

To: All Authorized Business Partners

Date: May 11, 2009

Subject: Technical Training Announcement

New Product: M035/M036 Color Printer

Training Format: Auto-Certification

Product Code	Lanier	Ricoh	Savin
M035	SP C231N	Aficio SP C231N	SP C231N
M036	SP C232DN	Aficio SP C232DN	SP C232DN

The Ricoh Family Group pleased to announce the release of the M035/M036 Printer.

The M035/M036 printer products are the next generation desktop color laser printer for single users and small workgroups. Successors of the SP C221N and SP C222DN, the M035/M036 will help expand sales in both the IT, Direct and Dealer channels. Updates to previous models include a High Yield All In One Cartridge, lower cost per page, and a 2-Line LCD Control Panel. A lower Total Cost of Ownership also offers Ricoh greater success placing the M035/M036 series in Major Accounts fleet situations.



Training Prerequisites:

Product Code	Lanier	Ricoh	Savin
B222 or G160	LD435c or LP226cn	Aficio MP C3500 or SP C410DN	C3535 or CLP27DN

B222 or G160 Certified Professionals should have the skills necessary to service this series and have been automatically certified by Ricoh University on the M035/M036 Printer.

It is strongly recommended that all Service Documentation for the M035/M036 be thoroughly reviewed by all automatically certified Service Professionals prior to performing any service. It is also strongly recommended that Service Professionals review this material while they have access to a M035/M036 Printer, preferably with all options.

Service Professionals who are not currently certified on the B222 or G160 can achieve certification on the M035/M036 Printer by completing either the D023/D027/D037 Instructor-led course or the G160 Self-Pace course.

RFG-eSource users may obtain the components of the M035/M036 Printer *Service Documentation Update Package* by performing a search using the following Content ID numbers.

Description	Content ID
M035/M036 Service Manual	rfg038935
M035/M036 Point-to-Point	rfg038937
M035/M036 Parts Catalog	rfg038936
M035/M036 Operator Guide(s)	rfg038938

A hardcopy update package can also be obtained from your Regional Order Entry Department using the following information (see ordering info below).

Description	EDP Code
G165/G166/G167/G181/G182/G184/M035/M036 Service Documentation Update Package A Hard Copy of the M035/M036 Service Manual will not be included in this Update Package for this product. The manual is included in PDF format on the Documentation CD.	003358MIU
M035/M036 Service Manual	004774MIU
M035/M036 Point-to-Point	004775MIU
M035/M036 Parts Catalog	004776MIU

If you have any questions regarding this or any other training, please visit the Ricoh University web site at www.ricohuniversity.com or contact Ricoh University at (973) 882-2200.