

Standard Product Installation Terms & Conditions

Customer requirements

The customer is responsible for ensuring that the infrastructure meets the minimum requirements for;

- Server and workstation hardware
- Network operating system and client operating system requirements, including relevant services and service packs.
- Cabling and ports, including telephony (analogue port) for facsimile functions.
- A suitable location to install the device including physical space / clearances as defined in the operators manual that do not conflict with Occupational Health and safety requirements.
- The product to be installed is sited adjacent to the installation position.
- Provide relevant passwords for servers and workstations to allow installation of drivers.
- Create and manage all repositories in relation to rights and security in relation to scan folders, drivers, etc.
- Provide IP address, subnet mask, gateway, host name, SMTP server address, an email address for the device, authentication requirements of the SMTP server, LDAP server address and location etc for the installed product.
- A work environment that is consistent with occupational health and safety requirements.

Exclusions

At no time will the attending technical staff;

- Load service packs.
- Load additional network or client or operating system services.
- Create repositories or change security settings including managing user rights and access.
- Make changes to a distribution frame or router.
- Reboot a server. If a reboot is required to complete an installation it is the customer's obligation to ensure that the server is rebooted.
- Change permissions, rights, create users or make changes to a firewall that may in any way compromise the security or integrity of the customer's infrastructure.
- Disposal of packaging materials.

Scope of Standard Installation

Fuji Xerox Printers technician will provide unpacking and physical connection of power cord, printer cable and perform the printer setup together with installation of consumables (i.e. toners & imaging kit etc) , and ensure that the print system is operational and printing to its design specifications.

Additionally, the technician will perform driver installation (on a maximum of two workstations), and will provide operator training for 2 persons to a maximum of 30 minutes.

A zone charge is applicable for covering the cost of getting a technician out on site if it is in a remote area, i.e., more than 50km from capital city.

Incomplete Installation due to customer infrastructure or resources

The technician will advise the customer that any return for uncompleted installation due to a customer requirement not being met will require additional service charges.

Faulted install due to hardware fault / DOA

Failed installations will be escalated to a technical specialist for resolution whilst on site. If the machine is assessed as DOA or requiring a part the Fuji Xerox technician will complete and lodge the documentation for Faulted Installation/Missing Items report and close the installation request noting the faulted install details.

Customer sign off

On completion of the installation the customer will sign the Installation Checklist to accept that the installation has been conducted to their satisfaction with any relevant notations to any part of the installation that was not able to be completed and the reasons why including incomplete and faulted installs.