

# 3 Year (36 Months) Carry-in Warranty Statement

© 2017 Xerox Corporation. All rights reserved. Xerox® and Xerox and Design® are trademarks of Xerox Corporation in the United States and/or other countries. BR25623

Other company trademarks are also acknowledged.

Document Version: 1.0 (5 December 2018).



## Scope of Warranty

This Warranty applies to a Xerox VersaLink B405 and C405 device (hereafter "Equipment") and are applicable within the confines of South Africa purchased from one of the appointed on-line partners (hereafter "the Partner").

1. The Equipment is subject to a 36-month Carry-in warranty from the date of purchase from the Partner as follows:
  - 1.1. During the first twelve months both parts and labour will be supplied;
  - 1.2. During the remaining twenty-four months, only parts will be supplied under this Warranty.
2. A carry-in warranty means that the Equipment must be brought into a Xerox Authorised Service Centre. Should it be necessary for a service agent to travel to the premises where the Equipment is kept, then the Service Centre or Partner will be entitled to charge a fee.
3. This Warranty may only be redeemed with a Xerox Authorised Service Centre within South Africa.
4. This Warranty applies only when the Equipment has failed because of a manufacturer's fault.
5. Proof of purchase will be required for all warranty claims.
6. This Warranty does not cover installation or replacement of software supplied with the Equipment, firmware upgrades or the support of any 3rd party software.
7. This Warranty shall not cover any loss of profit, data or any other direct or indirect losses related to a failure of the Equipment.
8. Any parts replaced under this Warranty shall become the property of Bytes Document Solutions (a division of Altron TMT (Proprietary) Limited).

## Exceptions

In addition to clause 2 above (but without detracting from the generality of clause 2 above), this Warranty does **not cover**:

9. failure of the Equipment as result of:
  - a. Electrical mains surges, lightning strikes and incorrect power connections.
  - b. Water Damage.
  - c. Acts of Nature.
  - d. Use outside of the Equipment Specifications.
  - e. Neglect or misuse by of the Equipment.
  - f. Repairs not completed by a Xerox Authorised Service Center.
  - g. Incorrect installation, operator error or lack of user maintenance as per the User Guide supplied with the device.
  - h. Normal wear and tear parts i.e.: feed rollers, retard pads and movable items.
  - i. Replacement of consumables (listed below) or any parts superseding such parts.
  - j. Failure caused using non-genuine Xerox consumables, maintenance kits or parts not approved by Xerox.
10. Preventative Maintenance or general servicing.
11. Repair or costs relating to the transportation of the Equipment.
12. Maintenance of software supplied by a third party whether or not supplied by the Partner.
13. The Customer will be liable for charges for services performed and material supplied not covered under this warranty including labour.

## General

14. The Customer is reminded of his / her / it's rights under the Consumer Protection Act, No. 68 of 2008.

### CONSUMABLES (NOT INCLUDED UNDER THIS WARRANTY)

#### **Xerox VersaLink B405**

1. 101R00554 – Drum Cartridge (65K\* Capacity)
2. 106R03586 – Toner Cartridge (25K\* Capacity)
3. 115R00120 – Maintenance kit (Fuser and Transfer belt 200K\*)

#### **Xerox VersaLink C405**

1. 108R01121 – Imaging unit kit (Includes 4 Imaging units C, M, Y, K – 60K each\*)
2. 106R03536 – Black Toner (10.5K\*)
3. 106R03537 – Yellow Toner (8K\*)
4. 106R03538 – Cyan Toner (8K\*)
5. 106R03539 – Magenta Toner (8K\*)
6. 108R01124 – Waste Toner Container (30K\*)

\*Average standard A4 pages. Declared Yield in accordance with ISO/IEC 19752. Yield will vary based on image, area coverage and print mode. Approximate pages. Declared yield based on an average job size of 3 A4-/letter-size pages. Yield will vary depending on job run length and media size and orientation.

## Support Contact Details

Should you require Warranty Repair or have a technical problem with your Equipment you may contact Bytes Document Solutions Warranty Support Centre number on **0860 774 681** during office hours (Mon – Fri 08h00 – 16H15) for support or your nearest Xerox Authorised Repair Centre.