

21 January, 2021

Productivity Commission
B2 Collins Street
Melbourne Vic 8003

Dear Sirs,

Re : Right to Repair Enquiry

The concept of the right to repair has at its heart the widely agreed need to reduce the environmental damage being caused by our 'throw away' society, damage that begins at the raw material extraction stage, proceeds through the basic processing and manufacturing stages, and finally into the marketing, consumption and disposal stages, with all of the attendant wasteful packaging, transport, and energy costs.

By way of my submission, I would like to describe for you my recent experience with Canon Australia in relation to my three Canon printers.

The three Canon printers I own are a Canon Ip4200, an MG 2560 and an MG 2960.

All three of these printers are consumer/home office level machines, and all three are well out of warranty.

In relation to both of my MG 2560 and the MG 2960 printers, the machines have been disabled by the Canon software error code 5B00 'Ink Absorber Full' message.

I have easily dismantled both of the MG series machines, and have found they have fitted into the bottom of the plastic case a sheet of semi absorbent material designed to catch and absorb any ink overflow from the ink tanks.

I have removed, washed, dried, and refitted the pads in both of the machines. I found that both ink absorber pads do not have in them a sensor of any description, and they are unconnected in any way, by electrical wire or

otherwise, to the computer chip in the machines. Accordingly, it would seem that the software in the machines would not know, and could not know, whether the ink pads are soaked with excess ink, bone dry, or in a condition somewhere in between. The pads themselves therefore cannot genuinely generate an error code in response to the condition of the pads.

The software in both machines has within it an 'Ink Absorber Pad Counter'.

Given that the ink absorber pads are connected to absolutely nothing within the machines, and in particular the software containing the 'Ink Absorber Pad Counter', the 5B00 'ink absorber full' error message would seem to be a fiction. What appears to be happening is that the machines separately count the number of prints made, and when some pre determined number is reached, switch to the presumption that the ink absorber pads are full, and shut the machines down.

Once this error message is generated, the machines will not function until the error message is removed. Washing, drying and reinstalling the ink absorber pads does not lead to the automatic removal of the error messages.

My on line research indicates there appear to be two alternative methods for removing the error message, and allowing the machines to again operate.

The first method is to follow a sequence of button presses of the 'Power' and 'Stop/Resume' buttons to remove the error message. This is a very simple procedure which only takes seconds, so long as the button press sequence is made available by Canon.

Attached is a comprehensive sample of how Canon printers can be manually reset (button press sequences) from the 'Easy Fixes blog' (easyfixs.blogspot.com/2020/06/reset-canon-printers-manually.html).

If one Googles phrases such as 'canon ink absorber full error code 5B00' or 'canon service tools' you will find a number of blog and other sites discussing these issues generally, and providing links to a number of the Canon service tools mentioned below.

Unfortunately I haven't been able to unlock any of my three printers using the information about the button press sequences I have been able to find online. I have been in contact with Canon Support. They will not acknowledge or provide the button press sequences to allow the removal of the error message

from either machine. They advise to take the machines to an authorised Canon Service agent.

I enclose copies of my email to Canon Customer Support, and their reply, both dated 9 November, 2020. Clearly the problem can be rectified, but as far as Canon is concerned, only by a Canon Service agent.

I contacted the Canon Service agent nearest to me (about 150kms away), and was advised that the cost to remove the error message is around \$200.00 per machine, plus transport costs, and time wasted.

The second method for the removal of the error message to enable the machines to function is to put the machine into Canon 'service mode', and reset the ink absorber counter to zero. This can be done with a piece of software called a Canon 'service tool'. There are apparently a number of different Canon software service tools available to suit the various models of Canon printers.

I have been able to identify four such service tools being v1074, v3400, v4718, and v1050. There may be others. Canon will not disclose which particular service tool repairs which models of printer, or make them available to customers

I enclose copies of the user interfaces for two of these service tools, v1050 and v3400, by way of samples for your information.

You will see at the bottom left hand corner a heading 'Ink Absorber Counter', and directly to the right a heading 'Counter Value', which can be set to zero to reset the counter, and thereby allow the machines to again operate.

Canon will not provide the 'service tool' software, or instructions as to how to put the machines into 'service mode' using the 'service tool', and how to take the machine out of 'service mode' once the ink absorber counter has been reset.

I have had a similar unrelated problem with my Canon iP4200 regarding the replacement of the print head.

When the machine generated an error message to the effect that the print head required replacement, I bought and installed a new print head.

Replacing the print head is a simple procedure involving no more than the lifting of the hatch on the machine, lifting the print head out, and inserting the new print head.

The fitting of the new print head does not by itself seem to remove the error message.

Canon will not provide me with the information needed to remove the iP4200 error message to enable the machine to again function, and again advise me to take the machine to an authorised service agent.

The iP4200 cost about \$185.00 new.

Both the MG2560 and MG 2960 cost about \$75.00 new, and can now be replaced with an equivalent machine (Canon MFC TS 5060) for about \$79.00.

The 'service' cost, transport costs, and inconvenience to 'repair' any of these machines at an 'authorised service centre' is far greater than the cost to throw away the machines, and purchase new ones, thereby perpetuating the wasteful 'throw away' culture.

I enclose a copy of my letter to Canon dated 29 December, 2020, their response, and my reply both dated 18 January, 2021. In their response, they say that, because the software in the MG series printers, which, as referred above, is in no way connected to the ink absorber pads, has indicated that the ink absorbers are full, the printers have come to end of their lives, and that they are in some way unsafe.

Because the ink absorber pads are in no way connected to the 'ink absorber counter' the counter cannot 'know' whether the ink pad is full, or otherwise. What appears to be happening is that the machines separately count the number of prints made, and when some pre determined number is reached, switch to the presumption that the ink absorber pad is full, and shut the machines down.

A physical examination of the machines shows that the ink absorber pads lie in the very bottom or the plastic case of the printers. If they were to become saturated, and overflow, that overflow would merely lie in the bottom of the plastic case, well away and below any electrical parts, gradually drying out, and

presenting no safety issues. Particularly as I had removed, washed, dried, and refitted the ink absorbers.

The statement by Canon that the MG series machines have come to the end of their life is misleading, wrong, and a clear example of planned obsolescence.

Each of the three machines I have continue to be useable, but for the refusal by Canon to make available the necessary information to remove the error messages. I suggest that this is unethical behaviour, intentionally designed to encourage consumers to wastefully throw away products, and replace them with new products, thereby generating new sales for manufactures.

My submission to the Commission is to request that you require all manufacturers to make available to their customers, at nil or nominal charge, all service information, fixes, software, and service manuals as may be required to enable consumers, once the machines are out of warranty to, at their own risk, repair products.

Thank you for considering my submission, and should you require any further information from me, please do not hesitate to contact me.

~~Yours~~ faithfully,

Karl May

Google

reset canon printers manually
Monday June 29 2020

1

Monday, June 29, 2020

Reset Canon Printers Manually

Reset a Canon printer is to reset the printer after previously changing parts, so that new parts that are installed, can be read correctly. Examples of replacements that require a reset are replacing the Logic board ass'y, Carriage motor, Carriage unit, Print head, Sheet feed unit, Timing sensor unit, Paper feed roller unit, Paper feed motor, Waste Ink absorber kit, etc.

When the Canon printer error and must be replaced parts, after the part has been replaced, the next step is to reset the Canon printer so that new parts that have just been installed can be read correctly. Of the many parts replacement done, the most frequently replaced part is the waste ink absorber. When the waste ink absorber is full, after the waste ink absorber is replaced, the next step is to reset the waste ink counter value.

*

Based on information in the Canon Service Manual, resetting the waste ink counter can be done in two ways, reset manually and reset with the Service Tool. For manual reset, done by pressing the Power/Start/ON/OFF button, and Stop/Reset/Resume/Cancel, in a certain amount which is carried out alternately.

Reset can be done if the printer is in Service Mode. So after the waste ink absorber has been replaced, the next step is to bring the printer into Service Mode. After the printer is in Service Mode, the next step is to reset the printer (Manual or Service Tool).

For the printer to be in Service Mode, after the printer's USB cable is connected to the PC/Laptop, and the printer is turned off, press and release the Power/Start/ON/OFF button, and Stop/Reset/Resume/Cancel, in a certain amount which is carried out alternately. In principle, to enter Service Mode on all Canon printers is almost the same, either reset is done by Manual or Service Tool. Here's how to enter Service Mode on a Canon printer.

The button is used

- Power/Start/ON/OFF, adjust the buttons available on the printer.
- Stop/Reset/Resume/Cancel, adjust the buttons available on the printer.

Service Mode Operation Procedure:

1. Connect the printer's USB cable to the PC/Laptop, and the printer is off.
2. **Press and hold** the Stop/Reset/Resume/Cancel button (DO NOT release the button), then
3. **Press and hold** the Power/Start/ON/OFF button (DO NOT release the button), then
4. **Release** the Stop/Reset/Resume/Cancel button (Power/Start/ON/OFF button still pressed), then
5. **Press** the Stop/Reset/Resume/Cancel button **x times** and then release both buttons simultaneously (Stop/Reset/Resume/Cancel and Power/Start/ON/OFF). **Read the x times value.** *LIP 4200 2 times*

x times value

Press Stop/Reset/Resume/Cancel button for **x times**. The x values are 2, 3, 5, and 6. Here are the differences in the x values for 2, 3, 5, and 6.

2 times. Manually reset on:

- **Canon Pixma iP Series:** iP100, iP2000, iP3000, iP3300, iP4000, iP4000R, **iP4200**, iP4300, iP4500, iP5000, iP5200, iP5200R, iP5300, iP6000D, iP6210D, iP6220D, iP6600D, iP8500.
- **Canon Pixma MX Series:** MX300, MX308, MX310, MX318, MX700, MX850, MX7600
- **Canon Pixma MP Series:** MP140, MP145, MP150, MP160, MP170, MP180, MP450, MP460, MP500, MP510, MP520, MP530, MP600, MP600R, MP610, MP800, MP800R, MP810, MP830, MP950, MP960, MP970
- **Canon Pixma iX Series:** iX4000, iX5000
- **Canon Pixma Pro Series:** Pro9000, Pro9500
- **Canon Pixus iP Series:** iP3100, iP4100, iP4100R, iP4200, iP4300, iP4500, iP5200R, iP6100D, iP8600
- **Canon Pixus MP Series:** MP170, MP450

3 times. Manually reset on:

- **Canon Bubble Jet i Series:** i70, i80
- **Canon Pixma iP Series:** iP90, iP90V
- **Canon Pixus Series:** 50i, 80i, iP90

5 times. Reset with Service Tool.

- **For all the Canon printers that are reset using the Service Tool, to enter Service Mode, press the Stop/Reset/Resume/Cancel button 5 times.**

6 times. Reset with Service Tool.

- **For all the Canon printers that are equipped with a Scanner, and reset using the Service Tool, to disable error detection on the Scanner press the Stop/Reset/Resume/Cancel button 6 times. So for Canon printers that are reset using the Service Tool, to enter Service Mode, press the Stop/Reset/Resume/Cancel button 5 times, if 5 times it fails to enter Service Mode, try pressing the Stop/Reset/Resume/Cancel button 6 times.**

In this post will be discussed, **How to Reset a Canon Printer Manually**. While for resets using the Service Tool, can be read in other posts on this blog.

Reset a Canon printer with the manual method, after replaced the waste ink absorber, because an error occurs waste ink absorber is full

Below is a list of Canon printers that have been reset manually

- **Canon Bubble Jet i Series:** i70, i80
- **Canon Pixma iP Series:** iP90, iP90V, iP100, iP2000, iP3000, iP3300, iP4000, iP4000R, **iP4200**, **iP4300**, iP4500, iP5000, iP5200, iP5200R, iP5300, iP6000D, iP6210D, iP6220D, iP6600D, iP8500.

- Canon Pixma MX Series: MX300, MX308, MX310, MX318, MX700, MX850, MX7600
- Canon Pixma MP Series: MP140, MP145, MP150, MP160, MP170, MP180, MP450, MP460, MP500, MP510, MP520, MP530, MP600, MP600R, MP610, MP800, MP800R, MP810, MP830, MP950, MP960, MP970
- Canon Pixma iX Series: iX4000, iX5000
- Canon Pixma Pro Series: Pro9000, Pro9500
- Canon Pixus Series: 50i, 80i
- Canon Pixus iP Series: iP90, iP3100, iP4100, iP4100R, iP4200, iP4300, iP4500, iP5200R, iP6100D, iP8600
- Canon Pixus MP Series: MP170, MP450

Canon printers have two waste ink absorbers namely Main waste ink absorber, and Platen waste ink absorber. However, not all printers have two waste ink absorbers. Sometimes a printer only has one waste ink absorber, which is the Main waste ink absorber. From the list of printers above, we will group them into two, namely printers that only have Main waste ink absorber, and printers that have Main and Platen waste ink absorber.

A printer that has a Main waste ink absorber

- Canon Bubble Jet i Series: i70, i80 (3 times)
- Canon Pixma iP Series: iP100, iP3000, iP4000, iP4000R, iP4200, iP4300, iP4500, iP5000, iP5200, iP5200R, iP5300, iP6000D, iP6600D, iP8500 (2 times)
- Canon Pixma MX Series: MX850 (2 times)
- Canon Pixma MP Series: MP170, MP450, MP530, MP600, MP600R, MP610, MP810, MP830, MP950, MP960, MP970 (2 times)
- Canon Pixma iX Series: iX4000, iX5000 (2 times)
- Canon Pixus Series: 50i, 80i (3 times)
- Canon Pixus iP Series: iP3100, iP4100, iP4100R, iP4200, iP4300, iP4500, iP5200R, iP6100D, iP8600, (2 times)
- Canon Pixus MP Series: MP170, MP450 (2 times)

A printer that has a Main and Platen waste ink absorber

- Canon Pixma iP Series: iP90, iP90V (3 times)
- Canon Pixma iP Series: iP2000, iP3300, iP6210D, iP6220D (2 times)
- Canon Pixma MX Series: MX300, MX308, MX310, MX318, MX700, MX7600 (2 times)
- Canon Pixma MP Series: MP140, MP145, MP150, MP160, MP180, MP460, MP500, MP510, MP520, MP800, MP800R (2 times)
- Canon Pixma Pro Series: Pro9000, Pro9500 (2 times)
- Canon Pixus Series: iP90 (3 times)

The difference between the two printer groups above is

- For printers that only have Main waste ink absorber, reset is only done on the Main waste ink absorber. In this post, for printers that only reset the Main Waste Ink Absorber, we discussed in [Method #1](#).
- For printers that have Main and Platen waste ink absorber, reset is done twice, namely reset Main waste ink absorber and reset Platen waste ink absorber. In this post, for printers that are reset Main and Platen waste ink absorber, we discuss in [Method #2](#).

Method #1

Used for printers:

- Canon Bubble Jet i Series: i70, i80 (3 times)
- Canon Pixma iP Series: iP100, iP3000, iP4000, iP4000R, iP4200, iP4300, iP4500, iP5000, iP5200, iP5200R, iP5300, iP6000D, iP6600D, iP8500 (2 times)
- Canon Pixma MX Series: MX850 (2 times)
- Canon Pixma MP Series: MP170, MP450, MP530, MP600, MP600R, MP610, MP810, MP830, MP950, MP960, MP970 (2 times)
- Canon Pixma iX Series: iX4000, iX5000 (2 times)
- Canon Pixus Series: 50i, 80i (3 times)
- Canon Pixus iP Series: iP3100, iP4100, iP4100R, iP4200, iP4300, iP4500, iP5200R, iP6100D, iP8600, (2 times)
- Canon Pixus MP Series: MP170, MP450 (2 times)

Service Mode Operation Procedure

- 1). Connect the printer's USB cable to the PC/Laptop, and the printer is off.
- 2). Press and hold the Stop/Reset/Resume/Cancel button (DO NOT release the button), then
- 3). Press and hold the Power/Start/ON/OFF button (DO NOT release the button), then
- 4). Release the Stop/Reset/Resume/Cancel button (Power/Start/ON/OFF button still pressed), then
- 5). Press the Stop/Reset/Resume/Cancel button x times and then release both buttons simultaneously (Stop/Reset/Resume/Cancel and Power/Start/ON/OFF). [Read how to do step 5\).](#)

How to do step 5)

Example: x value is 2 times.

- 5). Press and release the Stop/Reset/Resume/Cancel button 1 time, then press and hold the Stop/Reset/Resume/Cancel button 1 time, then release both buttons simultaneously (Stop/Reset/Resume/Cancel and Power/Start/ON/OFF).

Note: When the LED lights green, or the LED stops flashing, the printer has successfully entered Service Mode. If the LED keeps flashing or lights orange, the printer failed to enter Service Mode. Turn off the printer, then repeat the *Service Mode Operation Procedure*.

Press the Stop/Reset/Resume/Cancel button according to the table below, then press the Power/Start/ON/OFF button to execute.

Table 1. Menu Selection Mode

Time(s)	LED	Function
0 times	Green	Power off
1 time	Orange	Service test print
2 times	Green	EEPROM information print
3 times	Orange	EEPROM initialization
4 times	Green	Waste ink counter resetting
5 times	Orange	Enter the destination settings mode
6 times	Green	Print head deep cleaning

6). Insert paper (A4 or Letter), then press the Stop/Reset/Resume/Cancel button **2 times**, then press the Power/Start/ON/OFF button to execute. Wait for the printer to print "EEPROM information print" before resetting. After the printer has finished printing, the printer will return to "Table 1. Menu Selection Mode".

7). To reset the waste ink counter, press the Stop/Reset/Resume/Cancel button **4 times**, then press the Power/Start/ON/OFF button to execute. When this operation is carried out, the LED will blink once, as a reset has been done. After a successful reset, the printer will return to "Table 1. Menu Selection Mode".

8). Insert paper (A4 or Letter), then press the Stop/Reset/Resume/Cancel button **2 times**, then press the Power/Start/ON/OFF button to execute. Wait for the printer to print "EEPROM information print" after resetting. Compare "EEPROM information print" before and after reset. See the value of D (Waste ink amount). If after reset D=000.0 means that the reset has been successfully performed. After a successful reset, the printer will return to "Table 1. Menu Selection Mode".

IX5000 JPN V1.04 IF(USB2=1) D=004.5 ST=2005/12/27-18:30 ER(ER0=1000 ER1=5100) LPT=2006/02/09-09:09 PC(M=002 R=000 T=001 D=009 C=009) CLT(BK=2006/02/25-18:30 CL=2006/02/25-18:30)	Waste ink amount
iP4200 JPN V1.04 IF(USB2=1) D=004.5 ST=2005/05/27-18:30 ER(ER0=1000 ER1=5100) LPT=2005/06/09-09:09 PC(M=002 R=000 T=001 D=009 C=009) CLT(BK=2004/09/27-18:30 CL=2001/09/27-18:30)	

EEPROM information print

9). Press the Power/Start/ON/OFF button to turn off the printer, wait 15 seconds then turn ON the printer. Done.

Method #2

Used for printers:

- Canon Pixma iP Series: iP90, iP90V (**3 times**)
- Canon Pixma iP Series: iP2000, iP3300, iP6210D, iP6220D (**2 times**)
- Canon Pixma MX Series: MX300, MX308, MX310, MX318, MX700, MX7600 (**2 times**)
- Canon Pixma MP Series: MP140, MP145, MP150, MP160, MP180, MP460, MP500, MP510, MP520, MP800, MP800R (**2 times**)
- Canon Pixma Pro Series: Pro9000, Pro9500 (**2 times**)
- Canon Pixus Series: iP90 (**3 times**)

Service Mode Operation Procedure

- 1). Connect the printer's USB cable to the PC/Laptop, and the printer is off.
- 2). **Press and hold** the Stop/Reset/Resume/Cancel button (DO NOT release the button), then
- 3). **Press and hold** the Power/Start/ON/OFF button (DO NOT release the button), then
- 4). **Release** the Stop/Reset/Resume/Cancel button (Power/Start/ON/OFF button still pressed), then
- 5). **Press** the Stop/Reset/Resume/Cancel button **x times** and then release both buttons simultaneously (Stop/Reset/Resume/Cancel and Power/Start/ON/OFF). [Read how to do step 5\).](#)

How to do step 5)

Example: x value is 2 times.

- 5). **Press and release** the Stop/Reset/Resume/Cancel button **1 time**, then **press and hold** the Stop/Reset/Resume/Cancel button **1 time**, then **release both buttons** simultaneously (Stop/Reset/Resume/Cancel and Power/Start/ON/OFF).

Note: When the LED lights green, or the LED stops flashing, the printer has successfully entered Service Mode. If the LED keeps flashing or lights orange, the printer failed to enter Service Mode. Turn off the printer, then repeat the *Service Mode Operation Procedure*.

Press the Stop/Reset/Resume/Cancel button according to the table below, then press the Power/Start/ON/OFF button to execute.

Table 1. Menu Selection Mode

Time(s)	LED	Function
0 times	Green	Power off
1 time	Orange	Service test print
2 times	Green	EEPROM information print
3 times	Orange	EEPROM initialization
4 times	Green	Enter the waste ink counter resetting mode
5 times	Orange	Enter the destination settings mode
6 times	Green	Print head deep cleaning

6). Insert paper (A4 or Letter), then press the Stop/Reset/Resume/Cancel button **2 times**, then press the Power/Start/ON/OFF button to execute. Wait for the printer to print "EEPROM information print" before resetting. After the printer has finished printing, the printer will return to "Table 1. Menu Selection Mode".

7). Press the Stop/Reset/Resume/Cancel button **4 times** then press the Power/Start/ON/OFF button to execute (enter the waste ink counter resetting mode, see Table 1.)

After entering the waste ink counter reset mode, follow the *Waste ink counter reset procedures*. There are 3 types of reset procedures for waste ink counters.

Procedure 1

Follow the procedure below, for the printer:

- Canon Pixma iP Series: iP90, iP90V, iP3300, iP6210D
- Canon Pixma MX Series: MX300, MX308, MX310, MX318, MX700
- Canon Pixma MP Series: MP140, MP145, MP150, MP160, MP180, MP460, MP510, MP520
- Canon Pixus Series: iP90

Table 2a. Waste ink counter reset procedures

Time(s)	LED	Waste ink counter to be reset
0 times	Green	Reset the main waste ink counter (0%)
1 time	Orange	Reset the platen waste ink counter (0%)
2 times	Green	Reset both the main and platen ink counter (0%)

1: iP3300 2: JPN 3: V1.01 4: ST=2006/01/28-18:30 5: LPT=2006/05/01-12:09 6: ER(ER0=1300 ER1=5100) 7: P_ON(S=00009) 8: MSD(002) 9: IF(USB1=1) 10: PC(M=002 R=000 T=001 D=009 C=000) 11: D=020.1 Ps=001.0 Ink amount in the main ink absorber (%) 12: TPAGE=00162 Ink amount in the borderless-print ink absorber (%) 13: CLT(006/01/28-18:38) 14: CH=00002 15: C T(BK=012 M=001 C=001 Y=013)
MP460 JPN V1.00 ST=2006/05/30-16:41 LPT=2006/07/04-10:25 ER(ER0=1000 ER1=5100) P_ON(S=00001) MSD(000) IF(USB1=1) PC(M=000 R=000 T=011 D=000 C=000) D=008.0 Ps=000.0 Ink amount in the ink absorber (D = main, Ps = platen) TPAGE(TTL=00022 COPY=00005) CLT(2006/06/02-11:34)

8). To reset *both the main and platen ink counter (0%)*, press the Stop/Reset/Resume/Cancel button **2 times** then press the Power/Start/ON/OFF button to execute (see Table 2a). When this operation is carried out, the LED will blink once, as a reset has been done. After a successful reset, the printer will return to "Table 1. Menu Selection Mode"

Procedure 2

Follow the procedure below, for the printer:

- Canon Pixma iP Series: iP2000, iP6220D

Table 2b. Waste ink counter reset procedures

Time(s)	LED	Waste ink counter to be reset
0 times	Green	Reset the main waste ink counter (0%)
1 time	Orange	Reset the platen waste ink counter (0%)
2 times	Green	Reset both the main and platen ink counter (50%)

iPXXXX V1.03 IF(USB=1) D=004.5 PD=000.0 ST=2001/09/27-18:30
ER(ER0=1000 ER1=5100 ER2=0000 ER3=0000) LPT=2001/09/09-09:09
PC(M=002 R=00 T=0001 D=009 C=000)
CLT(BK=2001/09/27-18:30 CL=2001/09/27-18:30)
CH=00002 DC(BK1=040 CL=000)
1: P6Z20D US 2: V1.03 3: IF(USB2=1) 4: D=004.5 Ds=0.002 5: ST=2005/07/27-18:30
6: ER(ER0=1000 ER1=0000) 7: LPT=2005/08/13-09:09
8: PC(M=002 R=000 T=001 D=009 C=009)
9: CLT(2005/08/10-18:30)

8). To reset the main waste ink counter (0%), no need to press the Stop/Reset/Resume/Cancel button just press the Power/Start/ON/OFF button 1 time (see table 2b). After a successful reset, the printer will return to "Table 1. Menu Selection Mode". To reset the platen waste ink counter (0%). Press the Stop/Reset/Resume/Cancel button 4 times then press the Power/Start/ON/OFF button (enter the waste ink counter resetting mode, see Table 1), and then press the Stop/Reset/Resume/Cancel button 1 time (see Table 2b), then press the Power/Start/ON/OFF button. After a successful reset, the printer will return to "Table 1. Menu Selection Mode".

Procedure 3

Follow the procedure below, for the printer:

- Canon Pixma MX Series: MX7600
- Canon Pixma MP Series: MP500, MP800, MP800R
- Canon Pixma Pro Series: Pro9000, Pro9500

Table 2c. Waste ink counter reset procedures

Time(s)	Waste ink counter reset procedures	Remarks
0 times	Reset the main waste ink counter (0%)	
1 time	Reset the platen waste ink counter (0%)	Not valid for the MX7600, MP500, MP800, MP800R, Pro9000, Pro9500
2 times	Reset both the main and platen waste ink counter (0%)	Only the main waste ink absorber is valid for the MX7600, MP500, MP800, MP800R, Pro9000, Pro9500

Pro9500 JPN V1.04 IF(USB2=1) D=004.5 W=000.4 ST=2005/12/27-18:30
ER(ER0=1000 ER1=5100) LPT=2006/02/09-09:09
PC(M=002 R=000 T=001 D=009 C=009)
CLT0=2006/02/25-18:30 CLT1=2006/02/25-18:30)
MP500 JPN V1.02 IF(USB2=1) D=004.5 ST=2005/06/27-18:30
ER(ER0=1000 ER1=5100) LPT=2005/07/09-09:09
PC(M=002 R=000 T=001 D=009 C=000)
CLT(BK=2005/06/28-18:30 CL=2005/07/01-18:30)
CH=00002 CT(PBK=012 BK=013 Y=013 M=001 C=001) IS(PBK=0 BK=0 Y=0 M=0 C=0)
P_ON(S=0000) A_REG=1 M_REG=0
UR(A(PBKoe)=-01 B(Coe)=-02 C(Moe)=-02 D(SCoe)=-01 E(SMoe)=-01 F(PBKoe)=-02
G(CTb)=-000 H(SCLbi)=-01 I(C-SC)=-01 J(M-SM)=-01 K(BK-CL)=-01
L(BKbiPP)=000 M(CTbiPP)=000 N(SCLbiPP)=000 O(NZscr)=000 P(NZedge)=000

8). To reset the main waste ink counter (0%), no need to press the Stop/Reset/Resume/Cancel button, just press the Power/Start/ON/OFF button 1 time (see table 2c). When this operation is carried out, the LED will blink once, as a reset has been done. After a successful reset, the printer will return to "Table 1. Menu Selection Mode".

Note: So to reset waste ink counter, there are 3 different procedures. Use the procedure that corresponds to the printer that was repaired. For step 9) and so on, all printers are the same. So, the difference occurs in step 8) that is when doing a waste ink counter reset.

9). Insert paper (A4 or Letter), then press the Stop/Reset/Resume/Cancel button 2 times (see table 1), then press the Power/Start/ON/OFF button to execute. Wait for the printer to print "EEPROM information print" after resetting. Compare "EEPROM information print" before and after reset. See the value of D (Waste ink amount). If after reset D=000.0 means that the reset has been successfully performed. After a successful reset, the printer will return to "Table 1. Menu Selection Mode".

```

MP500 JPN V1.02 IF(USB2=1) D=004.5 ST=2005-06-27-18:30
ER(ERH=1000 ER1=3100) LPT=2005-07-09-09:09
PC(M=002 R=000 T=001 D=009 C=000)
CLT(BK=2005-06-28-18:30 CL=2005-07-01-18:30)
CH=00002 CT(PBK=012 BK=015 Y=013 M=001 C=001) IS(PBK=0 BK=0 Y=0 M=0 C=0)
P_ON(S=000009) A_R1C1 M_R1G1 0
UR(A(BKoe)=01 B(Coe)=02 C(Moe)=02 D(SCoe)=01 E(SMoe)=01 F(PBKoe)=02
G(CLi)=000 H(SCLbi)=01 I(C-SC)=01 J(M-SM)=01 K(BK-CL)=01
L(BKbiPP)=000 M(CTbiPP)=000 N(SCLbiPP)=000 O(NZctr)=000 P(NZedge)=000

```

EEPROM information print

11). Press the Power/Start/ON/OFF button to turn off the printer, wait 15 seconds then turn ON the printer. Done.

Questions and Answers

Question: Error code: 002, 005, 006, 007, 009 when using the Service Tool. What should I do?

Answer: Discussion and solutions to this problem, please read the following post [Canon Service Tool Error Code Mean \(Error code: 002, 005, 006, 007, 009, etc\)](#)

Waste ink counter resets can be done in two ways, manually and by Service Tool. For resets that are done manually, divided into two methods (Method #1 and Method #2). For printers that use Method #2, in step 8) they are divided into 3 procedures. This post was written referring to Canon's Printer Service Manual document.

By [easyFIXS](#) on [Monday, June 29, 2020](#)

Reactions:

10 comments:

1.



[Péter](#) July 11, 2020 at 12:36 AM

Hi!
For a Canon PIXMA TS6050 printer, what combination can be used to reset the waste ink counter and print EEPROM informations? I didn't succeed with Canon service tool v5103 program.
Thank you for your help!

[Reply](#)
[Replies](#)

1.



[easyFIXS](#) July 12, 2020 at 1:41 AM

Try using the service tool v.4906

2.



[Péter](#) July 12, 2020 at 5:09 AM

Where can I download this version for free? Please send me a Google drive download link. Can you send v5.306?
Thank you for your help and response!

[Reply](#)

2.



[Unknown](#) July 13, 2020 at 5:39 PM

Hi,
If Pixma G22000, orange blinking 7 times, what does it mean?

[Reply](#)

3.

[Chris](#) July 28, 2020 at 3:51 PM

Please can you tell me which instructions to use for a Pixma G3500?
Your detailed instructions are doing us all a great service.

[Reply](#)

4.

[Francesco](#) September 25, 2020 at 2:45 AM

Hi,
I have a Canon iP8500 and I have a problem: it's impossible to enter in "service mode", I try 10 times but nothing... I don't know why...
How can I resolve that?

[Reply](#)



5.

[Unknown](#) October 7, 2020 at 12:37 PM

I CAN'T FIND MY PRINTER HERE, IT IS CANON PIXMA MG3070S

[Reply](#)

[Replies](#)



1.

[easyFIXS](#) October 7, 2020 at 1:20 PM

not for MG3070S

[Reply](#)



6.

[Unknown](#) October 15, 2020 at 8:36 PM

how about canon MP237?

[Reply](#)

7.

[Anonymous](#) October 30, 2020 at 9:22 PM

with canon mg2500 and mg2570s?

29 December, 2020

The General Manager
Canon Australia
A The Park Estate
5 Talavera Road
Macquarie Park
NSW 2113

Dear Sir/Madam,

Re : Canon Printers

I am the owner of 3 Canon printers, a Canon iP4200, an MG 2560, and an MG 2960, each of which are well out of warranty.

I have been very happy with all three of them, until now, as all 3 are currently not functioning because of Canon error codes, which I have been unable to remove.

In relation to both of the MG 2560 and the MG 2960 printers, the printers have been disabled by the Canon error code 5B00, 'Ink Absorber Full' message.

I have dismantled both machines, and have found they both have fitted into the bottom of the plastic case a sheet of semi absorbent material designed to catch and absorb any ink overflow from the ink tanks.

I have removed, washed and dried, each of the ink absorber pads, refitted them, reassembled the printers, powered them up, and neither printer will function, because the error codes remain in place.

To remove the 5B00 error code, I believe that the ink absorber counter needs to be reset.

I understand there may be 2 ways to remove this error code.

The first way may be to use the appropriate button press sequence.

The second way is to put the printers into 'service mode' and use the Canon 'service tool' to reset the ink absorber counter.

I have been in contact with Canon Customer Support, who advised me that I must take the printers to an authorised service agent to have them reset.

I have been in contact with one of the authorised service agents, who advised me that the cost would be about \$200 per machine. As I live in the Southern Highlands, that would involve the additional expense and inconvenience of getting the printers to Sydney.

Both machines can be replaced with new machines for about \$75.00.

In reality, the uneconomic cost involved in following the Canon Customer Support response means that both functioning machines go to landfill, because Canon does not make available to customers the simple technical details to enable the removal of these error messages.

In relation to both of these printers, I respectfully request that you provide me with either or both of:

1. in the case of the button press sequences, the respective button press sequences to remove the 5B00 error message on each machine, and/or
2. in the case of the Canon 'service tool', the correct identification code number(s) for correct tool or tools for each printer (to enable me to download them from the internet) to allow me to reset the ink absorber counters on both printers, plus instructions as to how to put both printers into 'service mode' to allow the running of the 'service tool', and then to take the printers out of service mode once the counters has been reset.

In relation to the iP4200, which I use only to label DVD's and CD's, it generated the error code 'print head faulty etc'.

I purchased and installed a new print head, but again, I have been unable to remove the error code, and the printer will not function.

For the iP4200, I would be grateful if you would similarly send me the button press sequence, and/or the correct identification code number of the appropriate 'service tool', plus instructions as to how to get the printer into and out of service mode, to allow me to get it functioning again.

I thank you for your time and assistance, and look forward to receiving your favourable reply.

Yours faithfully,

Karl May



Canon 18/1/2021

18 Jan at 9:31 am

Dear Karl,

Happy New Year. We hope you and your family had a nice holiday break.

We're reaching out regarding the letter we received on 13th January 2021 concerning error codes on your Canon printers. We appreciate the time you took to lay out your concerns and to notify us of the issues you're facing.

While we acknowledge that the solutions you have outlined appear to be favourable and straightforward, acting on them is unfortunately not possible.

For your PIXMA MG 2560 and PIXMA MG 2960 models, the error message you are receiving is indicating end of life of these products to maintain your safety and the quality of your print outputs. For context, as inkjet printers age, the waste ink pads become full and the internal counter in the printers' firmware increments kick in to prevent overflow and damage from continued use. This appears to be what happened in your case.

In relation to the PIXMA iP4200, it's wonderful to hear that our 2005 model printers have been supporting your needs for so long. While our technicians can investigate the reason as to why a new print head isn't compliant with your printer – as you mentioned – the cost of a service agent will likely exceed the value of the product itself.

The most economical and ecological solution that we recommend is for you to responsibly recycle your current printers, and consider upgrading to a newer model that can serve you for years to come efficiently and effectively. Based on your letter, our Printer Experts recommend you consider a PIXMA Endurance or MegaTank G-Series model (for example, PIXMA G4610 or PIXMA G6060). For occasional printing, we recommend considering our PIXMA HOME range (for example, PIXMA TS6360 or PIXMA TS8360). We encourage you to go to your local retailer to explore our range of printers and select the model that offers the best value for you.

Our new printers are covered by our manufacturer warranty, and come with a one-year replacement promise. This means, if your new printer is found defective within the warranty period, we'll happily replace it with the same, or an equivalent model.

Canon is committed to acting responsibly when it comes to sustainability and there are a variety of options available to recycle your technology products responsibly to avoid contributing to landfill.

- TechCollect - <https://techcollect.com.au/> - is an initiative set up by the Australia and New Zealand Recycling Platform (ANZRP). It's a not-for-profit funded by leading manufacturers of which Canon was a founding partner. Please visit the website to locate your nearest drop-off point.

- Officeworks has a 'bring it back' initiative to recycle end of life printers. Check out the website for more information - <https://www.officeworks.com.au/information/about-us/sustainability/environment/recycling>.

Further information about our recycling programs can be found here - <https://www.canon.com.au/about-canon/sustainability/recycling-programs>

Thank you again for reaching out, Karl, and for your continued support over the years.

Kind Regards,
Canon Australia Pty Ltd
P: 13 13 83 | W: www.canon.com.au
Social: [Facebook](#) | [Twitter](#) | [YouTube](#)

This email is solely for the use of the intended recipient and may contain information which is confidential or privileged. Unauthorized use of its contents is prohibited. If you received this email in error, please notify the sender immediately via return and then delete the original email.

Re: Canon

Australia Support | Referenc
e number: 00842028 [ref: 00D206LJR_
5000K2IBNLX:ref]



9 Nov at 11:24 am

Print Raw message

Karl May

To:

<cctechsu_ort@canon.com.au>

Hello

Thank you for your prompt reply.

As I said in my enquiry, I have the software to reset the counter in the printers, I just need the button sequence or sequences to put the machines into Service Mode to allow the software to do it's job.

If you do not have access to the button sequence to enable me to run the software, please let me have the contact details of an authorised service agent which can give me the button sequence. I live in a country area a long way from any Canon Service Centres.

The MG2560 is about 4 years old, and the MG2960 about 6 years old. Both are in good working condition, bar this reset issue.

Thank you for your time and assistance.

Karl May

On Monday, 9 November 2020, 09:04:18 am AEDT,
<cctechsupport@canon.com.au> wrote:

Canon



Hi Karl,

I hope this email finds you well.

The ink absorber page counter needs to be reset using a serv a software for resetting Canon printer and its counter. This is a technicians in repairing printer issues and to access the intern machine.

Unfortunately, we do not have information on how to access S said software is exclusively available at our authorised service

By the way, how long have you had the printers? Are they abc

If you require further information or assistance, please reply to Canon on 13 13 83, select option 2 then option 3 and quote re

Regards,

Customer Service Representative
Customer Support
Canon Australia Pty Ltd

P: 13 13 83 | W: www.canon.com.au

Social: Facebook | Twitter | YouTube

This email is solely for the use of the intended recipient and m which is confidential or privileged. Unauthorized use of its cor you received this email in error, please notify the sender imme then delete the original email.

ref: 00D206LJR_5000K2IBNLX:ref

Re: Canon MG 2560 +
2960 Printers

Please see
attached for
full printout
of the email
copy

LCM.

Delete

Spam

Actions

Apply

Hi Karl,

I hope this email finds you well.

The ink absorber page counter needs to be reset using a service tool. Service tool is a software for resetting Canon printer and its counter. This is a tool used by our technicians in repairing printer issues and to access the internal memory of the machine.

Unfortunately, we do not have information on how to access Service Mode since the said software is exclusively available at our authorised service agents.

By the way, how long have you had the printers? Are they about 2 years of age?

If you require further information or assistance, please reply to this email or contact Canon on 13 13 83, select option 2 then option 3 and quote reference 00842028.

Regards,

Customer Support Representative

Canon Australia Pty Ltd
P: 13 13 83 | W: www.canon.com.au

Social: [Facebook](#) | [Twitter](#) | [YouTube](#)

This email is confidential or privileged. The unauthorized use of its contents is prohibited. If you received this email in error, please notify the sender immediately via return and then delete the original email.

ref:_00D206LjR_5000K2IBNLX:ref

LCM.



Karl May

To: CS - Technical Support <cctechsupport@canon.com.au>

Reply 18/1/2021

18 Jan at 2:23 pm

Thank you for your email.

All three of these machines were fully working prior to these issues arising, and clearly can be again. They are not worn out.

I have spent many hours trying to get these machines working, including extensive internet research looking for the fixes, and I can tell you there are large numbers of very frustrated and unhappy people out there trying to fix these very fixable problems.

In relation to your comments on the MG2560 and MG2960, the idea that the overflow tanks mean the printers are at the end of their life is ridiculous.

The pads are easily removed, washed, dried and reinstalled. These pads are connected to nothing. No sensors, no wires, no electronic connection whatsoever. The idea that these pads are connected to a counter is a fiction. The only reason the machines cannot be returned to full operating condition, as they were prior to this issue arising, is your refusal to provide the information to do so.

The same applies to the iP4200 and its print head.

Fortunately, the Australian Productivity Commission is presently conducting an investigation into the issue of the right to repair, and the absolute waste of resources which is caused by unethical behaviour like yours in refusing to assist your customers to repair their own out of warranty machines. The repair alternatives of either, the codes to manually fix these issues, or the software to fix the issues using the relevant 'service tools', and the instructions to use either method, should be available from your internet site.

I will now write a submission to the Productivity Commission detailing the issues described in our correspondence, by way of a small contribution towards forcing businesses like Canon to enable consumers to repair their equipment, and reduce waste in our environment.

Thank you again for your time.

Karl May

On Monday, 18 January 2021, 09:31:24 am AEDT, CS - Technical Support <cctechsupport@canon.com.au> wrote:

Dear Karl,

Happy New Year. We hope you and your family had a nice holiday break.

We're reaching out regarding the letter we received on 13th January 2021 concerning error codes on your Canon printers. We appreciate the time you took to lay out your concerns and to notify us of the issues you're facing.

While we acknowledge that the solutions you have outlined appear to be favourable and straightforward, acting on them is unfortunately not possible.

For your PIXMA MG 2560 and PIXMA MG 2960 models, the error message you are receiving is indicating end of life of these products to maintain your safety and the quality of your print outputs. For context, as inkjet printers age, the waste ink pads become full and the internal counter in the printers' firmware increments kick in to prevent overflow and damage from continued use. This appears to be what happened in your case.

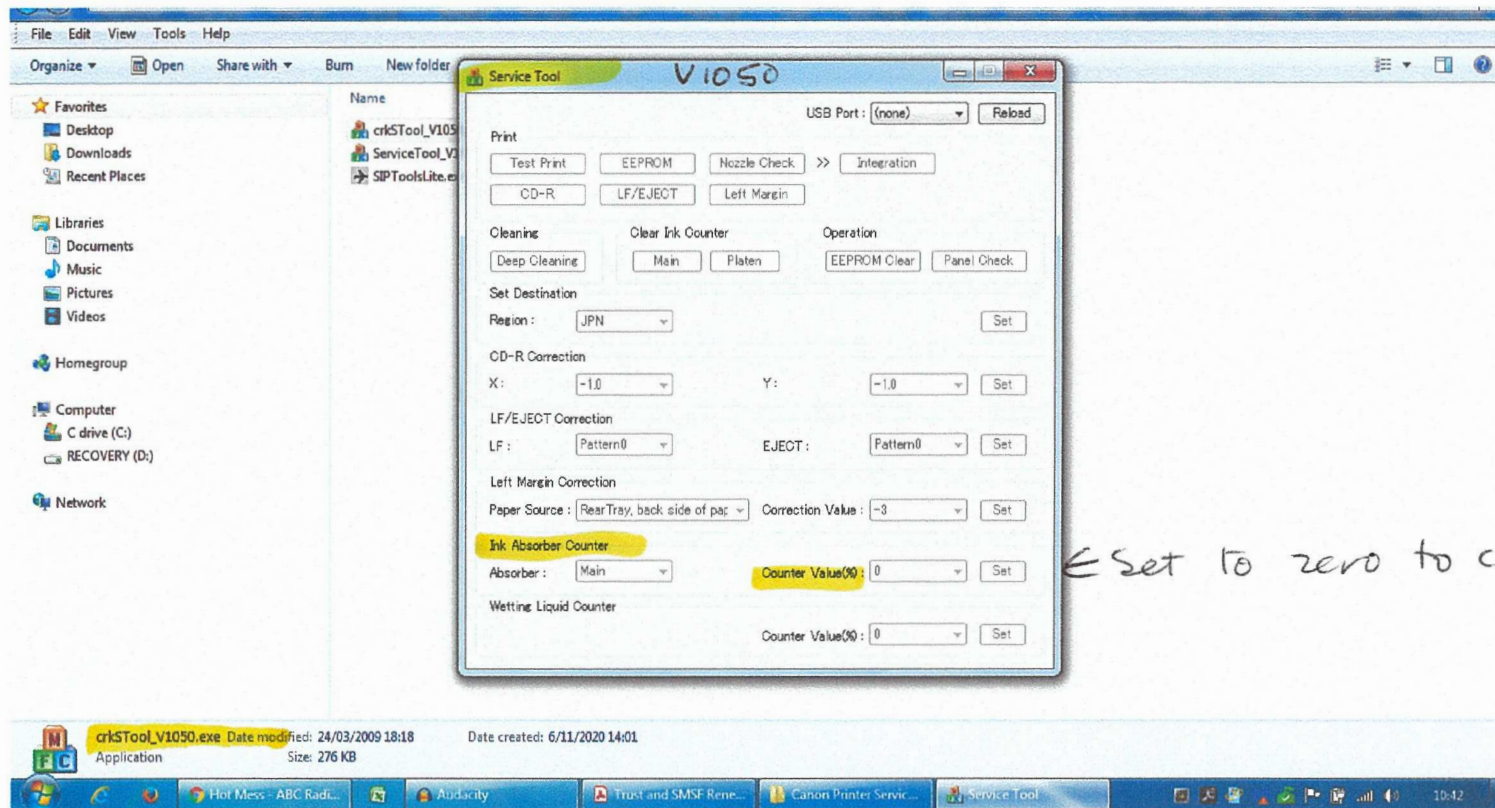
In relation to the PIXMA iP4200, it's wonderful to hear that our 2005 model printers have been supporting your needs for so long. While our technicians can investigate the reason as to why a new print head isn't compliant with your printer – as you mentioned – the cost of a service agent will likely exceed the value of the product itself.

The most economical and ecological solution that we recommend is for you to responsibly recycle your current printers, and consider upgrading to a newer model that can serve you for years to come efficiently and effectively. Based on your letter, our Printer Experts recommend you consider a PIXMA Endurance or MegaTank G-Series model (for example, PIXMA G4610 or PIXMA G6060). For occasional printing, we recommend considering our PIXMA HOME range (for example, PIXMA TS6360 or PIXMA TS8360). We encourage you to go to your local retailer to explore our range of printers and select the model that offers the best value for you.

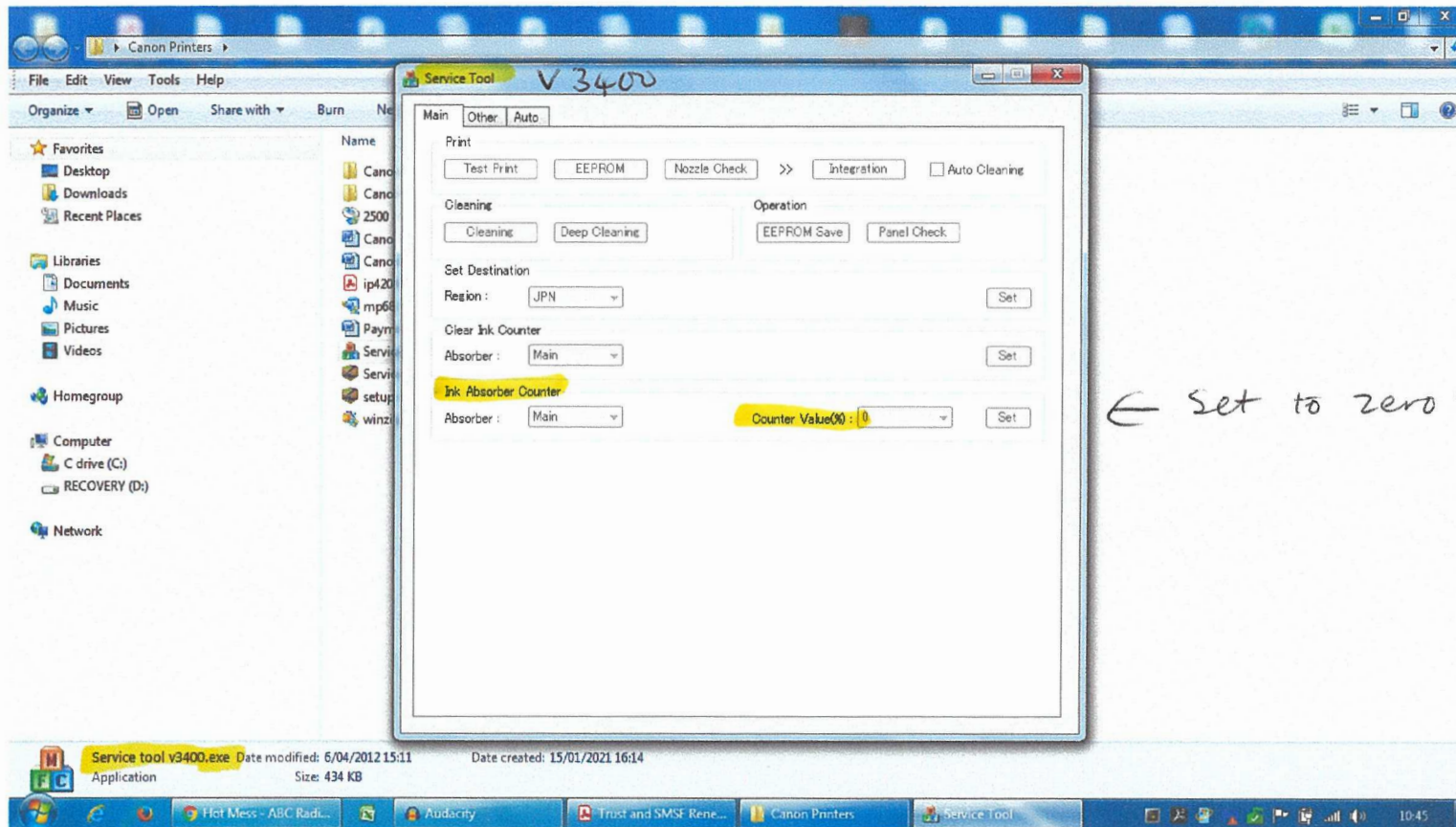
Our new printers are covered by our manufacturer warranty, and come with a one-year replacement promise. This means, if your new printer is found defective within the warranty period, we'll happily replace it with the same, or an equivalent model.

Canon is committed to acting responsibly when it comes to sustainability and there are a variety of options available to recycle your technology products responsibly to avoid contributing to landfill.

Service Tool



Service Tool



← Set to zero to clear error

Re: Canon Australia Support | Reference number: 00842028 [ref:_00D206LjR._5000K2IBNLX:ref]



9 Nov at 11:24 am

Print Raw message

Karl May <blackcloud@y7mail.com>

To:

<cctechsupport@canon.com.au>

Hello

Re: Canon MG 2560 & 2960 Printers

Thank you for your prompt reply.

As I said in my enquiry, I have the software to reset the counter in the printers, I just need the button sequence or sequences to put the machines into Service Mode to allow the software to do it's job.

If you do not have access to the button sequence to enable me to run the software, please let me have the contact details of an authorised service agent which can give me the button sequence. I live in a country area a long way from any Canon Service Centres.

The MG2560 is about 4 years old, and the MG2960 about 6 years old. Both are in good working condition, bar this reset issue.

Thank you for your time and assistance.

Karl May

On Monday, 9 November 2020, 09:04:18 am AEDT, Jerico Santos <cctechsupport@canon.com.au> wrote:

Canon



Hi Karl,

I hope this email finds you well.

The ink absorber page counter needs to be reset using a service software for resetting Canon printer and its counter. This is a technicians in repairing printer issues and to access the internal machine.

Unfortunately, we do not have information on how to access said software is exclusively available at our authorised service

By the way, how long have you had the printers? Are they abc

If you require further information or assistance, please reply to Canon on 13 13 83, select option 2 then option 3 and quote re

Regards,

Customer Service Representative
Customer Support
Canon Australia Pty Ltd
P: 13 13 83 | W: www.canon.com.au
Social: [Facebook](#) | [Twitter](#) | [YouTube](#)

This email is solely for the use of the intended recipient and may be confidential or privileged. Unauthorized use of its contents is prohibited. If you received this email in error, please notify the sender immediately and delete the original email.

ref:_00D206LjR._5000K2IBNLX:ref

Re: Canon Australia Support | Reference number: 00842028 [ref: 00D206LjR_5000K2IBNLX:ref]



30 Nov at 3:42 pm

[Print](#) [Raw message](#)

Karl May <blackcloud@y7mail.com>

To: <cctechsupport@canon.com.au>

Hello

Re: Canon MA 2560 & 2960 printers

I successfully reset the 2560, but not the 2960 as yet.

I understand how the process works, it is just a matter of having the correct button pushing sequences. If Canon will make these button pushing sequences available, that would be the ethical thing to do in terms of minimising waste in our system, and building customer loyalty to Canon. Obviously, when the printers ultimately become unrepairable, it makes sense to replace them with new Canon printers, knowing that Canon is ethical, and will look after it's customers when simple tasks like these come along.

I have replaced the absorber pads.

In the absence of Canon changing it's policies on these issues, I will be pursuing this with the ACCC, as this negative consumer behaviour on the part of Canon is an issue that we the customers must call out for the unethical and wasteful behaviour that it is.

I reiterate that this is no reflection on you personally, and I again thank you for your kind and courteous service.

Regards, Karl May

On Monday, 30 November 2020, 03:19:38 pm AEDT, Jerico Santos <cctechsupport@canon.com.au> wrote:

Canon



Hi Karl,

I would like to make a follow-up with you to confirm if you were reset your PIXMA MG2560 and PIXMA MG2960 printers.

In addition, were you able to replace the machine's ink absorber?

If you require further information or assistance, please reply to Canon on 13 13 83, select option 2 then option 3 and quote ref:

Regards,

Customer Service Representative
Customer Support
Canon Australia Pty Ltd
P: 13 13 83 | W: www.canon.com.au

Social: [Facebook](#) | [Twitter](#) | [YouTube](#)

This email is solely for the use of the intended recipient and may contain confidential or privileged information. If you have received this email in error, please notify the sender immediately and delete the original email.

ref: 00D206LjR_5000K2IBNLX:ref

[Delete](#) [Spam](#) [Actions](#) ▼ [Apply](#)