

WHAT IF ARE CONSUMABLES REPLACED TOO EARLY?

By only replacing consumables when they have reached end-of-life you are helping to minimise waste, which is much better for the environment. It also enables Xerox to keep our costs to you as low as possible.

RECYCLING USED CONSUMABLES

Xerox is committed to responsible and environmental business practices. The Xerox Green World Alliance is a valuable recycling programme that minimises environmental impacts of printer supplies and provides options to throwing away empty containers.

You can recycle most Xerox consumables. Returning recyclable consumables to Xerox is absolutely free. To return consumables for recycling:

1. Go to www.xerox.com/gwa and print a returns label. If you are returning multiple items, please request multiple labels.
2. The packaging provided for a new consumable is re-used when returning a used consumable. Place the used consumable in the packaging, seal the package and affix the printed label.
3. Put it in the post and it will be returned to our European Recycling Centre.

Xerox also have an Ecobox system available in most countries. This allows you to accumulate used consumables for return in an Ecobox. An Ecobox is a large cardboard box used specifically for recycling consumables. For information about obtaining a new Ecobox or returning a full Ecobox contact the Global Contact Centre. Full Ecoboxes are collected free of charge by one of our couriers.

WHAT SHOULD I DO WITH MY CONSUMABLES AT END OF CONTRACT?

The consumables supplied to you as part of your Xerox Contract remain the property of Xerox until consumed within the machine. If you have surplus consumables on-site that have not been used during the contracted time, please contact the Global Contact Centre to arrange collection.

Returning consumables to Xerox helps protect the environment by ensuring that these consumables are used or recycled.

FURTHER INFORMATION

Recycling program:

www.xerox.com/gwa

Software for remote monitoring of your equipment:

www.xerox.com/remoteservices

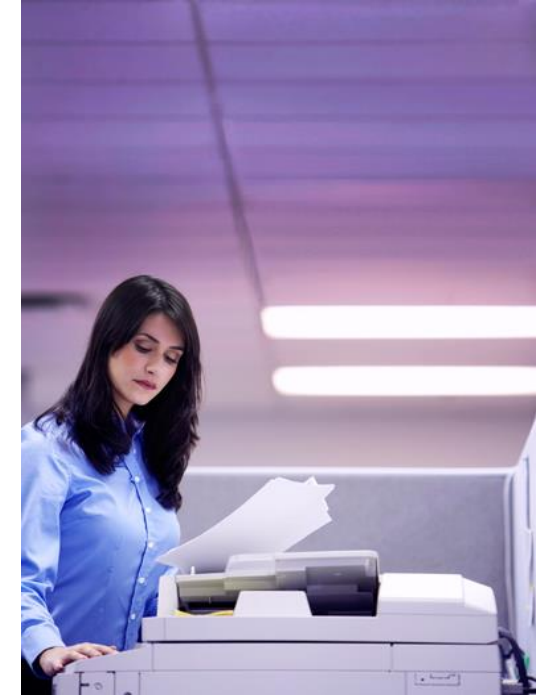
To order via the telephone, contact the Global Contact Centre and place your order.

Order online Managed Print Services:

<https://office.services.xerox.com/FMP/LoginPage.aspx?ReturnUrl=%2fFMP%2fDefault.aspx>

Order online Basic Print Services:

www.xerox.com/account



Getting the best from your machine

Consumables



THANK YOU FOR CHOOSING XEROX AS YOUR PRINTING PARTNER

This leaflet explains the use of Xerox Consumables in your machine and provides key recommendations for ordering, replacing and storing consumables. Following these recommendations will ensure you get optimum performance from your Xerox product - you will be able to reduce costs, save time and help the environment.

WHAT ARE XEROX CONSUMABLES?

Consumables are used in your printer and enable it to produce prints. They are customer replaceable and replacement requires no technical knowledge or special tools. The following consumables are used in most printers:

Toner or Solid ink

Toner is a synthetic pigment which is black, cyan (light blue), magenta or yellow. The toner is fused to the paper to create the image on a page. Toner is provided in cartridges.

Solid Ink is resin-based, similar to a crayon. Solid Ink is provided as Ink Sticks which are safe to handle by anyone.

Drum or Photoreceptor

This item develops the image on the paper by transferring toner to the image areas.

Fuser

Permanently fuses the toner to the paper by applying pressure and heat to the toner.

Additional consumables may also be required such as waste toner bottles, corotrons and staples. The user documentation for your product provides information about the consumables required.

HOW LONG WILL CONSUMABLE LAST?

The life span of a consumable varies depending on the product model and the types of jobs being printed. Toner usage depends on how much of the printed page is covered with toner.

- For example if your print jobs consist mainly of text, less toner is required and the consumable will last longer than if you are constantly printing full page photos.

You can check the status of consumables using the options provided on the machine.

- For example, on many products you can select the Machine Status button to view Supplies status information.

HOW MUCH STOCK IS REQUIRED?

To assist you, when an order is placed for consumables we will recommend the appropriate quantity linked to your historic ordering profile.

- Our system will work to recommend the frequency of delivery depending on your usage.
- Adhering to this best practice will save you time but more importantly - reduce the impact on the environment by reducing deliveries.
- Keeping excess stock is a waste of space and costs money. For example if you produce 10,000 impressions per month and a drum is designed for a lifespan of 80,000 impressions, it will last up to 8 months.
- Storing consumables and using months later can also cause quality or technical problems. Always store consumables in a dry, temperature controlled environment, protected from light. Storing them outside of these conditions may also effect life and quality.

REPLACING CONSUMABLES

Consumables should only be replaced when a replacement message is displayed, or if the level displayed by the machine shows between 1 and 5% remaining. You may also change a consumable if instructed to do so by a Xerox Representative.

Most Xerox products will display two alert messages:

- A Re-order Consumable message is displayed to instruct you to order a new consumable or check stock levels. The consumable still has life remaining and does not require changing at this point.
- A Replace Consumable message is displayed when the consumable has reached end-of-life and requires replacement. Only change the consumable when this message is displayed.

When changing toner/drum cartridges only change the colour indicated by the machine. Each toner/drum colour operates independently from the other colours so there is no need to change the complete set of colours at the same time.

ORDERING CONSUMABLES

The remaining life of the consumables is continuously monitored by the machine. You will receive an alert message on the machine when the level is getting low. At this point if a replacement is not available, place an order with Xerox.

Xerox delivery times are from 2 - 5 days from receipt of order.

Our technology is advancing every day. Your machine is already able to communicate directly with us so that we have accurate meter readings for consumables orders and billing through our www.xerox.com/remoteservices programme. Your machine may also be able to order your consumables automatically for you (ASR - Automatic Supplies Replenishment). For more information go to www.xerox.com/remoteservices.