

CANON imagePROGRAF LARGE FORMAT PRINTER LIMITED WARRANTY

The limited warranty set forth below is given by Canon U.S.A., Inc. and Canon Canada, Inc. (collectively "Canon") with respect to the Canon imagePROGRAF Large Format Printer packaged with this limited warranty and Canon branded accessories and options designed for use with the imagePROGRAF Large Format Printer (collectively, the "Product"). Canon warrants the Product to be free from defects in workmanship and materials under normal use and service for a period of one (1) year after delivery to the original purchaser ("Purchaser") by Canon or its authorized dealer. During the relevant warranty period, Canon shall, in its sole discretion and without charge, repair or replace any defective part with a new or comparable rebuilt part or replace the Product with a new or rebuilt Product. Warranty replacement shall not extend the warranty period of the defective Product. This warranty shall not extend to the Canon Printhead for the Product, for which a separate warranty is given. Nor shall this warranty cover other consumable parts or consumables, such as paper and ink cartridges, as to which there shall be no warranty or replacement.

You must call the appropriate number below for remote diagnostic assistance for operation and support of the Product:

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| In the United States: | In Canada: |
| • Your local Service Provider; or call | • Your local Service Provider; or call |
| • 1-800-423-2366, Monday through Friday from 8:00 a.m. to 8:00 p.m. ET | • 1-800-OK-CANON, Monday through Friday from 9:00 a.m. to 5:00 p.m. ET |

You must cooperate with Canon in remotely diagnosing the Product's malfunction. Canon may attempt to correct the malfunction remotely, with your assistance. If Canon cannot fix your Product's malfunction through remote diagnostics, Canon shall schedule an on-site service call by an independent authorized Canon Service Provider (the "Service Provider") or Canon will send you a replacement part for any defective user replaceable item. You will be charged at the then-current service call rates of Canon or the Service Provider if the defects in the Product are not covered by this limited warranty, or if the applicable warranty period for the Product has expired or warranty coverage has not been sufficiently established by appropriate documentation.

This warranty shall only apply if this Product is used in conjunction with compatible computers, peripheral equipment and software, as to which items Canon shall have no responsibility. NON-CANON BRAND COMPUTERS, PERIPHERAL EQUIPMENT AND SOFTWARE WHICH MAY BE DISTRIBUTED WITH THE PRODUCT ARE SOLD AS IS, WITHOUT WARRANTY OF ANY KIND BY CANON, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. The sole warranty, if any, with respect to such non-Canon brand item is given by the manufacturer or producer thereof.

THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, RELATING TO THE USE OR PERFORMANCE OF THE PRODUCT. NO OTHER EXPRESS WARRANTY OR GUARANTY, EXCEPT AS MENTIONED ABOVE, GIVEN BY ANY PERSON, FIRM OR CORPORATION WITH RESPECT TO THE PRODUCT SHALL BIND CANON OR ANY SERVICE PROVIDER. NO WARRANTY IS GIVEN ON ANY USED PRODUCT.

THIS WARRANTY SHALL BE VOID AND OF NO FORCE AND EFFECT IF THE PRODUCT IS DAMAGED AS A RESULT OF (A) ABUSE, NEGLIGENCE, MISHANDLING, ALTERATION, ELECTRIC CURRENT FLUCTUATION OR ACCIDENT, (B) IMPROPER USE, INCLUDING FAILURE TO FOLLOW OPERATING OR MAINTENANCE INSTRUCTIONS IN, OR ENVIRONMENTAL CONDITIONS PRESCRIBED IN, CANON'S USER'S GUIDE OR OTHER DOCUMENTATION FOR THE PRODUCT, (C) REPAIR BY OTHER THAN SERVICE REPRESENTATIVES QUALIFIED BY CANON WHO ARE ACTING IN ACCORDANCE WITH CANON'S SERVICE BULLETINS (D) USE OF SUPPLIES OR PARTS (OTHER THAN THOSE DISTRIBUTED BY CANON) WHICH DAMAGE THE PRODUCT OR CAUSE ABNORMALLY FREQUENT SERVICE CALLS OR SERVICE PROBLEMS OR (E) USE OF THE PRODUCT WITH NON-COMPATIBLE COMPUTERS, PERIPHERAL EQUIPMENT OR SOFTWARE, INCLUDING THE USE OF THE PRODUCT IN ANY SYSTEM CONFIGURATION NOT RECOMMENDED IN ANY USER'S GUIDE OR OTHER DOCUMENTATION FOR THE PRODUCT. NOR DOES THIS WARRANTY EXTEND TO ANY PRODUCT ON WHICH THE ORIGINAL IDENTIFICATION MARKS OR SERIAL NUMBERS HAVE BEEN DEFACED, REMOVED, OR ALTERED.

ANY SYSTEM SOFTWARE (WHETHER FACTORY LOADED ON THE PRODUCT OR CONTAINED ON THE SOFTWARE DISKETTES OR CD-ROMS ENCLOSED WITH, OR ACCOMPANYING, THE PRODUCT), AND ANY UTILITY SOFTWARE, DISTRIBUTED WITH OR FOR THE PRODUCT, IS SOLD "AS IS" AND WITHOUT WARRANTY BY CANON. THE SOLE WARRANTY WITH RESPECT TO SUCH SOFTWARE IS CONTAINED IN THE SOFTWARE MANUFACTURER'S LICENSE AGREEMENT DISTRIBUTED THEREWITH, INCLUDING ANY LIMITATIONS AND DISCLAIMERS THEREON. PLEASE CONTACT CANON IMMEDIATELY IF YOU HAVE NOT RECEIVED A COPY OF THE SOFTWARE MANUFACTURER'S LICENSE AGREEMENT.

NEITHER CANON NOR ANY SERVICE PROVIDER SHALL BE LIABLE FOR PERSONAL INJURY OR PROPERTY DAMAGE (UNLESS CAUSED SOLELY AND DIRECTLY BY THE NEGLIGENCE OF CANON OR ANY SERVICE PROVIDER), LOSS OF REVENUE OR PROFIT, FAILURE TO REALIZE SAVINGS OR OTHER BENEFITS, LOSS OR CORRUPTION OF DATA INCLUDING, WITHOUT LIMITATION, DATA STORED ON THE PRODUCT'S HARD DISK DRIVE, EXPENDITURES FOR SUBSTITUTE EQUIPMENT OR SERVICES, LOSS OR CORRUPTION OF DATA, STORAGE CHARGES OR OTHER SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES CAUSED BY THE USE, MISUSE OR INABILITY TO USE THE PRODUCT, REGARDLESS OF THE LEGAL THEORY ON WHICH THE CLAIM IS BASED AND EVEN IF CANON OR ANY SERVICE PROVIDER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. NOR SHALL RECOVERY OF ANY KIND AGAINST CANON OR ANY SERVICE PROVIDER BE GREATER IN AMOUNT THAN THE PURCHASE PRICE OF THE PRODUCT CAUSING THE ALLEGED DAMAGE. WITHOUT LIMITING THE FOREGOING, THE PURCHASER ASSUMES ALL RISKS AND LIABILITY FOR LOSS, DAMAGE OR INJURY TO PERSONS AND PROPERTY OF THE PURCHASER OR OTHERS, ARISING OUT OF THE POSSESSION, USE, MISUSE OR INABILITY TO USE THE PRODUCT SOLD BY CANON NOT CAUSED SOLELY AND DIRECTLY BY THE NEGLIGENCE OF CANON OR ANY SERVICE PROVIDER. THIS LIMITED WARRANTY SHALL NOT EXTEND TO ANYONE OTHER THAN THE PURCHASER, AND STATES SUCH PURCHASER'S EXCLUSIVE REMEDY.

CONDITIONS OF WARRANTY

Defective parts must be returned to Canon or a Service Provider with all necessary documentation and will become the property of Canon.

THIS WARRANTY APPLIES TO PRODUCTS SOLD AND USED IN THE U.S.A. AND CANADA ONLY.

Canon

Canon U.S.A., Inc. One Canon Plaza Lake Success, New York 11042-1198
Canon Canada, Inc. 6390 Dixie Road Mississauga, Ontario L5T 1P7 Canada

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CANON imagePROGRAF PRINTHEAD LIMITED WARRANTY

Canon U.S.A., Inc. and Canon Canada, Inc. (collectively "Canon") warrant the imagePROGRAF Printhead packaged with this Limited Warranty (the "Printhead") to be free from defects in workmanship and materials under normal use and service, for a period of one-year after delivery to the original purchaser of the Printhead, or for the period that the "Head Lot Number" of the Printhead, as displayed in the "Status Display" of the Status Monitor utility accompanying the Product in which the Printhead is incorporated, has a last character of "a"¹, whichever period expires first. During the relevant warranty period, Canon shall, in its sole discretion and without charge, repair or replace any defective Printhead with a new or comparable rebuilt Printhead. Warranty replacement shall not extend the warranty period of the defective Printhead.

To arrange for warranty services by Canon please call:

In the United States:

- 1-800-423-2366, Monday through Friday
from 8:00 a.m. to 8:00 p.m., E.T.

In Canada:

- 1-800-OK-CANON, Monday through Friday
from 9:00 a.m. to 8:00 p.m., E.T.

If the Printhead malfunction is not covered by this Limited Warranty or the applicable warranty period has expired or has not been sufficiently established by appropriate documentation, you will be required to replace the Printhead at your expense.

THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES AND CONDITIONS, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES AND CONDITIONS REGARDING MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, RELATING TO THE USE OR PERFORMANCE OF THE PRINTHEAD. NO OTHER EXPRESS WARRANTY, CONDITION OR GUARANTY, EXCEPT AS MENTIONED ABOVE, GIVEN BY ANY PERSON, FIRM OR CORPORATION WITH RESPECT TO THE PRINTHEAD SHALL BIND CANON OR ANY SERVICE PROVIDER. NO WARRANTY IS GIVEN ON ANY USED PRINTHEAD.

This warranty shall be void and of no force and effect if the Printhead is damaged as a result of (a) abuse, neglect, mishandling, improper cleaning, unauthorized repairs or alteration of the Printhead, or a Product in which the Printhead is incorporated, electric current fluctuation, or accident, (b) improper use, including failure to follow operating or maintenance instructions in, or environmental conditions prescribed in, Canon's operator's manual or other documentation, (c) installation or repair by other than service representatives qualified by Canon who are acting in accordance with Canon's service bulletins, or (d) use of supplies or parts (other than those distributed by Canon) which damage the Printhead or cause abnormally frequent service calls or service problems. Nor does this warranty extend to any Printhead on which the original identification marks or serial numbers have been defaced, removed, or altered.

NEITHER CANON NOR ANY SERVICE PROVIDER SHALL BE LIABLE FOR PERSONAL INJURY OR PROPERTY DAMAGE (UNLESS CAUSED SOLELY AND DIRECTLY BY THE NEGLIGENCE OF CANON OR ANY SERVICE PROVIDER), LOSS OF REVENUE OR PROFIT, FAILURE TO REALIZE SAVINGS OR OTHER BENEFITS, EXPENDITURES FOR SUBSTITUTE EQUIPMENT OR SERVICES, LOSS OR CORRUPTION OF DATA, STORAGE CHARGES OR OTHER SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES CAUSED BY THE USE, MISUSE OR INABILITY TO USE THE PRINTHEAD REGARDLESS OF THE LEGAL THEORY ON WHICH THE CLAIM IS BASED AND EVEN IF CANON OR ANY SERVICE PROVIDER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. NOR SHALL RECOVERY OF ANY KIND AGAINST CANON OR ANY SERVICE PROVIDER BE GREATER IN AMOUNT THAN THE PURCHASE PRICE OF THE PRINTHEAD CAUSING THE ALLEGED DAMAGE. WITHOUT LIMITING THE FOREGOING, THE PURCHASER ASSUMES ALL RISKS AND LIABILITY FOR LOSS, DAMAGE OR INJURY TO PERSONS AND PROPERTY OF THE PURCHASER OR OTHERS ARISING OUT OF THE POSSESSION, USE, MISUSE, OR INABILITY TO USE THE PRINTHEAD SOLD BY CANON NOT CAUSED SOLELY AND DIRECTLY BY THE NEGLIGENCE OF CANON OR ANY SERVICE PROVIDER. THIS LIMITED WARRANTY SHALL NOT EXTEND TO ANYONE OTHER THAN THE ORIGINAL PURCHASER OF THE PRINTHEAD AND STATES SUCH PURCHASER'S EXCLUSIVE REMEDY.

CONDITIONS OF WARRANTY

At Canon's discretion, defective parts must be returned with all necessary documentation and will become the property of Canon.

THIS WARRANTY APPLIES TO PRINTHEADS SOLD AND USED IN THE U.S.A. AND CANADA ONLY.

¹ Subject to the first paragraph of this Limited Warranty, any character other than "a" displayed as the last character of the Head Lot Number signifies that warranty coverage has lapsed. Please see <http://www.usa.canon.com/imageprograf> for further information.

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