



# Warranty Coverage – CONUS and OCONUS

## 1 Overview

Lexmark provides the Air Force a standard 48 month full parts and labor next business day warranty with each device purchased for all CONUS and OCONUS locations. This includes all upgrade options as well as the basic printing device and hard drive as well.

## 2. PSC2015 Product Offerings

Product OEM	Model #	DPI Cycle	Warranty
Lexmark	MS811dn C748de C792de MX511de MX710de MX811dtfe MX912dxe CX510de X748dte X792de X952dte X954dhe	PSC2015	4-year , on-site, next business day warranty with hard drive retention

## 3. What is covered by the warranty?

Lexmark technical support center is open from 9:00AM local time to 5:00PM local time Monday through Friday in all locations around the world. Some Geographies support longer hours but at a minimum these business hours are available to initiate a call. Lexmark covers the parts and labor for the device, options, upgrades, hard drives and the installation of maintenance kits. In order to meet the next business day deadline the call must be registered with Lexmark prior to 3:00PM local time. Lexmark will make its best efforts to meet the next business day requirement as long as parts are correctly diagnosed over the phone and readily available to ship.

## 4. What is NOT covered by the warranty?

Lexmark will not do warranty work due to the 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



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a product, including non-genuine supply products or non-genuine service parts. Lexmark is not responsible for failures caused by a Customer's failure to timely install maintenance kits.

## **5. Who to contact for warranty support**

### **CONUS (includes Hawaii and Alaska):**

1-866-653-3356 and use the PIN: 56250485

### **OCONUS Europe, Middle East and Africa (EMEA):**

+44 87 07337200

### **OCONUS Asia Pacific (AP):**

+61 28 2239883

### **OCONUS Australia:**

+028 2239883

## **6 What is process flow for warranty support?**

- Call the Lexmark Technical Support Center as listed on the Asset Tag or refer to appropriate CONUS and OCONUS region numbers listed below
- Prompts are as follows:
  - 1 for Hardware Support
  - 2 for Software Support (Drivers, Applications, Network, Solutions or Business Software)
- Technician will work with customer to resolve the issue over the phone
- If issue cannot be resolved over the phone, Lexmark will arrange an appointment with the customer
- Technician will arrive on site next business day if the parts ship on time and the call is entered before 3 local time
- Customer will need to escort the technician to location to conduct service work on the device
- Customer should record Service Request Number for future reference

## **7 What information is required to obtain warranty support?**

- Provide your AF MAJCOM or Wing name along with Air Base location, contact name, phone number, email address and physical address
- Provide the product name or device model, serial number, and problem description
- Lexmark agent will provide Service Request Number (SR #)

**The following information answers the specific questions posed in the RFQ letter:**



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**11.2.8.1. Who will honor the warranty, the reseller or manufacturer? If the manufacturer is providing the warranty, what role does the reseller (if applicable) perform in the process?**

Lexmark Response:

Lexmark is the manufacturer of the devices being proposed in the response to PSC 2015 and therefore is responsible for the warranty. Lexmark will take the same responsibility for resolution on all devices sold through our Small Business Partners.

**11.2.8.2. Describe details of warranty, level of access and methods of support available to the end user?**

Lexmark provides the Air Force a standard 48 month full parts and labor next business day warranty with each device purchased for all CONUS and OCONUS locations. This includes all upgrade options as well as the basic printing device and hard drive as well. In addition, Lexmark starts the warranty when the device is **installed** instead of when the device is shipped, when notified by Air Force personnel for smaller transactions or purchases. In large program like acquisitions with AFRC, ANG, AFMOA, and other Wing or Command level buys Lexmark proactively communicates with the customer to ensure the devices are covered for 48 months of actual service. This allows the Air Force to experience the full warranty term during product usage while providing a **lower effective TCO** as other manufacturers start the clock upon shipment. **Lexmark will enable this same process with our direct offering and through our Small Business Partners.**

Lexmark considers the Air Force to be one of our most valuable clients. We demonstrate this value to the Air Force through our people, technology, support and strategic Small Business Partners. This support stretches to wherever the Air Force is located, CONUS and OCONUS. Lexmark has established the Air Force as a "Diamond Level Account." This designation means that we have dedicated resources monitoring all Air Force calls into our Technical Support Center (TSC). The Air Force will experience the value of that designation through quicker resolution to technical issues and a direct integration between our Key Account Specialists and Lexmark product engineers. We do not allow an Air Force customer to be in a situation where multiple service calls are outstanding without resolution.

Here are the benefits of the Diamond Account Program:

- Standard service reporting
- Maintenance kit installation
- Dedicated service specialist
- Positive call closure
- Help desk training
- Reduced hold times to a live resource
- Automatic escalation of software and/or engineering issues
- Specified entitlement rules



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Lexmark has also made strategic investments in specific locations where there are sizable deployments of Lexmark products. In these areas, we have arranged for parts to be stored at a nearby facility to drive same day resolution when possible. We have found this to provide better value to the Air Force as our local technicians have parts readily available for an expedited return to service.

The following are the USAF Technical Support Center phone numbers:

**CONUS (includes Hawaii and Alaska):**

1-866-653-3356 and use the PIN: 56250485

**OCONUS Europe, Middle East and Africa (EMEA):**

+44 87 07337200

**OCONUS Asia Pacific (AP):**

+61 28 2239883

**OCONUS Australia:**

+028 2239883

### 11.2.8.3. How does the OCONUS warranty service differ from CONUS warranty service?

Lexmark Response:

Lexmark provides the same level of warranty service for CONUS and OCONUS regions. Each region has their own national certified service providers and therefore the company providing the service can vary in different geographies. Each of these geographies provides the same level of training and processes through our global services system, and they all report their service call logs to the Lexmark DPI Program Management Team to ensure that Lexmark is providing best-in-class product support for the Air Force worldwide. For call center support, CONUS support (including Hawaii and Alaska) is provided through the US technical support center with a PIN entered to identify the caller as an Air Force customer to ensure the Diamond Level support. For OCONUS, no PIN is required as the phone numbers are established for Diamond Level support without a PIN.

The Technical Support Centers cover 5 continents, 170 countries and all languages. The USAF utilizes 4 support centers today, one for the CONUS locations and three (EMEA, AP, and Australia) for the OCONUS locations. In the CONUS region immediate access to second level support is provided via Intelligent Call Routing (ICR) utilizing a PIN number provided for the USAF. All Technical Support Center activities are provided to the Lexmark DPI Program Management Team on a regular reporting basis, as well as on exception basis. This insures that Lexmark continues to provide best-in-class product support for the USAF, globally, as has been the case for the previous 7 years.

### 11.2.8.4. Discuss warranty support for deployed environments such as Iraq and Afghanistan. Address how warranty work will be performed (e.g. mail back, mail parts, on-site, time to repair, etc.).



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Lexmark Response:

Warranty support within a deployed area is accomplished by the local base sending the device to a country/geography with a Lexmark maintenance facility. The Lexmark maintenance facility will send a “Hot Swap” device if needed by the customer to maintain maximum device uptime. Once the original device is fixed, it is then returned to the initial location.

**11.2.8.5 Discuss warranty support for printers purchased in the CONUS and transported to the Area of Responsibility (Military Geographic Area). Since an item was purchased with CONUS warranty, is the warranty honored OCONUS? Will a replacement component be cross-shipped to the customer before defective product is returned?**

Lexmark Response:

Yes, all warranties for Air Force devices purchased via the DPI contract are honored in the CONUS or OCONUS region regardless of purchase location. Lexmark has a global system and is able to share data on product warranty to all our technical support centers. Lexmark ships a replacement device to customer before the defective device is returned.

**11.2.8.6. Please provide a list of countries, cities, and contact information where OCONUS next day warranty service is available.**

Lexmark Response:

Next-day service is available at all Air Force locations OCONUS except in the deployed environments. Air Force personnel start the service process by contacting the TSC numbers referenced earlier.

**11.2.8.7. Hard drive disk retention is required for all devices. Please provide a detailed description of the process to accomplish the retention of hard drives for all Government purchased devices for which a hard drive is included in the base device or as an upgrade option.**

Lexmark Response:

Hard drive disk retention is available with any of Lexmark’s purchased devices. If a device is being exchanged, the Air Force customer will simply need to inform the technician of their intent to keep the hard drive. There are no forms to complete or approvals that have to be granted.