

Kyocera Exchange Warranty

A New Way To Reach Your Customers.

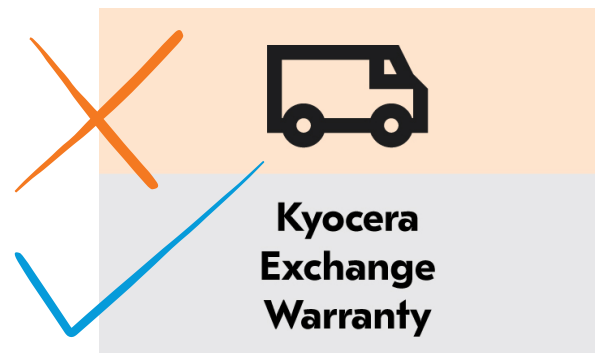


Sending your service team to perform machine repairs is not as easy as it used to be – not with remote working on the rise.

For many organizations, the new workplace is no longer confined to one office, but instead to multiple remote home offices spread across different locations. This also means that many employees have printers and MFPs installed at home to carry out essential work tasks.

However, what happens when devices break down or cannot be fixed by troubleshooting? What if your customer's remote office is located far outside your normal service coverage area? No need to worry – **Kyocera has come up with the ideal solution.**

To avoid your service team traveling to hundreds of home offices or trekking to the other side of the state to fix one device, we're offering the **Kyocera Exchange Warranty**. Our mission is to help you service your customers who have adapted how and where they work without compromising machine up time or the experience your customers have grown to expect.



What is the Kyocera Exchange Warranty?

This competitively priced policy protects your customers by replacing their devices if they have an issue that cannot be fixed rapidly. This includes a **3-year warranty for both phone support and machine exchange replacement**. Before sending any replacement device, your customers will be supported by our Helpdesk for real-time technical support.

- + Available at 1-888-621-6277
- + From Monday through Friday
- + 9 AM to 6 PM EST

To help resolve your customer's device issues, our experts will provide **step-by-step troubleshoot guidance**.

But, if this problem cannot be solved over the phone, we will ship new or like-new replacement unit in specially designed packaging with next-day delivery to help businesses get back on their feet quickly. Like-new devices will undergo vigorous testing to ensure they are up to the highest standards before they are shipped. Your customers will also be provided with packaging for the defective device, so that it can be easily taken away by Kyocera. Moreover, **all shipping and other costs are covered by Kyocera.**



Kyocera covers **all costs**, from the helpdesk to shipping costs.



Your customers have a working machine **when they need it**.



You can sell the warranty with machines **outside your coverage area** and remote offices.



Helps to **reduce waste** by upcycling the defective device.



Provides **long-term protection** to your clients.

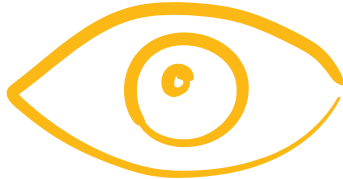


1 warranty **3** years of protection **∞** benefits

The Kyocera Exchange Warranty applies to a **wide range of A4 Printers and MFPs** that weigh 75 lbs. or less. The models covered include:

MFP MODELS
ECOSYS M2040dn
ECOSYS M2540dw
ECOSYS M2635dw
ECOSYS M2640idw
ECOSYS M3145idn
ECOSYS M3645idn
ECOSYS M3655idn
ECOSYS M3860idn
Kyocera MA2000w

PRINTER MODELS
ECOSYS P2040dw
ECOSYS P2235dw
ECOSYS P3145dn
ECOSYS P3150dn
ECOSYS P3155dn
ECOSYS P3260dn
Kyocera PA2000w



A partner you can rely on

At Kyocera, putting customers first is what we do. The Kyocera Exchange Warranty offers greater flexibility for you and your customer, saving time and money long-term. **This one-of-a-kind policy will provide real benefits** to your dealership and customers from day one.

So, what are you waiting for? Start leveraging its benefits today!

Kyocera Document Solutions does not warrant that any specifications mentioned will be error-free. Specifications are subject to change without notice. Information is correct at time of going to press. All other brand and product names may be registered trademarks or trademarks of their respective holders and are hereby acknowledged. ©2022 KYOCERA Document Solutions America, Inc.