

4 years guarantee: on-site repair

Day+3 response service & consumable parts excluded

Eligible products

MS810dn (Ref. 40G2525), MS811dn (Ref. 40G2526), MS812dn (Ref. 40G2527), MX310dn (Ref. 35S4666), MX410de (Ref. 35S4667), MX510de (Ref. 35S4668), MX511de (Ref. 35S4669), MX611de (Ref. 35S4671), MX710de (Ref. 24T0268), MX711de (Ref. 24T0269), CS310dn (Ref. 28C0181), CS410dn (Ref. 28D0228), CS510de (Ref. 28E0282), CS720de (Ref. 40C1549), CS725de (Ref. 40C1554), CS820de (Ref. 21K4147), CX310dn (Ref. 28C0182), CX410de (Ref. 28D0229), CX510de (Ref. 28E0283), CX725de (Ref. 40C1555), CX820de (Ref. 42K0187)

Service detail

Whenever a Product covered by the 'On-site repair' service develops a fault, the Customer should contact the Lexmark Technical Support Centre (TSC) and provide the serial number of the device. Lexmark will validate that the warranty, or service contract, is current for the product concerned.

The TSC will follow a troubleshooting process with the Customer in an effort to determine the problem.

If the TSC determines that a service action is required and the Product is entitled to On-Site Repair Services, & once Lexmark has received the service action request template properly filled & signed by the Customer, Lexmark will dispatch a Lexmark Authorized Technician to the Customer's designated location with a set of recommended parts. The technician will complete the repair and confirm the repair with the Customer.

Service level agreement (SLA)

Lexmark's standard response time is to have a Lexmark Authorized Technician at the Customer's location, usually within the next three business days (D+3) after receipt of the Customer call and the initiation of a service action by the TSC.

D+3 is achieved in almost all cases, as Lexmark endeavours to deliver a D+3 service. For instance, in some remote locations within some countries, response time may be longer. The Customer will generally be notified by Lexmark that they are in a remote location where D+3 may not be likely.

Customer responsibilities

- ▶ Accept, fill, sign & send to Lexmark the Service Request template considered as a purchase order in case the service action is chargeable

- ▶ Cooperate and assist Lexmark TSC in the diagnostic troubleshooting process
- ▶ Follow Lexmark TSC guidance & provide appropriate location details
- ▶ Give the technician access and ensure the Product is available to service
- ▶ Attend with the technician to validate that the Product is in operational condition
- ▶ Accept & sign the technician intervention report

Limitations

- ▶ Only available on the Selected Lexmark Products (refer to the eligible products section for more information)
- ▶ Only valid if the Products registration as indicated by Lexmark has taken place within 90 days after the date of purchase
- ▶ Replacement parts may be new or refurbished Lexmark certified service parts
- ▶ The costs of consumable parts or "wear" parts are the Customer's responsibility and are not included in this Service Offering. These include, but may not be limited to fusers, certain rollers, maintenance kits, Supplies, Image Transfer Units, etc
- ▶ The cost of the service actions in which consumables parts as defined above would be used is not included in this offering
- ▶ Failures due to the use of non-Lexmark, supplies, options or parts are not covered and may be charged to the Customer
- ▶ Failure due to service performed by unauthorized Lexmark Partners are not covered and may be charged to Customer
- ▶ Failure due to Customer inappropriate usage of the product or due to negligence & damage are not covered and may be charged to Customer
- ▶ If the call is entered after the cut-off time, the SLA will start to be measured the following Lexmark business day
- ▶ Defective Parts becomes the property of Lexmark at replacement

4 years guarantee: return to base

Five to seven business day service excluding consumable parts

Eligible products

MS312dn (Ref. 35S4663), MS415dn (Ref. 35S4664),
MS510dn (Ref. 35S4665), MS610dn (Ref. 35S4670)

Service detail

Whenever a Product covered by the 'Return to base' service develops a fault, the Customer should contact the Lexmark Technical Support Centre (TSC) and provide the serial number of the equipment. Lexmark will validate that the warranty, or service contract, is current for the product concerned.

If the Product is entitled to service guarantee coverage, & once Lexmark has received the service action request template properly filled & signed by the Customer, the TSC will instruct the Customer to return the faulty Product to the Lexmark designated location. The Return Material Authorization Number (RMA) communicated by the TSC will need to be mentioned clearly on a label affixed on the package. The cost of returning the Product to Lexmark is the Customer's responsibility.

The faulty Product should be returned in the original Lexmark packaging or other suitable packaging to ensure safe shipment back to Lexmark.

Upon receipt of the Product, Lexmark will repair the Product and ship it back to the Customer. The cost of returning the Product to the Customer is Lexmark's responsibility.

In the event that the faulty Product is not repairable, Lexmark may replace it with a new, factory refurbished, or equivalent Product.

Service level agreement (SLA)

Lexmark will repair the faulty Product and it will usually be returned to the Customer within 5 to 7 business days after being acknowledged as received by Lexmark. More remote locations may take longer to reach.

Customer responsibilities

- ▶ Accept, fill, sign & send to Lexmark the Service Request template considered as a purchase order in case the service action is chargeable
- ▶ Cooperate and assist Lexmark TSC in diagnostic troubleshooting process
- ▶ Follow TSC instructions for Product preparation & packaging
- ▶ The Customer must remove options, features supplies, power cords and all related documentation prior to returning the defective Product to Lexmark

- ▶ Package and ship the faulty Product to Lexmark in acceptable packaging mentioning the RMA number, name, & address on a label affixed on the package
- ▶ Re install Product, options, features, supplies in the replacement Product when received
- ▶ Ensure the repaired Product is operating properly when received back from Lexmark

Limitations

- ▶ Only available on specific Lexmark Products (refer to eligible products section for more information)
- ▶ Only valid if the Products registration as indicated by Lexmark has taken place within 90 days after the date of purchase
- ▶ Options, features and supplies (cartridges) are not included on the repaired Product
- ▶ Upon receipt of the repaired Product, the Customer is responsible for installation and setup, including options and features
- ▶ Failures due to the use of non-Lexmark supplies, parts, power supplies, Maintenance kits or options are not covered and may be chargeable to the Customer.
- ▶ Replacement parts may be new or refurbished Lexmark certified service parts
- ▶ The costs of consumable parts or "wear" parts are the Customer's responsibility and are not included in this Service Offering. These include, but may not be limited to fusers, certain rollers, maintenance kits, Image Transfer Units and supplies
- ▶ The cost of the service actions in which consumables parts as defined above would be used is not included in this offering. Failure due to service performed by unauthorized Lexmark Partners are not covered and may be charged to the customer
- ▶ Failure due to Customer inappropriate usage of the product or due to negligence & damage are not covered and may be charged to Customer
- ▶ Defective Parts become the property of Lexmark at replacement