

## 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

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## WARRANTY CENTERS – PHOTO AND VIDEO

Canon SA and Orms

Technical Helpdesk 012 675 4929

Email: [camera.helpdesk@canon.co.za](mailto:camera.helpdesk@canon.co.za)

## STANDARD WARRANTY TERMS AND CONDITIONS

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

(Applicable to the Republic of South Africa and; Namibia, Lesotho, Botswana and Swaziland)

### 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 of time; and during the warranty 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, except for; REF 2.1.11 out of South Africa
  - 2.1.1 Software and consumables, that is, batteries, bulbs, inks, toners, toner cartridges & ink cartridges with print heads encased, where the warranty period is six months.
  - 2.1.2 DSLR 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.
  - 2.1.5 Canon Megatank series (G) where the warranty is one year or 30 000 prints/copies, whichever comes first.
  - 2.1.6 Canon Megatank series (GX) where the warranty is one year or 80 000 prints/copies, whichever comes first.
  - 2.1.7 Megatank (G, GX)
    - 2.1.7.1 Ink Cartridge - Merchandise Consumable - Merchandise Ink Cartridge has no manufacturer warranty.
    - 2.1.7.2 Maintenance Cartridge - Merchandise Consumable -Maintenance cartridge has no manufacturer.
  - 2.1.8 Promo(REF 2.1.9) warranty is valid for South Africa only.
  - 2.1.9 The warranty is based on a carry-in basis. End users must register the warranty within 90 days of purchase for the extended two-year PROMO.  
[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)
  - 2.1.10 Canon i-SENSYS laser models and MAXIFY Series where the warranty is one year. The warranty is based on a carry-in basis. End users must register the warranty within ninety days of purchase for the extended two-year PROMO.  
[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)
  - 2.1.11 One Year Warranty for Namibia, Lesotho, Botswana, and Swaziland only. Promo in South Africa do not apply in the country's mentioned.

- 2.2 The warranty period for business products is as follows:
- 2.2.1 Large format printers namely: imagePROGRAF the warranty period is 3 years in SA only and a one year applicable in Namibia, Lesotho, Botswana, and Swaziland only, with the following exceptions.
    - 2.2.1.1 The print head comes with a one-year warranty. If it fails within that year, it will be replaced. The warranty for the replacement head will only be valid for the remaining period of the original head's warranty. Alternatively, the warranty expires when the internal machine's ink drop count reaches 10E12 (approximately one trillion ink drops). Canon will check the ink drop count when you return the print head.
    - 2.2.1.2 Large Format Scanners, namely: L24ei/L36ei/Lm36/Z36 Scanners and where the warranty period is 3 years.
    - 2.2.1.3 ColorTrac Smart LF Series Scanners do not carry a warranty.
    - 2.2.1.4 TC-20 print Head - Ref 2.2.1.1.
    - 2.2.1.5 ImagePROGRAF PRO-1000 and TC - 20 where the warranty is one year carry in.
    - 2.2.1.6 Within the warranty period parts will be cover and excludes Labor and travel time REF 3.5.1.
  - 2.2.2 DIMS (Document Image Management Scanners) DR and P high volume scanners, where the warranty period is 2 years and a one year applicable in Namibia, Lesotho, Botswana, and Swaziland only, 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 PlotWave and ColorWave product ranges and Varioprint.
  - 2.4.1 Colorado and Arizona printers.

### 3. Your rights under the warranty

- 3.1 If Product does not comply with the warranty;
  - 3.1.1 Within a period of seven days from date of delivery, you may return the Product, without penalty, and choose whether Canon repairs or replaces the Product, or refunds you the price paid for the Product, provided that you provide Canon with reasonable proof of purchase.
  - 3.1.2 The warranty period is longer than 7 days, for the period of the warranty which exceeds seven days, Canon will choose whether to repair.
- 3.2 To exercise your rights under the warranty, you must return the Product either to the place of purchase or to an authorised service centre.
- 3.3 Canon has the right to inspect the Product prior to effecting any repair, replacement and/or refund in terms of 3.1.
- 3.4 The repair and replacement 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. Labor charges will apply to the site within 50km from an authorised service center and any site over the 50km labour and travel time per kilometer will apply.
  - 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**

Prior to 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 sub-contractors in the circumstances described below. This means that you will be financially responsible for your own 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 are 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 in accordance with 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.
  - 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.
  - 5.2.4 Film/tape or data losses.
- 5.3 The exclusions of liability in point 5 does not purport to exclude Canon's liability to you in instances of the gross negligence or willful 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.