

## **APPENDIX D TO DIR CONTRACT NO. DIR-CPO-4413 MAINTENANCE AND SUPPORT AGREEMENT**

Oki Data offers a variety of Service Enhancement Programs designed to maximize the uptime of Oki printers and Multifunction devices/products.

Depending on the printer type, Customer can choose between **Oki On-Site™** and **Oki Depot™** service options for up to a total of 36 months of coverage from date of purchase. The Warranty Extension Program (WEP) is available to Customers at the time of printer purchase through the 90<sup>th</sup> day of ownership and provides the same and/or upgrade coverage you receive under your printers' standard warranty.

Printer types:

Dot Matrix

Color / Mono

Color / Mono MFPs (Multi-Function Printers)

With all of Oki Data's Service Enhancement Programs, Customers are able to access information about Oki products from a personal WEB site, [myokidata.com](http://myokidata.com). Additional help is available from our Toll-Free (1-800-OKIDATA) technical support line where our experienced Customer Service Representatives are ready to assist Customers.

If a Customer problem cannot be resolved on the phone, they will be secure in knowing the Service Enhancement Program that they have chosen, **Oki On-Site™** or **Oki Depot™**, will provide them with quick and professional service, maximizing your uptime.

All products come standard with One Year On-Site or One Year Depot warranties. Additional two and three year options are available; some products have four and five year options available.

### **OKI DEPOT**

This popular program especially provides warranty coverage for up to three years when the customer brings the unit to an Authorized OKI Service Center. This program adds years of coverage at the end of the original standard warranty that comes with the printer from the factory.

### **OKI ON-SITE**

Designed for those printers that are more than just vital for day-to-day company operations, this program provides service for Customer printer right at their place of business. Call our Customer Support Center and a Service representative will quickly contact you to schedule an on-site visit to your location within a short period of time.

### **LIMITED WARRANTY STATEMENT**

Oki Data will repair (or at its option, replace) at no charge, any defective component(s) of the Printer for one (1) year from the date of purchase except for the printhead (LED imaging array), which is warranted for a period of five (5) years from date of purchase. This Limited Warranty extends to the original purchaser only. This Limited Warranty does not extend to consumable items. Warranty options will vary by product.

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### **On-Site Repair**

Note: On-Site Repair is available in the United States and Canada only. On-Site Repair does not include the replacement or repair of product consumables or supplies.

Oki Data will, for a period of one (1) year from the date of original purchase, repair or replace (at Oki Data's option) on-site at the original purchaser's facility and without charge, any defective component(s) of the printer, provided that the warranty service is performed by an Oki Data authorized service provider. The printheads (LED imaging arrays) have a 5-year parts only warranty from date of original purchase. Following the first year of warranty coverage, the printheads will be replaced by an authorized Oki Data service provider at costs in accordance with Appendix C, Pricing Index of DIR Contract No. DIR-CPO-4413. For any on site costs performed by an authorized service provider, transportation costs are not allowable under this contract. All shipping costs will be the responsibility of Oki Data or its service provider. Oki Data reserves the right to use new and/or refurbished parts in the warranty repair process.

To make request or claim for service under this Limited Warranty contact your local Oki Data authorized service center or Oki Data at 1-800-OKI-DATA (1-800-654-3282).

A copy of the written receipt for the product, showing the date of purchase, dealer's name, and both the model and serial numbers of this printer must accompany any request or claim for work to be performed under this Limited Warranty.

This Limited Warranty shall not apply if the product has been damaged due to abuse, misuse, misapplication, accident, or as a result of service or modification by any other than an authorized Oki Data service center.

THERE ARE NO EXPRESS WARRANTIES OTHER THAN THOSE ON THE FACE HEREOF AND DESCRIBED ABOVE. NO WARRANTIES WHETHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, SHALL EXTEND BEYOND THE RESPECTIVE WARRANTY PERIOD DESCRIBED ABOVE. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

OKI DATA SHALL NOT BE RESPONSIBLE OR LIABLE FOR ANY SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES OR LOSS ARISING FROM THE USE OF THIS PRODUCT.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion may not apply to you.

Additional information on obtaining service under this Limited Warranty is available by contacting the Oki Data dealer from whom the product was purchased, by contacting Oki Data directly at 1-800-OKI-DATA (U.S. and Canada, English only) or at 1-856-222-5276 (Spanish only). In no event shall any additional terms override this Agreement or DIR Contract No. DIR-CPO-4413 and if conflict is found between Agreement and DIR Contract No. DIR-CPO-4413, DIR Contract shall prevail.