

Kyocera Document Solutions

Machine Part Warranty*



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 - A printer or Multifunction printer (MFP) will have a **3-year warranty** from invoice date covering parts on the machine was sold. excluding maintenance kit items (see Maintenance Kit).
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 - If a machine becomes defective in that time frame, the customer or a certified technician (recommended) may repair the machine and order replacement parts for the defective parts.
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 - The parts must be invoiced to the same customer on the registration record for the original sale.
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 - Warranty is not transferable to another party.
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 - Kyocera reserves the right to expect warranty parts and may request their return (at Kyocera's expense) to verify the true defect. Failure to return the part in a timely fashion will result in a claim denial.
 - If the parts are deemed defective, the customer will receive credit for the original parts ordered along with credit for ground shipping on the part order.
 - If the original part did not ship ground, no shipping credit will be issued. Example: Customer requested expedited shipping – no credit will be given.
 - If the part is deemed not defective no credit will be given.
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 - Proration:** Proration may occur if the part has achieved 50% or greater of the expected life. An example may be a 'drum' with a 300,000-print expectation and achieve 50% or greater than 150,000 prints customer may receive the prorated balance of the life of the drum. 300,000 print expectation achieves 200,000 prints customer would only receive 1/3 of the cost.
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 - Failure to properly maintain machine, properly clean, and accidental spills that cause machine failures are not covered.
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 - Intentional or unintentional breakage, abuse, failure to provide adequate surge protection to machine will result in claim denial.

AT A GLANCE



3-Year Warranty on parts



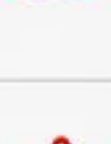
Not transferable



Parts may be requested for return



Proration may apply at 50% or greater of expected life



Improper maintenance, abuse, spills, or breakage are not covered

WARRANTY PROCESS FOR PARTS RETURN & REGISTRATION

- 1



Customer/Repair Technician is encouraged to contact Kyocera Document Solutions or our authorized partner Impression Solutions.

 - Kyocera Toll-free support:** Call 1 866 KYOCERA (1 866 596 2372) for warranty and parts inquiries.
 - Impression Solutions Toll-free support:** Call 1-866-275-9213 select Option #1 for warranty and parts inquiries.
- 2



First, obtain a Case Number or a Service Repair Number SRE#
- 3



Speak to an authorized factory trained technician and verify concern
- 4



Order part(s) needed to facilitate repair needed
- 5



Customer/Repair Technician must:

 - Print reports before replacing any components
 - Customer/Repair Technician must include the following:
 - Maintenance Report(U000) which includes Status Page, Service Status Page, Network Status Page, Unit History Report, Event Log & Image Quality Samples (U089/LLU report.
 - Selecting "ALL" in U000 is best. Please note that not every model is designed to produce all reports.
 - To run reports for a particular model, please see the machine's service manual.
 - 1-5 pages may print – color machines must be in color when reports are submitted – scan .jpg or pdf files work best.
- 6



Customer/Repair Technician must record the serial number of the current component in the machine and the serial number of the replacement no claim will be paid without the serial numbers
- 7



Customer/Repair Technician should provide accurate and detailed information about the repair and provide the "3-Cs" Concern, Cause and Correction. What is the concern, what caused the problem and what did you do to properly correct it. Please provide as much information as is reasonable.
- 8



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 - To run reports for a particular model, please see the machine's service manual.
- 9



All defective parts must be kept until warranty claim is approved
- 10



No refund will be paid until claim is approved by Warranty Administrator



*Warranty on printers purchased online at Amazon carry a **30-90 day limited warranty** and may only be facilitated directly with Kyocera Document Solutions. Certain vendors provide only **1 year warranty coverage** of parts. CDW, Walmart Business Place, Excusive, Office Depot, Staples but may offer their own additional coverage.