

Total Protection

For your Peace of Mind



Up to 4 Years of Quality Service

With the extended service plan, you will have peace of mind knowing that in the unlikely event of a failure, your product will be repaired or replaced quickly, minimizing downtime.

What you would enjoy...

Mitsubishi Electric's extended service plans offer additional years of extensive parts and labor coverage to your printer after the manufacturer's warranty expires. What does this mean?

- ▶ **Save Money** - All plans provide 100% Parts & Labor coverage and have NO Deductible.
- ▶ **Save Time** - Convenient service options and hassle-free claims process.
- ▶ **Security** - Know that if the unexpected happens, you are covered.
- ▶ **Quality, Reliability and Performance** - No Lemon Guaranteed your product turns out to be defective, we'll replace it.

The Extended Service Plan covers the following...

Description	Coverage
Mechanical Failure	✓
Electrical Failure	✓
Manufacturer's Defect	✓
Power Surge	✓
100% Parts & Labor Coverage	✓
No deductibles, extra fees or charges for normal repair	✓
If it can't be repaired, it will be replaced	✓
Professional repair at no additional charge	✓
Every contract is individually insured by AM Best Rated insurer	✓

Contact your local Dealer to find out more...

		Extended Service Plan Coverage				
		Manufacturer's Warranty	+1 Year	+2 Years	+3 Years	+4 Years
+1 Year	Parts & Labor	1 Year	Year 1 as low as \$99			
	Print Head	20,000 Prints*	up to 40,000 Prints*			
+2 Years	Parts & Labor	1 Year	Year 1 & 2 as low as \$199			
	Print Head	20,000 Prints*	up to 40,000 Prints*			
+3 Years	Parts & Labor	1 Year	Year 1, 2 & 3 as low as \$299			
	Print Head	20,000 Prints*	up to 40,000 Prints*			
+4 Years	Parts & Labor	1 Year	Year 1, 2, 3 & 4 as low as \$399			
	Print Head	20,000 Prints*	up to 40,000 Prints*			

*Print head warranty varies based on model.

Summary Terms & Conditions

SUMMARY TERMS AND CONDITIONS
Product Protection Service Plan ("Plan")
This summary is not a Contract of Insurance
Warranty, Service & Coverage provided by:
Plan Administrator ("Administrator"): Safeware
6500 Busch Blvd., Suite 233
Columbus, OH 43229

PRODUCT ELIGIBILITY: This Plan covers the Product(s) purchased as new and manufactured for use in the United States, which at the time of purchase included, at a minimum, a manufacturer's original one year warranty valid in the United States. **WHAT IS COVERED:** Through the Administrator, We will repair the Product, at Our discretion, when required due to a mechanical or electrical breakdown, including those experienced during normal wear and tear. The Product must fail during normal usage. Parts will be replaced with those of like kind and quality, and may be new or remanufactured. If the Product cannot be repaired, if the cost of the repair exceeds the original purchase price or if parts are no longer available due to the age of the Product or are discontinued by the manufacturer, the Product will be replaced with a product of equal or similar features and functionality. This Plan does not cover repair or replacement of the Product for any of the causes, or provide coverage for any losses set forth in the section entitled "**WHAT IS NOT COVERED**" below.

REPAIR PLAN: By purchasing this Repair Plan, in the event of a covered claim, We will furnish labor and/or parts required to repair the Failure of your Product. Non-original manufacturer's parts of like kind and quality may be used if the original manufacturer's parts are unavailable. In lieu of repairing the Product, We reserve the right, at Our sole discretion, to replace your Product with a product of equal or similar features and functionality. If your Product is replaced, We will have no further obligation to repair or replace Your Product and You will not be entitled to make any further claims under this Plan.

Technological advances may result in a replacement product with a lower selling price than Your original Product. No refunds will be made based on the replacement product cost difference. If Your Product is not repairable and a replacement Product is not available, or under the Replacement Plan, a replacement product is not available, We will reimburse You up to the original purchase price of Your Product, excluding taxes and less claims paid, if any, and this Plan will be fulfilled and all obligations satisfied. In no event shall Administrator or We be liable for any damages as a result of the unavailability of repair parts. You may be required to ship or deliver the defective Product prior to receiving reimbursement or a replacement product. Any and all parts or units replaced under this Plan become Our property in their entirety.

NO LEMON GUARANTEE: If We have completed three service repairs for the same problem on an individual component of Your Product, which first began after the manufacturer's warranty period had expired ("**Qualifying Service Repairs**"), and if that Product component requires a fourth repair for the identical problem as determined by Us, We reserve the right to replace Your Product with one of equal or similar features and functionality, not to exceed the original purchase price of Your Product, excluding shipping, handling, and taxes. Once a Product is replaced, then this Plan is considered fulfilled and We shall have no further obligation to provide service under this Plan. Preventative maintenance checks, cleaning, product diagnosis, customer education, accessory repairs/replacements, computer software related problems, and any unauthorized repairs done outside of the USA are not considered repairs for the purposes of this **NO LEMON GUARANTEE**.

Repair services performed while Your Product is under the manufacturer's warranty period are not considered Qualifying Service Repairs.

DEDUCTIBLE: There is no Deductible required to obtain service on Your Product

PLACE OF SERVICE: If Your Plan includes **Depot Service**, You will be responsible for the safe packaging and shipping of the Product to the authorized service center. We will pay the cost for shipping of the repaired Product to your location.

If Your Plan includes **Place of Business/On-Site/In-Home Service**, We will arrange for Your Product to be serviced at Your place of business or residence, provided You have prepared the following provisions: (1) accessibility to the Product; (2) a non-threatening and safe environment; and (3) an adult over the age of 18 to be present for the period of time Our authorized technician is scheduled for service and while Our authorized technician is on Your property servicing Your Product. In the event it's necessary to continue certain repair services at the repair center, You may be required to ship/transport the Product to the designated repair center; in such circumstances, the shipping/transportation charges will be covered by this Plan. **Place of Business/On-Site/In-Home Service** will be provided by the authorized service provider during regular business hours, local time, Monday through Friday, except holidays.

LIMIT OF LIABILITY: The limit of liability under the Repair Plan is the lesser of the cost of (1) the purchase price of the Product excluding tax and delivery costs, or (2) authorized repairs not to exceed the purchase price of the Product, or (3) replacement of the Product with a product of equal or similar features and functionality, or (4) reimbursement for authorized repairs or replacement. Upon replacement, there is no longer any obligation for the replaced product under this Agreement. **IN NO EVENT SHALL THE TOTAL OF ALL CLAIMS OR REPLACEMENTS EXCEED THE ORIGINAL PRICE PAID BY YOU FOR THE COVERED PRODUCT, LESS TAXES.**

WE SHALL NOT BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, SPECIAL OR INDIRECT DAMAGES OF ANY KIND, INCLUDING BUT NOT LIMITED TO, LOST PROFITS OR LOSS OF BUSINESS, PROPERTY DAMAGE, LOST TIME OR LOST DATA RESULTING FROM THE FAILURE OF ANY PRODUCT OR EQUIPMENT OR FROM DELAYS IN SERVICE OR THE INABILITY TO RENDER SERVICE. WE SHALL NOT BE LIABLE FOR ANY AND ALL PRE-EXISTING CONDITIONS THAT OCCUR PRIOR TO THE EFFECTIVE DATE OF THIS PLAN, INCLUDING INHERENT PRODUCT FLAWS.

PLAN TERMS: If Your Product is a printer, term and coverage under this Repair Plan begins upon the expiration of the shortest portion of the manufacturer's warranty and continues for a period that is based on either the time frame as specified in the Declaration Page of this Plan or the number of prints, whichever comes first, and is dependent upon the printer model purchased. This Plan doubles the number of prints used to determine the warranty period. Warranty period based upon number of prints is defined in paragraph 1B. of the manufacturer's warranty under the tabular column labeled "warranty period". In the event Your Product is being serviced by an authorized service center when this Plan expires, the term of this Plan will be extended until the covered repair has been completed.

IF YOUR PRODUCT NEEDS REPAIR: If You need to file a claim under this Plan, You must contact the Administrator at 1-800-800-6132 Monday through Friday, 8:00 AM to 5:00 PM Eastern Time to obtain a repair authorization number prior to having any repairs made to Your Product. For on-line service, log onto www.safeware.com. For faster service, please have Your proof of Product purchase (sales receipt) available when You contact the Administrator. **THIS PLAN MAY BECOME VOID IF YOU MAKE UNAUTHORIZED REPAIRS.** When You receive authorization for repairs, the service representative will direct You to a designated service center. A copy of the proof of Product purchase (sales receipt), and a brief written description of the problem must accompany Your Product. We will not be liable for freight charges or damage due to improper packaging. Do not return Your Product to Your retailer unless so instructed by the Administrator. If Your Plan expires during the time of an approved repair or replacement, this Plan is extended until the repair or replacement has been completed.

WHAT IS NOT COVERED: THIS PLAN DOES NOT COVER ANY LOSS, REPAIRS OR DAMAGE TO, CAUSED BY OR RESULTING FROM:

- A. PRODUCTS NOT ORIGINALLY COVERED BY A MANUFACTURER'S WARRANTY;
- B. PRODUCT REPAIRS THAT SHOULD BE COVERED BY THE MANUFACTURER'S WARRANTY OR ARE A RESULT OF A RECALL, REGARDLESS OF THE MANUFACTURER'S ABILITY TO PAY FOR SUCH REPAIRS;
- C. PERIODIC CHECKUPS AND/OR PREVENTATIVE MAINTENANCE AS DIRECTED BY THE MANUFACTURER;
- D. INHERENT PRODUCT DEFECTS OR PARTS FAILURE DUE TO A RECALL;
- E. ANY AND ALL PRE-EXISTING CONDITIONS THAT OCCUR PRIOR TO THE EFFECTIVE DATE OF THIS AGREEMENT AND/OR ANY PRODUCT SOLD "AS-IS" INCLUDING BUT NOT LIMITED TO FLOOR MODELS, DEMONSTRATION MODELS, ETC.;
- F. PARTS OR REPAIRS DUE TO NORMAL WEAR AND TEAR UNLESS TIED TO A BREAKDOWN AND ITEMS NORMALLY DESIGNED TO BE PERIODICALLY REPLACED BY YOU DURING THE LIFE OF THE COVERED PRODUCT, INCLUDING BUT NOT LIMITED TO LAMPS AFTER THE FIRST REPLACEMENT, BATTERIES, LIGHT BULBS, ETC.;
- G. DAMAGE FROM ACCIDENT; ABUSE; MISUSE; MISHANDLING; INTRODUCTION OF FOREIGN OBJECTS INTO THE COVERED PRODUCT; FREIGHT DAMAGE; UNAUTHORIZED MODIFICATIONS OR ALTERATIONS TO A COVERED PRODUCT; ANY COVERED PRODUCT WITH REMOVED, DEFACED OR ALTERED SERIAL NUMBERS; FAILURE TO FOLLOW THE MANUFACTURER'S INSTRUCTIONS; AND EXTERNAL CAUSES INCLUDING THIRD PARTY ACTIONS, FIRE, THEFT, INSECTS, ANIMALS, EXPOSURE TO WEATHER CONDITIONS, EXTREME TEMPERATURE, WINDSTORM, SAND, DIRT, HAIL, EARTHQUAKE, FLOOD, WATER, ACTS OF GOD, LIGHTNING, OR CONSEQUENTIAL LOSS OF ANY NATURE;
- H. LOSS OR DAMAGE CAUSED BY WAR, INVASION OR ACT OF FOREIGN ENEMY, HOSTILITIES, CIVIL WAR, REBELLION, RIOT, STRIKE, LABOR DISTURBANCE, LOCKOUT, OR CIVIL COMMOTION;
- I. INCIDENTAL, CONSEQUENTIAL OR SECONDARY DAMAGES OR DELAY IN RENDERING SERVICE UNDER THIS AGREEMENT, OR LOSS OF USE DURING THE PERIOD THAT THE COVERED PRODUCT IS AT AN AUTHORIZED SERVICE CENTER OR OTHERWISE AWAITING PARTS;
- J. ANY PRODUCT USED IN AN INDUSTRIAL SETTING, INCLUDING BUT NOT LIMITED TO, USE ON A RENTAL BASIS, AS A PRIMARY SOURCE OF INCOME, OR WHEN EQUIPMENT FUNCTIONALITY IS ESSENTIAL TO BUSINESS OPERATION;
- K. FAILURES THAT OCCUR OUTSIDE OF THE 50 STATES OF THE UNITED STATES OF AMERICA, INCLUDING THE DISTRICT OF COLUMBIA;
- L. NONFUNCTIONAL OR AESTHETIC PARTS INCLUDING BUT NOT LIMITED TO PLASTIC PARTS, SHELVES, DRAWERS, RACKS, KNOBS, ROLLERS, BASKETS, SCRATCHES, HANDLES, COSMETIC PARTS OR PEELING AND DENTS, NONFUNCTIONAL PARTS ARE THOSE PARTS THAT ARE NOT CRITICAL TO THE PERFORMANCE OF THE PRODUCT'S ESSENTIAL FUNCTION, A PART THAT IF MISSING OR BROKEN, DOES NOT RESULT IN THE PRODUCT BEING NON-OPERATIONAL;
- M. UNAUTHORIZED REPAIRS AND/OR PARTS AND REPAIR OR SERVICE BY ANYONE OTHER THAN AN AUTHORIZED MITSUBISHI SERVICE CENTER;
- N. COST OF INSTALLATION, SET-UP, ADJUSTMENT OF USER CONTROLS, EXTERNAL ANTENNA SYSTEMS, INITIAL TECHNICAL ADJUSTMENTS (SET-UP) AND USER-REQUIRED MAINTENANCE, DIAGNOSTIC CHARGES, REMOVAL OR REINSTALLATION OF THE COVERED PRODUCT, EXCEPT AS PROVIDED HEREIN;
- O. ACCESSORIES USED IN CONJUNCTION WITH A COVERED PRODUCT;
- P. ANY LOSS OTHER THAN A COVERED BREAKDOWN OF THE COVERED PRODUCT;
- Q. ANY MECHANICAL BREAKDOWN OR DAMAGE CAUSED BY A COMPUTER VIRUS;
- R. SERVICE WHERE NO PROBLEM CAN BE FOUND;
- S. BREAKDOWNS WHICH ARE NOT REPORTED WITHIN THE TERM OF THIS AGREEMENT;
- T. FAILURE AS A RESULT FROM RUST OR CORROSION ON ANY COVERED PRODUCT OR PART;
- U. INCORRECT CONNECTION OF SIGNAL LEADS OR INCORRECT ELECTRICAL SUPPLY AND FAILURE OR IMPROPER USE OF ANY ELECTRICAL SOURCE;
- V. ABNORMAL VARIATION OF ELECTRICAL SUPPLY AND FLUCTUATIONS IN ELECTRICAL POWER (APPLICABLE TO PRINTERS ONLY);
- W. DAMAGE INCURRED WHILE MOVING THE COVERED PRODUCT TO ANOTHER LOCATION;
- X. MODIFICATIONS TO MEET CHANGES IN FEDERAL, STATE OR LOCAL CODES AND REGULATIONS;
- Y. IMPROPER INSTALLATION OF COMPONENTS OR PERIPHERALS;
- Z. CORRUPTION OF ANY RECORDING MEDIA, INCLUDING ANY PROGRAM, DATA OR SETUP INFORMATION RESIDENT ON ANY HARD DRIVES AND INTERNAL OR EXTERNAL REMOVABLE STORAGE DEVICES, AS A RESULT OF THE MALFUNCTIONING OR DAMAGE OF AN OPERATING PART, OR AS A RESULT OF ANY REPAIRS OR REPLACEMENT UNDER THIS AGREEMENT;
- AA. COLOR FADING OF PICTURE FOR ANY TELEVISION/MONITOR/PROJECTOR;
- AB. BURNED-IN PHOSPHOR (INCLUDING IMAGE GHOSTING), PIXEL BURNOUT NOT IN ACCORDANCE WITH THE MANUFACTURER'S SPECIFICATIONS;
- AC. ANY PRODUCT OVER 5 YEARS FROM DATE OF PRODUCT PURCHASE IN NEW CONDITION;
- AD. COVERAGE FOR SCREEN PROTECTION.

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