

# iPF Series<sup>1</sup> Print Head Warranty Terms & Conditions

The Canon companies listed beneath these warranty terms warrant the print head of the iPF Series<sup>1</sup> ("Print Head") sold in the EEA and Switzerland to be in good working order under normal use and service during the warranty period. In the event that a Print Head is found to be defective within the warranty period, a replacement Print Head of the same series or a compatible follow-up model will be provided free of charge by Canon, subject to these terms and conditions.

## 1. Warranty period

This warranty is valid for one year after purchase of the Print Head - bought together with a product of the ImagePROGRAF IPF series ("Product") or separately - or until the internal machine ink drop count reaches 1.0E12, whichever occurs first.

1.0E12 signifies approximately 1 trillion ink drops passing through the Print Head for the application media and the ink drop count will be read by Canon upon return of the defective Print Head to Canon together with the required documentation as set out under in clause 2 below<sup>2</sup>.

The warranty period for any replacement Print Head shall not extend the warranty period of the defective Print Head.

## 2. To make a warranty claim

A warranty claim can be made may by sending

- (a) the Print Head,
- (b) a copy of the dated proof of purchase (of the Product or Print Head as applicable), and
- (c) the completed warranty claim form to the address shown on the warranty claim form.

Canon may employ authorised service centres to handle the warranty process on behalf of Canon.

Upon receipt of the Print Head and all documentation listed above, Canon will assess the customer's eligibility for a free replacement and, as applicable, will post a replacement to the customer.

Any costs for the secure transportation of the Print Head to Canon will be borne by the customer, whilst Canon will bear the costs for the transportation of the replacement Print Head to the customer, provided the customer is situated in the EEA or Switzerland.

Defective Print Heads will become Canon's property and not be returned.

## 3. Limitations

Warranty replacement is excluded where the Print Head is damaged as a result of:

- Abuse, neglect, mishandling, improper cleaning, unauthorized repairs or alterations of the Print Head, or a Product in which the Print Head is integrated, electric current fluctuation, or accident.
- Improper use including failure to follow installation, operating or maintenance instructions, or environmental conditions prescribed in Canon's operator's manual or other documentation.

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<sup>1</sup> iPF Series warranty excludes PF01, PF02 and non iPF Series type Print Heads. For more information please contact your Service Provider.

<sup>2</sup> For so long as the head lot number under "Status Print" display has a last digit of "A", the internal machine drop count is under 1.0E12. Once such figure is reached, the last digit will change to "B" and higher letters in the alphabet, signifying warranty coverage has lapsed.

- Use of spare parts or consumables (such as ink and media), which are not recommended for use with the Product and the Print Head.

Furthermore, this warranty does not extend to any Print Head on which the original identification marks or serial numbers have been defaced, removed or altered.

## **6. Others**

This warranty does not affect the customer's statutory rights under applicable law, nor the customer's rights against the retailer arising from the purchase contract. In the absence of any applicable legislation in force, this warranty will be the customer's sole and exclusive remedy and Canon shall not be liable for any incidental or consequential damages for breach of any express or implied warranty of the Print Head.

For more information please visit your Local Canon website.