



# imagePROGRAF TX Series eCarePAK

EXTENDED SERVICE PLANS

This document provides a summary of the eCarePAK Extended Service Plans for the imagePROGRAF TX Series devices.



## imagePROGRAF

## TX Series



**eCarePAK EXTENDED SERVICE PLAN**

# imagePROGRAF TX Series eCarePAK

EXTENDED SERVICE PLANS

imagePROGRAF

TX Series

eCarePAK Extended Service Plans for imagePROGRAF TX Series devices extend service coverage beyond the initial warranty period for the end-user's imagePROGRAF TX-3100/TX-4100 printer, or TX-3100 MFP Z36/TX-4100 MFP Z36 device. These eCarePAK Extended Service Plans also provide coverage for the TX Series MFP's – including the printer, scanner and all-in-one controller.

*These plans:*

- ✓ Save on costs associated with post-purchase maintenance
- ✓ Help to maximize uptime throughout the life of the device
- ✓ Help instill confidence in your customer's investment for years to come.

## AVAILABLE COVERAGE

UP TO 3 YEARS OF TOTAL COVERAGE IS AVAILABLE FOR THE TX SERIES DEVICES, INCLUDING:



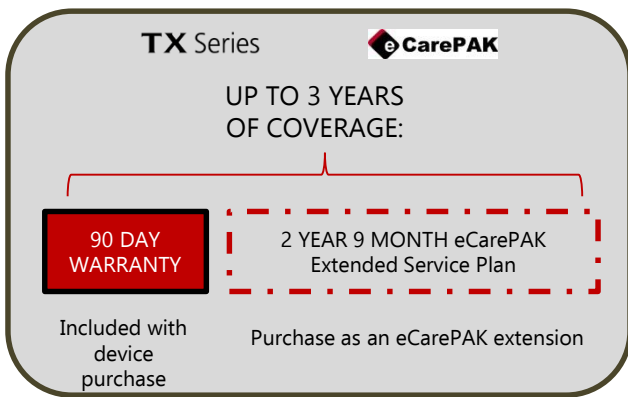
eCarePAK EXTENDED SERVICE PLAN

✓ Initial 90-day manufacturer's warranty - *which ships with all TX Series devices*

+

✓ 2 year, 9 month eCarePAK Extended Service Plan – *which can be purchased to extend coverage*

= 3 YEARS OF TOTAL COVERAGE



## eCarePAK Extended Service Plan Advantages:

- ✓ Parts and labor coverage, to help protect from unforeseen repair costs, and lower post-purchase expenses. Consumables and replaceable items, such as print heads, are not covered under the plan. **Note:** the print head is covered for 1 year under a separate print head warranty.
- ✓ Prompt service, responsive to end-user needs
- ✓ Single service contract for large installations

## How it Works:

Signing up for an eCarePAK Extended Service Plan requires submission of the following information by a reseller within their order to a Canon U.S.A. distributor:

- **End-User Contact Information: Full Name, Company Name, Address, Phone Number, Email**
- **Reseller Contact Information: Company Name, Contact Name, Phone Number, Email**
- **Serial Number of Printer**
- **Serial Number of Scanner if applicable**
- **Purchase Date**

**Once the eCarePAK Extended Service Plan is registered, a confirmation email will be sent to the reseller. The end-user will receive both a registration letter and "Terms & Conditions" document in the mail confirming their eCarePAK Extended Service Plan purchase. Please note that the eCarePAK Extended Service Plan must be purchased within 90 days of initial product purchase while the device is under warranty.**



## IMPORTANT NOTES:

### Non-Service Authorized Resellers:

For TX Series printers, all non-service authorized resellers are **required** to purchase the eCarePAK Extended Service Plan whenever selling a TX Series device.

Non-Service Authorized Resellers

REQUIRED

Purchase 2 year 9 month eCarePAK Extended Service Plan for TX series printers

For TX **MFP Z36 devices**, the eCarePAK Extended Service Plan includes installation:

Non-Service Authorized Resellers

REQUIRED

2 Year 9 Month eCarePAK MFP Extended Service Plan *with Installation*

### Service Authorized Resellers:

For TX Series printers, service-authorized resellers are eligible to purchase the 2 year 9 month eCarePAK Extended Service Plan when:

- selling outside of their service territory, or
- if for whatever reason they do not wish to provide service/support on the device

Service Authorized Resellers

OPTION

2 year 9 month eCarePAK Extended Service Plan for TX Series Printers

\* **Note:** The TX *printer-only* eCarePAK Extended Service Plans do not include installation. The printer is end-user installable, so purchase of a separate eCarePAK Installation Plan is required if the end-user requires installation service.

For TX **MFP Z36 devices**, the eCarePAK Extended Service Plan is available in 2 forms:

Service Authorized Resellers

OPTION

2 Year 9 Month eCarePAK MFP Extended Service Plan *with Installation*

OR

2 Year 9 Month eCarePAK MFP Extended Service Plan *without Installation*

\* **Note:** Resellers that are *not service-authorized on the TX Series MFP devices or that do not wish to perform the installation* must purchase the "2 Year 9 Month eCarePAK MFP Extended Service Plan with Installation."

\* **Note:** If the "2 Year 9 Month eCarePAK MFP Extended Service Plan without Installation" is ordered, the service-authorized reseller must *register the device in ASCR and perform the MFP installation* since the TX MFP Z36 devices are not end-user installable.

## FREQUENTLY ASKED QUESTIONS:

What is covered under an eCarePAK Extended Service Plan?

- ✓ **Parts and labor coverage on the imagePROGRAF TX-3100/TX-4100 printer, or TX-3100 MFP Z36/TX-4100 MFP Z36 device is included.**
- X **Consumable items such as inks and media, as well as replaceable items such as print heads, are not covered under an eCarePAK Extended Service Plan.**

What is the maximum length of extended service that can be purchased?

- ✓ **Extended Service Packages can be purchased as a 2 year, 9 month eCarePAK extended service plan. The maximum amount of coverage allowed is three years. Please note that the purchase of a device will include an initial 90 days of warranty coverage.**

Who do I contact?

- ✓ **Support: Canon Technical Support (800) 423-2366**
- ✓ **eCarePAK Questions: [eCarePAK support@cusa.canon.com](mailto:eCarePAK_support@cusa.canon.com).**

## ORDERING INFORMATION:

DEVICE	ITEM CODE	MSRP
TX-3100 2 Year + 9 Month eCarePAK Extended Service Plan	1708BA59AA	\$1,950.00
TX-4100 2 Year + 9 Month eCarePAK Extended Service Plan	1708BA95AA	\$2,500.00
TX-3100 MFP 2 Year + 9 Month eCarePAK Extended Service Plan (includes installation)	1708BA76AA	\$4,000.00
<i>*Includes <u>both</u> installation service AND extended service coverage for the TX-3100 MFP Z36 (2 years 9 months of extended service coverage)</i>		
TX-3100 MFP 2 Year + 9 Month eCarePAK Extended Service Plan (without installation)	1708BA82AA	\$3,005.00
<i>*NO installation included - service-authorized resellers must perform the MFP installation</i>		
TX-4100 MFP 2 Year + 9 Month eCarePAK Extended Service Plan (includes installation)	1708BB13AA	\$4,500.00
<i>*Includes <u>both</u> installation service AND extended service coverage for the TX-4100 MFP Z36 (2 years 9 months of extended service coverage)</i>		
TX-4100 MFP 2 Year + 9 Month eCarePAK Extended Service Plan (without installation)	1708BB19AA	\$3,505.00
<i>*NO installation included - service-authorized resellers must perform the MFP installation</i>		

## Support Inquiries

Support inquiries involving Canon imagePROGRAF TX Series devices covered by an eCarePAK Extended Service Plan will be processed through Canon Information Technology Service (CITS) at (800) 423-2366.

\*This document summarizes the eCarePAK Extended Service Plan options for the imagePROGRAF TX Series only. All other imagePROGRAF devices are governed by a different eCarePAK extended service plan structure. Please contact your Account Executive for more information.