

HMS TECHNOLOGIES, INC. Warranty Coverage Document



- Service-Disabled Veteran-Owned Small Business (SDVOSB)
- 12+ years providing product and services to Federal and commercial clients
- CMMI Level 2 and ISO 9001:2008 certified
- Founded with a focus on delivery for our clients
- Minimum four (4) years, NBD Warranty Support

1. Overview: All Lexmark Devices purchased via the AF DPI contract come with a four (4) year warranty with Next Business Day Service (NBD).

2. Listing of Products

Category	Product OEM	Model #	DPI Cycle	Warranty
BW Office 220V MFP	Lexmark	MX511de	PSC2015	4-year, next business day warranty
BW Performance 220V MFP	Lexmark	MX710de	PSC2015	4-year, next business day warranty
BW 11X17 110V MFP BW 11X17 220V MFP	Lexmark	MX910de	PSC2015	4-year, next business day warranty
Color Office 220V MFP	Lexmark	CX510de	PSC2015	4-year, next business day warranty
Color Performance 110V MFP Color Performance 220V MFP	Lexmark	X792dte	PSC2015	4-year, next business day warranty
Color 11X17 110V MFP Color 11X17 220V MFP	Lexmark	X952dte	PSC2015	4-year, next business day warranty

3. Warranty Explanation

Warranty service does not include: repair of failures caused by: misuse, neglect, accident, modification, unauthorized attachments, disaster, operation outside the specified operating environment or beyond the limits of the product's duty cycle, improper maintenance by the customer, use of media outside of Lexmark specifications, failure caused by service of the product by non-authorized servicers, or failure caused by a product, including non-genuine supply products or non-genuine service parts. Generally speaking supplies are not considered a warranty service item. **Lexmark is not liable for damages caused by customers using remanufactured or 3rd party toner cartridges. Customer may incur a fee for a service call if the 3rd party toner is creating damage to the components.**

Warranty service includes: next business day service for routine maintenance items for the device and any accessories or options ordered for the device. This includes repair parts that require periodic replacement based on printer usage in order to maintain optimum performance of the product. Maintenance kits are covered while the device is under warranty. Installation of maintenance kit components is generally the customer's responsibility however, some maintenance kit are not considered "customer replaceable" and will require installation by a service technician as part of the Extended Limited Warranty. Lexmark is not responsible for damages caused by a customer's failure to timely install maintenance kits.

Lexmark will also cover mechanical replacement if a device cannot be repaired. The defective printer is replaced with an exchange product from Lexmark after detailed analysis and testing by the designated Technical Representative and the Product Engineering Specialist. Unless specified by Lexmark, the customer is required to return the defective product to Lexmark, in which case, the customer must pack the product using the packing materials from the exchange product, attach the prepaid return shipping label, and deliver the packaged product to Lexmark's designated carrier. Failure to return the defective product within five (5) business days of the customer's receipt of the exchange product may result in a customer charge for the full price of the exchange product. At Lexmark's option, exchange products may be a different model of new or repaired product of equal or greater

capabilities. The exchange product becomes the property of the customer when the defective product is received by Lexmark, at which time the exchange product assumes the remainder of the Extended Limited Warranty from the defective product.

4. Who to Contact:

CONUS / United States*	Phone: 1-866-653-3356, PIN 56250485
OCONUS / Asia Pacific (AP)	Phone: +61 2 8401 9604 Email: ssupport@lexmark.com
OCONUS / Europe	Phone: +44 870 733 7200 Email: service@lexmark.co.uk
OCONUS / Middle East	Phone: +971 800 539 6275 Email: limesupport@lexmark.com
CAC/PKI Solution Support:	Phone: 1-866-653-3356, PIN 56250485 Select 2 Software Support, then 3 Smart Card Authentication

*Hours of Operation: Monday-Friday 9:00 AM to 09:00 PM EST, Saturday 12-6 PM EST

5. Process flow for warranty support:

1. Contact CommFocal Point or Lexmark Technical Support Contacts referenced above.
2. Customer must provide the following pieces of information to expedite the process:
 - **Product Information:**
 - Device model and serial number are required
 - **Problem Description:**
 - Provide a brief description of issue and error codes. When does the error occur? What actions are taking place at the device?
 - **Troubleshooting Steps:**
 - If possible, provide any troubleshooting steps that have been taken prior to contacting Lexmark. (This is extremely helpful to know where Lexmark should start diagnosis and to ensure proper repair parts are ordered.)
 - **Contact Details:**
 - Customer Contact Name(s)
 - Primary and alternate phone numbers
 - Email address for primary and alternate POC
 - Physical service address (Includes building, suite, floor and zip code)
 - Hours of operation
 - **Access Details:**
 - Provide Lexmark service reference # and procedures for getting on the military base.
 - **Supporting Attachments:**
 - Menu settings page, device statistics page, and print samples pages for print quality related issues.(*** Lexmark TSC can provide instruction on obtaining information)

6. HMS TECHNOLOGIES, INC. Contact Information:

Elizabeth Myers
HMS TECHNOLOGIES, INC.
One Discovery Place
Martinsburg, WV 25403

(304) 378-2225
(304) 268-5583, direct
Elizabeth.myers@hmstech.com

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1. Overview: All Xerox Devices purchased via the AF DPI contract come with a four (4) year warranty with Next Business Day Service (NBD). For service in Hawaii, Alaska and other OCONUS locations, add one (1) business day to the onsite response time. Next-day service is available at all Air Force locations OCONUS except in the deployed environments.

2. Listing of Products

Category	Product OEM	Model #	DPI Cycle	Warranty
BW Office 110V MFP	Xerox	WorkCentre 3655/YXM	PSC2015	4-year, next business day warranty
Color Office 110V MFP	Xerox	WorkCentre 6655/YXM	PSC2015	4-year, next business day warranty

3. Warranty Explanation

Xerox warrants that the **WorkCentre 3655 / WorkCentre 6655** and their Consumables, Routine Maintenance Items, and Options/Upgrades (related items) will be free from defects in materials and workmanship for the periods set out below:

Product: a period of one (1) year from the date of shipment. **Consumable** (ink and toner): until original ink or toner is consumed. (The item is not covered once the low or end of life message appears.) **Routine Maintenance Items** (for specific examples refer to the product's documentation): the period of the remaining product warranty or 90 days from date of installation of the maintenance item, whichever is greater, except where longer periods are required by law. (These items are not covered once the end of life message appears.) **Options/Upgrades** (such as memory, high-capacity feeder, etc.): the period of the remaining product warranty or 90 days from the date of purchase, whichever is greater, except where longer periods are required by law. **Accessories** (such as carts, dust covers, cleaning kits, etc.): 90 days from the date of purchase except where longer periods are required by law.

If the product proves defective during the warranty period, Xerox, at its option, will:

- (1) repair the product by means of telephone support or on-site, service at no charge for parts or labor,
- (2) replace the product with a new product or a comparable product of similar age, value, and/or capability, or
- (3) refund the amount paid for the product, less a reasonable allowance for usage, upon its return.

Xerox recommends the Customer first utilize support materials shipped with the product, product diagnostics, information contained on the web, and email support. If unsuccessful, to obtain service under this warranty the Customer must notify Xerox Telephone Support or its authorized service representative of the defect before the expiration of the warranty period. Customers will provide appropriate assistance to Telephone Support personnel to resolve issues.

If telephone support is unsuccessful, Xerox or its authorized service representative will provide warranty repair at Customer's site without charge as provided below.

- Service is available within the customary service area in the United States, Canada, Austria, Belgium, Finland, France, Germany, Greece, The Netherlands, Ireland, Italy, Luxembourg, Norway, Portugal, Denmark, Spain, Sweden, Switzerland, and United Kingdom for products purchased in these countries.
- Outside the above-mentioned countries, service is available within the customary service area in the country of purchase.

Xerox reserves the right to charge for service in exceptional cases.

A description of the customary on-site service area may be obtained from the local Xerox Customer Support Center or authorized Xerox distributor. On-site service is at the sole discretion of Xerox or its authorized service representatives. If the Customer's product contains features that enable Xerox or its authorized service representative to diagnose and repair problems with the product remotely, Xerox may request that the Customer allow such remote access to the product.

In the maintenance of the product, Xerox may use new, remanufactured, or refurbished parts, assemblies, or products. All defective parts, assemblies, and products become the property of Xerox. Xerox may require the return of parts, assemblies, and products to a designated Xerox Depot or the Xerox representative from which the part, assembly, or product was originally purchased. Returns and claims will be handled according to the current Xerox procedure.

These warranties shall not apply to any defect, failure, or damage caused by improper use or inadequate or improper maintenance and care. Xerox shall not be obligated under these warranties:

- a) to repair damage, malfunction, or degradation of performance caused by the use of non-Xerox supplies or consumables or the use of Xerox® supplies not specified for use with this product;**
- b) to repair damage resulting from attempts by personnel other than Xerox representatives to install, repair, or service the product unless directed by a Xerox representative;
- c) to repair damage, malfunction, or degradation of performance resulting from improper use or connection to incompatible equipment or memory;
- d) to repair an item that has been modified or integrated with other products when the effect of such modification or integration increases the time or difficulty of servicing the product or degrades performance or reliability;
- e) to perform product maintenance or cleaning or to repair damage, malfunction, or degradation of performance resulting from failure to perform product maintenance and cleaning as prescribed in published product materials;
- f) to repair damage, malfunction, or degradation of performance resulting from use of the product in an environment not meeting the operating specifications set forth in the product's documentation;
- g) to repair damage, malfunction, or degradation of performance resulting from failure to properly prepare and transport the product as prescribed in published product materials;
- h) to repair damage, malfunction, or degradation of performance resulting from acts of God or nature, acts of terrorism, explosion, flood, fire, war, and riots;
- i) to repair this product after it exceeds the limit of its duty cycle;
- j) to replace items that have been refilled, are used up, abused, misused, or tampered with in any way;
- k) to install replacement items that are considered customer replaceable;
- l) to support software not supplied by Xerox;
- m) to provide software or firmware updates or upgrades.

Any service identified in the above list and provided by Xerox at the Customer's request shall be invoiced to Customer at then current rates of Xerox for parts, labor and travel.

THE ABOVE WARRANTIES ARE GIVEN BY XEROX WITH RESPECT TO THIS PRODUCT AND ITS RELATED ITEMS IN LIEU OF ANY OTHER WARRANTIES, EXPRESS OR IMPLIED. XEROX AND ITS VENDORS DISCLAIM ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR ANY SIMILAR STANDARD IMPOSED BY APPLICABLE LEGISLATION. XEROX' RESPONSIBILITY TO REPAIR, REPLACE, OR OFFER A REFUND FOR DEFECTIVE PRODUCTS AND RELATED ITEMS IS THE SOLE AND EXCLUSIVE REMEDY PROVIDED TO THE CUSTOMER FOR BREACH OF THESE WARRANTIES.

Some states, provinces, and countries do not allow the exclusion or limitation of incidental or consequential damages or exclusions or limitations on the duration of implied warranties or conditions, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary by state, province, or country.

TO THE EXTENT ALLOWED BY LOCAL LAW, EXCEPT FOR THE OBLIGATIONS SPECIFICALLY SET FORTH IN THIS WARRANTY STATEMENT, IN NO EVENT SHALL XEROX AND ITS VENDORS BE LIABLE FOR ANY INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES (INCLUDING LOSS OF PROFITS) WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY AND IRRESPECTIVE OF WHETHER XEROX OR THE VENDOR HAS ADVANCE NOTICE OF THE POSSIBILITY OF SUCH DAMAGES.

For the software warranty, see the end-user license agreement included with the software.

If you are an Australian consumer, you should be aware that the Trade Practices Act 1974 and equivalent State and Territory legislation (collectively “the Acts”) contain special provisions designed to protect Australian consumers. Nothing in any Fuji Xerox warranty material excludes or limits the application of any provision of any of the Acts, where to do so would contravene the Acts or cause any part of this warranty to be void. In this warranty material, an implied condition or warranty, the exclusion of which from a contract with a “Consumer” (as defined in the Acts) would contravene any provision of the Acts or cause any part or all of this warranty to be void, is called a “Non-excludable Condition.” To the full extent permitted by law, Fuji Xerox’ sole and total liability to the customer for a breach of any Non-excludable Condition (including for any consequential loss suffered by the customer) is limited, except as otherwise stated herein, to (at Fuji Xerox’ option) replacing or repairing the goods, or resupplying, or paying the cost of the resupply of, the services, in respect of which the breach occurred. Subject to the above, all conditions and warranties which would or might otherwise be implied in a Consumer contract, whether by operation of statute, inference from circumstances, industry practice or otherwise, are excluded.

WARRANTY MAINTENANCE EXCLUSIONS

- * Without limitation, HMS TECHNOLOGIES, INC service does not include support for the following:
 - *** Malicious damage.
 - *** Damage caused by an Act of God, fire, flood, act of violence or any similar occurrence.
 - *** General usage and “how to” questions with installed software.
 - *** Configuration and diagnosis of the installed operating system or installed applications
 - *** All non-Xerox supported hardware and peripherals, their installation and compatibility with the unit
 - *** Hard drives will not be returned will be and retained by the Government to facilitate data security
 - *** Government will keep all faulty hard disks
 - *** Backing up and restoring customer’s data.
 - *** Customer applications and data.
 - *** Non-critical failures that fall within industry specified tolerances e.g. noise, individual LCD pixels.
 - *** Preventive maintenance.
 - *** Repair of system after virus infection
 - *** Delays in providing spare or replacement parts due to market availability or DOA parts
 - *** Any peripheral equipment attached to the device not included the AF DPI BPA

4. Who to Contact:

CONUS / United States*	Phone: 1-877-223-6712
OCONUS / Asia Pacific (AP)	Phone: 0080090020060 (Germany) Email: AF-DPI-Warranty@hmstech.com
OCONUS / Europe	Phone: 0080090020060 (Germany) Email: AF-DPI-Warranty@hmstech.com
OCONUS / Middle East	Phone: 0080090020060 (Germany) Email: AF-DPI-Warranty@hmstech.com
CAC/PKI Solution Support:	Phone: 800-835-6100 (as a backup, Joe Murray 703-207-2735)

5. Process flow for warranty support:

1. Contact Technical Support Contacts referenced above.
2. Customer must provide the following pieces of information to expedite the process:
 - **Product Information:**
 - Device model and serial number are required
 - **Problem Description:**

- Please email template below and send the requests to GlobalSupportTeam@itgonline.com.
 - Customer Contact Name(s)
 - Primary and alternate phone numbers
 - Email address for primary and alternate POC
 - Physical service address (Includes building, suite, floor and zip code)
 - Hours of operation
 - Country :
 - Manufacturer :
 - Model :
 - Serial Number :
 - Problem Description:
 - Troubleshooting steps taken:
- **Troubleshooting Steps:**
 - If possible, provide any troubleshooting steps that have been taken prior to contacting Xerox. (This is extremely helpful to know where to start diagnosis and to ensure proper repair parts are ordered.)
- **Access Details:**
 - Provide service reference # and procedures for getting on the military base.
- **Supporting Attachments:**
 - Menu settings page, device statistics page, and print samples pages for print quality related issues.

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