

# Kyocera Warranty

## 1 General terms of the Warranty

Kyocera Document Solutions Australia Pty Ltd (ABN 77 003 852 444) in Australia, and Kyocera Document Solutions New Zealand Ltd (company number 85903) in New Zealand (together, "**Kyocera**") warrant that the Kyocera printer that you have purchased (as detailed in section 7 below) (the "**Kyocera Product**") is, from the date of purchase of the Kyocera Product to the end of the relevant period specified in the Warranty Information Table in section 7 below ("**Warranty Period**"), free from defects in material and manufacture ("**Warranty**").

In the event of any failure of the Kyocera Product caused by the direct result of a defect in the material or manufacture of the Kyocera Product, Kyocera will at its option, repair or replace the Kyocera Product, or supply an equivalent product. Subject to applicable law, this Warranty is the sole and exclusive warranty granted to you by Kyocera in relation to your Kyocera Product. Neither the seller's sales personnel that sold you the Kyocera Product ("**Dealer**") nor any other person is authorised on behalf of Kyocera to: (i) make any warranties other than those set out in this document; or (ii) to extend the duration of the Warranty Period except in the case that you elect to take out a KYOCARE extended warranty product.

The benefits given by this Warranty are provided in addition to any other rights and remedies that you may have under applicable law. Nothing in this Warranty excludes, limits or modifies any liability of Kyocera which is imposed by law, or limits or modifies any remedy available to the consumer which is granted by law.

To the extent permitted by law, any repairs or other action taken by Kyocera in accordance with this Warranty will constitute complete fulfilment of all liabilities and responsibilities of Kyocera to you with respect to your Kyocera Product, and will constitute full satisfaction of all claims, whether based on contract, negligence or otherwise. To the extent that it is able to do so, Kyocera excludes all liability for loss and damage (including consequential loss) in connection with the Kyocera Product. This exclusion does not apply where the Kyocera Product is sold to a consumer and is a good of a kind ordinarily acquired for personal, domestic or household use or consumption.

For Australian consumers: The following statement is provided where a product is supplied to a purchaser who is a "consumer" under the Australian Consumer Law (set out in Schedule 2 of the *Competition and Consumer Act 2010*): *Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.*

For New Zealand consumers: Kyocera Products come with guarantees that cannot be excluded under the *Consumer Guarantees Act 1993*.

## 2 What is not covered by this Warranty

The Warranty does not apply to or cover:

- (1) damage caused by accident, abuse, misuse or installation or operation not in accordance with the instructions contained in the user manual supplied with your Kyocera Product ("**User Manual**");
- (2) damage to or defects in any Kyocera Product caused by tampering or attempted maintenance or repair by any person other than Kyocera or a service provider authorised by Kyocera to service Kyocera Products ("**Authorised Service Provider**");
- (3) damage caused by the use of any paper, toner, waste toner or other printer-related consumables ("**Consumable**") other than a Kyocera branded or manufactured Consumable. **Using non-genuine Kyocera Consumables may cause damage to the printer drum, affect print quality, and may void this Warranty;**
- (4) any Kyocera Product that has its serial number removed or altered;
- (5) any costs of transportation, delivery, removal or re-installation of the Kyocera Product (such costs must be paid by you);
- (6) any Kyocera Product used in excess of its Recommended Average Monthly Volume (as set out in the Warranty Information Table), such volume of use to be calculated from the date of purchase of the Kyocera Product to the date of the warranty claim;
- (7) any injury or damage to persons, premises or property resulting from any cause other than proven negligence of Kyocera, to the extent permitted by law;
- (8) faults or damage caused by a failure to undertake user care in accordance with the instructions contained in the User Manual;
- (9) damage to a Kyocera Product caused by improper handling; or

- (10) damage to a Kyocera Product caused by any act, default, omission or representation made by any person other than Kyocera.

This Warranty covers you as the original purchaser of the Kyocera Product, but will terminate if you re-sell the Kyocera Product to anyone else.

Any services or repair for items not covered by this Warranty shall be at Kyocera's or its Authorised Service Provider's rates and terms then in effect.

### **3 Other conditions applicable to this Warranty**

To be eligible to make a claim under this Warranty in relation to a Kyocera Product, you must either:

- (1) complete and detach the Kyocera Warranty Registration Card (**attached** to this Warranty), and post it to the address below within the Warranty Period; or
- (2) provide proof of purchase of the Kyocera Product when requested by Kyocera.

The Warranty is subject to a maintenance kit being fitted at the "Required Maintenance Intervals" (as set out in the Warranty Information Table) for your Kyocera Product in accordance with the guidelines set out in the User Manual. You are responsible for the cost of purchasing and fitting the maintenance kit, which must be fitted by an Authorised Service Provider.

Any maintenance in relation to your Kyocera Product must be carried out directly by Kyocera or an Authorised Service Provider.

### **4 How to claim under this Warranty**

To make a claim under this Warranty, you must contact Kyocera within the Warranty Period, by calling the telephone number set out in section 6. You will be asked for details of your Kyocera Product, a description of the defect and your personal details. Kyocera may require documentation supporting the claim to be provided.

### **5 What happens if your claim is accepted**

Repair services under this Warranty will be made available to you either through an Authorised Service Provider or by Kyocera directly.

If your claim is accepted, Kyocera or an Authorised Service Provider will repair your Kyocera Product (and, if necessary, replace parts) at no charge to you, unless the repair is required because of damage of a kind described under section 2 above, or if you have otherwise not complied with this Warranty.

Where stated in the Warranty Information Table, this Warranty includes on-site service but Kyocera reserves the right in particular circumstances (for example if your Kyocera Product is situated in a location outside of a metropolitan area or if your Kyocera Product warranty is a 'Return to Base' warranty) to instead require you to send your Kyocera Product to the nearest Authorised Service Provider at your own cost. Kyocera will inform you if this will be required at the time of making your claim under this Warranty.

This Warranty does not cover any costs of making a claim, including any freight or delivery costs. Such costs must be paid by you. If this Warranty does not cover on-site service, you may elect, at your own cost, to have an Authorised Service Provider travel to service your Kyocera Product on-site rather than send the Kyocera Product to Kyocera or an Authorised Service Provider.

Kyocera will provide you with a quote for any services or repair not covered by this Warranty, which will be calculated at Kyocera's or its Authorised Service Provider's rates and terms then in effect.

### **6 Who you should contact to make a claim:**

#### **Kyocera Document Solutions New Zealand Ltd**

**P O Box 30 2125**

**North Harbour, Auckland**

**New Zealand**

*telephone: 0508 KYOCERA (0508 596 2372)*

*email: [kyocerawarranty@dnz.kyocera.com](mailto:kyocerawarranty@dnz.kyocera.com)*

#### **Kyocera Document Solutions Australia Pty Ltd**

**P O Box 525**

**North Ryde NSW 1670**

**Australia**

*telephone: 13 KYOCERA (13 5962)*

*email: [warranty@dau.kyocera.com](mailto:warranty@dau.kyocera.com)*

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## CARE OF YOUR ECOSYS PRINTER

Congratulations on your purchase of a new ECOSYS Printer.

The ECOSYS printer requires little in the way of user care beyond periodic replacement of the toner kit. However a few minutes from time to time spent in keeping the unit clean and free from paper dust will assist to achieve consistent and trouble-free performance.

Some types of papers can generate a higher than average level of paper dust and it is important to check the Paper Feed Unit or the Printer Interior (depending on model) for a build-up of such paper dust at regular intervals. Dust can be easily removed by following the instructions contained in the User Manual (cleaning section). In many cases cleaning will only be required when the toner kit is changed but with certain papers the interval can be shorter. If you need further advice please contact your Dealer or Kyocera.

### Extended Warranty

Kyocera also offers KYOCARE, a range of extended warranty options for your new printer. For more information regarding KYOCARE:

In Australia: call 13 KYOCERA or email [warranty@dau.kyocera.com](mailto:warranty@dau.kyocera.com)

In New Zealand: call 0508 KYOCERA or email [kyocerawarranty@dnz.kyocera.com](mailto:kyocerawarranty@dnz.kyocera.com)

### Privacy

Kyocera respects your privacy. Your personal information is collected for the purpose of registering the product and to inform you of product updates. If you choose not to provide your personal information to us, we may not be able to register your product or inform you of product updates. We may disclose your personal information to our related parties, to government bodies and regulatory authorities where required or authorised by law and also to our insurers, service providers (including information technology providers) and professional advisors. In some circumstances, we may hold your personal information in countries outside of your home country, or disclose your personal information to our related companies or third party service providers in countries outside of your home country, including in Japan. If you do not wish to receive direct marketing communications, please email us on [privacy@dau.kyocera.com](mailto:privacy@dau.kyocera.com) (in Australia) or [privacy@dnz.kyocera.com](mailto:privacy@dnz.kyocera.com) (in New Zealand) with "Cancel" in the subject. We will otherwise collect, hold, use and disclose your personal information in accordance with our Privacy Policy, which sets out how you may access and correct the personal information that we hold about you and how to make a complaint relating to our treatment of your personal information. To view a copy of our Privacy Policy, please visit our Australian or New Zealand websites at [www.KyoceraDocumentSolutions.com.au](http://www.KyoceraDocumentSolutions.com.au) (Australia) or [www.KyoceraDocumentSolutions.co.nz](http://www.KyoceraDocumentSolutions.co.nz) (New Zealand).

### KYOCERA WARRANTY REGISTRATION CARD

Company/Purchaser's Name: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Telephone: \_\_\_\_\_

Full Installation Address: \_\_\_\_\_

Post Code: \_\_\_\_\_

Date of Purchase: \_\_\_\_\_

Printer Model No: \_\_\_\_\_

Printer Serial No: \_\_\_\_\_

**Please attach a copy of your proof of purchase**

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***Please note: If you can't find the serial number, please call 13 KYOCERA (AUS) or 0508 KYOCERA (NZ)***

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### PURCHASED FROM

Dealer Name: \_\_\_\_\_

Suburb/Town: \_\_\_\_\_

State: \_\_\_\_\_

Preferred Authorised Service Provider (if you have one): \_\_\_\_\_

## 7 Application of the Warranty

Warranty Information Table			
Product	Printer Warranty (subject to section 5 below)	Required Maintenance Interval	Recommended Average Monthly Volume (see section 2(6) below)
FS-1061DN	1 Year Return to Base	MK-1110 Every 100,000 pages	3,000 pages
ECOSYS P2235dw / P2235dn	2 Years On-Site	MK-1154 Every 100,000 pages	5,000 pages
ECOSYS P2040dw / P2040dn	2 Years On-Site	MK-1154 Every 100,000 pages	10,000 pages
FS-2100D/DN	2 Years On-Site	MK-3104 Every 300,000 pages	12,000 pages
FS-4100DN	2 Years On-Site	MK-3134 Every 500,000 pages	15,000 pages
FS-4200DN	2 Years On-Site	MK-3134 Every 500,000 pages	20,000 pages
ECOSYS P4040dn	2 Years On-Site	MK-7304 Every 500,000 pages	12,000 pages
FS-9530DN	2 Years On-Site	MK-710 Every 500,000 pages	60,000 pages
ECOSYS P5021cdn / P5021cdw	2 Years On-Site	N/A	1,500 pages
ECOSYS P5026cdn / P5026cdw	2 Years On-Site	N/A	1,500 pages
ECOSYS P6130cdn	2 Years On-Site	MK-5144 Every 200,000 pages	5,000 pages
ECOSYS P6035cdn	2 Years On-Site	MK-5154 Every 200,000 pages	10,000 pages
ECOSYS P7040cdn	2 Years On-Site	MK-5164 Every 300,000 pages	12,000 pages
FS-C8650DN	2 Years On-Site	MK-8505A Every 600,000 pages MK-8505B Every 600,000 pages MK-8505C Every 300,000 pages	50,000 pages
ECOSYS M5521cdn / M5521cdw	2 Years On-Site	N/A	1,500 pages
ECOSYS M5526cdn / M5526cdw	2 Years On-Site	N/A	1,500 pages
ECOSYS M6530cdn / M6030cdn	2 Years On-Site	MK-5144 Every 200,000 pages	5,000 pages
ECOSYS M6535cidn	2 Years On-Site	MK-5159 Every 200,000 pages	12,000 pages
FS-1325MFP	1 Year Return to Base	MK-1110 Every 100,000 pages	3,000 pages
ECOSYS M2735dw / M2635dn	2 Years On-Site	MK-1184 Every 100,000 pages	5,000 pages
ECOSYS M2640idw / M2540dn / M2040dn	2 Years On-Site	MK-1154 Every 100,000 pages	10,000 pages
ECOSYS M3540dn / M3040dn	2 Years On-Site	MK-3104 Every 300,000 pages	10,000 pages
ECOSYS M3540idn / M3040idn	2 Years On-Site	MK-3104 Every 300,000 pages	10,000 pages
ECOSYS M3550idn	2 Years On-Site	MK-3134 Every 500,000 pages	20,000 pages
ECOSYS M3560idn	2 Years On-Site	MK-3134 Every 500,000 pages	25,000 pages
FS-C8520MFP	3 Years On-Site	MK-896A every 200,000 pages	10,000 pages
FS-C8520MFP FS-C8525MFP	3 Years On-Site 3 Years On-Site	MK-896B every 200,000 pages MK-896A every 200,000 pages	10,000 pages 10,000 pages
FS-C8525MFP FS-6525MFP	3 Years On-Site 3 Years On-Site	MK-896B every 200,000 pages MK-479 Every 300,000 pages	10,000 pages 10,000 pages
FS-6530MFP	3 Years On-Site	MK-479 Every 300,000 pages	10,000 pages