

Xerox eConcierge® Program

CUSTOMER FAQs

Frequently Asked Questions from Customers



WHAT IS XEROX ECONCIERGE®?

Xerox eConcierge® is a free extended service program for your qualifying Xerox® printer(s) available through your participating Xerox eConcierge® provider (restrictions apply).* The program includes free repair of your printers and free automatic supply monitoring and reordering.

HOW DOES XEROX ECONCIERGE® WORK?

Enroll in Xerox eConcierge®. Upon completion, you'll be prompted to download and install the Supplies Assistant app. Installation is easy — similar to installing a printer driver. Once installed, the Supplies Assistant will monitor the toner levels in your printers and alert you when low, show you exactly what you need to reorder and any available options, and let you purchase directly through your Xerox eConcierge® provider's online store with just a couple clicks.

You'll spend much less time managing your printers, avoid supplies rush orders and virtually eliminate downtime.

WHEN DOES THE FREE SERVICE BENEFIT BEGIN?

Activate your free extended service benefit simply by using Xerox eConcierge® to order two eligible supply items for each qualifying Xerox® printer.

HOW DO I MAINTAIN THE FREE EXTENDED SERVICE BENEFIT?

Xerox will provide free extended service coverage as long as you continue placing your supply orders through the Xerox eConcierge® Program.

WHICH PRINTERS ARE SUPPORTED?

The Xerox eConcierge® service supports networked office printers and multifunction systems manufactured by Xerox. Non-networked printers can order supplies through the program, but are not eligible for free service. Devices under a Managed Print Services agreement are not eligible for Xerox eConcierge®. Take a look at our [Eligible Product List](#) to see if your printers are included.

HOW ARE MY PRINTERS SERVICED THROUGH XEROX ECONCIERGE®?

Should your printer require servicing, coverage for eligible Xerox® printers is delivered through Xerox authorized service providers. To qualify, use the free Xerox eConcierge® Supplies Assistant software and order two eligible supply items for each qualifying Xerox® printer. Maintain your coverage by continuing to order Xerox® Supplies through Xerox eConcierge®. You must use the service continuously to maintain your coverage.

HOW DO I INSTALL THE SUPPLIES ASSISTANT DESKTOP APPLICATION?

Your Xerox provider will supply a link to a Xerox webpage where you can download the Supplies Assistant desktop application. You can also visit xerox.com/eConcierge and click on the "Sign Up" button to get started. It's quick and easy to install. Just follow the on-screen instructions to add it to a computer on the same network as the printers you support.

THE FOLLOWING MINIMUM COMPUTER SPECIFICATIONS ARE REQUIRED:

- TCI/IP (Network Transmission Control Protocol) active
- Operating System: Windows 10 Enterprise; Mac OS current and previous version
- User Datagram Protocol (UDT) active
- Browser: Windows 10 (Edge, Firefox, Chrome); Mac OS (Safari 11.0, Safari 12.0, Firefox, Chrome)
- 120MB RAM (70MB application, 50MB for monitoring service)

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HOW MANY PEOPLE IN MY COMPANY CAN USE THE SERVICE?

The number of users is unlimited. Users can also opt not to download the application and instead access their account, monitor supply levels and purchase supplies through the Xerox eConcierge® Customer Portal.

HOW WILL I KNOW WHEN AND WHAT SUPPLIES TO ORDER?

Supplies provided through the Xerox eConcierge® service are genuine quality to extend the life of your equipment as well as ensure reliable performance, dependable print yields and the excellent print quality you expect.

You will be notified by email when printer supplies are low. Alerts are triggered when printer supplies are nearing low levels and again when they have reached low levels. A “low level” is based on settings determined by the manufacturer; however, you can see for yourself the percentage of remaining life for each supply online and decide whether or not it’s time to place an order.

The Supplies Assistant handles the management of printer model numbers and individual part numbers for refills. Just select the printer you want to see a list of the correct supplies. If a printer has standard and high-capacity supplies, both options are listed.

HOW LONG DOES IT USUALLY TAKE FOR MY SUPPLIES TO ARRIVE?

Orders are fulfilled by your Xerox provider’s distributor. Inventory levels of most SKUs are stocked in bulk, so whatever you need is virtually always on-hand, ready to ship.

Supplies are shipped within 24 hours after they are ordered. Standard shipment is ground, which can be upgraded whenever it’s needed. Order status can be reviewed online at any time.

WHAT ARE MY PAYMENT OPTIONS?

Orders are placed online using a credit card and your credit card information is not retained by the service. Payment on open account terms is also available. Contact your Xerox provider for details.

WHAT ARE THE TERMS AND CONDITIONS?

To receive the free extended service benefit, you must enroll in Xerox eConcierge® within the initial one-year warranty period (or, if a Xerox Service Extension was purchased, within the period of the extension). The Xerox eConcierge® Program can be used and ended at any time without further obligation. However, in order to earn and maintain the extended service benefit on Xerox® printers, the service must be used continuously without interruption. Extended service coverage begins after using Xerox eConcierge® to order two eligible supply items for each qualifying Xerox® printer. If you choose to use non-genuine or Xerox® Supplies outside the program at any time, you will no longer be eligible for free service. The free extended service benefit will be available for up to 7 years.*

HOW IS CUSTOMER INFORMATION SECURELY MANAGED IN THE ECONCIERGE SYSTEM ENVIRONMENT?

All customer information is securely transmitted and stored per Xerox privacy policy (<https://www.xerox.com/en-us/about/privacy-policy>).

Talk to your local Xerox provider for more information or visit [xerox.com/eConcierge](https://www.xerox.com/eConcierge) to get started.

* Your Xerox printer is eligible to earn free service if it is enrolled within the initial one year warranty period (or, if a Xerox Service Extension was purchased, within the period of the extension). See the Eligible Products List for currently supported models. Eligibility will continue until your Xerox printer is 7 years old or until service support for your printer model is discontinued, whichever occurs first.