) Maximum
- **Altitude:** 0 to 3,048 meters (10,000 ft)
- **Atmospheric Pressure:** Less than 74.6 kPa

Ambient Operating Environment: 15.6° to 32.2° C (60° to 90° F) and 8% to 80% RH

Storage and shipping environment (packed)
- **Cartridges (packaged):** -40° to 43.3° C (-40° to 110° F)
- **Printer with Cartridges (packaged):** -40° to 43.3° C (-40° to 110° F)
- **Air Relative Humidity (unpackaged):** Relative Humidity 8% to 80%
- **Air Relative Humidity (packaged):** Relative Humidity 5% to 95%
- **Altitude:** Less than 10,300 meters (34,000 feet)

#### Electrical specifications

**Low voltage models**
- 100 - 127 V ac at 50 - 60 Hz, nominal
• 90 - 137 V ac, extreme

**High voltage models**
• 220 - 240 V ac at 50 - 60 Hz (not available in all countries)
• 198 - 259 V ac, extreme

**Average power consumption**
The following table specifies nominal average power requirements for the base printer configuration for InfoPrint 1870 MFP.

<table>
<thead>
<tr>
<th>Printing states</th>
<th>Off</th>
<th>0 W</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ready Mode</td>
<td>105 W</td>
<td></td>
</tr>
<tr>
<td>Continuous Printing (simplex)</td>
<td>800 W</td>
<td></td>
</tr>
<tr>
<td>Continuous Printing (duplex)</td>
<td>650 W</td>
<td></td>
</tr>
<tr>
<td>Continuous Copying</td>
<td>875 W</td>
<td></td>
</tr>
<tr>
<td>Continuous Scanning</td>
<td>165 W</td>
<td></td>
</tr>
</tbody>
</table>

Typical electricity consumption test 10.08 KWH/wk

Average current while printing
120 Volts  8.1 a
230 Volts  4.3 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.

**Acoustics**
All measurements were made in accordance with ISO 7779 and reported in conformance with ISO 9296.

<table>
<thead>
<tr>
<th>Mode</th>
<th>1 Meter Average Sound Pressure (dBA)</th>
<th>Declared Sound Power Level (Bels)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Idle (Standby mode)</td>
<td>29</td>
<td>4.5</td>
</tr>
<tr>
<td>Simplex printing</td>
<td>56</td>
<td>7.1</td>
</tr>
<tr>
<td>Duplex printing</td>
<td>56</td>
<td>7.1</td>
</tr>
<tr>
<td>ADF Mono Scan</td>
<td>55</td>
<td>7.2</td>
</tr>
<tr>
<td>ADF Mono Copy</td>
<td>56</td>
<td>7.1</td>
</tr>
<tr>
<td>ADF Color Scan</td>
<td>50</td>
<td>6.8</td>
</tr>
<tr>
<td>Mono &quot;Quiet Mode&quot; Printing</td>
<td>52</td>
<td>6.7</td>
</tr>
</tbody>
</table>

**Planning information**

**Customer responsibilities**
These printers are 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 1870 MFP is shipped with 18,000-
impressions4 print cartridge. Refer to the 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**

<table>
<thead>
<tr>
<th>Description</th>
<th>Part Number</th>
<th>Approximate Average Yield</th>
</tr>
</thead>
<tbody>
<tr>
<td>Use and return program toner cartridge</td>
<td>All 39V2967</td>
<td>7,000 impressions</td>
</tr>
<tr>
<td>Use and return program high yield toner</td>
<td>All 39V2969</td>
<td>25,000 impressions</td>
</tr>
<tr>
<td>cartridge</td>
<td></td>
<td></td>
</tr>
<tr>
<td>High yield toner cartridge</td>
<td>All 39V2968</td>
<td>25,000 impressions</td>
</tr>
<tr>
<td>Use and return program extra high yield</td>
<td>All 39V2971</td>
<td>36,000 impressions</td>
</tr>
<tr>
<td>toner cartridge</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

4 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 for InfoPrint 1870 MFP.

<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>dn1, dt1</td>
<td>39V3589</td>
<td>120,000 pages</td>
</tr>
<tr>
<td>110V Maintenance Kit **</td>
<td>dn1, dt1</td>
<td>39V3590</td>
<td>300,000 pages</td>
</tr>
<tr>
<td>220V Maintenance Kit</td>
<td>All</td>
<td>39V3591</td>
<td>300,000 pages</td>
</tr>
<tr>
<td>Pick Roll Assembly</td>
<td>dn1, dt1</td>
<td>39V3598</td>
<td>300,000 pages</td>
</tr>
<tr>
<td>Charge Roll Assembly</td>
<td>dn1, dt1</td>
<td>39V3599</td>
<td>300,000 pages</td>
</tr>
<tr>
<td>110V Fuser Assembly</td>
<td>dn1, dt1</td>
<td>39V3600</td>
<td>300,000 pages</td>
</tr>
<tr>
<td>220V Fuser Assembly</td>
<td>All</td>
<td>39V3601</td>
<td>300,000 pages</td>
</tr>
<tr>
<td>110V Detack Fuser Assem.</td>
<td>dn1, dt1</td>
<td>39V3602</td>
<td>150,000 pages</td>
</tr>
<tr>
<td>220V Detack Fuser Assem.</td>
<td>All</td>
<td>39V3603</td>
<td>150,000 pages</td>
</tr>
<tr>
<td>Transfer Roll Assembly</td>
<td>dn1, dt1</td>
<td>39V3604</td>
<td>300,000 pages</td>
</tr>
</tbody>
</table>

* Contains ADF separator roller, access cover, pick feed mechanism.
** Contains fuser, transfer roll, charge roll, three pick rollers.

All maintenance supplies are 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.

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:

<table>
<thead>
<tr>
<th>Country</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Belgium</td>
<td>0800–71950</td>
</tr>
<tr>
<td>Denmark</td>
<td>800–15534</td>
</tr>
<tr>
<td>Finland</td>
<td>08001–13112</td>
</tr>
<tr>
<td>France</td>
<td>0800–905871</td>
</tr>
<tr>
<td>Italy</td>
<td>800–878349</td>
</tr>
<tr>
<td>Germany</td>
<td>800–1818005</td>
</tr>
<tr>
<td>Norway</td>
<td>800–11389</td>
</tr>
<tr>
<td>Spain</td>
<td>900–983131</td>
</tr>
<tr>
<td>Sweden</td>
<td>0207–94270</td>
</tr>
<tr>
<td>UK</td>
<td>0800–968679</td>
</tr>
</tbody>
</table>

**Pallet quantity**

The pallet quantity for InfoPrint 1870 MFP is 1 printer 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.

**Global Technology Services**

Contact your InfoPrint Solutions Company representative for the list of selected services available in your country, either as standard or customized offerings, for the efficient installation, implementation, and/or integration of this product.

**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 type(s) 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, Scanner)
- All Power Cords
- Hard Drives
- All Input Devices
- Machine Covers
- Furniture and furniture parts (including stands, cabinet and shelves) **
- Stacker Arm
- Scanner Op Panel
- Scanner Op Panel Cover
- Scanner Power Supply
- Scanner Control Unit

** All furniture products will have a one year (12 months) warranty with delivery of this warranty through replacement CRU's shipped direct to the customer for customer installation. After the one year warranty, repair/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.

- 9 hours per day, Monday through Friday, excluding holidays, next-business-day response
• 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
• InfoPrint Solutions Company On-site Repair, Next Business Day On-site Response Time, Latest 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 On-site Repair (IOR) 9 x 5, next business day

Warranty service upgrades
• IOR 24 x 7, same day

Post-warranty service
• 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) are available:

<table>
<thead>
<tr>
<th>Mach type</th>
<th>SPac offering</th>
<th>Part number</th>
</tr>
</thead>
<tbody>
<tr>
<td>4567</td>
<td>1 YR IOR 7x24 NBD</td>
<td>54Y5192</td>
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<tr>
<td>4567</td>
<td>2 YR IOR 5x9 NBD</td>
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<td>2 YR IOR 7x24 NBD</td>
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<td>3 YR IOR 5x9 NBD</td>
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<td>3 YR IOR 7x24 NBD</td>
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<td>4 YR IOR 5x9 NBD</td>
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<tr>
<td>4567</td>
<td>1 YR IOR 7x24 NBD PW</td>
<td>54Y5200</td>
</tr>
</tbody>
</table>

Maintenance processing
Low end

Period of maintenance service
9 x 5

Hourly service class
Two

Maintenance billing
Monthly

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**

This product does not contain Licensed Internal Code or Licensed Machine Code.

**Pricing**

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

**Announcement countries**

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