

Bulletin #: MA2092

TO: All TABS Authorized Toshiba MFP & Fax Dealers

FROM: Steve Rhorer, Vice President, Marketing

DATE: June 25, 2007

SUBJECT: GEM Equipment Parts Warranty Program

Effective June 20, 2007, Toshiba America Business Solutions is proud to announce an enhancement to our Parts Warranty Program to provide parts warranty for defects, freight damage and workmanship on GEM Equipment originating by TABS and shipped to a Dealer location for installation.

The GEM Parts Warranty excludes all GEM Express and ABC transactions that occur inside the Originating Dealer's Territory. Our Standard Published Warranty shall apply in such cases.

This enhancement is intended to protect our valued authorized dealers from those unforeseen support costs.

GEM Equipment Parts Warranty — General Overview

- This warranty will supersede TABS current published warranty on GEM Equipment during the receiving and equipment set-up stage. Thereafter, Standard TABS Warranty Procedures shall apply.
- The warranty coverage period shall not exceed the published GEM installation date as noted on the GEM Customer Acknowledgement Form.
- No Parts or Shipping Cost will be paid by the dealer. Warranty orders received prior to 4:30 PM PST will be shipped the same day via next day delivery.
- The major electronic components for Toshiba manufactured products purchased from TABS after May 1, 2004 which include printed circuit boards (PCB), laser units (LSU) and hard drives (HDD) (as stated in our Standard Published Warranty) will be shipped via next day delivery at no additional charge and supported by Hytec.
- Parts warranty will cover all parts necessary to repair equipment during initial setup and installation period.

- To make this program cost effective, dealers are asked to do their part to ensure that the system is not inundated with incomplete or improper claims. Dealers who repeatedly send incomplete or non-qualifying claims and/or maliciously file false claims may face disciplinary action up to and including the loss of their right to participate in the program.
- This warranty is for defects in quality and workmanship and does not cover damage caused by misuse or neglect. Dealers are strongly encouraged to use surge suppression between the power source and Toshiba's equipment to reduce the potential of damage caused by irregularities in source voltage. This warranty does not cover damage to electronic components caused by power surges or spikes in an unprotected environment.
- Toshiba assumes no liability beyond the cost of the replacement part and applicable next day freight charges.

Procedures - TABS GEM Equipment Parts Warranty Enhancement

The procedures for TABS GEM warranty program are intended to be simple and efficient. Please follow the warranty procedures listed below completely to prevent potential delays and/or rejections when processing your claim.

- Once the defect or problem is diagnosed, the dealer should clearly document the details of the failure and include this information on the attached GEM Equipment Parts Warranty Request Form.
- Part numbers and associated descriptions of those parts to be replaced will need to be listed on the form.
 - Any defective parts that are classified as major electronic components (Printed Circuit Boards (PCB), Laser Units (LSU) and Hard Disk Drives (HDD) based on our Standard Published Warranty will be shipped next day at no additional charge from Hytec. The original parts **must** be returned to Hytec within 10 business days. Packaging should include a copy of the GEM Warranty Request Form and Customer Acknowledgement. Dealer will be charged full dealer price for any unreturned parts in this category.
 - All other parts will be processed and shipped directly from Toshiba.
- GEM Customer name, order number, machine model and serial number will be required.
- Please fill in your dealer name, account number, contact name, phone number, email and address information.

- Along with the completed GEM Equipment Parts Warranty Request Form, dealer must include a copy of the GEM Customer Acknowledgment – Request date should not exceed the installation date on the Customer Acknowledgement.
- Please fax completed form and GEM Customer Acknowledgement to TABS Customer Service (Fax #1-800-999-0057) or email to your Regional Account Specialist.

Every effort will be made to provide the required part/parts the next day if requested is received before 4:30 PM PST.

Important!

- Replacements received for defective Printed Circuit Boards (PCB) , Laser Units (LSU) and Hard Disk Drives (HDD) with a dealer purchase or repair cost of greater than \$100.00 (complete details under Standard Published Warranty) must be returned to Hytec within 10 business days.
- Parts can be returned following the instructions per Standard UPS Ground procedure.
- Packaging should include a copy of the GEM Warranty Request Form and Customer Acknowledgement.
- Dealer will be invoiced at full dealer price for any unreturned parts in this category.

Should you have any questions regarding TABS GEM Equipment Parts Warranty Program, please contact your Toshiba District Manager.

GEM EQUIPMENT PART WARRANTY REQUEST FORM

Please fax completed form and GEM Customer Acknowledgement to:

TABS Customer Service Fax: (800) 999-0057

All Other Parts

Or can email with form attachment to parts@tabs.toshiba.com

Hytec

Fax: (407) 297-4310

Parts classified as major elect. components

GEM Customer Name _____

GEM Order# _____

Dealer Name _____

Dealer# _____

Dealer Contact Name _____

Phone# _____

Contact e-mail _____

Address _____

City _____

State _____

ZIP _____

Machine Model _____

Machine Serial Number _____

Install Date from Customer Acknowledgement Form _____

PARTS REQUIRED TO CORRECT THE PROBLEM:

Parts classified as major electronic components

(Printed Circuit Board (PCB), Laser Units (LSU) and Hard Disk Drives (HDD))

Part Number

Description

If any parts listed above, please fax to Hytec at (407) 297-4310

All Other Parts

Part Number

Description

If any parts listed above, please fax to TABS Customer Service at (800) 999-0057

Description of Failure:

