

# WARRANTY CARD

KEEP THIS CARD SAFE ALONG WITH YOUR PROOF OF PURCHASE

For Canon consumer imaging Products distributed by Canon Australia Pty Ltd or Canon New Zealand Limited only.  
Warranty does not cover Canon products purchased in other countries unless otherwise stated.

## THANK YOU FOR PURCHASING A CANON

You will need proof of purchase to make a claim on your warranty so please keep this in a safe place.

You can also register your product and upload your proof of purchase on our website:

**Australia purchases:**  
**[canon.com.au/warranty](https://canon.com.au/warranty)**

**New Zealand purchases:**  
**[canon.co.nz/warranty](https://canon.co.nz/warranty)**

### PRODUCT DETAILS:

PRODUCT NAME:  
(AUSTRALIA & NEW ZEALAND ONLY)

SERIAL N°:

## IF YOU NEED TO MAKE A CLAIM

Simply call us or visit the website for details on how to make a claim.

**Australia Purchases**  
**Call: 13 13 83**  
**Visit: [canon.com.au/warranty](https://canon.com.au/warranty)**

Canon Australia Pty Ltd  
ABN 66 005 002 951  
Building A, The Park Estate  
5 Talavera Road, Macquarie Park, NSW 2113

**New Zealand Purchases**  
**Call: 0800 222 666**  
**Visit: [canon.co.nz/warranty](https://canon.co.nz/warranty)**

Canon New Zealand Limited  
Akoranga Business Park  
28 The Warehouse Way, Northcote, Auckland

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# CANON MANUFACTURER'S WARRANTY FOR CANON CONSUMER IMAGING PRODUCTS

(applies to purchases made on or after 25 November 2019)

## TERMS & CONDITIONS

This warranty applies to the Canon consumer product categories listed below (**Products**) purchased in Australia or New Zealand from Canon Australia Pty Ltd or Canon New Zealand Ltd (**Canon**) or their respective authorised distributors, dealers or retailers.

Canon-branded products purchased from other sources (including 'grey', 'parallel' or 'direct' imports) are not covered by this warranty. They may come with a different warranty offered by the retailer or relevant sales company based in another country.

You will need proof of purchase to make a warranty claim so please keep your receipt and this warranty card safe. You can also register your product on our website as a record of your purchase.

### CONSUMER GUARANTEES

You may have rights under applicable Australia & New Zealand consumer laws.

*For goods supplied in Australia only:* Our goods come with guarantees that cannot be excluded under the *Australian Consumer Law*. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

*For goods supplied in New Zealand only:* This warranty applies in addition to your rights under the *Consumer Guarantees Act 1993*. More information on the *Consumer Guarantees Act* is available from Consumer Affairs.

### CANON MANUFACTURER'S WARRANTY

In addition to your consumer rights, Canon offers the following manufacturer's warranty:

1. With normal use and service, during the Warranty Period stated below, Canon warrants the Products will be free from defects arising wholly or substantially from faulty parts, manufacture or workmanship:

PRODUCT - Purchased new and unused, or Canon-refurbished (not second hand)	WARRANTY PERIOD (from date of purchase)
Projectors (excluding lamps) & standard accessories	36 months
Projector lamps	6 months
Image Stabiliser binoculars	24 months
PIXMA PRO printer range	24 months
Pixma G series range (New Zealand)	24 months
Maxify printer range (New Zealand)	36 months
imagePROGRAF large format printers	24 months
WG inkjet printer range (New Zealand)	24 months
WG inkjet printer range (Australia)	5 years
Fixed lens cameras	24 months
Cinema EOS products (excluding EOS C70)	24 months
Cinema EOS C70	5 years
Interchangeable lens cameras (excluding Cinema EOS)	5 years
Canon camera lenses (excluding Cinema EOS lenses)	5 years
Digital video cameras (excluding Cinema EOS)	5 years
PTZ camera – Indoor models & accessories (CR-N500, CR-N300, RC-IP100)	24 months
PTZ camera – Outdoor models (CR-X500)	12 months
All other consumer products and their standard Canon accessories	12 months

2. Canon's warranty does not cover:

- a. replacing consumables including drums, lamps, film, SD cards, ink, toner and paper;
- b. rubber rollers in scanners;
- c. any software included with the Products; or
- d. any malfunction or specific requirement of any other item of hardware or software you link to the Product.

3. Canon's warranty does not apply where damage is caused by external factors including:

- a. normal wear and tear;
- b. damage caused outside Canon's control including accidents, electrical faults, power surges, internet connection fault, vandalism or burglary;
- c. your negligent or improper use of the Products including failing to follow operating instructions or providing an unsuitable environment;
- d. leaking batteries;
- e. liquid exposure (except for waterproof Products) or infiltration of foreign particles;

- f. repairs or modification of the Products except by Canon or its authorised service agents;
  - g. using unsuitable ink or toner or other materials in the Products;
  - h. using any other consumables, accessories, supplies, parts or devices (including batteries, tapes/cards, lenses and flash attachments) not conforming to Canon's specifications; or
  - i. shipping or other transit.
4. Subject to your consumer rights, Canon excludes all liability in respect of the Product for any loss that is not reasonably foreseeable from a failure of the Product including liability for negligence, loss of your data, loss or damage to third party software, loss of expenditure associated with the Product, losses incurred while the Product is being repaired or during transit to or from Canon, or loss of enjoyment.
  5. This warranty is not transferable.

### MAKING A WARRANTY CLAIM

The process for making claims differs by Product as described below. We may ask you for a written description of the problem, images or other relevant material. We may try to troubleshoot and resolve the problem with you first. Remember, please have your proof of purchase ready.

#### Projectors purchased in Australia

To make a claim, call Canon as soon as possible on 1300 799 604.

If Canon accepts your warranty claim, we will collect the Product to repair or replace any faulty parts or rectify any faulty workmanship at our cost but any costs to unmount it and/or securely and safely package it for delivery to Canon is at your cost (subject to consumer law rights).

#### Document scanners<sup>1</sup>, faxes<sup>2</sup>, micrographics and WG inkjet printer range purchased in Australia

<sup>1</sup> Does not apply to P series scanners

<sup>2</sup> Applies to laser fax models that can also be used as standalone printers

To make a claim, call Canon as soon as possible on 13 13 83.

If Canon accepts your warranty claim, we will (at our cost and subject to consumer law rights) repair or replace any faulty parts or rectify any faulty workmanship.

Where the Product is located:

- a. in a 25km radius of a Canon direct service centre, Canon or its authorised services agents will perform warranty repairs using its reasonable commercial efforts to do so by the end of the day after Canon receives notice of the warranty claim (excluding weekends or public holidays); or
- b. outside a 25km radius of a Canon direct service centre, a fee will be charged to provide on-site warranty services.

#### Inkjet printers (excluding PIXMA PRO, imagePROGRAF and WG inkjet ranges) purchased in Australia

To make a claim, call Canon as soon as possible on 1300 460 738 or submit a request at [www.canon.com.au/support](http://www.canon.com.au/support).

If we need to examine the Product then, except as otherwise required under consumer law, you must pay for all packing, freight and insurance costs to ship the Product to Canon or its authorised service agent.

If Canon accepts your warranty claim after the Warranty Period, we will (at our cost and subject to consumer law rights) supply a replacement of the same or equivalent model (subject to availability).

If your warranty claim is not accepted, Canon or its authorised service agents may still be able to resolve your problem, where service is charged at our standard rates (only with your prior approval).

### All other Products

To make a claim, call Canon or our authorised service agents as soon as possible on 13 13 83 (Australia) or 0800 222 666 (New Zealand), submit a request at [www.canon.com.au/support](http://www.canon.com.au/support) (Australia) or visit [www.canon.com.au/warranty](http://www.canon.com.au/warranty) (Australia) or [www.canon.com.nz/warranty](http://www.canon.com.nz/warranty) (New Zealand).

If we need to examine the Product then, except as otherwise required by consumer law, you must pay for all packing, freight and insurance costs to ship the Product to Canon or our authorised service agent.

If Canon accepts your warranty claim, we will (at our cost and subject to consumer law rights) repair or replace any faulty parts or rectify any faulty workmanship, either perform the work on-site or return the Product to you.

If your warranty claim is not accepted, Canon or our authorised service agents may still be able to resolve your problem, where service is charged at our standard rates (only with your prior approval) and either perform the work on-site or deliver the Products for repair at your cost.