

S100

QE-12E-0253

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Service Manual (Simplified Manual)

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DETAILS

Description	Part Number		Remarks
S100 Simplified Manual	QY8-1378-000		As product exchange servicing applies, only required data is included.

S100 /S100SP

Simplified Manual

QY8-1378-000

- 1 Product / Option / Consumable list**
 - 2 Specifications**
 - 3 Error code list**
 - 4 Service mode**
(Test print, EEPROM reset....)
 - 5 External view / Parts list**
 - 6 H/W troubleshooting flowchart**
 - 7 Special Service Information**
- Attached Service Test Print**

BPQA-21

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1. Product / Option / Consumable lists

1.1 Products

Product Name	Product Code	Sales territory	Remarks
Canon Bubble Jet Printer S100	6863A001AA	USA	
	6863A002AA	CANADA	
	6863A003AA	LATIN(LV)	
	6863A004AA	LATIN(HV)	
	6863A005AA	ARG	
	6863A006AA	EUROPE	
	6863A007AA	GERMAN	
	6863A008AA	FRANCE	
	6863A009AA	U.K.	
Canon Bubble Jet Printer BJ S100	6863A010AA	JAPAN	
Canon Bubble Jet Printer S100SP	6863A014AA	AUSTRALIA	
	6863A012AA	ASIA(HV)	
	6863A013AA	CHN	
	6863A015AA	HK	
	6863A016AA	KRN	
	6863A017AA	Malaysia	
	6863A011AA	TWN	

1.2 Options

None

1.3 Consumables

Product Name	Product Code	Remarks
Canon BJ Cartridge BC-20	F45-0561	BJ Cartridge (BK)
Canon Color BJ Cartridge BC-21e	F45-1301	BJ Cartridge (Regular Color)
Canon Ink Cartridge BCI-21 Black	F47-0731	Ink tank for BC-21e (BK)
Canon Ink Cartridge BCI-21 Color	F47-0741	Ink Tank for BC-21e (Color)

*BC-22e / IS-22: Not supported

2. Specifications

2.1 Specifications (Note) Differences from the base-model BJC-2100/2100SP are in RED

		DeskTop serial color bubble jet printer	
Paper feeding method		Auto Sheet Feeding	
Resolution		720 dpi X 360 dpi	
Print Speed			
HQ	Color	1.5ppm	(Color throughput pattern)
	Mono.	4ppm	(Monochrome throughput pattern)
HS	Color	2ppm	(Color throughput pattern)
	Mono.	5ppm	(Monochrome throughput pattern)
Print Direction		Automatically bidirectional (Printing direction automatically changes according to print data/ print mode/ installed cartridge type.)	
Print width		203.2mm (8inch)	
Interface		USB only	
Stacking Capacity of sheet feeder			
	Plain paper	Max. 5mm stack (Approx. 50 sheets with 75g/m ²)	
	LGL size	Max. 10 sheets	
	Postcards	Max. 20 sheets	
	Envelopes	Max. 5 sheets	
	Transparencies	Max. 20 sheets	
	Back Print Film	—	
	Glossy photo paper	Max. 1 sheet	
	Glossy film	Max. 1 sheet	
	Fabric	—	
	T-shirt transfer	Max. 1 sheet	
Banner paper	Max. 1 sheet		
Detection functions			
	Paper out	Yes	
	Paper width	No	
	Waste ink amount	Yes	
	Presence of BJ cartridge	Yes	
	Distinction of cartridge	Yes	
	Ink out	No	
	BJ/scanner cartridge	Yes	
Noise		45 dB (Sound pressure level ISO9296)	
Environmental requirement			
	During operation	Temp. 5 to 35 deg. C (41 to 95 deg. F)	Humidity 10% to 90%RH (no condensation)
	Non operation	Temp. 0 to 35 deg. C (32 to 95 deg. F)	Humidity 5% to 90%RH (no condensation)
Power supply			
	Input voltage/Frequency	AC100V/120V 50/60Hz (LV) Japan, USA, Canada AC220/240V 50Hz (HV) Europe, Asia	
	Power consumption	18W	
	Stand-by status	2W	
External dimension			
	W/O paper tray/support	370(W) X 191(D) X 164(H)	
	W paper tray/support	370(W) X 473(D) X 241(H)	
Weight		2.4kg (W/O BJ cartridge and option)	
Applicable safety standards			
	Printer	FCC,IC,CE Mark,TWN-EMC,C-Tick,VCCI	
	Safety	UL,CUL,CB Report,GS,CE Mark,FIMKO,DENTORI,AS,PSB,CCIB,KRN-DENTORI	

2.2 Product life

Whichever of the following comes first

-5 years

-Color printing 3000 pages

-Black printing 10000 pages

3. Error Code List

Errors will be displayed on the host computer monitor.

The host computer should be set to ECP or Nibble mode. Use the BJ Status Monitor in Windows.

Error Code	Error indication	Error condition
1000	Printer is out of paper.	Push RESET button to paper feed.
1200	Front cover is open.	Close front cover.
1300	Paper jam	Remove jammed paper.
1400	BJ cartridge is not installed.	Install BJ cartridge and close front cover.
1440	Incorrect cartridge is installed.	Install correct BJ cartridge and close front cover.
5000	Home position error	H/W fail Replace printer.
5100	Carriage control error	H/W fail Replace printer.
5200	Head temperature error	H/W fail Replace printer.
5400	Printer temperature error	H/W fail Replace printer.
5600	No cartridge while printing	H/W fail Replace printer.
5B00	Waste ink full	H/W fail Replace printer.
5C00	Purging operation error	H/W fail Replace printer.
6100	ROM error	H/W fail Replace printer.
6300	RAM error	H/W fail Replace printer.
6800	EEPROM error	H/W fail Replace printer.

4. Service Mode

Function	Procedure	Remarks
Cleaning the BJ cartridge	Press and hold the RESET button for 2 seconds or more (while the AC cord is plugged in)	Cleaning time :Approx.20seconds.)
Test print	1) Nozzle pattern	Print nozzle check pattern BC-20/21e
	2) Service test print Control ROM Version Page throughput Waste ink Amount Destination setting	Needs BC-20 Print sample : See *3
EEPROM Reset (Reset waste ink amount)	See *2 EEPROM reset / Destination setting	
Destination setting (Japan/SP/Other)	See *2 EEPROM reset / Destination setting	

***1 Service test print**

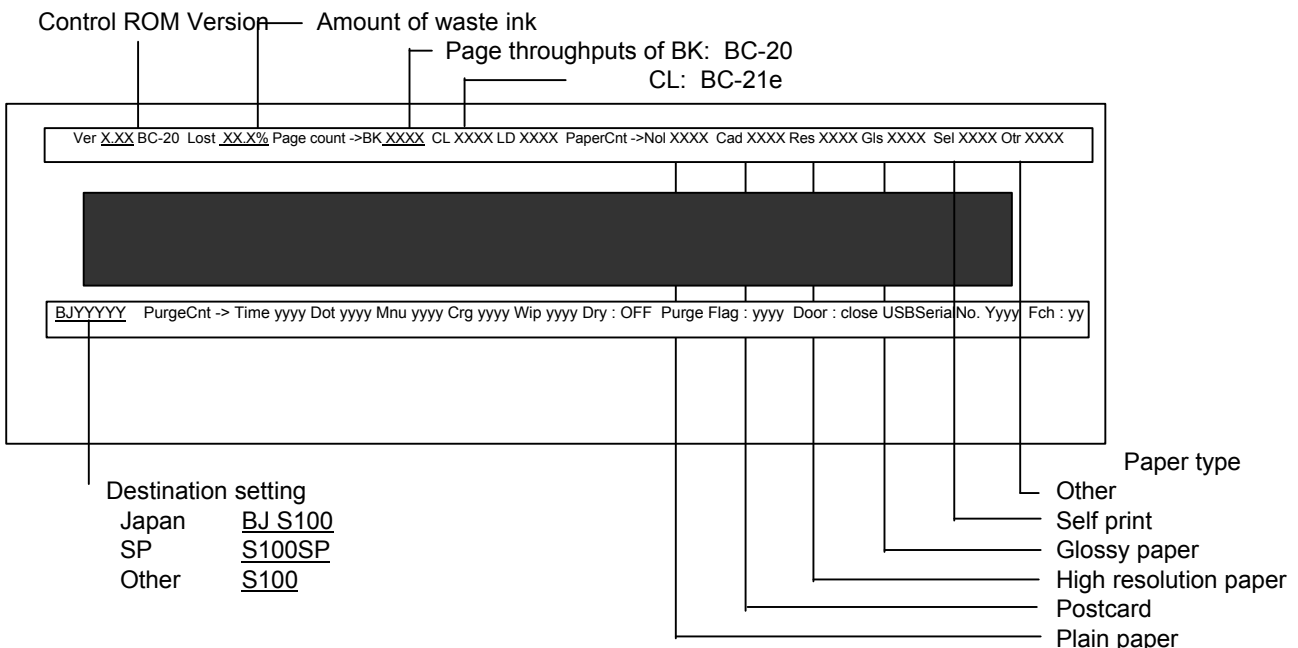
- 1 Without the cartridge installed, connect the AC power while holding down the RESET button.
- 2 Release the RESET button, press it down again within 5 seconds and release.
- 3 Open the front cover, install the **BC-20** (black BJ cartridge) and set A4-sized paper.
- 4 Double click the RESET button.
- 5 Close the front cover.
- 6 The printer starts service test printing.

***2 EEPROM reset / Destination setting**

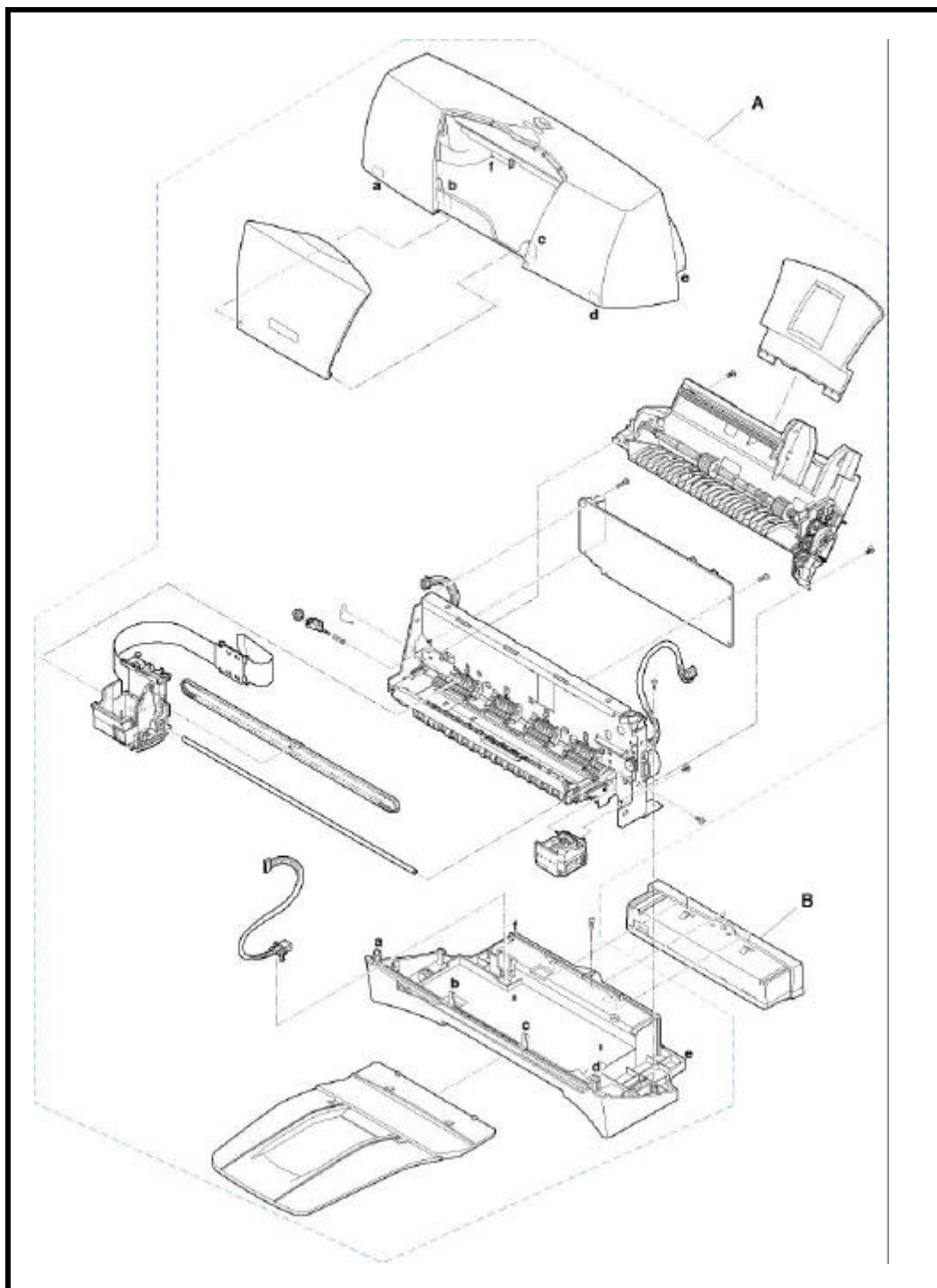
- 1 Without the cartridge installed, connect the AC power while holding down the RESET button.
 - 2 Release the RESET button, press it down again within 5 seconds and release.
 - 3 Hold down the RESET button for 2 seconds or more and release.
 - 4 **< EEPROM Reset >** Hold down the RESET button for 2 secs or more and release.
 - < Destination setting >**
 - Japan Press the RESET button once.
 - SP Press the RESET button 3 times
 - Others Press the RESET button twice
- After the button is pressed, the carriage will move same number of times as the RESET button is pressed.

***3 Print sample of 'Service test print'**

You can check the EEPROM settings by conducting a 'Service test print'.



5. External View / Parts List

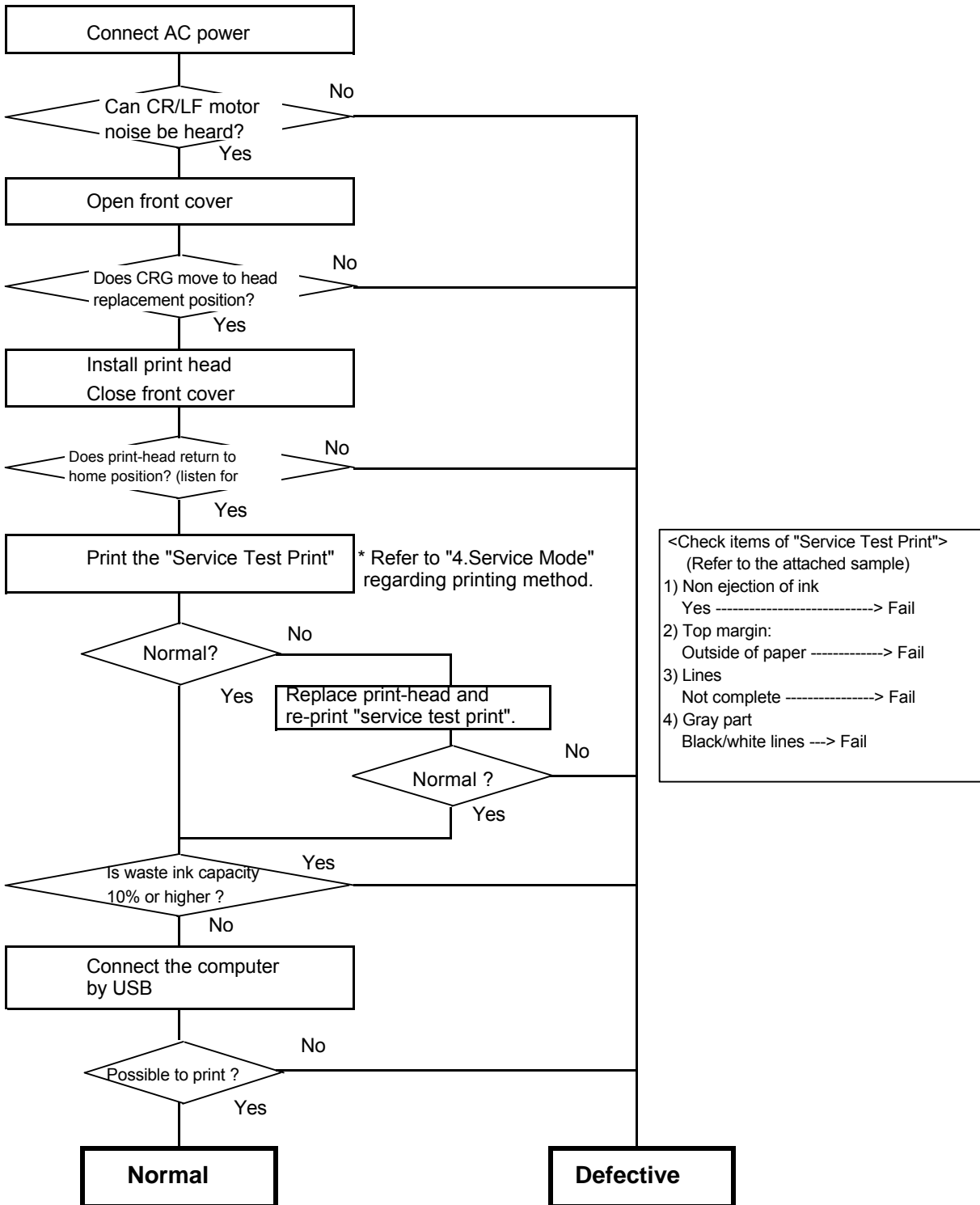


Parts List

Key	Part Number	Rank	Q'ty	Description	Remarks
A	Q10-1003-710	N	1	WHOLE UNIT, W/O POWER SUPPLY UNIT	
B	QH3-3442-000		1	AC Adapter 100/120V 50/60HZ	LV(USA,CANADA,JAPAN)
	QH3-3445-000		1	AC Adapter 220/240V 50/60HZ	HV(Europe)
	QH3-3448-000		1	AC Adapter 220/240V, CHN/ASIA/AUS	HV(CHN,ASIA,AUS)
	QH3-3452-000		1	AC Adapter 220/240V, KRN	HV(KRN)
	QH3-3450-000		1	AC Adapter 100/120V, TWN	LV(TWN)

6. H/W Troubleshooting Flowchart

(Confirmation of printer operation when refurbishing)



<Note for normal printer refurbishment>

At the final step of refurbishment, be sure to set the purge reminder flag in accordance with 4. Service Mode <EEPROM RESET>. The purge reminder flag is set by initializing the EEPROM. Unplug the power cord immediately, and do not print afterwards.

(Purge Reminder flag: Factory set so that purging operation will be performed twice when user initially installs the print head.)

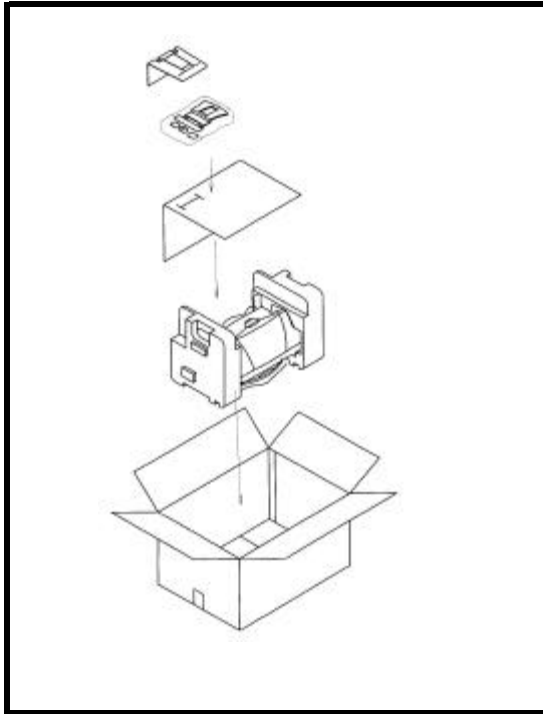
7. Service Information

7.1 Replacement using whole unit

Whole Unit (WHOLE UNIT, W/O POWER SUPPLY UNIT : Q10-1003-710)

- 1 Remove the AC adapter from the printer returned by the user.
- 2 Install the removed AC adapter in the replacement unit.
- 3 Affix the product name label to the replacement unit. (The label has been packaged with the replacement unit)
- 4 Set destination. (See "4.Service Mode" for detail)

< Composition of WHOLE UNIT, W/O POWER SUPPLY UNIT >



Enclosed
 Printer unit (No product name label / No AC adapter)
 Paper pick-up tray
 Paper output tray
 Product name labels
 Packing material

7.2 Differences from the BJC-2100/2100SP

	BJC-2100/2100SP	S100
I/F	Parallel I/F and USB	USB only
External Color	Two-tone color Lower case/Paper output tray: Gray Other: Current color	Two-tone color Access Cover/Paper output tray: Persona Blue Others: Canon Neutral 7.0
Paper output tray	2 part construction Can be folded	1 part construction Cannot be folded
Cartridge	BC-20/BC-21e/BC-22e/IS-22	BC-20/BC-21e (BC-22e/IS-22: Not supported)

Attached Sample (Service Test Print)

Check item 1 (Non ejection of ink) : Total area of the sample below

Check item 2 (Top margin)

Ver X.XX BC-20 Lost XX.X% Page count ->BK XXXX CL XXXX LD XXXX PaperCnt ->Nol XXXX Cad XXXX Res XXXX Gls XXXX Sel XXXX Otr XXXX

BJYYYYY PurgeCnt -> Time yyyy Dot yyyy Mnu yyyy Crg yyyy Wip yyyy Dry : OFF Purge Flag : yyyy Door : close USBSerialNo. Yyyy Fch : yy

Check item 3 (Line)

Check item 4 (Gray part)

Check item 4 (Gray part)

XX
XX
XX XX XX XX XX XX XX XX XX XX XX
XX
XX XX XX XX XX XX XX XX XX XX XX
XX XX XX XX XX XX XX XX XX XX XX
XX

Paper size : A4