

## PF-O3 & PF-04 Print Head Warranty Terms & Conditions

The Canon companies listed beneath these warranty terms warrant the print head of the PF-O3 and PF-04 series ("Print Head") sold in the EEA and Switzerland to be in good working order under normal use and service during the warranty period. In the event that a Print Head is found to be defective within the warranty period, a replacement Print Head of the same series or a compatible follow-up model will be provided free of charge by Canon, subject to these terms and conditions.

### 1. Warranty period

This warranty is valid for one year after purchase of the Print Head - bought together with a product of the Image PROGRAF IPF series ("Product") or separately - or until the internal machine ink drop count reaches 1.0E12, whichever occurs first.

1.0E12 signifies approximately 1 trillion ink drops passing through the Print Head for the application media and the ink drop count will be read by Canon upon return of the defective Print Head to Canon together with the required documentation as set out under in clause 2 below<sup>1</sup>.

The warranty period for any replacement Print Head shall not extend the warranty period of the defective Print Head.

### 2. To make a warranty claim

A warranty claim can be made may by sending

- (a) the Print Head,
- (b) a copy of the dated proof of purchase (of the Product or Print Head as applicable), and
- (c) the completed warranty claim form

to the address shown on the warranty claim form. Canon may employ authorised service centres to handle the warranty process on behalf of Canon.

Upon receipt of the Print Head and all documentation listed above, Canon will assess the customer's eligibility for a free replacement and, as applicable, will post a replacement to the customer.

Any costs for the secure transportation of the Print Head to Canon will be borne by the customer, whilst Canon will bear the costs for the transportation of the replacement Print Head to the customer, provided the customer is situated in the EEA or Switzerland.

Defective Print Heads will become Canon's property and not be returned.

### 3. Limitations

Warranty replacement is excluded where the Print Head is damaged as a result of:

- Abuse, neglect, mishandling, improper cleaning, unauthorized repairs or alterations of the Print Head, or a Product in which the Print Head is integrated, electric current fluctuation, or accident.
- Improper use including failure to follow installation, operating or maintenance instructions, or environmental conditions prescribed in Canon's operator's manual or other documentation.

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<sup>1</sup> For so long as the head lot number under "Status Print" display has a last digit of "A", the internal machine drop count is under 1.0E12. Once such figure is reached, the last digit will change to "B" and higher letters in the alphabet, signifying warranty coverage has lapsed.

- Use of spare parts or consumables (such as ink and media), which are not recommended for use with the Product and the Print Head.

Furthermore, this warranty does not extend to any Print Head on which the original identification marks or serial numbers have been defaced, removed or altered.

## 6. Others

This warranty does not affect the customer's statutory rights under applicable law, nor the customer's rights against the retailer arising from the purchase contract. In the absence of any applicable legislation in force, this warranty will be the customer's sole and exclusive remedy and Canon shall not be liable for any incidental or consequential damages for breach of any express or implied warranty of the Print Head.

### Canon companies included in this warranty:

<b>Austria:</b>	Canon GmbH Zetschegasse 11 Wien 1232
<b>Belgium and Luxemburg:</b>	Canon Beligum NV/SA Bessenveldstraat 7 831 Diegem (Machelen)
<b>Denmark:</b>	Canon Danmark AS Knud Højgaards Vej 1 2860 Søborg
<b>Finland:</b>	Canon Oy Huopalahdentie 24 00351 Helsinki
<b>France:</b>	Canon France SA 17, Quai du Président Paul Doumer 92414 Courbevoie Cedex Paris
<b>Germany:</b>	Canon Deutschland GmbH Europark Fichtenhain A10 47807 Krefeld
<b>Italy:</b>	Canon Italia S.p.A. Via Milano, 8 20097 San Donato Milanese (MI)
<b>The Netherlands:</b>	Canon Nederland N.V. Neptunusstraat 1 2132 JA HOOFFDORP
<b>Norway:</b>	Canon Norge AS Hallagerbakken 110 P.O. Box 33, Holmlia 1201 OSLO

**Portugal:**

Canon Portugal SA  
Rua Alfredo da Silva, 14  
Alfragide  
2610-016 Amadora  
Portugal

**Spain:**

Canon España  
Av. Europa 6,  
Alcobendas (Madrid)  
Spain

**Sweden:**

Canon Svenska AB  
Stensåtravägen 13  
S 12788 Skarholmen

**Switzerland:**

Canon Schweiz AG  
Industriestrasse 12  
8305 Dietlikon

**United Kingdom and Ireland:**

Canon (UK) Ltd.  
Woodhatch  
Reigate  
Surrey RH2 8BF