# Annex 2:
# Canon imagePROGRAF Large Format Printer
# Print head warranty claim form (v 5.0)

For Canon to process your warranty claim, please complete this form and return it to the "Return address", along with the Print Head [1] 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]

Canon Danmark A/S
Knud Hoejgaards Vej 1
DK-2860  Soeborg
Att.: LFP Service

## 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 / no attached |
| Send the faulty print head to "Return address" [*] | Attached / no 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 / no attached |
| Error code displayed on printer control panel [10] | |
| Print head nozzle check pattern | Attached / no attached |

<u>Annotation</u>

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.