

**OLIVETTI UK AGENCY
TECHNICAL SUPPORT**



TECHNICAL SUPPORT

WARRANTY DOCUMENTATION



WARRANTY PROCEDURES

The purpose of this document is to outline the Warranty and Policy procedures for the Olivetti products which form part of the Pan-European Warranty Procedure.

The document is composed of the following parts:

- **Warranty Description**
- **Warranty Obligation**
- **Warranty Exceptions**
- **Warranty Claim Procedure**
- **Warranty Check List**

Attachments:

Warranty Claim Form EC/3 (Used for all Consumable Items Claims)

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Warranty Description

Machine warranty is applied for a period of 12 (twelve) months starting from the Olivetti SpA invoice date. That parts fitted to a new machine will be free from manufacturing defects (excluding glass items).

Parts that have a 'consumable' life (Drums, Fusers etc) will be free from manufacturing defects for a period of 12 (twelve) months from installation to a machine; or the duration of its consumable life, whichever is the shorter. Warranty will be given on a 'Life Left' basis. The Life is based on the information from service and warranty documentation.

Warranty Obligation

Any failed items, which meet the warranty criteria, shall be replaced or *repaired* by Olivetti free of charge. *The warranty does not cover any labour or transport relating to the failed item.* Consumable items will be credited on a 'life left bases'.

Warranty Exceptions

The warranty will not be applied to parts/consumables if failure is caused by:

- Mis-operation or mis-handling of the parts
- Incorrect service performed contrary to instruction given by Olivetti UK Agency
- Incorrect installation caused by not following instruction given in the manuals or on the training courses.
- Accidental damage by the technician or customer.
- Damage caused by incorrect storage of the part. i.e. electronic boards not kept or transported in anti-static bag, colour image units stacked on their end.
- Trouble caused by poor packaging and transportation of the part back to Olivetti UK Agency
- Failures that can be corrected by adjustments, or official modifications.
- Parts with unofficial modifications.
- Defects due to the use of non-original parts or supplies.
- Combination of any hardware and / or software not supplied by Olivetti.
- Normal consumption, part has reached it given warranty life.
- Warranty will not be given if any of the parts or the serial numbers have been defaced or altered.
- Batch or serial numbers of items not matching machine reports or on warranty forms.

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The following parts are not covered by the warranty:

- Covers
- Glass items, such as pattern/slit glasses
- Physical damage to cassettes and paper trays
- Fuses
- Frames and bases
- Feed tyres

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Parts with 12 Month Warranty (Not with copy volume life, boards etc.)

Procedure

- Olivetti UK Agency's Technical Support should be contacted, **before** the claim is made.
- Both parties will agree on the correct action to be taken, and the part that is faulty. Warranty parts can only be authorised by Olivetti Technical Support.
- If a part is purchased, without first speaking to Technical Support, a claim will not be accepted on that part payment must be made in full for the part.
- If the faulty part is not returned the Dealer is liable for the full cost of the part, plus ALL administration costs.
- If after testing, the part is found not to be faulty or not a valid warranty claim the Dealer will be liable for the cost of the part, and will be invoiced for the part.
- **Please note:** Any parts or consumables purchased from PC Care Ltd will not be accepted under the Olivetti Agency Warranty.

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Warranty Claim Procedure

Return Procedure for Consumable Parts Only

Supplies are such items that primarily have a life based on a copy volume or usage counter. These items include such things as Drums, Fusers, Transfer Belts and the like.

Procedure

- Dealer to order new supplies as replacement in the normal way.
- **NOTE:** These items are to be paid for under the normal terms and conditions of sale, payment cannot be held back pending the outcome of a warranty claim.
- The Dealer to complete the correct Warranty Form/s, enclosing Test Sheets, Samples and Image Processing Data etc. as listed below.
- Dealers to send warranty form, machine list prints and samples to **warranty@olivettiagency.uk**

Please note:

Any parts damaged in transit to Olivetti UK Agency are not covered by the warranty and will be discarded.

Parts not correctly prepared for transit will be discarded and warranty not given. (e.g. Developer Units that have not been cleaned out)

Parts that do not have the correct Warranty Forms/samples/reports will be discarded and no warranty given

Attached are the forms and sample reports that must be used and included in a warranty claim:

EC/3

To be used with ALL warranty claims:

ALL parts of the form must be filled in correctly, as example attached. If any part of the form is not completed, the claim will be rejected.

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Machine Reports

The attached reports must be included with the warranty claim;

d-Copia Range (Mono machines)

1. Machine Maintenance Report (service mode U000)
2. Sky copy (black copy)
3. Any copy that shows the fault.

d-Color Range (Colour machines)

1. Management List (service mode > List Output > Machine Management List
Before and after the item is exchanged.)
2. Consumables List (Utility/Counter > Check Consumable Life > Print)
Before and after the item is exchanged
3. Examples of the fault
4. Print outs after the item has been exchanged.

Please note that further information may be requested, i.e. service history.

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On receipt of the claim

Olivetti Technical Support will screen the returned part and decide if the claim is valid. If the claim is valid, Olivetti Technical Support will determine the remaining life, and credit based on the table below, and the Consumables Copy Life.

LIFETIME	0% => 5%	100% Credit
USED	6% => 85%	Percentage
	86% => 100%	Credit No Credit

Dealers will receive a credit note based on the above table.

Regarding Maintenance Kit Parts Claims

If the part has been purchased as an individual item the claim will be based on the cost of this part only not the full maintenance kit cost.

Where the Drum can only be purchased as part of a Maintenance Kit Olivetti recommends that the whole kit is changed and returned. A credit will be given on the cost of the Maintenance Kit.

Where a claim is raised for a part, from within a Maintenance Kit the whole Maintenance Kit will be subject to the warranty. The full Maintenance Kit must be returned if this is the case.

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WARRANTY REJECTION CODES

In the event that the warranty claim is rejected, you will be advised of the rejection, with one or more of the following codes:-

- F10 Warranty expired – Time
- F20 Warranty expired – Over copy life
- F30 Part cannot be tested, damaged (insufficient packaging/preparation for transport)
- F40 Not a manufacturing defect
- F50 Published modifications/advice not fitted/taken
- F60 Non-Olivetti modifications/adjustments made to the part.
- F70 Warranty linked with use of unauthorised products
- F80 No fault found
- F101 None/incomplete warranty forms
- F102 None/incomplete machine reports
- F103 None/incomplete consumable report
- F104 None/incomplete copy prints/samples
- F105 Dates/Batch numbers do not match warranty forms or machine reports.

If you wish to appeal against the rejection, it must be done in writing and within 30 days of the rejection date.

The letter must be sent to Olivetti UK Agency Technical Support

You should include the Warranty Reference Number, state why you think the claim is correct and include any further supporting information.

On payment of a credit note or replacement part being sent, to fulfil Olivetti's warranty commitment, the faulty part is deemed the property of Olivetti SpA.

If the part has been rejected for warranty, and no appeal has been made within 30 days, the part will be deemed the property of Olivetti SpA, and will be disposed of. No further claims/appeals can be made on that part after this action has been taken.

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WARRANTY CHECK LIST

MONO PRODUCTS

The following should be returned

- Item correctly packaged for transport
- Form EC/3, fully completed
- Machine report list
- Sky shot
- Any document that shows the problem

COLOUR PRODUCTS

The following should be returned

- Item correctly packaged for transport
- Form EC/3 fully completed
- Management List
- Consumable List
- C,M,Y,K A3 Gradation Test Print
- Any document that shows the problem

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WARRANTY FORM EC/3

Please complete this form and send it, with all relevant paperwork, to : warranty@olivettiagency.uk

Olivetti Invoice Number: MANDATORY	Dealer Reference Number:

SENDER NAME (Mr / Mrs / Ms): _____

DEALER OLIVETTI ACCOUNT No: 300

DEALER COMPANY NAME: _____

STREET NUMBER / STREET: _____

CITY: _____ POSTCODE: _____

PHONE: _____ FAX: _____

EMAIL: _____

PRODUCT NAME	SERIAL NUMBER	FAILURE DATE	INSTALLATION DATE	NO OF COPIES
			Install Date of Part	

FAILURE DESCRIPTION:

PART FAILURE VOLUME:	Number of Copies of Part
PART DESCRIPTION:	
PART CODE:	

We will not be able to process this claim further if any part of it is unclear, incomplete or incorrect

Date

Signature and/or Stamp