





































warranty  
information














# Warranty Information

Brand	Product Type	Warranty	Helpline	Customer Action
	Projectors	5 year parts and labour - unless fault(s) are due to misuse or wilful damage. Excludes lamp and glass parts	01234 229409	<b>DOA</b> call 01234 229409 with full details of fault. If unable to rectify, return for credit (with proof of purchase). <b>Warranty</b> repair call 01234 229409 to arrange repair.
	Compatible + Remanufactured Inkjet/ Toner Cartridges	2 year replacement		Call to arrange repair/replacement.
	Shredders	2 year replacement		Return for credit/replacement.
	Envelopes	1 year replacement		Return for replacement (with proof of purchase).
	Seating - All ranges - Launched 2007	5 year against manufacturer faults		For parts request from ExSpare - 0844 2380070. Other issues return for replacement (with proof of purchase).
	Desking and Storage	5 year against manufacturer faults		For parts request from ExSpare - 0844 2380070. Other issues return for replacement (with proof of purchase).
	Scanners		0845 0900316	<b>DOA</b> (28 Days) return for credit/replacement. <b>Warranty</b> call helpline on 0845 0900316.
	Clocks	3 year warranty	0845 6400800	
Alphacom	All Products	2 year warranty	0161 9351031	Return for credit/replacement.
	Air Conditioning Units	1 year		Send back for credit.
Amica	Dishwasher	1 year	0845 0508539	Call helpline 0845 0508539.
	Compatible Cartridges	2 year replacement		Call to arrange repair/replacement.
	Calculators	1 year		Return for credit/replacement.
	All Products	1 year		Return for replacement (with proof of purchase).
	Fans	3 year	0800 0523615	Return for credit/replacement.
	Power Tools only	2 year repair		Refer to website <a href="http://service.blackanddecker.co.uk/">http://service.blackanddecker.co.uk/</a> for nearest service agent.
	All Products	1 year	0845 7676999(UK) 1850 882276 (Ireland)	Return for credit/replacement.
	Consumables	1 year		Return for replacement.
	Fax Machines, Printers	1 year	08444 999444	<b>DOA</b> call 08444 999444 to arrange repair, if unable to repair Brother will issue a call reference number (CRN) if fault is within 14 days. Return for credit (with proof of purchase) quoting CRN. <b>Warranty</b> call 08444 999444 to arrange repair.
	P-Touch Electronic Labelling Machines, Typewriters	1 year	08444 999444	<b>DOA</b> call 08444 999444 to arrange repair, if unable to repair Brother will issue a call reference number (CRN) if fault is within 14 days. Return for credit (with proof of purchase) quoting CRN. <b>Warranty</b> call 08444 999444 to arrange repair.
Burco	Coffee Makers	1 year	08448 8153744	Return for credit/replacement.
	Calculators	1 year	0844 3690100	<b>DOA</b> return for credit (with proof of purchase). <b>Warranty</b> return to CRC (Tasktron) Ltd, Contact Unit 3, Winton Lea, Monument Way West, Woking, Surrey GU21 5EW. Tel. 01483 776060.
	Digital Cameras & Accessories, Scanners, Inkjet Printers, Fax Machines (B820,B840,JX200,JX500 only) LBP3000	1 year	0844 3690100	<b>DOA</b> (14 days) Call 0844 3690100 (Universal International Freephone Number), quoting serial number, to resolve over the phone, if unable to rectify return for credit (with proof of purchase). Products found not faulty will not be credited. Missing parts will be sent out FOC, call Robert Scott company on 01869 331741. <b>Warranty</b> call 0844 3690100 (Universal International Freephone Number) quoting serial number, to resolve over the phone, or for Canon to repair or replace as appropriate. Missing parts will be sent out FOC, call Robert Scott company on 01869 331741.
	Personal Copiers, Fax Machines (Not B820,B840,JX200,JX500), Multifunctional Machines LBP5000, LBP5100, LBP3360	1 year	0844 3690100	<b>DOA</b> (14 days) Call 0844 3690100 (Universal International Freephone Number), quoting serial number, to resolve over the phone, if unable to rectify return for credit (with proof of purchase). Products found not faulty will not be credited. Missing parts will be sent out FOC, call Robert Scott company on 01869 331741. <b>Warranty</b> call 0844 3690100 (Universal International Freephone Number) quoting serial number, to resolve over the phone, or for Canon to repair or replace as appropriate. Missing parts will be sent out FOC, call Robert Scott company on 01869 331741.
	Cash Registers	1 year		<b>DOA</b> (28 days) return with all packaging and accessories. <b>Warranty</b> call number on warranty card (included with product) for on site repair. In Northern Ireland Casio models are still covered by a one year warranty but in the event of machine failure the customer is to contact Terry Macauley in hardware support with proof of purchase - Advanced Cash Registers, ACR House, 61 Alexandra Park Ave. Belfast BT15 3ES 02890 755744.
	All Casio Projectors	1 year		<b>DOA</b> (28 days) from installation date at end user return warranty 3 years or 6,000 hours whichever comes first on all components.
	Calculators	1 year	0208 4527253	Return for credit/replacement.
	TV	1 Year	08712 887345	Call 08708 030367 with serial no and model no and they will arrange replacement.
	All Chief Wall Brackets	5 years against manufacturing faults		Return for credit/replacement.

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 Chubb safes	AI Products	1 year		Call Jo Broome on 01902 878160 for procedure.
 Cobra	Phone & Car Accessories	1 year		Return for credit/replacement.
 CROSS	Pens except refills	Lifetime guarantee		<b>DOA</b> return for credit (with proof of purchase). <b>Warranty</b> call 01582 422793 to arrange repair and send to: AT Cross UK Limited, Service Dept, Concorde House, Concorde Street, Luton, LU2 0JD with full details of fault including name and address.
 Ecofit	All Products	1 year		Return for replacement (with proof of purchase).
 DAHLE	Guillotines: Heavy-duty & Office	2 year repair or replacement		<b>DOA</b> return for credit (with proof of purchase). <b>Warranty</b> call 01582 536346 to arrange repair.
 DAHLE	Trimmers: Heavy-duty & Office	2 year repair or replacement		<b>DOA</b> return for credit (with proof of purchase). <b>Warranty</b> call 01582 536346 to arrange repair.
 De'Longhi	Coffee Makers	1 year	0845 6006845	Return for credit/replacement.
 dexim	Phone & Car Accessories	1 year		Return for credit/replacement.
 Dunsmuir	All Products	1 year	0845 0508546	Call helpline 0845 0508546.
 DURACELL	Rechargeable Batteries/Torches/ Battery Chargers	1 year		Return for credit/replacement.
 dyson	DC04 Constant Max Vacuum Cleaner	1 year		Call 08705 275104 to arrange repair.
 dyson	Vacuum Cleaners	2 year domestic guarantee		Call 08705 275104 to arrange repair.
 DYMO	Label Makers/Labels	2 year labelmakers/1 year tapes	0207 3415529	Return for credit/replacement.
 Eagle	Warehouse Trolleys	1 year		Call 0121 356 2224/2228 to arrange repair.
 Eco-label	Envelopes	1 year		Return for replacement (with proof of purchase).
 EMPERIAL	Desking and Storage	5 year replacement against manufacturer faults		For parts request from ExSpaRe - 0844 2380070. Other issues Return for replacement (with end user proof of purchase).
 Energizer	Rechargeable Batteries/Torches/ Battery Chargers	1 year		Return for credit/replacement.
 EPSON EXCEED YOUR VISION	Printers	1 year	0871 4437766	Call 0870 1637766 or 08702 416900 depending on model. You may be visited direct by Epson or may have to take the machine to a authorised repair company.
 Fellowes	Shredders	1 year	01302 836800	Return for credit/replacement.
 Fridgenator	Fridges	1 year		Call helpline 0845 050 8548.
 FUJIFILM	Digital Cameras	1 year	0844 5532322	Call Fuji repair centre 0844 5532323 or technical helpline 0844 5532322.
 GBC	Binding & Laminating	2 year repair/replacement		<b>DOA</b> return for replacement. Must supply serial number and proof of purchase. <b>Warranty</b> call 0845 6586600 to arrange repair.
 GBC	Ultima 65 25" Roll Laminator	2 year repair/replacement		<b>DOA</b> return for replacement. Must supply serial number and proof of purchase. <b>Warranty</b> call 0845 6586600 to arrange repair.
 gnr	Monitors	1 year	0871 2313043	Call 0871 2313043.
 Guardian Fire	Fire Equipment /Extinguishers	1 year		<b>DOA</b> return for credit (with proof of purchase and full details of issue) <b>Warranty</b> call 01603 787679 to arrange repair.
 Haier	Fridges	1 year		Call 0870 9099100 to arrange repair.
 Helix	Lamps	1 year		Return for credit/replacement.
 hp	Calculators	2 Year parts & labour	0207 4580161	Call 0207 4580161 for advice/replacement.
 hp	Printers & Scanners	1 year		<b>DOA</b> call 0845 2704010 with details of fault. If unable to rectify return for credit. <b>ESSENTIAL</b> to have a copy of proof of purchase. Product must be returned within 10 days of purchase. <b>Warranty</b> call 0845 2704010 with details of fault.
 hp	Drums, Maintenance Kits and Fuser Units	1 year		Return for replacement/return. Provide error code, this will need to be checked before accepting return.
 HSM	Shredders	2 years repair on entire machine, 10 years on cutting heads	0845 6120040	Call 0845 6120040 helpdesk to determine if product is DOA. HSM Service will arrange repair/replacement.
 Hyco	All Products	1 year	0845 0508552	Call helpline 0845 0508552.
 influx	Influx Contract Desking & Storage	5 year replacement against manufacturer faults		For parts request from ExSpaRe - 0844 2380070. Other issues return for replacement (with proof of purchase).
 influx	Influx Basics Desking, Storage & Workstations	5 year replacement against manufacturer faults		For parts request from ExSpaRe - 0844 2380070. Other issues return for replacement (with proof of purchase).
 influx	Mesh Seating	2 year replacement against manufacturer faults		For parts request from ExSpaRe - 0844 2380070. Other issues return for replacement (with proof of purchase).

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Brand	Product Type	Warranty	Helpline	Customer Action
	Seating	5 year replacement against manufacturer faults		For parts request from ExSpare - 0844 2380070. Other issues return for replacement (with proof of purchase).
	Shelving	1 year		For parts request from ExSpare - 0844 2380070. Other issues return for replacement (with proof of purchase).
	Letter Openers, Paper Folders (inc Premier & Rapidfold)	1 year		Call 0800 9882429.
	Kenco Singles Machine	1 year		Call 0870 6006556 to arrange repair.
Kensington	All Products	1 year	0207 9490119	Return for credit/replacement.
	Printers, Scanners & Camcorders	1 year	0870 2430270	<b>DOA</b> (30 days) return for credit/replacement. <b>Warranty</b> call Kodak on 0870 2430270.
	Printers	36 Month on-site warranty (upon printer registration by end user)		Call 0870 6000359 to arrange repair or replacement.
	Consumables	30 Days/500 page prints whichever is first		Call 0870 6000359 to arrange repair or replacement.
Kristal	All Products	1 year		Return for replacement (with proof of purchase).
	Phone & Car Accessories	1 year		Return for credit/replacement.
	Printers		0845 4560456	Call 0845 4560456 to arrange repair/replacement.
	Laser Printers	1 year		Contact Lexmark (08707 337100) to obtain a returns authorisation number. Return product with Lexmark Authorisation number. No returns will be accepted without the authorisation number.
	Inkjet Printers	1 year		Contact Lexmark (08707 337100) to obtain a returns authorisation number. Return product with Lexmark Authorisation number. No returns will be accepted without the authorisation number.
Lexus	All Products	1 year		Return for credit/replacement.
	LCD TV, PC Monitors	1 year		Return for credit/replacement.
	All Products	3-5 year replacement.	0207 3090127	Return for credit (with proof of purchase).
	All Products	1 year		Call 01293 441900.
Minolta (QMS)	Consumables	30 Days/500 page prints whichever is first		Call 0870 6000359 to arrange repair or replacement.
	All Products	1 year		Return for credit/replacement. If no fault found upon testing, goods will not be credited.
	All Products	1 year	0845 0508556	Call helpline 0845 0508556.
	All Products	1 year		Return for replacement (with proof of purchase).
	Nobo Electronic Boards	2 year repair	0845 6586600	Call 0845 6586600 to arrange repair. Must supply serial number and proof of purchase.
	Nobo Plug n Play Projection Screens	3 year return to base warranty	0845 6586600	Return for replacement (with proof of purchase).
	Nobo Projector	2 year repair	01923 691830	Call 0845 6586600 to arrange repair (or Nobo Technical Service Helpline 01923 691830). End user must supply serial number and proof of purchase.
	NOBO Quantum Projectors	5 year repair, 1 year on-site, 2-5 years return to base includes lamps/glass parts	01923 691830	Call 0845 6586600 to arrange repair. Must supply serial number and proof of purchase.
	Projectors	2 year repair	01923 691830	Call 0845 6586600 to arrange repair. (or Nobo Technical Service Helpline 01923 691830).
	Software	1 year	0207 6165813	Call 0207 6165813 for technical help.
	Phone & Car Accessories	1 year		Return for credit/replacement.
	Cleaning Trolleys	6 months repair		<b>DOA</b> return for credit (with proof of purchase). <b>Warranty</b> call 01460 269382 or 269231 to arrange repair/exchange (proof of purchase required).
	Vacuum Cleaners	2 year repair		<b>DOA</b> return for credit (with proof of purchase). <b>Warranty</b> call 01460 269267 to arrange repair.
	Consumables		01753 819800	Call 01753 819800 to arrange replacement. Southern Ireland Call 01 4049570. Northern Ireland Call 0845 6060445.
	Fax Machines	1 year	0870 7521223	<b>DOA</b> call 0870 7521223 first as sometimes an easy adjustment can be made to get it to work once unpacked. If product is confirmed as DOA then return for Return for Credit (with proof of purchase). <b>Warranty</b> call 0870 7521223 to arrange exchange.
	Time clocks	1 year	0870 7521223	<b>DOA</b> call 0870 752 1223 first as sometimes an easy adjustment can be made to get it to work once unpacked. If product is confirmed as DOA then return for Return for Credit (with proof of purchase). <b>Warranty</b> call 0870 7521223 to arrange exchange.
	All Products		01923 691865	Call helpline 01923 691865.



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Brand	Product Type	Warranty	Helpline	Customer Action
	Books and Pads	1 year		Return for replacement/credit.
	Papershow Starter Kit	1 year	www.papershow.org	Visit www.papershow.org (online diagnostic tool) which should help solve most issues. If the issue can't be resolved contact the manufacturer via www.papershow.com and they will solve the issue or directly arrange a replacement.
	Dictation/Digital Cameras	1 year	01702 616333	Return for credit/replacement.
	Phone & Car Accessories	1 year		Return for credit/replacement.
Philco	All Products	1 year	0845 0508557	Call helpline 0845 0508557.
Philex	All Products	1 year	0901 2930038	Return for credit/replacement.
	Consumables	1 year	0845 0900316	Contact helpline on 0845 0900316 where the technical staff will try to resolve problem. If deemed faulty a HD reference number will be issued so product can be sent back.
	Fax Machines	1 year	0845 0900317	<b>DOA</b> call 0845 0900317 first as fault can be fixed over the phone. If product is confirmed as DOA then return for Return for Credit (with proof of purchase) <b>Warranty</b> call 08450 900315 to arrange repair.
	Dictation Only	2 years	01892 668401	<b>DOA</b> call digital 0845 0900318 (Ireland 0 1605 8384); Analogue <b>Warranty</b> call 01892 668401 for advice and support
	Sales	1 year	0151 9446414	Call first as fault can be fixed over the phone 0151 9446414. If product is confirmed as faulty then Return to for Credit (with proof of purchase).
	Books & Pads	1 year		Return for replacement/credit.
	Headsets, Amplifiers & Telephones	2 year refurbished replacement (does not cover damage/misuse)	0800 410014	<b>DOA</b> (21 days) Return for Credit (with proof of purchase). <b>Warranty</b> call 0800 410014 for repair or replacement.
	All Products	1 year		Return for replacement (with proof of purchase).
	All Products	1 year	01372 270111	<b>DOA</b> (30 days) Return for credit/replacement warranty, please call 01372 270111.
	All Products	1 year		Return for replacement (with proof of purchase).
	Letter Openers, Paper Folders	1 year	0800 9882429	
	DAB Radio	1 year		Return for replacement (with proof of purchase).
	Electric Staplers & Tackers	2 years (excludes misuse or use of incorrect staples)		Repaired/replaced at Rapid's discretion. Send with proof of purchase to AWG Services, 29 Heverwood Rd, West Kingsdown, Kent TN15 6HN. Contact Anton Gardner on Tel/Fax: 01474 852430. £20 charge for products found not faulty.
	Books and Pads	1 year		Return for replacement/credit.
	Rexel Shredders	2 year repair with 5 years on cutting heads	0845 6586600	Call service 08456 5866000 - engineer repair / straight exchange. Details required by fax or email - model name and number, serial number, proof of purchase, nature of fault, full address, name and telephone number (a dedicated email address and fax number is used to receive this info). New machine sent usually within 2-3 working days, there will either be a collection of the faulty machine or will ask to dispose. All exchanges are logged on a data base.
	Printers & Consumables	2 year repair		Call 0845 3007050 to arrange repair.
	Phone & Car Accessories	1 year		Return for credit/replacement.
	Direct Photo Printer	1 year	0845 0900316	<b>DOA</b> call 0845 0900316 first as fault can be fixed over the phone. If product is confirmed as DOA then Return for Credit (with proof of purchase). <b>Warranty</b> call 0845 0900316 to arrange repair.
	Consumables	1 year	0845 0900316	<b>DOA</b> call helpline on 0845 0900316 where the technical staff will try to resolve problem. If deemed faulty a HD reference number will be issued for returning. <b>Warranty</b> call 0845 0900316 where the technical staff will try to resolve problem, if deemed faulty a HD reference number will be issued for returning.
	Fax Machines	1 year	0845 0900316	<b>DOA</b> (28 days) Call 0845 0900316 as fault may be able to be fixed over the phone. If product is confirmed as DOA then Return for Credit (with proof of purchase). <b>Warranty</b> call helpdesk 0845 0900316.
	Fax Machines Inkjet	1 year	0845 7267864	Call 0330 7267864 for returns reference number. (Same as Call Log number) must be accompanied by all the consumables and accessories it was originally supplied with. Failure to do so will result in the unit being rejected for credit with no exception.
	Fax Machines, Laser Printers & Multifunctionals	1 year	0845 7267864	Call 0330 7267864 for returns reference number. (Same as Call Log number) Must be accompanied by all the consumables and accessories it was originally supplied with. Failure to do so will result in the unit being rejected for credit with no exception.
	Monitors	3 year on-site	0845 7267864	Call 0870 2420303 with details of fault. If unable to rectify Return for Credit (with proof of purchase and Samsung call log number).
	Dictation Equipment	2 year repair		Call 0844 3352205 with details of fault. If unable to rectify Return for Credit (with proof of purchase) in full if returned in pristine condition, complete with accessories and original packaging.
	Projectors	1 year	01923 246363	Call 01923 246363.

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Brand	Product Type	Warranty	Helpline	Customer Action
 <b>SECUR</b>	Security Mirrors / Metal Detector / Lockit Door Lock	1 year	01252 311888	Call 01252 311888 in the first instance to discuss the fault. If the conclusion is that this is faulty, then return for a credit/replacement. If no fault is found when tested by supplier no credit will be issued.
 <b>SHARP</b>	Calculators	1 year	0870 7380000	Call 0845 8820045 Sharp.support@equinox.co.uk with serial number for the machine.
 <b>SHARP</b>	Cash Registers	1 year	0870 7380000	Call 0845 8820045 Sharp.support@equinox.co.uk with serial number for the machine.
 <b>SHARP</b>	Consumables	1 year	0800 3589558	Return for replacement/credit.
 <b>SHARP</b>	Copiers	1 year	0870 7380000	Call 0845 8820045 Sharp.support@equinox.co.uk with serial number for the machine.
 <b>SHARP</b>	Fax (UXB800 & UXB750)	1 year	0870 7380000	Call 0845 8800420.
 <b>SHARP</b>	Fax	1 year	0870 7380000	Call 0870 7380000 (Sharpserve) to arrange replacement/repair (with proof of purchase).
 <b>SHARP</b>	Portable CD, Radio, Video Recorders, Televisions, DVD, Minidisk, Calculators	1 year	0870 7380000	Call 0870 7380000 (Sharpserve) to arrange replacement/repair (with proof of purchase).
 <b>skytropic</b>	All Products	1 year		Return for credit/replacement.
 <b>Solitaire</b>	All Products	1 year		<b>DOA</b> (30days) Return for credit/replacement warranty, please call 01372 270111.
 <b>sonix</b>	Desking and Storage	5 year against manufacturer faults		For parts request from ExSpare - 0844 2380070. Other issues return to for replacement (with proof of purchase).
 <b>sonix</b>	Jour 24/7 Seating	3 year against manufacturer faults		For parts request from ExSpare - 0844 2380070. Other issues return to for replacement (with proof of purchase).
 <b>sonix</b>	Seating	5 year against manufacturer faults		For parts request from ExSpare - 0844 2380070. Other issues return to for replacement (with proof of purchase).
 <b>sonix</b>	Seating - Pre 2011	2 year against manufacturer faults. Some individual products may have had a 5 year warranty - please check for details		For parts request from ExSpare - 0844 2380070. Other issues return for replacement (with end user proof of purchase).
 <b>Styleworks</b>	Kettles/Coffee Makers	1 year		Return for replacement/credit.
 <b>Summit</b>	Books and Pads	1 year		Return for replacement/credit.
 <b>tomtom</b>	Sat Nav	1 year	0845 1610044	<b>DOA</b> Return for replacement (with proof of purchase). <b>Warranty</b> follow online steps at <a href="http://www.tomtom.com/support">www.tomtom.com/support</a> or call 0845 1610044
 <b>trexus</b>	Seating	Trexus, Trexus Office and Trexus Intro - 2 years; Trexus Plus and Premier - 3 years against manufacturer faults		For parts request from ExSpare - 0844 2380070. Other issues return for replacement (proof of purchase).
 <b>trexus</b>	Desking and Storage	Trexus, Trexus Contract and Contract Plus, Premier, 5 year against manufacturer faults		For parts request from ExSpare - 0844 2380070. Other issues return for replacement (with proof of purchase).
 <b>trexus</b>	Wire Shelving	1 year		For parts request from ExSpare - 0844 2380070. Other issues return to for replacement (with proof of purchase).
 <b>trexus</b>	Shelving	Delta - 1 year against manufacturer faults		For parts request from ExSpare - 0844 2380070. Other issues returnfor replacement (with proof of purchase).
 <b>trexus plus</b>	Shelving	2 year against manufacturing faults		For parts request from ExSpare - 0844 2380070. Other issues return to for replacement (with proof of purchase).
 <b>trexus plus</b>	Lockers	5 year against manufacturing faults		For parts request from ExSpare - 0844 2380070. Other issues returnfor replacement (with proof of purchase).
 <b>univa</b>	Products	1 year warranty	0845 0508560	Call helpline 0845 0508560.
 <b>vax</b>	All Products	1 year warranty	0870 6061248	Call 0870 6061248.
 <b>Verbatim</b>	Memory Cards, USB Drives, Hard Drives	2 year replacement	00800 338832222	Call 00800 33883222 Mon to Thurs 9am to 2pm. Friday 3pm to 4pm. For technical support and if necessary exchange direct with manufacturer. Please also refer to the following website for further help. <a href="http://www.verbatim-europe.co.uk/en_1/support.html">http://www.verbatim-europe.co.uk/en_1/support.html</a> .
 <b>xerox</b>	Ink/Toner Cartridges/ Drums/Waste Boxes	1 year	0870 9005501	Call helpline on 0870 9005501 and ask for technical support. A troubleshooting routine will be gone through. Xerox offer a 3 month warranty from date of invoice. Proof of purchase will often be asked for. If product is deemed faulty Xerox will replace directly.
 <b>xerox</b>	Fax Machines		0845 0900316	<b>DOA</b> (28 days) return. <b>Warranty</b> call helpline on 0845 0900316.