



KONICA MINOLTA

EXTENDED WARRANTY SERVICE

✍ Terms and conditions for Konica Minolta

✍ General

These Terms & Conditions are only valid in combination with the “General Warranty Terms and Conditions Konica Minolta Business Solutions Europe GMBH for the EMEA Region”.

✍ Definitions

- **Standard Business Hours:** Between 9.00 and 17.00 hours local time, Monday through Friday excluding national holidays.
- **Konica Minolta Authorized Engineer:** A service engineer appointed by Konica Minolta to conduct hardware maintenance service onsite.
- **Hardware Repair:** Repair service performed solely on the equipment itself excluding software and peripheral devices.
- **Time window:** The time window specifies the time during which Extended Warranty Service is available and/or delivered onsite or remotely. Service requests received outside this time window will be handled the next business day.
- **Consumables:** Consumables are toners and other parts designated as Consumable by Konica Minolta as mentioned in the user guide.
- **Maintenance Parts:** Maintenance parts consist of parts that have a lifetime which is shorter than the lifetime of the printer itself. Maintenance parts are listed in the user manual. Maintenance Parts are also known as Service Replaceable Consumables.
- **Engine lifetime:** Engine Lifetime is the amount of prints that economical can be made by the printer.
- **Spare Parts:** Spare parts are parts that are not Consumables or Maintenance parts.
- **Visits:** The customer is expected to be available for a visit after an engineer has been dispatched.
- **Labor:** This is the workmanship and includes travel and repair time.
- **Hardware Service Call:** Once it has been determined that the problem is not remotely solvable or a software issue, Konica Minolta will dispatch a service engineer to repair the printer.



**EXTENDED
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- **Standard warranty:** The standard warranty periods may vary per country.
- **Extended Warranty Service:** Is an extension of the standard warranty that accompanies the printer. The service is available as 1 (one) or 2 (two) year extensions and can only be purchased if the printer is under valid warranty. Warranty can be extended up to 5 (five) years after the initial installation of the product. Warranty covers defects in material and workmanship. Maintenance parts, consumables and the replacement of these items are not included and will be charged separately.

Customer responsibilities

Upon Konica Minolta's request, the customer is required to assist Konica Minolta in resolving the problem remotely in providing all information necessary for Konica Minolta to deliver timely and professional remote support or to enable Konica Minolta to determine the level of support eligibility; starting self tests and/or other diagnostic tools and programs; and performing other reasonable activities to help Konica Minolta identify and resolve the problem. The customer is responsible for installation of customer replaceable parts/Consumables.

Limitation of liability

Konica Minolta will make every reasonable effort to fulfill the terms & conditions as described. Any specified times are targets. They are not firm guarantees. KMBS does not accept any liability for any costs or expenses you might incur, or losses you might suffer if these target times are not met.

Konica Minolta shall not be liable for any failure in service as a result of Konica Minolta or Konica Minolta agent's, Konica Minolta employees or contractors being delayed, prevented or hindered in the performance of its obligations under this Extended Warranty by reason of any circumstances beyond its reasonable control. Such circumstances include, but are not limited to fire, flood, Act of God, and civil disorder. While Konica Minolta has made every reasonable effort to provide clear and accurate technical information about the application of the product, Konica Minolta assumes no liability for any events arising out of the use or inability to use this technical information. Incidental or consequential damages caused by malfunction, default, or otherwise with respect to the breach of this warranty are not the responsibility of Konica Minolta and are hereby excluded both for property and, to the extent not unconscionable, for personal injury damage, even if the occurrence and extent of such damage were foreseeable and even in the event of the failure of an exclusive remedy.

Konica Minolta also excludes liability for:

- **Damage** to the covered equipment caused by accident, abuse, neglect, misuse including faulty installation, repair, or
- **Unauthorized maintenance or modification** done by anyone other than Konica Minolta or a Konica Minolta authorized service provider,
- **Extreme environment** (including extreme temperature or humidity), extreme physical or electrical stress or interference, fluctuation or surges of electrical power, lightning, static electricity, fire, acts of God or other external causes.
- **Consequential Damage as well as any incidental damage.**
- **Usage of unapproved media that is proven to be unsuitable for use in the printer.**
- **Usage of non Konica Minolta Consumables that are proven to be unsuitable for use in the printer.**

Warranty services do not affect the statutory consumer rights of the Customer.