

Annex 2: Canon imagePROGRAF Large Format Printer Print head warranty claim form

For Canon to process your warranty claim, please complete this form and return it to the "Return address", along with the Print Head¹ and full completion of the "Warranty claim checklist" below.

Customer contact information ²			
Company name		Date of claim	
Address line 1			
Address line 2			
City / province		ZIP / Post code	
Country		Phone number	
email		Contact name	
Return address ³			
Status print details			
Printer model name		Print head type ⁴	PF-
Printer serial number ⁵		Physical print head lot number ⁶	
Firmware version ⁷		Location of the print head	Single / Left / Right
Print head failure occurrence date		Date of purchase of the print head	
Warranty claim checklist ⁸			
Proof of purchase [*]	Attached / Not attached		
Send the faulty print head to "Return address" [*]	Attached / Not attached		
Status of the print head condition ⁹	"a" / "b" or onwards		
Description of image quality defect			
Print sample showing the image quality defect	Attached / Not attached		
Error code displayed on printer control panel ¹⁰			
Print head nozzle check pattern	Attached / Not attached		

¹ When returning the faulty Print Head, please ensure that suitable packaging is used so that the print head arrives undamaged.

² Should your warranty claim be valid, the replacement print head will be delivered to this specified address.

³ Your local Canon office will provide you with the contact name and address for all print heads warranty returns.

⁴ "Print head type" is available on the label of the print head. Reference starting with PF-.

⁵ "Printer serial number" can be found either on the "Status print" or silver label on the back of the printer.

⁶ "Physical print head lot number" can be found on the side of the print head itself.

⁷ "Firmware version" can be found either on the "Status print" or the "System information" within the Printer Control Panel menu.

⁸ Items marked with [*] are compulsory. Additional information would be an advantage to help validation.

⁹ "Status of the print head condition" can be found on the "Status print" in "Head Info" data field. It is the letter that follows the eight or nine characters of the lot number.

¹⁰ "Error code" can be found on the printer control panel.