

Mitsubishi Electric Europe B.V. Guarantee for Mitsubishi Photo Printers and Printing Solutions

As standard all Mitsubishi Digital Photo printers, Kiosk and Click systems come with a 12 month return to base warranty – standard terms and conditions are on page 4 of this document, products covered:

- CP9550DW
- CP9600DW
- CP9800DW
- CP3800DW
- CP3020DAE
- Click IT5000 – all versions
- Click Lite – all versions
- Easy Photo – all versions
- Kiosk PT7000 – all versions
- Kiosk PT9000 – all versions

Mitsubishi Upgrade Guarantee for Mitsubishi Photo Systems

Mitsubishi Electric Europe B.V UK Branch (“Mitsubishi”) offer the following warranty upgrade and installation options on the following systems:

- Click IT5000 – all versions
- Click Lite – all versions
- Easy Photo – all versions
- Kiosk PT7000 – all versions
- Kiosk PT9000 – all versions

Conditions

1. At the time of purchase you must inform Mitsubishi of your upgrade or installation requirements, this will be chargeable at the time of purchase. If at a later date you wish to upgrade your warranty or receive training this will be charged in full at the cost below and dated back to your original date of purchase.

Proof of Purchase

2. Mitsubishi’s guarantee is subject to you (the original end user purchaser) registering with Mitsubishi (**within 30 days of purchase**) to confirm the Mitsubishi photo printing system, serial number, date of purchase and address where you use or have installed the Mitsubishi photo printing system. Please register on-line at: <http://vis.mitsubishielectric.co.uk/products/warranties> selecting the specific model purchased, the level of warranty purchased will be processed at time of order. **OR** Where you fail to meet this registration deadline then as a pre-condition to any guarantee services by Mitsubishi you must provide the receipt of the first purchaser (original invoice with serial number) as proof of purchase. If you cannot provide this proof, the guarantee period will be calculated from the date of purchase by the distributor/dealer (first seller) plus one (1) month.

No guarantee roll-over

3. Any valid guarantee claim or guarantee service by Mitsubishi does not extend the original period of this Standard Guarantee.

Procedure

4. For installation and training after delivery of goods contact please contact Equinox Mitsubishi Electric’s nominated third party service provider via: -

Telephone Service Desk - **0845 618 0020**
Email - **mitsubishi.warranty@equinox.co.uk**

Please ensure you quote the following information: -

- Product Serial Number and model {Kiosk or Click}

To arrange a convenient date and time for both parties within working hours (Monday – Friday 9.00am-5.00pm)

5. For technical assistance or to register a hardware fault during your upgrade warranty period please contact Equinox Mitsubishi Electric's nominated third party service provider via: -

Telephone Service Desk - **0845 618 0020**
Email - **mitsubishi.warranty@equinox.co.uk**

Please ensure you quote the following information: -

- Product Serial Number and model{Kiosk or Click}
- Fault Description
- Return contact information, if contacting via email

Equinox will attempt to resolve your fault remotely via telephone technical assistance and will therefore require you to have access to the system during the telephone support process.

If a remote resolution is not possible and the fault is believed to be within the terms of the warranty agreement, Equinox will arrange a free-of-charge onsite visit inside the SLA (Service Level Agreement) provided to you under this warranty.

Where a fault is attended onsite and there is either no fault found to be present or if the fault is deemed outside the scope of warranty support, i.e. a consumable-related issue, the customer may be liable for charges relating to the call out and/or parts required.

For details of possible charges please refer to the section 'Non-Warranty Support Charges'.

6. Non-Warranty Support Charges

Clients may be liable for the following charges in the event an onsite warranty visit is carried out and the following circumstances are established. Application of any such charges is done so at the sole discretion of the Mitsubishi repair agent and are payable to the repair agent directly.

Consumable-related Issues

Where an onsite visit is deemed necessary to investigate a fault further and the resulting fault is able to be resolved by the installation of consumable parts, e.g. print media/paper, the client may be liable for the resulting labour charges and any related consumable parts costs, if supplied by the repairer.

Call out fee - £95 plus VAT, per call out plus consumable costs

7. No Fault Found

For faults reported as present by the user following telephone technical assistance and the proceeding onsite visit to resolve said fault discovers no fault is present or if the fault is found to be user-related, e.g. user training issue, the following charges may be levied by the Mitsubishi-appointed repair agent.

No Fault found fee - £95 plus VAT, per call out

8. Accidental Damage / Product Misuse

Following telephone technical assistance and if an onsite visit is deemed necessary to investigate a fault further, where the resulting damage/fault is deemed to be caused by accidental damage, user misuse or abuse or the product the client will be liable for the resulting labour charges and any related replacement parts costs.

Call out fee - £95 plus VAT plus spare parts costs

Dependant on the severity of the fault/damage, additional charges maybe applied for additional labour hours to repair the product, charged at £80 per hour.

Installation & Training – applicable models

- *Click IT5000 – all versions*
- *Click Lite – all versions*
- *Easy Photo – all versions*
- *Kiosk PT7000 – all versions*
- *Kiosk PT9000 – all versions*

Cost £199.00 ex VAT

1 Hour Training – applicable models

- *Click IT5000 – all versions*
- *Click Lite – all versions*
- *Easy Photo – all versions*
- *Kiosk PT7000 – all versions*
- *Kiosk PT9000 – all versions*

Cost £110.00 ex VAT

1 Year Upgrade Warranty – applicable models

- *Click IT5000 – all versions*
- *Click Lite – all versions*
- *Easy Photo – all versions*
- *Kiosk PT7000 – all versions*
- *Kiosk PT9000 – all versions*

Cost £539.00 ex VAT

2 Year Upgrade Warranty – applicable models

- *Click IT5000 – all versions*
- *Click Lite – all versions*
- *Easy Photo – all versions*
- *Kiosk PT7000 – all versions*
- *Kiosk PT9000 – all versions*

Cost £939.00 ex VAT

3 Year Upgrade Warranty – applicable models

- *Click IT5000 – all versions*
- *Click Lite – all versions*
- *Easy Photo – all versions*
- *Kiosk PT7000 – all versions*
- *Kiosk PT9000 – all versions*

Cost £1,199.00 ex VAT

Our standard 12 month Return to Base Guarantee

Mitsubishi Electric Europe B.V. UK branch (“Mitsubishi”) guarantees to the original end user purchaser only, that for a period of 12 months from date of purchase the Mitsubishi (above named products no on referred to as Mitsubishi Photo Printing Solution) shall:

- conform to Mitsubishi specification; and
 - be free from defects in design, materials and workmanship;
- subject to the conditions set out below.

The guarantee applies only to Mitsubishi (above named products) sold by Mitsubishi and used/installed within the European Union/European Economic Area. The guarantee services can be claimed only within these countries.

(Customers who have located the product outside the EU/EEA can obtain information about product servicing at their nearest Mitsubishi Electric Europe B.V. branch).

Conditions:

1. Proof of Purchase

Mitsubishi's guarantee is subject to you (the original end user purchaser) registering with Mitsubishi (**within 30 days of purchase**) to confirm the Mitsubishi photo printing solution, serial number, date of purchase and address where you use or have installed the Mitsubishi photo printing solution. Please use the enclosed registration card or register on-line at: <http://vis.mitsubishielectric.co.uk/products/warranties> selecting the specific model purchased. **OR** Where you fail to meet this registration deadline then as a pre-condition to any guarantee services by Mitsubishi you must provide the receipt of the first purchaser (original invoice with serial number) as proof of purchase. If you cannot provide this proof, the guarantee period will be calculated from the date of purchase by the distributor/dealer (first seller) plus one (1) month.

2. No guarantee roll-over

Any valid guarantee claim or guarantee service by Mitsubishi does not extend the original period of this Standard Guarantee.

3. Guarantee services

3.1 **Return to base service:** You are responsible at your cost for all delivery costs to Mitsubishi or its nominated Service Centre.

You are responsible for demounting and for packaging the Mitsubishi photo printing solution for shipping to Mitsubishi. You are recommended to use the original packaging or equally robust carton and to use a protective internal filling. The Mitsubishi courier may refuse to accept any inadequately packaged Mitsubishi photo printing solution. Any product shipped to Mitsubishi by you is at your risk; Mitsubishi may reject any guarantee claim where the product shipped by you appears to have suffered transit damage through inadequate packaging or otherwise and may levy a standard rate charge for packaging the product for return delivery where Mitsubishi reasonably considers your packaging is inadequate for return transit. You are responsible for reinstallation of the returned unit.

3.2 No loan exchange service is offered as part of this Standard Guarantee.

4. **IMPORTANT SAFETY NOTICE:** You are responsible for all movement and lifting of the faulty unit and where applicable the exchange unit at your premises. Normally, this will require two personnel to exchange the Mitsubishi photo printing solution. Your personnel must be competent and physically capable in the movement and lifting of heavy items. You are responsible for supervising this activity and for provision of all necessary equipment and personal protective equipment for your staff and ensuring a safe system of work. The Mitsubishi courier will not undertake any movement or lifting or any demounting or reinstallation services on your behalf.

5. **Determination of claim:** Mitsubishi shall make final determination as to the validity of any guarantee claim.

6. Exclusions:

6.1 Mitsubishi's guarantee does not cover:

- defects, loss or damage arising from non-compliance with Mitsubishi's instructions for installation and use;
- any defect or non-conformity where not due to Mitsubishi's negligence and where caused by mis-application, mis-use, accidental damage, impact damage, user neglect, unapproved alteration or modification, failure to use for normal purposes, improper servicing or repair by the user or any third party service provider (other than a nominated Mitsubishi Service Centre conducting guarantee services), normal wear and tear to the photo printing solution;

- any defect or non-conformity caused due to circumstances beyond Mitsubishi's reasonable control such as fire, flood, earthquake, war riot, civil commotion, malicious damage, compliance with government order, strike or labour dispute.
 - any defect or non-conformity due to use or storage in adverse environmental operating conditions (including excessive humidity, temperature variation and/or water ingress, excessive smoke or dust);
 - loss or damage caused by failure or surge of electrical power or incorrect voltage supply or by electromagnetic fields;
 - any cosmetic damage;
 - display screen burn caused by continuous display of a still image;
 - "No Fault Found", where inspection discloses no fault or causation of fault is attributable to matters outside scope of Mitsubishi's guarantee;
 - Any photo printing solution which is subject to any lease or contract of hire from a third party.
- 6.2 Mitsubishi and its nominated Service Centre partner shall not be liable by this Standard Guarantee for:
- any consequential loss, loss of profits, revenues or receipts howsoever arising from any non-conformity or defect affecting the Mitsubishi photo printing solution or from any delay in servicing and return of the photo printing solution;
 - any loss or damage to any data;
 - all costs of downloading, reprogramming and/or reinstalling data;
 - any delay in conduct of services or supply of parts and/or consumables required to rectify the non-conformity or defect (provided Mitsubishi will use all reasonable efforts to ensure services are performed on a timely basis);
 - any delay caused by any matter beyond Mitsubishi's or Service Centre partner's reasonable control.
- 6.3 Where you are using the Mitsubishi photo printing solution under any lease or contract of hire, you should contact your lessor or hirer directly for assistance. In the event that you attempt to make a claim under this guarantee, you agree to INDEMNIFY and HOLD HARMLESS Mitsubishi from and against any and all claims or actions by the lessor or hirer (and for any loss, damage, expense or inconvenience suffered thereby) as a result of violation of the terms of your lease or contract of hire.
7. **Service Centre:** Mitsubishi reserves the right to conduct servicing through authorised Mitsubishi Service Centres. Mitsubishi shall be responsible for the acts or omissions of its nominated Service Centre partner, which is a sub-contractor to Mitsubishi.
8. **No assignment:** This Standard Guarantee is not assignable or transferable without the express prior written consent of Mitsubishi.

Claim Procedure

1. **First level response: remote telephone support**
Please telephone the Mitsubishi Helpdesk tel: 0870 606 5008 to register a claim, leaving a message if necessary (English language only). If you are dialling from outside UK the number is + 0044 870 606 5008.
On a working day (Monday to Friday 9am – 5pm excluding public holidays in England) a Mitsubishi engineer will endeavour to help guide you with any difficulties, or in the event that you have left a message call you back as soon as possible.
When calling be ready to confirm the following information:
 - Photo printing solution model and serial number (see back)
 - Your name as original end user purchaser
 - Date of purchase
 - Fault details
 - Collection address and contact details
2. **What happens next**
If the call is logged with Mitsubishi Electric or a nominated Service Centre before 3p.m. on a working day and it is deemed that the photo printing solution qualifies for on-site exchange Mitsubishi Electric or it's nominated Service Centre will arrange normally within

two working days a 'same time' delivery of an exchange unit and the collection of the faulty unit.

Where return to base service is required, Mitsubishi will confirm the address for the return and the job specific Return number which must be displayed prominently on the exterior of the packaging. Mitsubishi will return the photo printing solution as soon as reasonably practicable following inspection and repair.

If the photo printing solution is found not to come under the guarantee terms the customer will be advised by Mitsubishi Electric or the nominated Service Centre, and advised of the cost implications for "No Fault Found" (see section 5. above).

THIS GUARANTEE DOES NOT AFFECT YOUR STATUTORY RIGHTS.

THIS GUARANTEE DOES NOT AFFECT ANY LEGAL RIGHTS YOU MAY HAVE AS A CONSUMER UNDER APPLICABLE NATIONAL LEGISLATION GOVERNING YOUR PURCHASE, HIRE OR LEASE OF THIS PRODUCT.

MITSUBISHI RESERVE THE RIGHT TO AMEND THE TERMS & CONDITIONS OF THIS WARRANTY WITHOUT PRIOR NOTICE; THE LATEST SET OF TERMS & CONDITIONS CAN BE FOUND AT www.mitsubishielectric.co.uk/vis

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Mitsubishi Helpdesk:
Tel: 0870 606 5008

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Mitsubishi Electric Europe B.V is a Netherlands limited liability company with a registered English branch
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