

## **Canon Service Pack Terms and conditions**

1. Extended warranty is managed and underwritten by PartServe Channel Support (Pty) Ltd
2. Extended warranty is merely an extension of the current vendor warranty the standard terms of the Canon warranty offered by Canon SA will be continued for the customer in the additional years warranty purchased including any usage limitations.
3. Warranty includes any failure deemed a manufacturing fault and does not include parts or consumables that have failed due to general use and are deemed service parts i.e Fusers, rollers, maintenance kits, toners or drums
4. Extended warranty excludes toners, drums and any items deemed a consumable item or part
5. Onsite warranty includes a radius of 50km of a PartServe branch anything over this will be collected repaired and returned or additional mileage and travel time will be charged to the customer.
6. Turn around times are subject to spare parts availability
7. Extended warranties have to be purchased and registered on the [www.imagewarranty.co.za](http://www.imagewarranty.co.za) web site within 90 days of purchase.
8. Proof of purchase for the product and the extended warranty pack may be requested at the time of registration or before the first extended warranty event.
9. Extended warranty is only offered in South Africa
10. PartServe reserves the right to exchange a unit should a spare part not be available. The warranty on the exchanged unit will continue until the expiry of the original extended warranty purchased.

### **Canon Business Products**

All Canon Business products sold are sold without any warranty whatsoever. Canon accepts no responsibility for any product that fails beyond a 2 day DOA period from installation or setup. Note this is subject to Canon standard DOA and Out of Box (OBF) Failure definitions. However, all product can be purchased with a service pack under written by PartServe Channel Support. Details of the service packs and what is included are as below.

### **Service Pack Period**

There are 3 types of Canon Business product Service packs offered and underwritten by PartServe Channel Support (Pty) Ltd

- 1 year OnSite Repair Service Pack
- 3 year OnSite Repair Service Pack
- 5 year OnSite Repair Service Pack

The Service Pack period commences from the date of purchase by the end user. 1, 3 & 5 year Service packs are available as options and can be purchased within 90 days of purchase of the device.

- Upon purchase of a service pack option, you will receive a pdf Service pack document from the web site
- This document will contain a Service pack serial number to be used to register your Canon business product for Services from PartServe
- All Service packs purchased need to be registered on [www.imagewarranty.co.za](http://www.imagewarranty.co.za) within 30 days of purchase.
- Products that are not registered will be denied services available with the service pack.
- Warranty will only start on confirmation of installation done by a certified Canon installer

### **Business products covered by these Service packs:**

- imageRUNNER, imageRUNNER ADVANCE, imageRUNNER ADVANCE DX, ImageFORCE and i-SENSYS X Office product ranges.

Note the Service packs include all manufacturing failures on the included product. Specifically excluded from this Service pack is the following:

- Software and consumables (toners, toner cartridge drums, developer units, ITB transfer belts, Fusers and consumables rollers), where the consumables will either be used or consumed based on usage of the product

### **Using your Service pack**

If the Product does not perform in line with the stated specifications, the following process is to be followed

1. Customer to contact the PartServe Canon Business Product Helpdesk on 0860 387 664
2. Helpdesk to diagnose the fault and if possible resolve the issue over the phone.
3. Should the problem be a hardware fault the helpdesk will log an onsite call detailing the fault
4. The PartServe technical team will assess the fault and determine what parts are needed, an onsite call will be scheduled on a next business day basis provided the spare part is available.
5. Please note next business day (excl parts delays) will be next business day plus 1 day for each 100km beyond a radius of 100km from each service centre. i.e if you are 300km from the closest service centre attendance onsite will be next business day plus 2 days
6. Ownership of parts removed during repair shall revert to PartServe.
7. PartServe may appoint a sub-contractor for repair services.
8. Parts supplied during repair will be new, equivalent to new, or reconditioned.

### **Your Obligations**

Take all reasonable precautions to safeguard assets and property (including software and data) prior to and during any repair service.

All devices covered under this service pack must be connected to Canon E-maintenance – see below link to the white paper on what information is shared with this tool.

[https://canon.a.bigcontent.io/v1/static/information-security-with-canon-emaintenance\\_brochure\\_en-csa\\_hr\\_a2a9c2b13ae544b586c06e669590847a](https://canon.a.bigcontent.io/v1/static/information-security-with-canon-emaintenance_brochure_en-csa_hr_a2a9c2b13ae544b586c06e669590847a)

## **Exclusions of Liability**

The Service packs do not apply if the Product is:

- Used, stored, altered, or handled contrary to Canon's instructions.
- Used with non-Canon approved consumables.
- Modified without Canon's written instructions.
- Attached with fittings or accessories not approved by Canon.
- Repaired, modified, or cleaned at non-PartServe authorized service centers.
- Subjected to normal wear and tear.
- Once Maximum print volumes specified by Canon have been reached, then this service pack will expire and fall away.

PartServe Channel Support, its employees, and subcontractors are not liable for:

- Loss of income, profits, or contracts.
- Indirect or consequential loss or damage.
- Data loss or damage due to operating system changes.
- Exclusions of liability do not purport to exclude PartServe's liability in instances of gross negligence or willful default, or where prohibited by law.

## **General**

1. PartServe may disclose personal information to group companies or subcontractors to perform obligations.
2. PartServe may disclose personal information for market research or direct marketing of PartServe products or services.
3. This contract constitutes the entire contract between the parties.
4. Governed by the laws of the Republic of South Africa.