

IMPORTANT SERVICE INFORMATION

If a Problem Occurs

Most operational questions can be answered by referring to the Operation Manual. Also, for your convenience, you will find answers to most frequently asked questions on our website at www.sharp-usa.com. You can also email your service questions to digitalcopiersupport@sharpsec.com. Should you require further assistance, call Sharp at 1-630-378-3590. A Customer Relations Specialist will assist you. Before your call, please be ready to provide the model number of your Product, Serial Number, Date of Purchase, description of the problem, and a valid Credit Card Number (should it be required).

How Exchange is Obtained

A replacement unit in exchange for your copier is provided directly by Sharp to any U.S. location. You will be required to provide consent for acceptance of an exchange unit and provide credit card authorization. At that time, Sharp will ship to you, at no cost, an exchange for your defective Product. The exchange unit we ship to you will be new or remanufactured. Upon your receipt of the exchange unit, packing and shipping instructions will be enclosed for you to return the defective unit. Upon Sharp's receipt of the defective unit, your credit card hold will be released.

How Warranty Repair Service is Obtained

If you prefer that we repair your unit instead of replacing it, our Customer Relations Specialists at 1-630-378-3590 will explain how to obtain warranty repair service. **Please be sure to retain the original packaging materials in order to facilitate shipment.** The shipment of the defective unit will be at your expense; please be sure it is insured and packaged securely. Upon repair of your unit, Sharp will promptly return it at no cost to you at any U.S. location.

What You Must Do

Your Product is designed to perform with a minimum amount of user maintenance. However, you are responsible for the required user maintenance described in the Operation Manual. This requires user maintenance including replacement of the TD cartridge and drum cartridge, cleaning of the unit and transfer charger, removal of dust and foreign matter, clearing of paper misfeeds, and proper routine and preventive maintenance.

Service After Expiration of Warranty Coverage

Should you require service repair after warranty coverage has expired, contact Sharp at 1-630-378-3590 for information.

END-USER LIMITED WARRANTY

SHARP ELECTRONICS CORPORATION warrants to the first end-user purchaser that this Sharp brand product (the "Product"), when shipped in its original container, will be free from defective workmanship and materials, and agrees that it will, at its option, either repair the defect or replace the defective Product or part thereof with a new or remanufactured equivalent at no charge to the purchaser for parts or labor for the period(s) set forth below.

This warranty does not apply to any appearance items of the Product nor to the additional excluded item(s) set forth below nor to any Product the exterior of which has been damaged or defaced, which has been subjected to improper voltage or other misuse, abnormal service or handling, or which has been altered or modified in design or construction.

In order to enforce the rights under this limited warranty, the purchaser should follow the steps set forth below and provide proof of purchase to the servicer.

To the extent permitted by applicable state law, the warranties set forth herein are in lieu of, and exclusive of, all other warranties, express or implied. Specifically, ALL OTHER WARRANTIES OTHER THAN THOSE SET FORTH ABOVE ARE EXCLUDED. ALL EXPRESS AND IMPLIED WARRANTIES INCLUDING THE WARRANTIES OF MERCHANTABILITY, FITNESS FOR USE, AND FITNESS FOR A PARTICULAR PURPOSE ARE SPECIFICALLY EXCLUDED. If, under applicable state law, implied warranties may not validly be disclaimed or excluded, the duration of such implied warranties is limited to the period(s) from the date of purchase set forth below.

Neither the sales personnel of the seller nor any other person is authorized to make any warranties other than those described herein, or to extend the duration of any warranties beyond the time period described herein on behalf of Sharp.

The warranties described herein shall be the sole and exclusive warranties granted by Sharp and shall be the sole and exclusive remedy available to the purchaser. Correction of defects, in the manner and for the period of time described herein, shall constitute complete fulfillment of all liabilities and responsibilities of Sharp to the purchaser with respect to the Product, and shall constitute full satisfaction of all claims, whether based on contract, negligence, strict liability or otherwise. In no event shall Sharp be liable, or in any way responsible, for any damages or defects in the Product which were caused by repairs or attempted repairs performed by anyone other than an authorized servicer. Nor shall Sharp be liable or in any way responsible for any incidental or consequential economic or property damage. Some states do not allow limits on warranties or on remedies for breach in certain transactions; in such states, the limits herein may not apply.

Model Specific Section

Your Product Model Number & Description:

AL-800, AL-1000, AL-1010, AL-1200 Digital Laser Copier
AL-840, AL-1041, AL-1250 Digital Laser Copier/Printer

(Be sure to have this information available when you need service for your Product.)

Warranty Period for this Product:

Three (3) years from date of purchase except for the toner and developer cartridge and the drum cartridge supplied with the Product, which are warranted for fifteen (15) days from date of purchase.

Additional Item(s) Excluded from Warranty Coverage (if any):

The warranty does not apply to defects or damage resulting from improper or inadequate maintenance by the purchaser (see Operation Manual) or the use of non-genuine Sharp Toner & Developer and Drum Cartridges.

Where to Obtain Service:

Service is available in the United States from Sharp. You may ship in your Product for repair or replacement. Replacement units may be remanufactured, rather than new, but your original limited warranty will continue for the remainder of your original warranty period or ninety (90) days from the date we send the replacement unit to you, whichever is longer.

What to do to Obtain Service:

Call Sharp at 1-630-378-3590 to obtain a Return Authorization Number and shipping instructions. A technician will work with you on the phone and if it is determined that your Product needs service, you will have your choice of having your unit repaired or replaced to any U.S. location. Be sure to have **Proof of Purchase** available.