

# 3M™ Bookcheck Unit Model 940 Series and Staff Workstation Model 946

Site Planning and Installation Guide



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3M™ Bookcheck Unit Model 940 Series and Staff Workstation Model 946 Site Planning and Installation Guide,  
78-8126-8470-8E2

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***The original instructions in this document were written in U.S. English. All other languages are a translation of the original instructions.***

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# Safety Information

Read, understand, and follow all safety information contained in these instructions prior to installation and use of the 3M™ Bookcheck Unit Model 940 Series and Staff Workstation Model 946. Retain these instructions for future reference.

## Intended use





The Bookcheck Unit Model 940 Series and Staff Workstation Model 946 are intended for use by library staff in the check-in and checkout of library materials that use electromagnetic (EM) or radio frequency identification (RFID) tags. They may be used on desktops or built into customized counter tops.

These units are intended for use in an indoor library environment and have not been evaluated for other uses or locations. The location in which a unit is installed must meet the requirements specified in the *Bookcheck Unit Model 940 Series and Staff Workstation Model 946 Site Planning and Installation Guide*.

## Explanation of Signal Word Consequences

<b>WARNING</b>	Indicates a potentially hazardous situation, which, if not avoided, could result in death or serious injury and/or property damage.
<b>CAUTION</b>	Indicates a potentially hazardous situation, which, if not avoided, may result in minor or moderate injury and/or property damage.

## Explanation of product safety label symbols

	Attention: Read accompanying documentation
	Risk of Electric Shock
	Disposal hazard
	Laser Scanner: Laser Exposure

## Warnings and Cautions

- To reduce the risk associated with fire or hazardous voltage:
  - ◆ Do not attempt to repair or modify — no user serviceable parts — contact 3M Service for repair;
  - ◆ Install system components into desk or enclosure in accordance with instructions and specifications given in the *Bookcheck Unit Model 940 Series and Staff Workstation Model 946 Site Planning and Installation Guide*.
- To reduce the risk associated with fire due to incorrect installation of service parts or use of non-approved replacement components:
  - ◆ Do not attempt to repair or modify — no user serviceable parts — contact 3M Service for repair;
  - ◆ Use approved service parts, installed by 3M Service personnel only.
- To reduce the risk associated with hazardous voltage: Do not use the Bookcheck or Staff Workstation systems if damage has occurred to any system enclosures or power cords — contact 3M Service for repair.
- To reduce the risk associated with back strain: The Bookcheck or Staff Workstation main units weigh more than 20 pounds – use proper lifting procedures.
- To reduce the risk associated with tipping or falling of any system components: Install system components into desk or enclosure in accordance with instructions and specifications given in the *Bookcheck Unit Model 940 Series and Staff Workstation Model 946 Site Planning and Installation Guide*.
- To reduce the risk associated with exposure to laser light:
  - ◆ Do not look directly into laser scanner accessory;
  - ◆ At the end of service life, dispose of laser scanner accessory in accordance with federal, state and local requirements.

## Japan




同梱の電源コードは当該製品専用です。



## Label locations (Model 942 and 943)


This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:  
 (1) This device may not cause harmful interference, and  
 (2) This device must accept any interference received, including interference that may cause undesired operation.

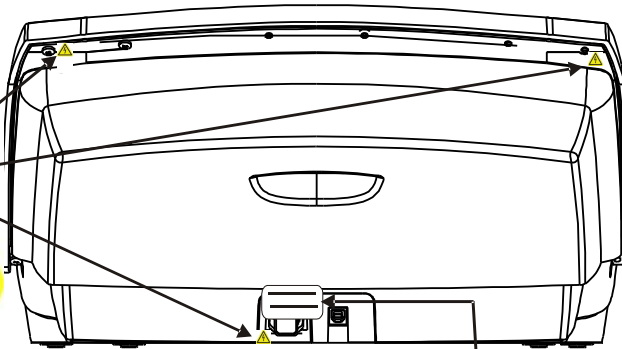
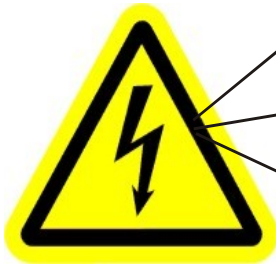
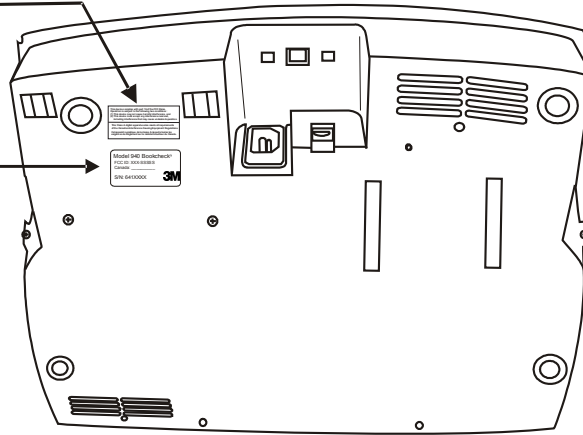
This Class A digital apparatus complies with Canadian ICES-003.  
 Cet appareil numérique de la classe A est conforme à la norme NMB-003 du Canada.

**Model 942 Bookcheck**  
 100-120V~ / 200-240V~  
 2 / 1 A  
 60 / 50 Hz

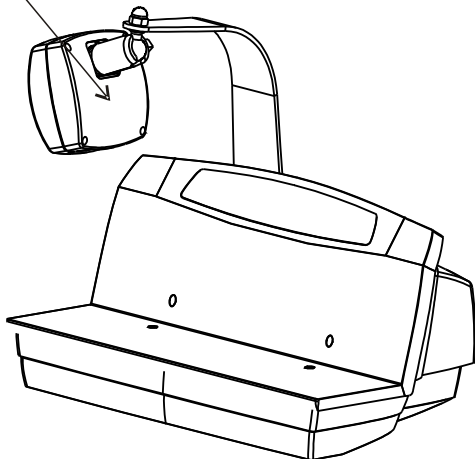
  

S/N: 942XXXX  

3M Library Systems  
 St. Paul, Minnesota 55144 



**CAUTION**  
 LASER LIGHT  
 DO NOT STARE INTO BEAM  
 0.85 mW at 635-670 nm  
 CLASS 2 LASER PRODUCT



**Read Installation Instructions in manual before connecting power cord.**



**← Note: US and Canada use 115V**

Voltage Selection Switch label, which the customer will remove at installation

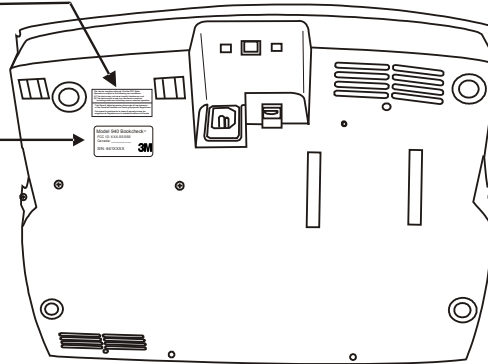
942-943 Labels






## Label locations (Model 946)

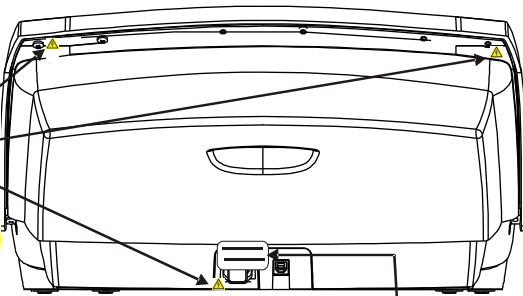
This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:  
 (1) This device may not cause harmful interference, and  
 (2) This device must accept any interference received, including interference that may cause undesired operation.

This Class A digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe A est conforme à la norme NMB-003 du Canada.



**Model 946 Staff Workstation**  
 100-120V~ / 200-240V~  
 2 / 1 A    
 60 / 50 Hz   
 S/N: 946XXXX  N1108  
 3M Library Systems  
 St. Paul, Minnesota 55144 



**Read Installation Instructions in manual before connecting power cord.**








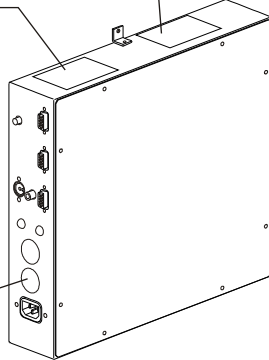
**Note: US and Canada use 115V**

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:  
 (1) This device may not cause harmful interference, and  
 (2) This device must accept any interference received, including interference that may cause undesired operation.

This Class A digital apparatus complies with Canadian ICES-003.

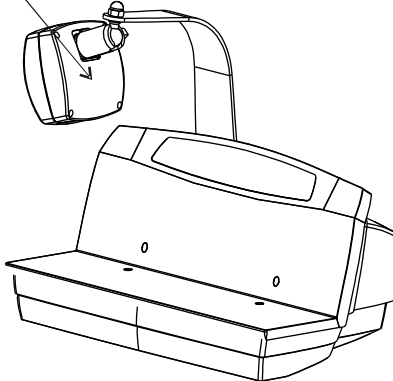
Cet appareil numérique de la classe A est conforme à la norme NMB-003 du Canada.

**7499B Interconnect Box**  
 78-8129-2641-4 (200 mW)    
 100 - 240V~  
 1 A  
 50/60 Hz   
 FCC ID: DGFSS0946  N1108  
 Canada: ---  
 3M Library Systems  
 St. Paul, Minnesota 55144 



Voltage Selection Switch label, which the customer will remove at installation

**CAUTION**  
 LASER LIGHT  
 DO NOT STARE INTO BEAM  
 ©2011 3M. ALL RIGHTS RESERVED.  
 CLASS 2 LASER PRODUCT





# EMC compliance USA and Canada

## FCC Radio Frequency Rules and Regulations

This equipment has been tested and found to comply with the limits for a Class A device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can emit radiated radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications.

Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at their own expense.

**NO MODIFICATIONS.** Modifications to this device shall not be made without the written consent of The 3M Company. Unauthorized modifications may void the authority granted under Federal Communications Commission Rules permitting the operation of this device.

## FCC Intentional Radiator Certification (Model 946 only)

FCC ID: DGFSSD946

This equipment contains an intentional radiator approved by the FCC under the FCC ID number shown above. This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

## Industry Canada radio frequency rules and regulations

This Class A digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

ICES-003

Cet appareil numérique de la classe A respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.

NMB-003

Canada IC: pending

This device contains an intentional radiator. Operation is subject to the following two conditions: (1) this device may cause harmful interference, and (2) this device must accept any interference, including interference that may cause undesired operation.

# Introduction

## About this guide

This guide provides information on site preparation and hardware installation for the following 940 Series Models:

- Bookcheck Unit Model 942, which is a sleek, durable standalone book check unit that safely desensitizes and resensitizes 3M™ Tattle-Tape™ security strips on print materials, CDs and DVDs
- Bookcheck Unit Model 943, which provides all the features of the Model 942 and includes a state-of-the-art barcode scanner that communicates with the unit's software and the integrated library system (ILS) for efficient check-in and checkout of library materials
- Staff Workstation Model 946, which provides all the features of the other units and includes RFID capabilities and software to convert library item information from barcodes to RFID tags

## Key product features

Key features include the following:

- Efficient check-in and checkout of materials by library staff
- Selectable processing flow, from right-to-left or left-to-right
- Audible feedback, a “thump” that informs the staff that a check-in or checkout operation is complete
- Security status verification, a light that tells the staff when the unit detects a sensitized strip
- Easy to use indicators and buttons

## Installation options

The unit can be installed on a counter top or embedded within the desk.

# Specifications

## Environmental specifications

Humidity	0% to 85% RH, non-condensing
Operating Temperature	50° F to 104° F (10° C to 40° C)
Storage Temperature	-40° F to 131° F (-40° C to 55° C)

## Electrical specifications

100 to 120 VAC, 2.0 A, 50/60 Hz, single phase or  
 200 to 240 VAC, 1.0 A, 50/60 Hz, single phase

## Dimensions and weight

Dimensions	Length: 16.4 in. (416.1 mm) Height: 8.9 in. (226.8 mm) Depth: 12.9 in. (327.4 mm)
Weight	24 lb (10.9 kg)

## Scanner specifications (Models 943 and 946)

Dimensions	2.59 in. × 1.38 in. × 3.47 in. 6.58 cm × 3.51 cm × 8.81 cm
Weight	7.5 oz 213 g
Electrical	24 VDC, 300 mA

## Cable lengths (Models 943 and 946)

Serial cable (computer connection to the scanner)	6.5 feet (2 meters)
USB cable (computer connection to the unit)	6.5 feet (2 meters)
RF cable (946 only)	6 feet (1.82 meters)

## Computer specifications: Models 943 and 946

Attribute	Requirement
Operating System	Windows XP, Windows Vista and Windows 7, 32/64 bit
RAM	1 GB (minimum)
Install space	10 MB. Additional disk space Up to 100 MB may be required for log and statistics files
Media	CD-ROM
Monitor	Recommended SVGA 800 x 600 (16 bit Color) Minimum required VGA 640 x 480 (256 Colors)
Processor	Windows XP: 1.0 GHz (Minimum) Windows Vista: 2.0 GHz (Minimum) Windows 7: 2.0 GHz (Minimum)
Sound Card and Speakers	Line out sound card recommended but not required
Ports for Model 943	<ul style="list-style-type: none"> <li>• One free USB port for connection to the Bookcheck unit itself.</li> <li>• One free serial port OR a free USB port with a serial-to-USB adapter cable for connection to the scanner</li> </ul>
Ports for Model 946	<ul style="list-style-type: none"> <li>• One free USB port for connection to the Bookcheck unit itself</li> <li>• One free USB port for connection to the RFID reader</li> <li>• One free serial port OR a free USB port with a serial-to-USB adapter for connection to the scanner</li> </ul>

## Site preparation and installation for on-counter units

Use this section for site preparation and hardware installation when the the unit will be installed on top of a desk or counter.

For information on in-counter installations, see [Site preparation and installation for in-counter units](#) on page 16.

### Step 1: Consider unit placement

Consider the following when you select a location for the unit:

- **Workflow:** The unit should be close to where the library staff normally checks materials in and out.
- **Distance from CRT monitors:** When the unit and a CRT monitor are located near one another, the monitor may experience interference, which decreases as the distance between the unit and the CRT monitor increases. Consequently, 3M recommends the following:
  - ◆ At least 24 inches [61 cm] of separation to avoid color distortion
  - ◆ At least 36 inches [91.5 cm] of separation to avoid image flickering
  - ◆ Greater separation or the use of LCD monitors (which don't have this problem) if interference persists
- **Distance from magnetic media:** The unit should remain at least 6 inches (15 cm) from magnetic media, such as video and audiotapes.
- **Access to power:** The unit comes with an 8.5 ft (2.5 m) power cord, so an electrical outlet must be within this range.
- **Ventilation:** To prevent overheating, the unit must have adequate airflow. For on-counter installations, simply controlling the clutter around the unit should be sufficient. For in-counter installations, ensure that there is at least one inch (2.5 cm) between the bottom of the unit and the floor of the desk enclosure.
- **Service:** The unit should be placed in a location that allows access for service.

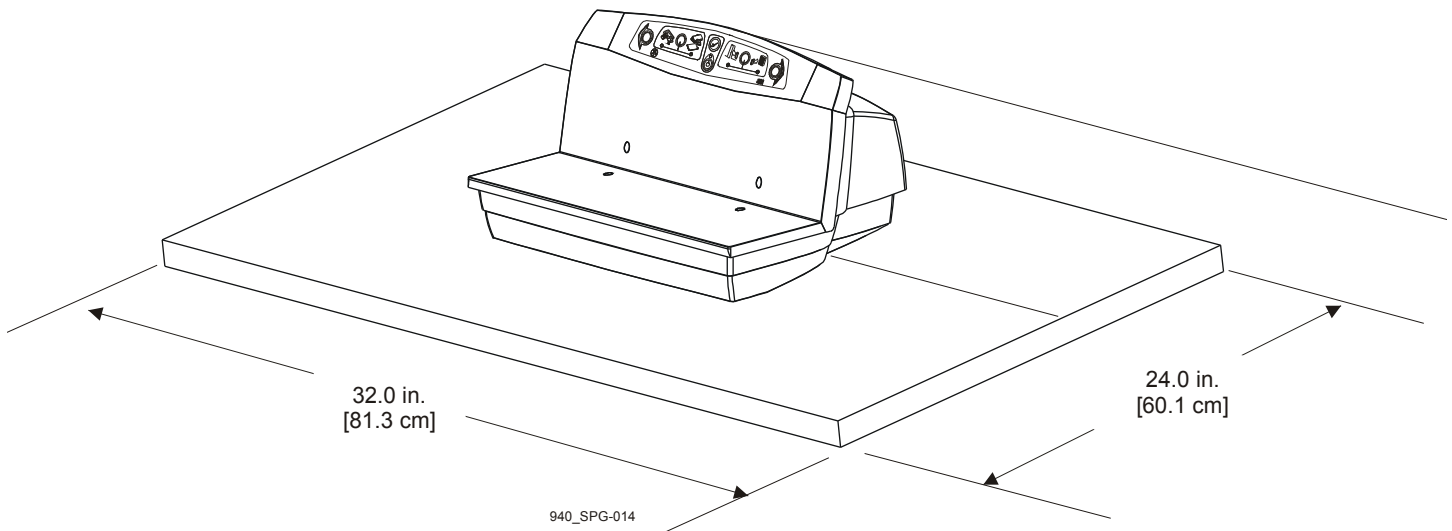
## Step 2: Consider furniture attributes

Ensure that the furniture you use for the unit has the following attributes:

- **Stability:** The furniture must meet Underwriters Laboratories Inc. standards for stability. The customer must ensure that minimum standards for stability are complied with per UL standard 60950 (for North America), IEC 60950 (for countries outside Europe), or EN60950 (for Europe).
- **Height:** ADA side-approach requirements specify that the counter height be a maximum of 36 inches (91.4 cm)
- Adequate counter space for items being processed.

## Step 3: Consider counter layout

For units that will be installed on a counter top, consider the 3M recommendation for minimum space requirements, which are defined in the figure. Conforming to this recommendation will assist in efficient library material processing.



## Step 4: Determine power cable routing

For on counter installations, determine whether to route the power cable through the counter top or over the edge of the counter. If you plan to route the cable through the counter top, the library is responsible for cutting the hole in the furniture. Use a drill with a 1.5-inch [35 mm] diameter-cutting blade to cut the hole.

## Step 5: Install the unit on a counter top

1. Before installing the unit, set the voltage selector switch at the back of the unit to the proper voltage (115V or 240V) by doing the following:

- a) Remove the voltage selector switch label.
- b) Slide the switch to the proper setting.

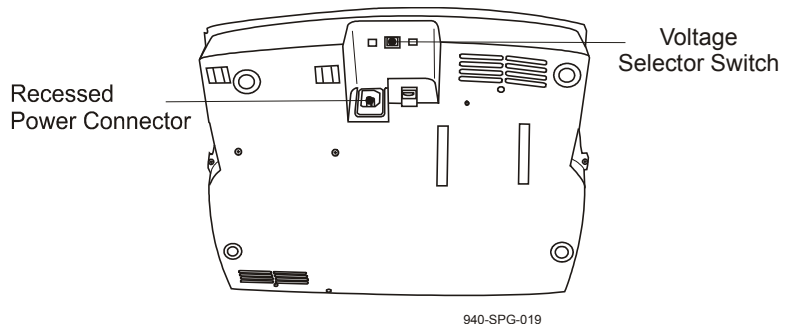
2. Connect the power cord to the unit.

3. Place the unit on the counter top and plug the power cord into an AC power outlet, which powers on the unit. (The unit does not have an on/off switch.)

4. Test the unit by completing a number of check-in and checkout procedures. See the *Bookcheck Unit Model 940 Series and Staff Workstation Model 946 Owner's Manual* for information on these procedures.

**Note:**

Do not process books that have magnetic media inside because data may be lost or corrupted.



## Step 6: Determine computer requirements (Models 943 and 946)

For Model 943 and Model 946 installations, make sure the customer-supplied computer meets the requirements specified in [Computer specifications: Models 943 and 946](#) on page 12.

## Site preparation and installation for in-counter units

Use this section for site preparation and installation when the the unit will be installed in a counter or desk. For information on on-counter installations, see [Site preparation and installation for on-counter units](#) on page 13.

### Step 1: Consider unit placement

Consider the following when you select a location for the unit:

- **Workflow:** The unit should be close to where the library staff normally checks materials in and out.
- **Distance from CRT monitors:** When the unit and a CRT monitor are located near one another, the monitor may experience interference, which decreases as the distance between the unit and the CRT monitor increases. Consequently, 3M recommends the following:
  - ◆ At least 24 inches [61 cm] of separation to avoid color distortion
  - ◆ At least 36 inches [91.5 cm] of separation to avoid image flickering
  - ◆ Greater separation or the use of LCD monitors (which don't have this problem) if interference persists
- **Distance from magnetic media:** The unit should remain at least 6 inches (15 cm) from magnetic media, such as video and audiotapes.
- **Access to power:** The unit comes with an 8.5 ft (2.5 m) power cord, so an electrical outlet must be within this range.
- **Ventilation:** To prevent overheating, the unit must have adequate airflow. For on-counter installations, simply controlling the clutter around the unit should be sufficient. For in-counter installations, ensure that there is at least one inch (2.5 cm) between the bottom of the unit and the floor of the desk enclosure.
- **Service:** The unit should be placed in a location that allows access for service.

### Step 2: Consider furniture attributes

Ensure that the furniture you use for the unit has the following attributes:

- **Stability:** The furniture must meet Underwriters Laboratories Inc. standards for stability. The customer must ensure that minimum standards for stability are complied with per UL standard 60950 (for North America), IEC 60950 (for countries outside Europe), or EN60950 (for Europe).
- **Height:** ADA side-approach requirements specify that the counter height be a maximum of 36 inches (91.4 cm)
- **Adequate counter space** for items being processed.



### Step 3: Identify tools for in-counter installation

Identify all tools required for in-counter installations.

- Saber saw with appropriate blade for counter material
- Router
- $\Phi$  1/4 inch (6.35 mm) router bit
- Hammer
- $\Phi$  7/32 (5.5 mm) drill bit (Model 943 only)
- $\Phi$  5/32 inch (3.2 mm) and  $\Phi$  9/64 inch (3.5 mm) drill bits
- Phillips screwdriver
- Utility light
- Plastic cover and garbage bag to protect nearby equipment from dust
- Wood finishing file and/or sandpaper
- Masking tape
- Marking pencil

**Note:**

Counter top materials other than wood or laminate may require additional cutting tools.

### Step 4: Identify in-counter installation parts

Identify the parts that are included in the in-counter installation kit (75-0500-8686-9 Kit).

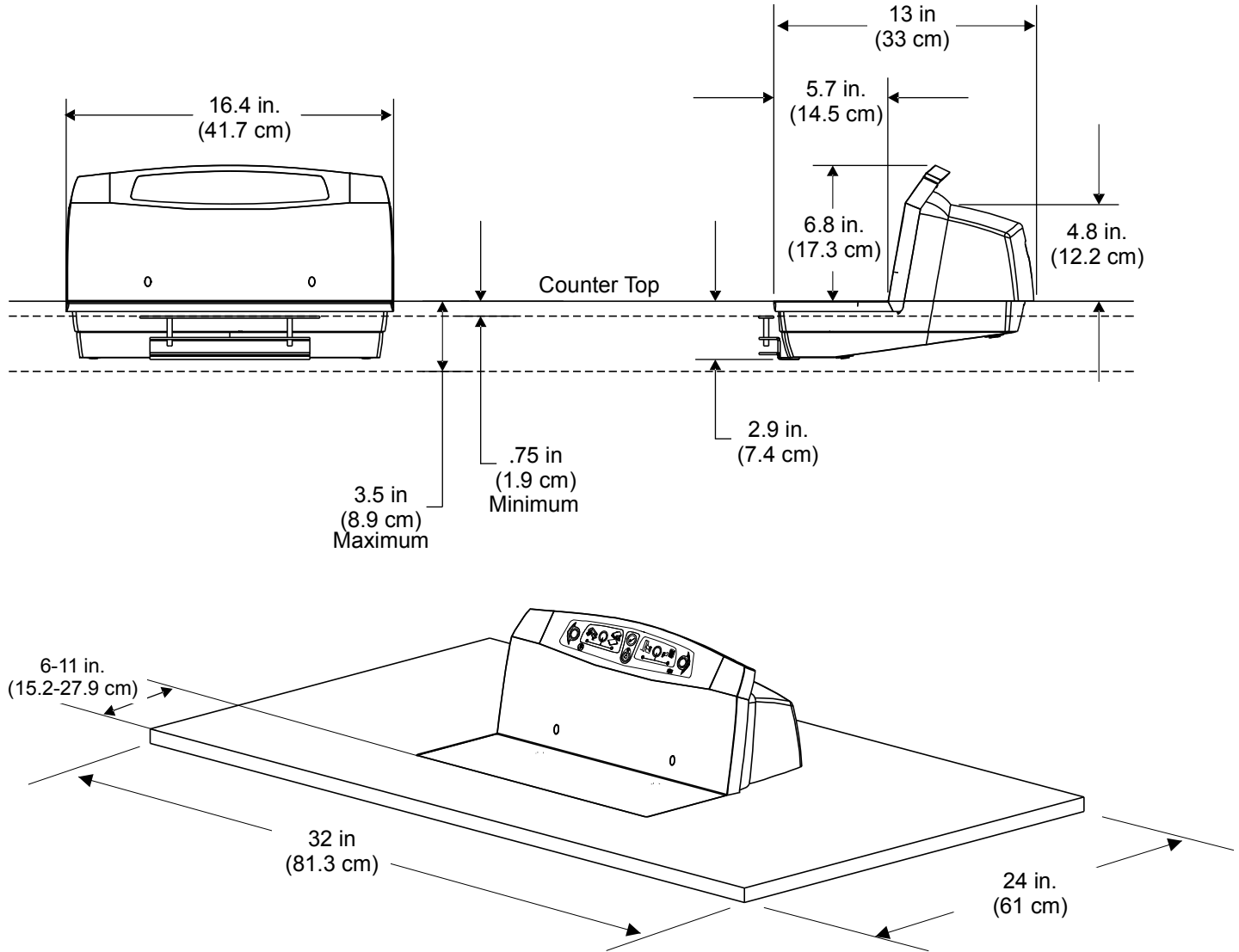
P/N	Qty	Description
78-8123-1682-2	1	In-counter hanger bracket and threaded rods
78-8123-1681-4	1	In-counter mounting bracket (thin counter)
78-8123-1736-6	1	In-counter mounting bracket (thick counter)
26-1014-9291-1	3	Adhesive-backed cable clips
26-1002-5166-4	5	Self-tapping screws, #10 x 5/8 L, pan hd, Phillips
12-7991-1481-9	4	1/4-20 hex nuts for hanger bracket
78-8126-8470-8	1	This document
78-8129-2099-5	1	Bookcheck Unit Model 940 Series in-counter template, metal
26-1017-3984-0	2	Screw, TC, 8-18 x .50L, Pan Hd, Phil
70-0704-4687-0	1	Adhesive mounting squares

## Step 5: Learn in-counter dimensions

Learn relevant dimensions for in-counter installations.

**Note:**

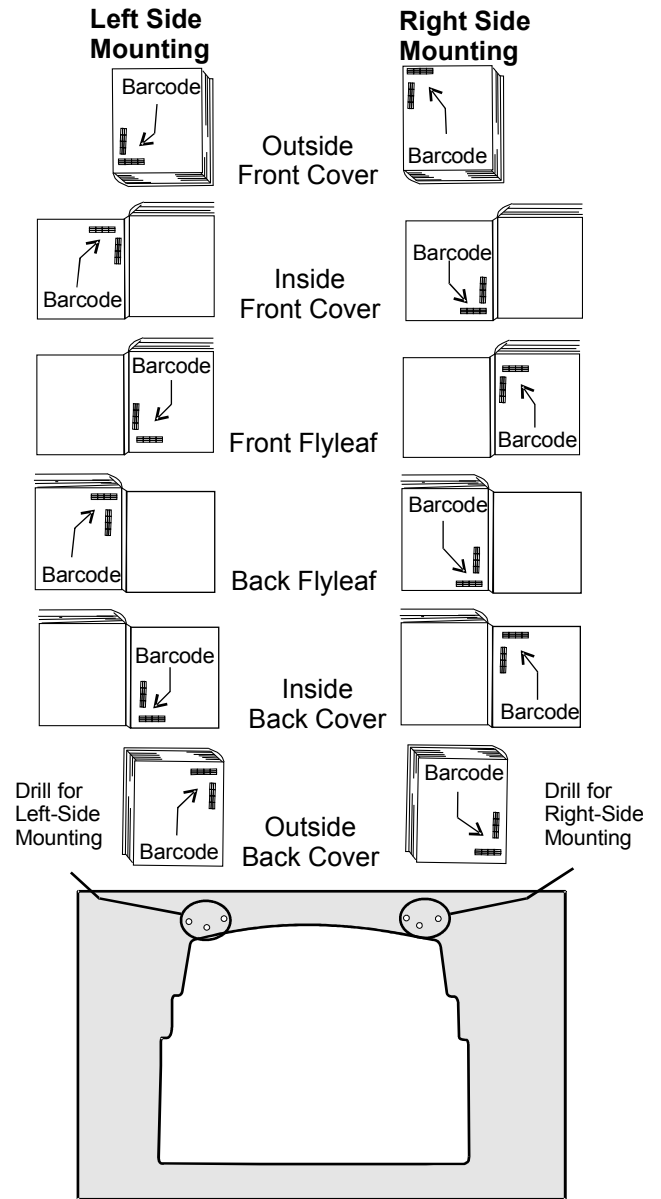
All dimensions given in this document are for reference only. You must use the cutting template as a guide for cutting a hole in the counter top.



940\_SPG-013

## Step 6: Determine scanner-mounting hole location (943 and 946 units)

For in-counter installations of Model 943 and 945, determine the scanner mounting location before cutting a hole in the desktop because part of that process involves drilling holes required for the scanner mounting hardware. The scanner can be mounted on the left or right side of the unit, depending on the position of barcodes on library items. Use the figure to determine the side on which to drill scanner mount holes.



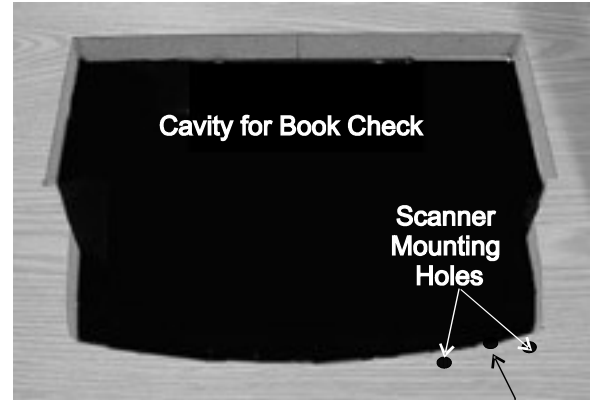
940\_SPG\_040

## Step 7: Cut an opening in the counter

### Overview

When you complete this task, you will have accomplished the following:

- Cut a hole in the counter top for the unit
- Drilled holes for the scanner mounting hardware (Model 943 and Model 946)
- Cut a channel for the scanner cable (Model 943 and Model 946)



940\_SPG\_041\_objective

Channel for Scanner Cable

### Procedure

#### CAUTION:

Wear safety goggles while cutting or drilling!

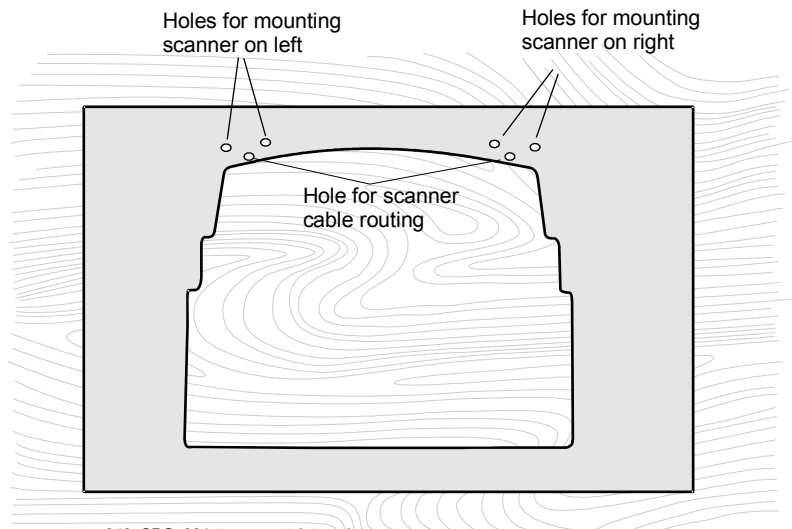
1. Trace an opening in the counter by doing the following:

- Position the template on the counter top (see figure).
- Verify the final position of the template with the library staff before continuing.
- Using the marking pencil, carefully trace the outline of the cutout on the counter top. Make sure the template doesn't move while you are tracing.

2. Remove the template from the desktop.

3. Make an initial cut in the counter top by doing the following:

- a) Place masking tape along the outline (where you will be cutting) to protect the surface of the counter during the sawing operation.
- b) Using a saber saw, cut along the inside edge of the template outline you traced.
  - ◆ Make sure that the cut is about 1/8 inch (1 mm) inside the template outline. (Do not cut into the line.)
  - ◆ This is just the initial cut. You will complete the final cut with a router later in this procedure.
- c) When you are done cutting, carefully clean the sawdust from the counter top and remove the masking tape in preparation for the final cut.

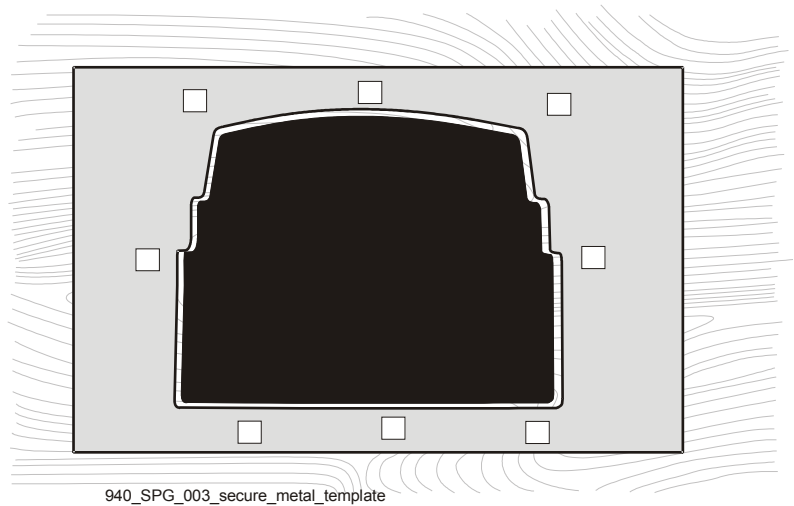


940\_SPG\_001\_trace\_metal\_template

4. Reposition the template to guide you in making the final cut drilling holes in the counter top (Model 943 and Model 946).

To complete this step, do the following:

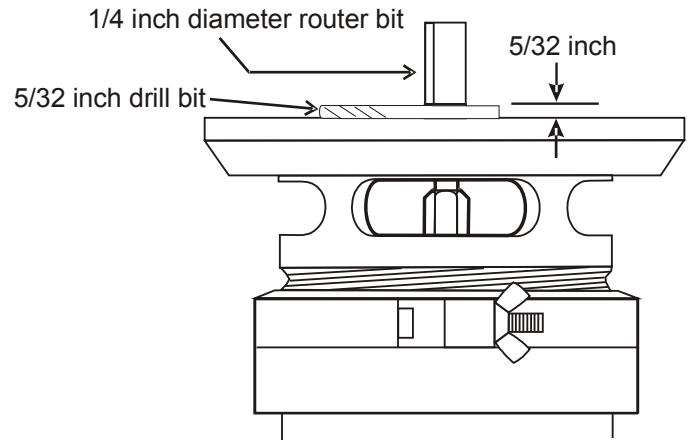
- a) Apply the foam mounting tape squares to the underside of the metal template. The tape squares will hold the template in place.
- b) Flip the template over and place it over the initial cut.
  - ◆ Make sure that the template is placed over the outline of the template that you traced earlier.
  - ◆ Press the tape squares firmly to the counter to ensure that the template is secure



5. If this is a Model 943 or Model 946 installation, drill three holes in the counter top with a 7/32 inch (5,5 mm) drill bit, two for the scanner mounting hardware and one to begin a channel for the scanner cable.

See [Determine scanner-mounting hole location \(943 and 946 units\)](#) on page 19 for information on which set of holes (right or left side) to use.

6. Attach a 1/4 inch (6,35 mm) diameter bit to the router. To set the router bit depth, do the following:
  - a) Turn the router over.
  - b) Lay a 5/32 inch (3.2 mm) drill bit across the router base.
  - c) Place the top cutting edge of the router bit against the drill bit shaft.
  - d) Secure the router bit.

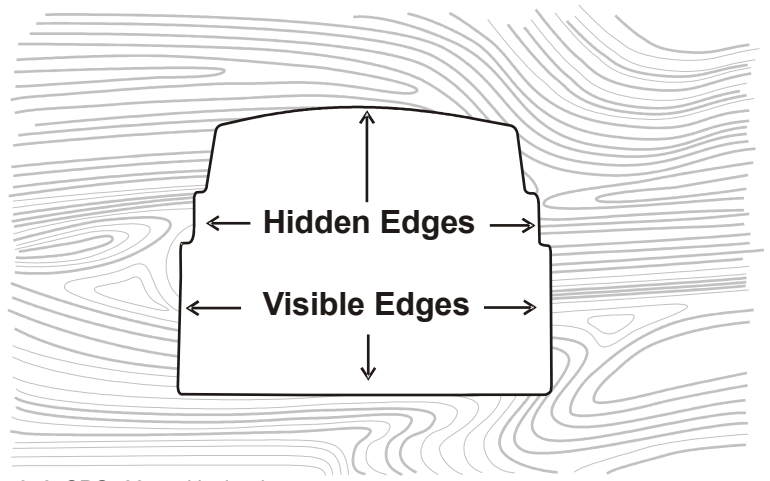


- Using the router, carefully make the final cut. (For Model 943 and Model 946 sites, this includes completing the channel for the scanner cable.)

**Tip:**

Be especially careful when you cut the edges that will be visible when the unit is placed in the counter top (figure).

- If the counter top is thicker than the length of the router bit, lower the router bit and repeat the cutting operation.
- After cutting the opening, finish the edges with fine sandpaper or a finishing file.



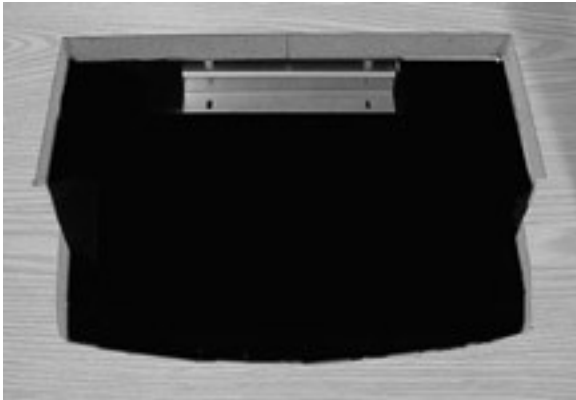
940\_SPG\_005\_critical\_edges

## Step 8: Install the unit's mounting brackets

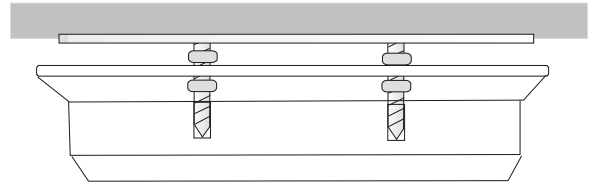
**Note:**

Because this task requires drilling holes in the desk for the mounting brackets for in-counter installations, 3M technicians are not equipped or authorized to perform it.

### Overview



**Desk cavity with mounting bracket installed**



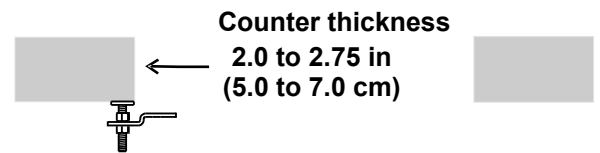
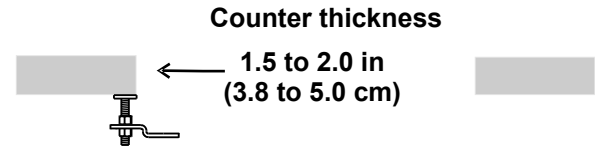
940\_SPG\_009\_Brackets\_Mounting

**Mounting brackets**

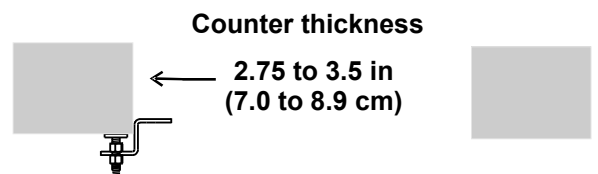
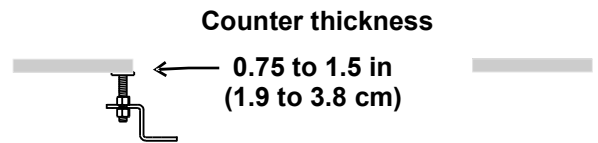
## Procedure

1. Select a mounting bracket, using the information in the figure.

### Small Bracket Configurations

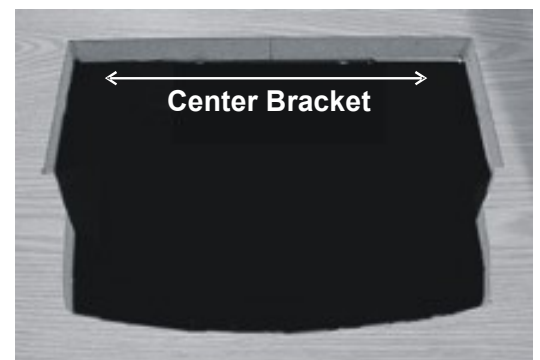


### Large Bracket Configurations



940\_SPG\_020

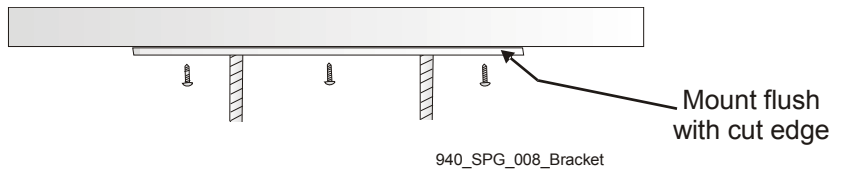
2. Drill holes in the counter by doing the following:
  - a) Position the bracket with threaded rods on the underside of the counter so that it is flush with the cut edge and centered in the opening.
  - b) Mark the three to five spots where you will drill pilot holes for the mounting screws.



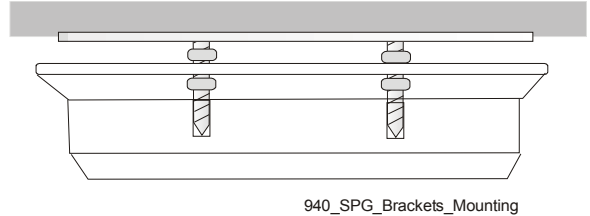
940\_SPG\_007\_Bracket

c) Using a  $\text{Ø } 9/64$  inch (3,5 mm) bit, drill pilot holes on the marks you just made, keeping the following in mind:

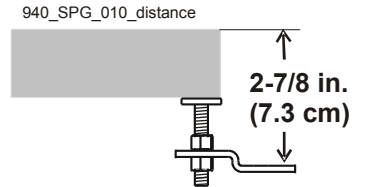
- ◆ Do not drill any deeper than  $5/8$  inches (16 mm).
- ◆ Use caution not to puncture the top of the counter.



3. Mount the bracket on the underside of the counter using #10 x  $5/8$  in. L self-tapping screws.
4. Install the mounting bracket as shown in the figure.

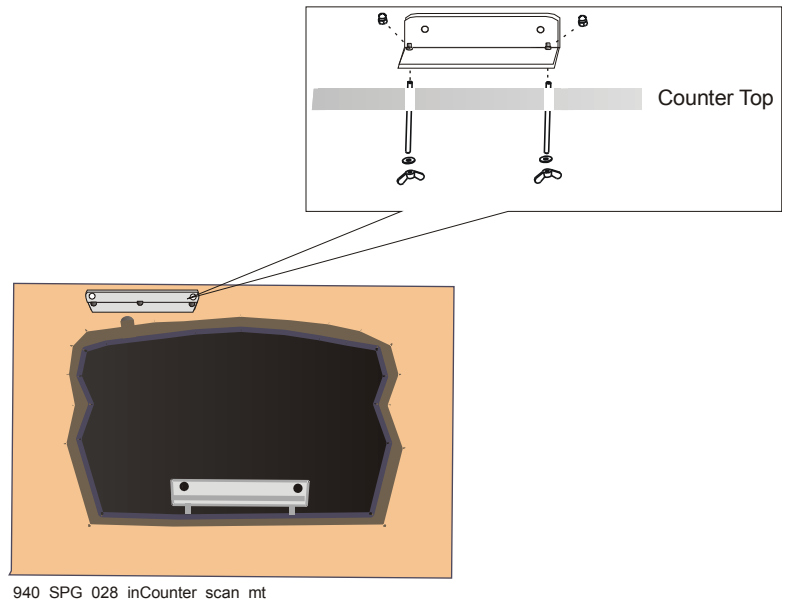


5. Adjust the height of the bracket so that the distance between the mounting surface and the top of the counter is about  $2-7/8$  inches (7,3 cm).
6. Once the bracket is at the correct height, tighten the nuts.



## Step 9: Install the in-counter scanner mounting bracket

Install the scanner mounting bracket using the holes you drilled earlier (see figure).

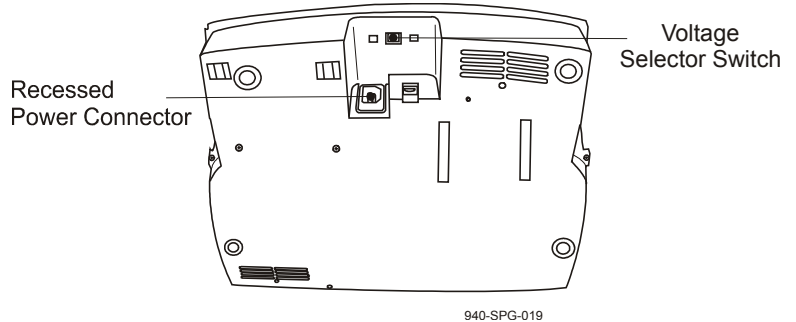




## Step 10: Install the Model 942 in-counter unit

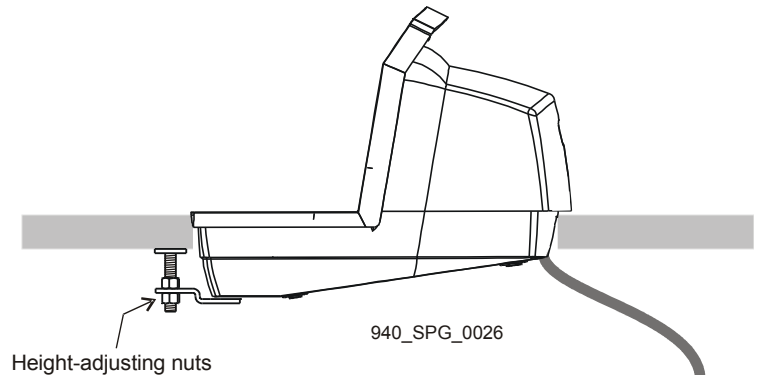
### Procedure

1. Set the voltage selector switch at the back of the unit to the proper voltage (115V or 240V) by doing the following:
  - a) Remove the voltage selector switch label.
  - b) Slide the switch to the proper voltage.
2. Insert the power cord into the power plug.
3. Insert the unit through the opening in the counter top (see figure).

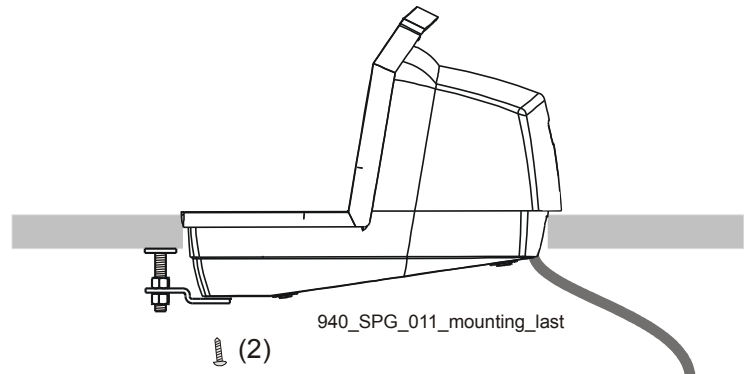


Make sure the power cord is routed through the opening and below the counter top.

4. Adjust the height as required, using the height-adjusting nuts.
  - You may want to adjust the height for processing direction so that the “input” side is slightly lower than the counter and the “output” side slightly higher.
  - Example: For left-to-right processing, the left side of the unit is slightly lower and the right side slightly higher than the counter top surface.



5. Secure the unit to the mounting bracket with two #8 x ½ in. long (1,27 cm) screws (see figure).
6. Plug the unit into power, which powers on the unit. (The unit does not have an on/off switch.)
7. Test the unit by completing some check-in and checkout procedures. See the *Bookcheck Unit Model 940 Series and Staff Workstation Model 946 Owner’s Manual* for procedures.



### Note:

Do not process books that have magnetic media inside because data may be lost or corrupted.

## Step 11: Determine computer requirements (Models 943 and 946)

For Model 943 and 946 installations, ensure the customer-supplied computer meets the requirements specified in [Computer specifications: Models 943 and 946](#) on page 12.

# Warranty

*Effective 12-12-05*

**One Year Library Systems Product Performance Guarantee:** Subject to the Limitation of Liability below, 3M guarantees your satisfaction with the performance of any 3M Library System Product for 12 months from the date of installation provided that a) you are the original purchaser; b) you have executed a one (1) year 3M Service Agreement for maintenance of the Library System product; and c) the product has not been subjected to abuse, misuse, accident or neglect. Performance means the product meets 3M published product specifications. If you are not completely satisfied with the performance of your Library System Product, you may return the Library System product for a prompt refund. 3M will pay all reasonable de-installation and shipping charges to return the product to 3M. Note that all claims under this guarantee must be submitted to 3M within 12 months from the date of installation of the 3M Library Systems Product. Failure to submit a claim within this time frame will invalidate this guarantee. **IMPORTANT:** Consumables and non-3M branded products are excluded from this Guarantee.

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**Guarantee and Warranty Claims:** For guarantee and warranty claims, and for service, contact our service representatives at 1-800-328-0067

## **3M Service**

### **Information to gather**

Before you call, please have the following information available:

- Name, address, and telephone number of your facility
- Model number(s) of equipment you are calling about —and, if applicable, other equipment installed
- Your question(s), or if applicable, a description of the problem or issue you want addressed

### **3M Service phone numbers**

For questions regarding your system, call one of the following numbers.

**In the United States**

1-800-328-0067

**In Canada**

English 1-800-268-6235  
Français 1-800-567-3193

**In other countries**

Call your local 3M office.

### **3M Library Systems Web Site**

The 3M Library Systems Web site can be located at <http://www.3M.com/library>.

For additional information in the United States about 3M Library Systems, go to <http://www.3M.com/us/library>.

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