Microchip shortages are sweeping the nation, affecting every industry from cars and phones to washing machines. Microchips are in nearly everything electric these days. They are even in some of the toner bottles. Canon is responding to these microchip shortages by producing the same toner without the chip for a limited period.

Canon Models Produced Without Chips in Toner

Please note that there is no supply concern these cartridges will continue to print as usual with no issue but will not give a notification when toner levels are low. This short-term status is due to the availability of the chips used with Canon Toner Cartridges. Please read this notice to understand how this may affect what you see on the User Interface and how Lake Business Products will manage automated toner delivery programs.
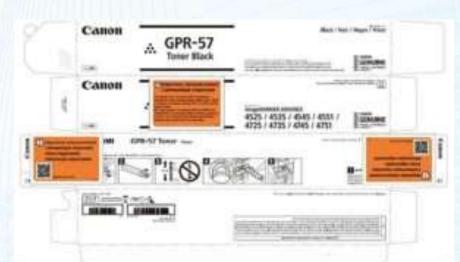
- imageRUNNER ADVANCE C3300 Series
- imageRUNNER ADVANCE C3500 Series
- imageRUNNER ADVANCE DX C3700 Series
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- imageRUNNER ADVANCE C350 Series
- imageRUNNER ADVANCE C355 Series
- imageRUNNER ADVANCE C356 Series
- imageRUNNER 1400 Series
- imageRUNNER ADVANCE 4500 Series
- imageRUNNER ADVANCE 4700 Series
- imageRUNNER ADVANCE DX 6000i

How Do I Know If My Toner Does Not Have a Microchip?

A Canon toner cartridge produced without a chip will have orange labels attached to the box as shown here:

What Does This Mean for Me?

Once you insert a Canon Toner Cartridge without a chip, you may receive an error message that the copier does not recognize the toner cartridge. If an alert message appears, just press "close" or "I agree" to continue printing with the same excellent print quality, yield, and output you always receive with Canon.

Once a toner cartridge without a chip is installed in a copier, you may also see the message under these conditions.

1. When the power switch of the device is turned off and then on
2. When a toner cartridge is inserted in the future.

If an alert message appears, you just need to push "Close" or "I Agree" to continue printing.

Is Anything Else Affected?

Reporting of the remaining amount of toner by percentage is also affected for toner bottles without chips. Reports via User Interface and remote communications (Auto toner) only will show 100% or 0%. You will not receive low toner messages until it is at 0%. In addition, toner low or pre-toner low messages will not be sent from the monitoring portal until 0% is recognized by the device.

What If I Am Currently on The Auto Toner Program and Have One of These Devices?

Devices without a chip will not be able to report to the Auto Toner replenishment software. Once you receive an orange label non-chipped toner, please email supplies@lakebusiness.com or call in to 800-443-4583.

If It Does Not Work, Can I Place a Service Call?

You should have no issues when inserting the toner, unless the provided directions do not work, and you must clear the interface. If this occurs, please place a service call by calling 800-443-4583.

We appreciate your patience and understanding as we work through supply chain challenges globally. Please contact your account manager with any questions or concerns. To contact our Customer Service Department, call 800-443-4583 or email supplies@lakebusiness.com