



## Express Replacement Assistance Program

Mitsubishi's Express Replacement Assistance (ERA) is a next business day replacement unit program designed to provide users of Mitsubishi printers and photo systems the peace of mind that comes with our commitment to offering high quality printer products.

In the unlikely event that your printer or photo system should not operate properly, it is very reassuring to know that a team of knowledgeable technical support professionals is always a phone call away. Should a replacement printer or photo system become necessary, Mitsubishi's ERA program ensures that a working replacement unit is shipped to you within 24\* hours for overnight, next business day delivery (when and where available), thus allowing you to continue with your business with minimal interruption.

*\* Please note: For systems (DPS Click and DPS Kiosk) the 24-hour ERA program is for the system unit only and does not include add-ons, accessories or a base cabinet.*

## Industry's Best Warranty Program

### Duration And Eligibility

This warranty is offered free of charge to end-user customers in the 50 states of the U.S. For a list of Mitsubishi Photo Imaging Products models and ERA coverage, please call our toll-free Technical Support Line at 888-307-0309.

### In-Warranty Express Replacement Assistance Program: Warranty Period – 12 Months From Verifiable Date of Purchase

- Requests for replacement of a defective unit are handled through our Technical Support Department. You may follow up with them directly and an ERA request form will be sent to you to begin the process.
- Mitsubishi requires a company purchase order (if an Authorized Dealer) or major credit card as security collateral to ensure the prompt return of the defective unit, and payment of out-of-warranty repairs. In the event that Mitsubishi does not receive the defective unit within 15 business days from the day the replacement unit was sent, an amount equivalent to the purchase price of a new unit will be charged to the company order or credit card.
- Upon verification of warranty period for the defective unit, Mitsubishi will ship out a refurbished replacement unit within 24\* hours for overnight delivery.
- Upon receipt of the replacement unit, the unit becomes property of the customer (original date of warranty stays in effect) and the defective unit becomes the property of Mitsubishi. Mitsubishi will pay the return shipping on the defective unit.

### Out-Of-Warranty Express Replacement Assistance Program:

Mitsubishi offers refurbished units for all models covered under the standard ERA program. The Out-of-Warranty program is in effect for up to 12 months after the expiration of the standard warranty on all photo printer and system models.

- Requests for exchanges under this program are handled through our Operations Department. You may follow up with them directly at 888-307-0308.
- Mitsubishi requires a company purchase order (if an Authorized Dealer) or major credit card to participate in the program.
- Mitsubishi offers a core credit for the return of the defective unit. To receive core credit, return the defective unit to Mitsubishi along with a copy of your company PO within 30 days. If the defective unit is not returned within 30 days your PO will be charged for the full purchase price. Mitsubishi will pay return shipping charges.
- Exchange unit carries a 90-day warranty.

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