

## PARTSERVE WARRANTY CENTERS – PRINTERS – PROJECTORS – LARGE FORMAT PRINTERS

Canon Technical Helpdesk 0800 0055 22

### **SOUTH AFRICA**

#### **GAUTENG**

PARTSERVE  
16 Milkyway Avenue  
Linbro Business Park  
Linbro Park  
Johannesburg  
011 201-7777

#### **FREE STATE**

PARTSERVE  
Unit 1  
McHardy Avenue  
Brandwag  
Bloemfontein  
051 433-1687

#### **MPUMALANGA**

Ku-Shan  
27 Murray Street  
Nelspruit  
Mpumalanga  
013 750-4285

#### **KWAZULU-NATAL**

PARTSERVE  
Unit 16, Island Business Park  
23 Flanders Drive  
Mount Edgecombe  
Durban  
031 502-3290

#### **EAST LONDON**

Allied Computers  
The Hub  
Bonza Bay Road  
Beacon Bay  
043 748-6660

#### **LIMPOPO**

First Technologies  
7 Neethling Street  
Bendor, Polokwane  
0699  
015 291-9100

#### **WESTERN CAPE**

PARTSERVE  
Unit A4, Spearhead  
Business Park  
Montague Gardens  
Cape Town  
021 555-4419

#### **EASTERN CAPE**

PARTSERVE  
80 Hurd Street  
Newton Park  
Port Elizabeth  
041 365-0371

### **AFRICA**

#### **BOTSWANA**

SNAP BOTSWANA  
Plot 20614, Block 3  
Magochanyama Road  
Broadhurst, Industrial  
Gaborone, Botswana  
+267 395-2698

#### **LESOTHO**

Leo Pty Ltd  
4 Bowker Road  
Maseru  
100  
+266 2221-5000

#### **NAMIBIA**

Schoemans Office Systems  
308, Cnr of Nelson Mandela Ave  
and Sam Nujoma Drive  
Windhoek  
+264 61370324

#### **SWAZILAND**

Copy Cat Eswatini  
3 Lilanga complex, Litsembe  
Street, Sidwashini, Mbabane,  
Eswatini, Mbabane  
+268 24221326

#### **NAMIBIA**

VCS computer cc  
Hidas Centre, 1st Floor, Unit 15  
Nelson Mandela Avenue  
Windhoek  
Namibia  
+264 61 230735

## WARRANTY CENTERS – PHOTO AND VIDEO

Cameratek and Orms

Canon Technical Helpdesk 0800 2122 50

### **SOUTH AFRICA**

#### **GAUTENG**

Cameratek  
226 Harry Sneece Road,  
Strijdom Park,  
Randburg  
011 251-2400

#### **KWAZULU-NATAL**

Cameratek  
Office 2 – 1 Torsvale Crescent,  
La Lucia Office Estate,  
La Lucia Ridge  
031 566-6669

## STANDARD WARRANTY TERMS AND CONDITIONS

Canon South Africa (Proprietary) Limited, registration number 1999/021667/07 ("Canon")  
Standard Warranty Terms and Conditions

(Applicable only in the Republic of South Africa, Namibia, and Botswana)

Namibia and Botswana Warranty Effective 1 January 2016

### 1. Warranty

Canon warrants this Product to be:

- 1.1 Reasonably suitable for the purpose for which it is generally intended.
- 1.2 Of good quality, in good working order, and free of defects.
- 1.3 Usable and durable for a reasonable period.
- 1.4 Compliant with any applicable standards set under the standards act, 29 of 1993, or other public regulations, during the warranty period.

### 2. Warranty period

- 2.1 The warranty period is one year on consumer products except for the following:
  - 2.1.1 Software and consumables, batteries, bulbs, inks, toners, toner cartridges, and ink cartridges with print heads encased, where the warranty period is six months, except for projector lamps, where the warranty period is 1 000 hours of usage. The usage will be read by Canon upon return of the projector to Canon (the lamp only will not suffice for determining its usage).
  - 2.1.2 Digital SLR Cameras, Mirrorless, Professional Video Cameras, and lenses where the warranty period is two years.
  - 2.1.3 Binoculars, where the warranty period is two years.
  - 2.1.4 Canon PIXMA Range (TR, TS, MG, IX) and Pro range are all one-year warranty from the date of purchase. This has been effective from 1 September 2019.
  - 2.1.5 Canon Megatank series (G and GX) where the warranty is three years or 30 000 prints/copies, whichever comes first. The warranty is based on a carry-in basis. End users must register the warranty within ninety days of purchase.  
[https://canon-sa-printer-warranty.sales-promotions.com/en/customer-apply-for-promotion/?country\\_promotion=42](https://canon-sa-printer-warranty.sales-promotions.com/en/customer-apply-for-promotion/?country_promotion=42)
  - 2.1.6 Canon i-SENSYS laser models and MAXIFY Series where the warranty is three years. The warranty is based on a carry-in basis. End users must register the warranty within ninety days of purchase.  
[https://canon-sa-printer-warranty.sales-promotions.com/en/customer-apply-for-promotion/?country\\_promotion=42](https://canon-sa-printer-warranty.sales-promotions.com/en/customer-apply-for-promotion/?country_promotion=42)

The warranty is valid for South Africa only SA, Namibia, Lesotho, Botswana, and Swaziland.

- 2.1.7 Megatank GX series maintenance cartridge is a consumable item and is not covered by one warranty.

#### 2.2 The warranty period for business products is as follows:

- 2.2.1 Large format printers namely: imagePROGRAF, (excluding imagePROGRAF PRO-1000) the warranty period is three years, with the following exceptions:
  - 2.2.1.1 Print head, where the warranty period is one year, or until the internal machine, ink drop count reaches 10E12, whichever occurs first. 10E12 signifies approximately one trillion ink drops passing through the print head for the application media. The ink drop count will be read by Canon upon return of the print head to Canon:
  - 2.2.1.2 Large Format Scanners, namely: L24ei/L36ei and where the warranty period is three years.
  - 2.2.1.3 ColorTrac Smart LF Series Scanners do not carry a warranty.
- 2.2.2 DIMS (Document Image Management Scanners ) DR and P high volume scanners, where the warranty period is two years, except for the consumables (exchange rollers, separation pads, imprinters, and inks), where the warranty period is as stated in 2.1.1.

2.3 The following business products are not covered by a warranty period:

2.3.1 imageRUNNER, imageRUNNER ADVANCE, imageRUNNER ADVANCE DX and i-SENSYS X Office product ranges.

2.3.2 imagePRESS Production Print product ranges.

2.3.3 All OCE Products.

2.3.4 PlotWave and ColorWave product ranges and Varioprint.

2.3.5 Colorado and Arizona printers.

2.4 The warranty period commences on the date of delivery of the product.

### **3. Your rights under the warranty**

3.1 If the product does not comply with the warranty:

3.1.1 Within a period of six months from the date of delivery, you may return the product. Canon will repair or replace the product, or refund you the price paid for the product, provided that you provide Canon with reasonable proof of purchase and that the faulty unit is returned to the Canon Repair Centre in its original packaging, with all its accessories and software discs are in good physical condition, for the warranty to be honoured.

3.1.2 If the warranty period is longer than six months, for the period of the warranty which exceeds six months, Canon will choose whether to repair or replace the product, if that you provide Canon with your original receipt.

3.2 Unless the product is a large format printer, to exercise your rights under the warranty, you must contact the place of purchase or an authorised service centre to arrange for an onsite assessment. (3.5.1)

3.3 Canon has the right to inspect the product before effecting any repair, replacement, and/or refund in terms of 3.1.

3.4 The repair, replacement, or refund will be done within a reasonable time, at no cost to you.

3.5 If a repair service applies:

3.5.1 Canon will provide the repair service within the Republic of South Africa. In the case of large format printers, repairs will be performed on an on-site basis. If Canon chooses to repair the product during the period of the warranty which exceeds six months, travel charges may apply if the site is more than 50km from an authorised service centre.

3.5.2 Ownership in all parts removed from the product exchanged by Canon in performing the repair service shall return to Canon.

3.5.3 If Canon cannot repair your product due to the non-availability of spare parts, Canon will replace the product with the same or similar type of product.

3.5.4 Canon may appoint a sub-contractor to provide any repair service, and this warranty shall apply to any such sub-contractor subject to the necessary changes being made.

3.5.5 All parts supplied and installed during a repair service will either be new, equivalent to new, or reconditioned.

3.6 If a replacement applies:

3.6.1 Ownership in all products replaced by Canon shall return to Canon.

3.6.2 All products replaced will be replaced with either new or equivalent to new products.

#### 4. Your obligations

Before and during any repair service provided, you must take all reasonable precautions to safeguard your assets and property (including all software and data) and to minimise potential loss or disruption, including, where appropriate, taking full backups of all your software and data and implementing virus-checking controls.

#### 5. Exclusions of liability

This clause 5 constitutes an assumption of risk, liability, or both by you. It limits or excludes your rights and remedies against Canon, its employees, and subcontractors in the circumstances described below. This means that you will be financially responsible for your losses in these instances.

5.1 The warranties described in 1 will not apply if:

5.1.1 The product is used, stored, altered, or handled contrary to Canon's instructions.

5.1.2 Non-Canon approved consumables, such as ink, ink refills, paper, toner, toner refills, and batteries not compatible with the product used, and the use of these non-Canon approved consumables will also immediately invalidate any warranty which may exist in respect of the print head or any other part of the product related to the printing process, including print quality; fire, accident (whether due to your fault or otherwise), lightning (including power surges), natural disasters, or burglary.

5.1.3 Non-Canon modifications, other than by Canon's written instructions, are made.

5.1.4 Fittings and accessories not approved by Canon in writing are attached.

5.1.5 The product is repaired, modified, or cleaned at a service centre not authorised by Canon; and/or

5.1.6 The product is subjected to normal wear and tear.

5.2 Canon, its employees, and subcontractors shall not, under any circumstances, be liable for:

5.2.1 Loss of income, profits, or contracts.

5.2.2 Indirect or consequential loss or damage caused by the product or using the product.

5.2.3 Any data loss or damage arising from changes to your operating, or network operating, system as a result of providing the repair service; or

5.2.4 Film/tape or data losses.

5.3 The exclusions of liability in point 5 do not purport to exclude Canon's liability to you in instances of the gross negligence or wilful default of Canon or any person acting for or controlled by Canon, or where it would otherwise be:

5.3.1 Contrary to, or prohibited by, the Consumer Protection Act, 68 of 2008, for Canon to do so, or

5.3.2 Unlawful for Canon to attempt to do so.

#### 6. General

6.1 This warranty is offered (subject to these terms and conditions) in addition to and does not affect, your statutory rights.

6.2 Canon may disclose your details and other personal information to other companies within the Canon group including any subsidiary company or sub-contractor of Canon to perform its obligations hereunder.

6.3 Canon may disclose your details and other personal information to any subsidiary company, holding company or sub-contractor of Canon for market research or direct marketing of other Canon products or services.

6.4 This contract constitutes the entire contract between the parties and no representation by any person, or variations or amendments or consensual cancellation to any of the terms or conditions hereof, including this clause, shall be valid and binding unless reduced to writing and signed by both parties.

6.5 These standard warranty terms and conditions shall be governed by the laws of the Republic of South Africa.