

Service Agreements

Frequently Asked Questions

How can I buy Xerox Service?

Call your reseller and ask to purchase a Xerox Service Agreement. Upon purchase, you will receive a Service Agreement “box” that contains a validation form for the coverage. You can validate your agreement on-line, by mail or by fax. For additional information contact your reseller, or visit our Xerox website at xerox.com/officeprinting/services/ or call Xerox at 800-835-6100.

Why do I need coverage for my product?

- To protect your hardware investment.
- Least expensive service option over life of product.
- Security: the peace of mind of not having any unexpected repair costs.

Why should I buy a Xerox Service Agreement at the time I purchase my new product rather than wait until my warranty ends?

- Advance purchase saves money — up to 30% depending on the model type.
- “New product” agreement pricing available for a limited time only.
- If you forget to purchase a Service Agreement before your current coverage expires, an unexpected, expensive, and inconvenient “time and material” repair might be necessary.

Is there an advantage to purchasing a multi-year agreement?

- SAVINGS — up to 30%!
- Protection against future price increases.
- Eliminates the administrative hassle — and “need to remember” — of renewing.
- Long-term insurance against the unexpected.



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Are there any restrictions on when, during the product's life, I can purchase service?

Yes. If the product is not under an original product warranty or covered by a Xerox Service Agreement, it must be in good working order prior to being covered by a Service Agreement. That's why it's important to buy an agreement at the time of product purchase rather than waiting for failure.

Who actually services the product?

Customers have a number of options for the delivery of telephone support and on-site service for products covered by a Xerox Service Agreement, which include:

- Authorized Service Provider
- Designated Third Party Maintainer
- Xerox

If I don't have a contract how can I get service? What is the cost?

If you do not have a Xerox Service Agreement you will need a billable service call:

- Labor: current rate/hour.
- Travel: depending on zone.
- Parts: dependent on what part needs to be replaced.
- Response Time: best effort, but always prioritized behind warranty and Service Agreement customers.

What is covered by my Xerox Service Agreement?

- Covered — telephone support and all parts, labor, and travel.
- Not Covered — routine user maintenance (see operator manual), Customer Replaceable Consumables (CRCs), and customer abuse or blatant misuse. Service Agreement Terms and Conditions can be reviewed on the Xerox Web site at: xerox.com/officeprinting/services/ and select "Terms and Conditions."

How do I get service when I need it?

Either call your local Xerox Authorized Service Provider, Designated Third Party Maintainer, or Xerox at 1-800-835-6100. Our telephone specialists may be able to solve your problem immediately over the phone and restore you to full productivity. If not, they will dispatch a Xerox technician, who will then call you to confirm an arrival time.

What response time can I expect when I need service on a product covered by a Xerox Service Agreement?

Next day response is standard for most North American customers. Response times are determined by the distance of the customer's location from the nearest authorized Xerox service location (0–100 miles/0–161 km = Next Business Day; 101–150 miles/162–241 km = Second Business Day; 151+ miles/242+ km = Third Business Day).