

Issued by Canon Europa N.V.

Model:

iR2270
iR2870
iR3570
iR4570

Ref No.:

iR4570-007
(F1-T01-0M4-10015-01)

Date:

24-12-04

Location:

CONTROLLER BOX ASSEMBLY

Subject:

Preventing Faults Associated with "E244" During Formatting of a New Hard Disk

Detail:

<Symptom>

When an attempt is made to connect a machine equipped with a new hard disk to a Service Support Tool (hereafter, SST) of v3.03 or earlier, error code "E244" is indicated.

<Cause>

There is a fault in the communication of signals between the machine and the SST.

<Factory Remedy>

The SST program will be corrected to prevent the fault.

Points to Note About Service Work:

If you must replace the hard disk with a new one, be sure to format it using a SST whose version is 3.04 or later.