

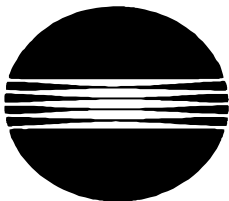
***MVP***

***SERVICE***

***SUPPORT***

***BOOK***

***Product & Technical Support Division***



MINOLTA

9005-9005-18

April, 2001

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# *National Field Service Support*

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## *1. Policy*

In MINOLTA's continuing efforts to provide the best possible service support to its Dealers/Branches. The Sales and Service Regional and District Managers work together as a team to provide prompt and effective communication and solutions.

MINOLTA's support is unmatched in the industry. We not only respond to immediate technical needs, but also address all service related issues on a pro-active basis.

---

## *2. Services Provided*

In addition to emergency support, your assigned Regional/District Service Manager will schedule visits to your Dealership/Branch and can provide the following services:

- Participation in service meetings.
- Review and discussion of current technical issues.
- Policies, Procedures and Service Bulletin review.
- Review and discussion of training needs/scheduling.
- Parts and Warranty assistance.
- Promote and launch new products to service personnel.
- Provide evaluations (ratings), and input on many different areas of service operations.
- Interface with Dealer's management to coordinate needs and objectives.



- Pre-sales support for Minolta Digital Connected Devices
- Provide customer relations support.
- Assist Dealer/Branch staff in the evaluation of their technical ability and customer relation skills.
- Support Major Account and Government Contract activity.
- Encourage participation in MINOLTA's outstanding "CIRCLE OF SERVICE EXCELLENCE PROGRAM".
- Assist Dealers in the attainment of the prestigious "MINOLTA PRO-TECH" SERVICE AWARD.
- S.M.A.R.T. systems support.
- Return Goods Authorization (RGA) assistance

These are just some of the many areas that Field Service can help to support and grow your business. MINOLTA supports many dealerships of different size, sophistication and knowledge so specific needs will vary from one dealership to another. MINOLTA Field Service has the flexibility to provide the level of support that is needed.

---

### *3. Communications*

In order to provide the field with the most timely, accurate and effective assistance, Regional/District Service Managers are equipped with sophisticated Laptop Computers which allow instant access via modem to a full range of technical data, detailed Service Training records, field population reports, etc. In addition, our field people have the ability to contact other District Service Managers in other Regions via electronic mail, this allows for immediate information exchange and prompt solutions to field problems.

MINOLTA's Field Service mission is quite simple . . . provide our customer and partner with outstanding service in a timely fashion.

---

### *4. Circle of Service Excellence Program*

As the program name implies, service management is no small undertaking in this highly competitive and technology driven age. MINOLTA recognizes the need for meaningful support in the management areas of dealer service operations. Not only are our field people ready and willing to assist new or seasoned Service Managers with experience-based suggestions for meeting everyday service challenges, but MINOLTA provides a program with prizes and trips for those Dealer Service Managers that meet their program guidelines. MINOLTA believes great Service Managers deserve more than just a pat on the

back! Formal announcement of this program will be forwarded to Principals and Dealer Service Managers annually.

---

*5. PRO-TECH Service Award*

This prestigious award is granted annually to those outstanding Dealers that meet the program's exacting high standards and requirements. Only Dealers/Branches that demonstrate an exceptional commitment to customer service and satisfaction are recognized with the PRO-TECH Service award. This recognition is earned on an annual basis and the announced standards and requirements must be certified each year. Your Regional or District Service Manager will apprise you of program details.

---

*6. Minolta Service Personnel Directory*

A listing of service personnel along with their headquarter location, phone and FAX numbers and a detailed Region and District territory map will assist you with your contact(s) at MINOLTA. This information is also available on the COIN website or in the near future through PartnerLink.

---

*7. The Dealer Service Advisory Council*

The Dealer Service Advisory Council was created as a means to obtain feedback from MVPs on certain service related issues, as well as a way to keep in tune with the thoughts of our MVPs. Membership in the Dealer Service Advisory Council includes the Minolta Executive staff from Ramsey, NJ, Minolta's Regional Service Management team and ten dealer members representing various product lines and geographical areas.

Minolta uses the Dealer Service Advisory Council as a primary resource in its effort to improve the support programs for dealers. More specifically, the Council provides a forum for:

- Learning how Minolta can better support dealer needs now and in the future
- Imparting data and news to the dealer community
- Showcasing individual departments giving the dealer council a look into upcoming products, procedures, services and programs in service and support
- Understanding the obstacles and problems dealerships face

*7.1. Dealer Service Advisory Council Members*

There are two dealer members from each of Minolta's five service regions. Dealers are selected to participate in the Council because of their long-standing dedication and support

of Minolta Corporation. Dealer members have been asked to assume responsibility for communicating specific topics with other dealers in their region, in effect, becoming spokespeople for the dealers in their region.

---

#### *8. Regional Service Manager's Meeting*

Each of the 5 service regions will hold a service meeting for all dealerships to attend. These meetings are extremely valuable to the dealer community. They are held in 15 to 18 month intervals and are structured as follows.

The first day usually includes hands on or presentation style machine related training. The second day is a general meeting, attended by headquarter personnel where all departments are represented. The forum allows for brief presentations followed by a question and answer session for each department. There may be presentations by fellow dealers at this meeting. This day is structured toward dealers of all products. Day three will generally be divided into separate divisions focusing on specific product trends and or training for copiers and Micrographic dealers. All regions hold their meetings in slightly different formats, but the essential goals of the above description are always maintained. The main focus of these meetings is to bring the Minolta Field Service operation closer to its valued dealers by an open information exchange.

We encourage participation from all dealers when these meetings are scheduled and held. Please contact your Regional Service Manager for details on the next service meeting in your region.

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#### *9. Pre-Sales Support*

Each of our 5 service regions has assigned District Service Managers who specialize in assisting our dealers in the area of pre-sales for Minolta digital connected color and black and white products. These district service managers will be available by appointment to assist in the completion and analyzation of the site survey form. In addition, they can schedule to assist in product demonstrations and user meetings and installation if applicable. It is an extremely effective tool for the Minolta Dealers which can provide many benefits for the continued satisfaction of the end-user community.

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#### *10. Quality and Serviceability Management*

This is a new position within the field service organization. The primary focus of this new position is to work with the field service force, the dealer community and our manufacturing plant in Minolta Osaka to identify and make recommendations on equipment performance. Communication at the engineering level will be key to our continued success in

the digital connected product market. New product plans will also fall under the umbrella of Quality and Serviceability.



## *National Technical Training Support*

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### *1. Policy*

Minolta's Technical Training Department is dedicated to the professional development needs of its Dealer/Branch network. Our goal is to maintain the very highest level of quality in developing and implementing technical development programs so your Technicians acquire the knowledge and skills to become successful assets to your organization.

With effective pre-course preparation and reinforcement experience from your Dealership/Branch, you can complement the Technical Professional Development and attain maximum results from Minolta's programs.

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### *2. Administration*

Minolta's National Technical Training Department is headquartered in Ramsey, New Jersey. The address is:

Minolta Corporation  
National Technical Training Department  
100 Williams Drive  
Ramsey, NJ 07446

All training programs are developed, conducted and evaluated under the supervision of the National Technical Training Manager. The enrollment of all students and the processing of

Student Performance Evaluations are administered by the Training Department Headquarters in Ramsey, NJ.

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### *3. Training Facilities*

Technical training on Minolta's full line of Business Products is offered at most training centers, but training on some selected models may not be available at all locations. As new products are introduced, you will be advised of training center location(s), offering the training. There are no restrictions as to which training center you send your trainees.

#### *3.1. National Training Headquarters*

Our National Training Department Headquarters is located at 100 Williams Drive, Ramsey, NJ 07446.

#### *3.2. Northeast Training Center*

The Northeast Training Center is located at 615 Route 303, Blauvelt, New York, 10913.

#### *3.3. Southeast Training Center*

Our Southeast Training Center is located at 5904 Peachtree Corners East, Norcross, Georgia, 30071.

#### *3.4. Midwest Training Center*

Our Midwest Training Center is located at 154 Alexandra Way, Carol Stream, IL 60188.

#### *3.5. Southcentral Training Center*

Our Southcentral Training Center is located at 4231 Sigma Road, Suite 150, Dallas, Texas, 75244.

#### *3.6. Western Training Center*

Our Western Training Center is located at 11150 Hope Street, Cypress, California, 90630.

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### *4. Product Release*

Since it should be our mutual aim to furnish end-users with the best possible technical support, it follows that a technician successfully complete a certified training program as a prerequisite for shipment of most newly introduced products. Should this prerequisite not be met, the product cannot be shipped.

In the event a trained technician leaves a dealer or branch and there is no trained backup, this, too, will initiate a suspension of product shipment until the situation is remedied.

Some products may not require classroom training. Minolta will make available Self-Paced CBT, and WBT, Training Programs for products not requiring formal classroom sessions.

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*5. Training Schedules*

The National Technical Training Department will update the training schedule every 90 days and will include all current products. At times, classes are subject to cancellation based upon enrollment. New product introduction during the upcoming quarter will not be included and may be handled separately. The training Schedule can be obtained via the COIN website or, in the near future, through PartnerLink.

---

*6. Enrollment and Confirmation*

To enroll a Technician in a training program, log on to COIN, fill out the enrollment form and submit or fax hardcopy to (201) 818-3584. Once the necessary prerequisites have been met, a place will be reserved and written confirmation will be forwarded to you with detailed information regarding the training school, no later than two weeks prior to the class.

---

*7. Passing Requirement*

Minolta requires a mandatory passing grade of 80% or higher in order to receive a product Certification Diploma. A complete Student Evaluation Report of your Technician's performance is sent to the Dealer/Branch Service Manager. It is Minolta's recommendation that the Service Manager review the evaluation with their Technician.

A course Critique is given to each Technician at the start of the class. The student is asked to give thoughtful evaluation of the training received and promptly return the evaluation form to the instructor at the end of class.

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*8. Reinforcement Recommendations*

Minolta strongly recommends that each Technician be assigned service calls on products for which he or she has received recent training in order to gain experience on the product.

Although your Technician is returning with new skills and knowledge, the training just learned must be reinforced with actual "hands-on" field experience. Minolta's Technical Instructors may recommend (in the Student Evaluation Report) additional professional development opportunities. Additionally, Minolta may offer other recommendations designed to enhance the general effectiveness of your Service Department.



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*9. What Minolta Provides During Training*

Currently, the following items are provided at no charge to your Technician when attending a Minolta Training School:

Each Technician receives one (1) set of Technical and Parts Manuals for the base product and all accessories on which he/she is being taught.

Minolta purchases/provides lunch for the technician each day of class.

Minolta will provide transportation between the Hotel and Training Center.

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*10. Dealer Responsibilities*

The Dealer/Branch is responsible for the following when sending a Technician to a Minolta Training Center:

Round trip air/ground transportation to the Training Center including bus, taxi or limousine service. We recommend dealers purchase refundable airline tickets in advance, should a class be cancelled or rescheduled. *Minolta will not reimburse dealers for the cost of a non-refundable airline ticket.*

Accommodations including room, taxes and incidentals for Technicians. Minolta will block rooms on a single occupancy basis, however, double occupancy is available upon request. It will be the dealer's responsibility to secure actual room reservations. Minolta will provide suggested accommodations.

Each technician is expected to bring their own tools and meter. Special tools are necessary for each new product and are provided during training. However, since your Technician will require these tools when he/she initially starts servicing in the field, we ask that you give your Technician a purchase order number for use when completing the Special Tool Issuance form students will be asked to fill out in class. This form will be forwarded to Minolta's Parts Department where it will be processed, invoiced and shipped directly to your Dealership/Branch. **THESE TOOLS ARE NECESSARY TO KEEP THE PRODUCT WITHIN SPECIFICATION AND TO ENSURE OPTIMUM MACHINE PERFORMANCE!**

The dealership/branch should be certain their Technician has enough money to take care of those expenses not provided by Minolta including meals such as breakfast and dinner. Also money for ground transportation should not be overlooked.

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### *11. Additional Training Programs*

Minolta offers Training Programs in other formats to provide maximum training support. The Dealership/Branch should take full advantage of these programs to provide their Technicians the best possible professional development opportunity.

#### *11.1. Self-Paced Training or Computer-Based Training*

Written self-paced or computer-based programs provide flexibility in professional development. These may be used to cover low-end products, reinforce classroom training or provide additional skill/knowledge building materials. Please utilize the publications price listed provided on the COIN website or the publications listing disk provided to each dealership to obtain part numbers for available programs.

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### *12. Additional Training Support*

#### *12.1. Field Training Schools*

Minolta will, upon written request to the National Technical Training Manager, provide Technical Training near your Dealership/Branch. These sessions will be held at a local hotel, not at the Dealership/Branch office so as to provide the proper atmosphere for conducting the school. The courses are identical in every way to the courses taught at the Training Centers. We will accept from four (4) to eight (8) technicians for these schools. In addition to providing the necessary products for the training, the dealership is responsible for the instructor's round trip transportation, hotel and meals.

#### *12.2. Authorized Training Dealers*

Minolta provides an "Authorized Dealer Training Program" designed to extend Minolta's Technical Training Department. Once contractual agreements are met, Minolta will provide the set up at the dealer location. This program provides authorization for your trainer to use Minolta's lesson plans, testing, and evaluation procedures for conducting technical training.

All Minolta policies and procedures must be followed to retain the training status.

#### *12.3. Course Prerequisites*

The prerequisites for all Minolta training courses are provided in the technical training course schedule under "course descriptions". Dealer technicians who do not meet course prerequisites will be required to show competency by completing the prescribed training materials or alternative testing.



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*1. Policy*

The Service Communications Department is responsible for the preparation and distribution of the Product and Technical Support Division's technical and various other publications. The need to consistently furnish high quality, timely technical/procedural data to the field requires considerable effort. Therefore, it is vitally important that this information is disseminated to all technicians as well as shop personnel and supervisors to ensure they are fully informed of the latest MINOLTA technical and procedural developments.

All technical information is available in various ways i.e. ParnterLink, CD ROM, Faxback as well as hard copy.

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*2. Service Bulletins**2.1. Minolta Technical Service Bulletins*

Many of the written communications issued by MINOLTA are in the formal Service Bulletin format. They are routinely used to advise the field of technical changes. They also provide input on adjustment procedures, copy quality issues, parts and other pertinent data. It is extremely important for every Dealership, Service Manager, Service Department and Technician to compile and maintain a complete set of Service Bulletins. MINOLTA suggests that a loose-leaf binder be used for each model's technical publica-

tions. Service Publications loose-leaf binders (Item number 9005-9005-10), are available through the Customer Service Dept. (845) 353-0200.

### *2.2. Minolta Bulletin Numbering System*

Each bulletin is assigned a Reference Number (REF.NO.). Below the REF. NO., each model that the bulletin pertains to will be listed with the individual bulletin number for that particular Machine.

#### **Numbering System**

<b>REF. NO.:</b>	<b>Model</b>	<b>Model Reference Number</b>
2270	EP2080	#015
	AD-9	#003
	PF-105	#003
	PF-205	#003
	PF-5D	#003

It should be noted that, occasionally, bulletins may be issued out of numerical sequence. This is usually attributable to a need to review information and/or parts availability. The completion of bulletin number sequences is usually accomplished in short order.

A service bulletin index is distributed electronically on a periodic basis. For a hard copy please contact the Service Communications Department. Should you find that you are missing any bulletins, you may request copies through your District Service Manager, ParnterLink, the Document Retrieval Service or CD ROM.

\*The required passcode for the DRS will be assigned by the Service Communications Department in Ramsey, New Jersey.

### *2.3. Part Number Updates*

Part Number Updates inform the field of significant changes to the item number of a part/assembly. Please note the part numbering system explanation incorporated in the preface of MINOLTA'S parts manuals. These Bulletins will keep superseding with the latest Part Number information.

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### *3. Minolta Document Retrieval Service (Faxback)*

The MINOLTA Document Retrieval Service (DRS) also referred to as FAXBACK has a toll free number (888) 715-3464. This a dial-in to FAX, modem-out service in which selected service related material can be retrieved twenty four (24) hours a day, seven (7) days a week. This service is designed to provide authorized personnel rapid and easy

access to technical and service information materials stored in the DRS. Included in this service are bulletins, parts manuals, servicing jigs lists, material safety data sheets, SMART installation instructions and suggested trunk inventories. Please dial in monthly and request image # 100002 to receive materials that have been posted for that month.

In addition, a comprehensive listing of all bulletins as well as copier/fax/accessory by model lists and service publications are also available.

For further information contact your District Service Manager.

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#### *4. Making Certain you Receive Minolta Bulletins*

MINOLTA Service Bulletins of all types are distributed by the Service Communications Department, where a master mailing list contains the name and current address of all MINOLTA Business Products Group dealerships and their branches. This list is updated utilizing the latest input supplied by our field personnel. Should you feel that you are not receiving some MINOLTA communications, please contact the Service Communications Department at (201) 825-4000 X6378 or by mail at.

MINOLTA CORPORATION  
101 Williams Drive  
Ramsey, New Jersey 07446  
ATTN.: Service Communications Department

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#### *5. Ordering Service Publications*

When in need of Service Manuals, please consult the Service Publications Price List available on Faxback or in PDF format on ParnterLink. This format requires the Adobe Acrobat Reader ver. 3.x or higher. If you do not have the Adobe Reader it is available as a free download on the internet at [www.adobe.com](http://www.adobe.com). This listing contains all current printed materials needed for operating and servicing specific products. For easy ordering, manual kits are set up. These kits contain all manuals pertaining to a particular model machine. The manual kit listing is given in the on-line copier reference chart. Please note all orders for publications are received and shipped from MINOLTA's Blauvelt, New York warehouse facility. You may call the Customer Service Dept. at (845)353-0200 to place your order.

On devices where no specific training is required. A complimentary set of manuals will be shipped to the dealers location when an initial order for machines is placed. If a machine requires training, the technician will receive the manuals at the time of training or upon

completion of various modules of Web Based Training. Additional manuals are available at dealers cost by ordering them through Customer Service Dept.

#### *5.1. Receiving Manuals for New Model Machines*

One set of service manuals for new model machines will be sent free of charge on any machine not requiring formal training. These manuals are distributed based on the submission of an initial order for new product. Service materials for models requiring formal training will be handed out in training class or upon completion of various modules of Web Based Training.

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#### *6. CD ROM Program*

This is a subscription service offered to all ACTIVE AUTHORIZED MINOLTA DEALERS. There are two separate subscription services available one for Copier/Fax/CGS and one for D.I.S products. This service offers up to 4 CD's per year. Each will contain service bulletins, parts manuals, trunk inventories, servicing jigs, maintenance cards. There is a yearly subscription fee for this service. Please contact Service Communications Department for the current pricing and enrollment.

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#### *7. Parts Pricing*

This information is available in digital format. One copy is sent out to each dealer free of charge. Additional CD's can be ordered through the Customer Service Dept. at (845)353-0200 utilizing item number 9005-9005-26 at a charge of \$15.00.

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#### *8. Digital Files*

Service Communications Department currently offers the following in Digital Format

- Service Bulletin Listings
- Model Reference Chart
- Publications Price List
- Service Materials on CD ROM
- Material Safety Data Sheets

#### *8.1. Service Bulletin List*

This is a digital listing of all Service Bulletins which is updated periodically and is posted on ParnterLink. These file are available in PDF format This format requires the Adobe Acrobat Reader Ver. 3.x or higher. If you do not have the Adobe Reader it is available as a

free download on the internet at [www.adobe.com](http://www.adobe.com). These listings can also be accessed through the Document Retrieval Service.

#### *8.2. Model Reference Chart CD ROM*

This CD ROM is updated periodically at which time one CD is sent free of charge to each dealership. Additional copies can be purchased through the Customer Service Department at (845) 353-0200 utilizing part number 9005-9005-76 at a cost of \$15.00.

#### *8.3. Publications Price List*

Current listing of all publication manuals. If you do not see a manual on the list do not order it. Please contact the Service Communications Dept. to see if a copy is available. These listings are updated periodically and posted on ParnterLink in PDF format. These listings can also be accessed through the Document Retrieval Service.

#### *8.4. Service Materials on CD ROM*

Service material for individual models are being put into digital format on CD ROM. These files are in PDF format and contain service manuals, parts manuals, unpacking/setting up instructions, operator manuals, product information guides, product comparison manuals, service jigs, recommended trunk inventories, maintenance cards, ASTM, material safety data sheets and training guides (when applicable). This program was introduced with a complimentary copy of the EP1030/1031/F. Utilizing these CD's in conjunction with the prepackaged schematics for a particular model, provides a complete set of manuals in digital format. As models are completed, your dealership will be notified.

#### *8.5. Material Safety Data Sheets*

These documents are available on the Minolta Public Website at [www.minoltausa.com](http://www.minoltausa.com) under the subheading of customer support/business office.



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**Service Communications**

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*1. Policy*

PartnerLink is Minolta's extranet, offered exclusively to Minolta's dealers and subsidiaries. Included on this site are links to Service information, Sales & Marketing information, our new Professional Development Site (PDS), Online Ordering, and many other service & sales related areas. The service portion of this site is designed to support our customers with critical online documentation, technical information, and training. The PartnerLink website is a tool offered by Minolta to Minolta dealership personnel. All you need is a connection to the Internet.

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*2. Registration*

This extranet web site, available at <http://PartnerLink.MinoltaUSA.com>, is a protected site and requires an ID and Password. Registration requests and requests for our electronic registration form may be emailed to [passwords@minolta.com](mailto:passwords@minolta.com). If you need further assistance please call Customer Support at 800 616-8620.

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*3. Other Contacts*

If you have web related inquiries please contact Customer Support or email us at:  
[onlinesupport@minolta.com](mailto:onlinesupport@minolta.com).

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**PartnerLink**

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PartnerLink has been designed and developed exclusively for you and will continue to evolve. If you think there are features that could be enhanced or modified, or if you'd like us to add new functionality. Please contact [webteam@minolta.com](mailto:webteam@minolta.com).

## *Technical Support*

### *Minolta Technical Assistance Center*

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#### *1. Policy*

As the name implies, Technical Support is a function that MINOLTA strongly feels is the backbone of support to both our field organization and the Dealers/Branches requiring such service.

In addition to maintaining a technically talented staff, the Minolta Technical Assistance Center is responsible for all of the technical issues related to black and white copiers, digital copiers, facsimiles, color graphic systems, document imaging systems, electronic imaging systems and MicroPress systems marketed by MINOLTA's Business Products Group.

The Minolta Technical Support Department receives and processes all incoming technical support inquiries for the BPG hot line. The caller will select one of seven product group options that will quickly connect him or her to the proper Product Services Engineer. Each Product Service Engineer is a subject matter expert in one of the seven product groups. The groups are defined as EP, Di40 cpm and below, Di above 40 cpm, Color, Fax, Micrographics, and MicroPress. Our goal is to match the needs of the caller to the appropriate PSE as quickly as possible.

The Product Service Engineering Team is linked to a full array of labs and equipment so that all of the resources are at hand to solve a given problem.

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## *2. Minolta Technical Assistance Center Hotlines*

The National Technical Support Department provides technical assistance to authorized, trained service personnel of MINOLTA Dealers, Distributors, and Subsidiaries via the Minolta Technical Assistance Center Hotlines. The Hotline is geared to deliver support to **on-site** technicians.

HOTLINE Toll-Free Numbers: 1-800-851-7619 or 1-800-506-3296

Hours of Operation:

Monday, Tuesday, Thursday, Friday	9:00am - 5:00pm EST
Wednesday*	10:30am - 5:00pm EST

\* The Minolta Technical Assistance Center has a stand down period from 8:30am to 10:30am every Wednesday.

Calls for assistance should be directed to the Minolta Technical Assistance Center Hotlines, please have model/serial number ready for the agent when the call is answered. All call details are entered into the Call Tracking System (CTS). The logged call is automatically assigned a reference number which is used to track the status of the call until it is resolved. The Call Tracking System also contains a knowledge base which contains documented solutions to product problems. As solutions to problems are found, the information is entered in the knowledge base for future access. This gives the agent direct on-line access to technical information while assisting the caller.

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## *3. New Product Evaluations*

New products are delivered to the Technical Support Department prior to general release. This enables Technical Support personnel to become familiar with the equipment, thoroughly test it to ensure product performance as well as verifying consumable yields and developing technical documentation.

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## *4. Establish Maintenance Schedules and Procedures*

Proper maintenance is crucial to the performance of all machines. With this in mind, Technical Support publishes Maintenance Schedules and Minimum Call procedures. These items are produced to assist field service personnel in making certain that all necessary tasks are performed at proper intervals thus assuring machine potential is maximized.

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*5. Review and Create Technical Documentation*

Upon receipt, factory service bulletins are logged and distributed to Technical Support personnel for review. After review, these bulletins are discussed in-depth at department meetings at which time a determination is made whether to issue a service bulletin, or a part number update. Modifications outlined in Technical Bulletins are performed by the Technical Support staff to verify procedures and results.

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*6. Investigates Solutions to Product and/or Part Failures*

If a problem solution is not available in the Technical Support data base, possible solutions must be thoroughly researched. This entails either the re-creation of the failure in the Technical Support Lab, or from time-to-time it may be necessary for Technical Support personnel make field trips with a District Service Manager to see the problem firsthand at the end-user's location. Detailed information regarding these technical issues are forwarded to MINOLTA's Service Support Department in Japan.

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*7. Collect and Review Product Performance Data*

On a regular basis Technical Support analyzes product performance data from the field. The conclusion(s) formed from this data allows MINOLTA to appraise the level of performance of machines in the field cumulatively and individually. The accumulation and interpretation of this data presents an opportunity to make modifications for enhanced performance and reliability in addition to justifying performance claims.

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*8. Creation of a Knowledge Data Base*

Tech Support is compiling data from all resources on problem issues that deal with our product line. Problems that are reported and have established solutions will be categorized by product and symptom, then input into our Knowledge Data Base. All dealer technicians can access this data base through PartnerLink.



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*1. Scope of Responsibility*

To work in close contacts with Development Administration Division in Image Information Products Development Headquarters and Quality Assurance Division in Image Information Products General Headquarters, Toyokawa City, Japan.

To obtain product liability related information including the "Critical Accident Report Form" from the field and co-ordinate with MC's General Counsel office to make official reports to the Legal Division, Quality Assurance Division, and Quality & Ecology Division of Minolta, Japan.

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*2. Functions*

Minolta BPG Quality Assurance Department maintains

- UL Listing Applications & Follow Up Service Procedures & Reports
- U.S. FDA, CDRH Compliance Reports
- U.S. FCC EMC Compliance Test Programs & Reports
- U.S. EPA Office Equipment ENERGY STAR Program: Issues & MOU.



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### *3. UL - Summary of change of standards of evaluation*

*Effective Dates and Planned Industry Review Associated with the Standards for Safety of Information Technology Equipment, CSA C22.2 No.950-95/UL 1950, Third Edition; and the Proposed Standard for Safety of Information Technology Equipment, CSA C22.2 No. 60950-xxUL 60950, Third Edition.*

For new product submittals through April 1, 2000, such products may be evaluated using all the requirements in UL 1950, Third Edition (or UL 60950, Third Edition), or if requested in writing, evaluated using the requirements in other existing applicable standards, such as UL 1950 First or Second Editions.

After April 1, 2000 all new product submittals must use either UL 1950 or UL 60950, Third Edition. For new product submittals between April 1, 2000 and April 1, 2003, such products may be evaluated using all the requirements in UL 60950, Third Edition, or if requested in writing, evaluated using requirements in UL1950, Third Edition. After April 1, 2003 all new product submittals must use UL 60950, Third Edition.

Products that were previously certified by UL to requirements in other existing applicable standards, such as UL478, UL 1950 First and Second Editions, through April 1, 2000 and UL 1950, Third Edition, through April 1, 2003, may continue to be certified without further reinvestigation until April 1, 2005, provided no significant changes or revisions are made to such products

#### *3.1. UL- (Underwriters Laboratories Inc.)*

##### *1.1. Activities in '00:*

- We handled more than 100 new and/or updated Follow Up Service Procedures and spent more than \$173,000 in 2000. Di450, Di550, MS6000/7000 and other (more than 20 new models) has been listed in 2000.

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### *4. Energy Star Programs*

#### *4.1. Minolta's Roles*

We have joined a Voluntary Partnership with EPA on ENERGY STAR Program.

A partner's obligations are:

- Design and manufacture of energy and paper-use efficient equipment
- Maintenance of compliance test data of ES labeled equipment
- Promotion of ENERGY STAR Program

- Protection of ENERGY STAR Program integrity

#### *4.2. '99 ES Program Activities*

- Panel discussions of Fax/Printer MOU Ver.3.0, Draft 3.0
- Multifunction Devices-MOU, Final Amendment
- MFD Specification Criteria for Energy Star Compliant

Effective Date: April 1, 1999

- Standard Size MFD, Tier 2
- Large Format MFD, Tier 2
- Upgradable Digital Copiers

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#### *5. FDA (Food and Drug Administration) CDRH (Center for Device and Radiological Health)*

##### *5.1. Activities in '00:*

- We handled more than 20 CDRH applications for the new and/or updated model in this year.

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#### *6. FCC (Federal Communications Commission)*

##### *6.1. Activities in'00:*

- We handled more than 20 models to verify as the FCC Class A or B.

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#### *7. EPA (Environmental Protection Agent) - Energy Star*

EPA developed the individual Energy Star's web and it is <http://www.energystar.gov/>

##### *7.1. Updated MOU (Memorandum of Understanding):*

###### *7.1.1. For Printer, fax : Version 3.0*

- Tier 1: 11/1/00 - 10/31/01
- Tier 2: 11/1/01 - 10/31/02
- This version 3.0 MOU will remain in force until a new Agreement goes into effect
- And EPA expects that such an Agreement will become effect by March 2003

*7.2. For MFD (Multifunction Device): MOU Version 1.0 and Amendment 1.0*

- Tier 1: 9/98 - 3/31/99
- Tier 2: 4/1/99 - Present

*7.3. For Copier: Version 2.0*

- Tier 1: 7/1/95 - 6/30/97
- Tier 2: 7/1/97 - Present

Total 2 Fax models, 17 Copier models and 20 MFD models are listed on the Energy Star Web.

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The National Parts Support is handled by MINOLTA Corporation's Customer Service Department located in Blauvelt, New York.

It is MINOLTA's policy to supply replacement parts at dealer net pricing to its authorized Dealers based on the fact they have purchased and are trained on the equipment they are requisitioning parts for.

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### *1. Order Processing Systems*

Your primary contact when ordering parts is through the Customer Service Department. Orders are received daily (Monday through Friday, excluding holidays) by mail, fax and the internet. Routine parts orders are handled on a first-in/first-out (FIFO) basis and are shipped as prescribed by the Dealer/Branch initiator. Emergency (down machine) parts orders received prior to 2:00 p.m. Eastern Time (Monday through Friday, excluding holidays) will be shipped the same day as received (subject to credit approval) via the method elected by the initiator. To obtain a parts order form, please contact the Customer Service Department.

The Customer Service Department receives parts orders and enters them into our sales order system, where the order is checked and put in a credit review file. Once the order passes the credit check, a pick ticket is printed at the warehouse and the order proceeds promptly through the pick, check, pack and ship procedures.

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## *2. Routine Parts Orders*

A routine parts order consists of quantities of parts needed for normal stock replenishment. Parts Order Form No. 1682

- Current and correct Part Numbers
- Quantities
- Description
- Complete "Ship to" and if applicable, "Bill to" addresses
- Purchase Order Numbers or your name
- MINOLTA Account Number for your Dealership/Branch
- Date
- Ship Via...if not indicated, the order will be shipped UPS-Ground.
- Other documentation and service related information

Orders may be mailed, phoned, faxed or placed through the PartnerLink Website. MINOLTA encourages that only emergency orders be placed by phone as outlined in the Emergency Parts Orders section below.

*MINOLTA CORPORATION  
Attn: Customer Service Department.  
615 Route 303  
Blauvelt, New York 10913*

Fax numbers are:

*800 842-7522 DIS Products only  
800 269-4602, 800 269-4603, or 800 269-4605 for all other products*

Phone numbers (for emergency orders or to request parts order forms):

*800 604-5588 West Coast only  
914 353-0200 for all other areas*

### *2.1. Publications Orders*

Service Publications can be ordered through PartnerLink on-line ordering or by utilizing a publication order form which is available at no charge by ordering part number 9005-9005-14. These orders can then faxed to the Customer Service Department.

### *2.2. Emergency Parts Orders*

Emergency Parts Orders consist of only those items urgently required to repair malfunctioning and/or "down" equipment. Emergency Orders may be by phone and must be limited to no more than Five (5) lines with a maximum of no more than ten (10) items per line per day. Mode of shipment of Emergency Orders will be indicated by the initiator who must furnish name identification to the Customer Service representative.

Although the input procedure for Emergency Orders is the same as that of routine orders, top priority status is extended to Emergency Orders.

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### *3. Backorders*

In the event a part is not available for shipment, it is immediately placed on backorder status. Any backordered part(s) are indicated in the backorder column of the Pick Ticket. There is, of course, no need to re-order a backordered part unless you wish to increase your inventory with more than one order in the system for the same part. The backorder will be filled as soon as it becomes available and may be combined with other backorders to save on shipping costs.

Inquiries relative to backorders should be directed to the National Customer Support Department at 800 616-8620.

For your convenience, ETA (estimated time of allocation) can now be obtained via fax or phone. We would like to remind you that parts backorder release/ETA information is only available through the National Customer Support Department.

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### *4. Initial Parts Support for New Models*

MINOLTA will provide part numbers, pricing and as much maintenance information as is available just prior to the introduction of new model equipment. This information should be used as the basis to order initial parts and consumables in accordance with the Dealership/Branch's marketplace experience and/or MINOLTA's recommendations.

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### *5. Parts Price Lists*

A numerical Parts Dealer Net Price List for all product models will be issued periodically. The list will indicate currently available parts as shown in parts manuals and bulletins. Lists for new models will be provided as soon as available. Please refer to the Technical Information and Publications section for more details.

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**Parts Support**

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## *Warranty and Special Programs*

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### *1. Preface*

This document outlines MINOLTA Corporation's, Business Products Group, Product and Technical Support Division, policy and procedures pertaining to the various WARRANTY & SPECIAL PROGRAMS to repair, replace, exchange or credit goods authorized for return.

The following summary guide will assist you in finding and following the warranty coverage term limits.

	Warranty Coverage Term Limits				
Product/Item/Program	Out of Box	90 Days	12 Months	36 Months	Open End
Facsimile/Copiers/Accessories		•			
Consumables	•				
PC Drum	•				
PC Core Cr.					•
PM Kits	•				



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**Warranty and Special Programs**

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	Warranty Coverage Term Limits				
Product/Item/Program	Out of Box	90 Days	12 Months	36 Months	Open End
Error Corrections (Dealer/Minolta)					30 days
Damage/Loss	•				
EPROM Exch.					45 days
Other parts Facsimiles/Copier		•			
Parts Assist.					•
Repaired PWBs			•		
SMART Systems			•		
Imaging Units					18k

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**2. Return Authorization Criteria (Overview)**

MINOLTA's Return Authorization (RA) System provides quick processing of your claims by utilizing our routing system of your returned material. The RA Number is the main control number against which all action (credit, warranty evaluation, repair and return) will be referenced. Our RA System enables up-to-date status of your return by simply calling MINOLTA's Product and Technical Support Division, Service Operations Department at (201) 818-3510.

**Important:**

*All returns without an authorized Minolta RA number will be refused at our receiving dock and returned to the sender freight collect.*

**2.1. Policy**

MINOLTA will accept returns from its authorized dealer network if previously authorized by the Business Products Group, Product and Technical Support Division's Service Operations Department.

Only authorized materials clearly marked with a MINOLTA Return Authorization (RA) Number will be received for return processing. **It is mandatory to obtain an RA Num-**

ber from Minolta's Service Operations Department PRIOR to the return of any material to MINOLTA. Unauthorized returns will be refused and returned to the sending dealer freight collect.

MINOLTA reserves the right to credit, or exchange at no charge, any item returned on a Warranty Claim at its discretion. **All warranty return (RA) requests MUST reference the original MINOLTA invoice number on which the claim item was purchased to verify the warranty.**

## 2.2. Procedure

To obtain a Return Authorization (RA) Number, contact MINOLTA's Product and Technical Support Division, Service Operations Department by faxing your completed RA Request Form with the necessary documents or reference numbers. If your return request is urgently required for a "down unit" or other critical requirement, it is possible to receive a Return Authorization Number verbally. Again, this is **providing ALL CORRESPONDING DOCUMENTATION IS FAXED IN SUBSTANTIATING YOUR CLAIM** on your RA request form to the Service Operations Department, fax number at (201) 825-0602..

<b>Note:</b>	<i>All requests for Return Authorization should be faxed or mailed to: Minolta Corporation Att: PTSD Service Operations Department 101 Williams Drive Ramsey, NJ 07446 Fax (201) 825-0602</i>
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<b>Important:</b>	<i>Return requests for materials under \$50.00 will not be authorized for return for reasons other than warranty, billable, core credit or shipping/order entry error.</i>
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The RA Number MUST appear clearly on the return label(s) of all material(s) returned to MINOLTA's Service Operations Department at the following approved return shipping address:

*MINOLTA CORPORATION  
PTSD OPERATIONS DEPARTMENT  
ATTN: RA# \_\_\_\_\_  
615 Route 303  
Blauvelt, New York 10913*

Standard (non-emergency) Return Authorization Requests may be expedited via facsimile, however, all corresponding documents must also be faxed PRIOR for authorization and proper routing of your return.

The RA form is required (faxed or mailed), filled out in it's entirety, and will be the control document for your return and subsequent processing at MINOLTA upon our receipt of your material(s).

**THE FOLLOWING TERMS AND CONDITIONS MUST BE STRICTLY ADHERED TO FOR PROPER ATTENTION TO YOUR RETURN REQUESTS:**

In general, Return Authorizations will be considered for the following only:

1. Warranty Evaluation Claims
2. Advance Exchange Returns
3. Billable Repair & Return Claims
4. Dealer/Minolta errors
5. Supplies and consumable items
6. Parts/Supplies damaged by shipping

RA Request Forms and Failure Control Tags may be ordered through our Order Department at (845) 353-0200. These forms are free-of-charge when ordered with any part(s) order over \$50.00 dealer net. Please use the following parts numbers when ordering:

P/N 9005-9005-40	Failure Control Tags	(Pkg. of 25)
P/N 9005-9005-41	RA Request Form	(Pkg. of 25)

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3. *Return Criteria*

3.1. *Warranty Return Claims:*

The following documentation must be sent with your request.

1. Warranty Card (if not on file at MINOLTA)
2. Copy of Minolta Original Invoice to verify warranty date
3. Copy of Dealer Service Report showing when replacement item was installed.

All warranty returns must have a Failure Control Tag attached describing fault of the part and the failure symptom or problematic area. Items returned without failure tags do not provide us with the required information to complete your repair request accurately.

Warranty items will be authorized for return under the following conditions ONLY:

1. The item in question qualifies for warranty return according to stated warranty for the item (if any). Warranty Period - refer to "Product Warranty Card" for coverage and any exceptions and/or limitations. **Replacement parts are generally warranted for 90 days from date of Minolta Corp. invoice, or installation, but subject to the above limitations.** (Use Dealership address when completing Warranty Registration Card).
2. A warranty registration card must be on file with MINOLTA or returned with your RA Request. If a warranty registration card or an installation report is not available, warranty credit (or replacements) will not be issued. **The dealer must provide the appropriate document reference to substantiate all claims.**
3. **SHOULD THE WARRANTY REGISTRATION CARD NOT BE ON FILE OR NO INSTALLATION DATE INDICATED AT MINOLTA, THE WARRANTY WILL COMMENCE (90) DAYS FROM THE ORIGINAL PURCHASE INVOICE DATE TO AN AUTHORIZED MINOLTA DEALER. THIS WARRANTY INCLUDES SALE, SET-UP, DEMO, RENTAL AND LEASED MACHINES.**

<p><b>CARRIER CALL TAGS ARE NOT AVAILABLE for authorized warranty return claims.</b> Warranty claims must be shipped to Minolta Corp. at the dealer's expense.</p>
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**MAP placement UNITS ARE NOT COVERED UNDER GENERAL WARRANTY PROCEDURES.** MAP units are covered through Minolta's Major Accounts Division only, however, sold or leased units may carry a warranty.

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#### *4. Improved Warranty Credit Support Program*

##### *4.1. Policy*

As introduced in June 1997, (Bulletin Ref. No. 2115, Policy No. 023) to simplify our warranty return procedures, and assist dealers with more efficient support mechanisms, **Minolta now offers dealers the option to receive CREDITS instead of exchanges** for any warranty return claim.

##### *4.2. Procedure*

Dealers can receive credits *or* exchanges for any warranty claim return. **Simply note on the initial RA claim form that you want credit or exchange when faxing the RA form to the Service Operations Dept.** As usual, all pertinent warranty verification information must be noted on the RA request form. Service Operations will assign the RA number and upon our receipt of your return, we will either credit your account or send a no charge replacement item per your request..

- Only items purchased to support a unit under warranty are eligible. Dealers should clearly note whether a CREDIT or EXCHANGE is desired on the initial warranty RA claim form.
- RA requests that do NOT note whether a warranty credit or exchange is required will be handled as normally warranty process and an exchange item will be sent.
- Exchanges are shipped via UPS-2nd day service as standard procedure. Requests for overnight air shipments will be shipped freight collect.

Please contact the PTS Service Operations Department for all your warranty and non-warranty RA support needs:

**Ramsey (201) 818-3510**

- A copy of or reference to the MINOLTA invoice, shipping order/packing list for replacement part, and (if possible) a copy of your service report showing when the replacement item was installed, must accompany your RA request.

- Defective items may be accumulated, but an RA request should be submitted within 30 days of the failure date. Items will NOT be accepted for warranty return after 30 days from failure date. All credit requests must have a copy of or reference to your original Minolta invoice or your shipping order/packing list attached.
- Items which have become defective because of shipping damage may not be returned for warranty credit. Please refer to Section 13 for “Items Damaged in Shipping”.
- Also, items which have become defective or damaged due to a dealer making unauthorized modifications or repairs, attachment of non-minolta supplied components or assemblies, or due to improper use or abuse including incorrect installation, adjustment or removal of such item or attachment shall **NOT** be covered by the normal warranty.
- Electronic Components that are not properly packaged in antistatic bags, and/or otherwise improperly packed will **NOT** be accepted for warranty credit or exchange. Any electronic part or component so received will **NOT** be returned to the dealer.
- After a part(s) inspection and claim evaluation, either a repair at no charge, credit, or exchange will be authorized or denied. Should the warranty claim be denied. The item will NOT be returned to the dealers nor will any compensation be issued.

<b>Note:</b>	
	<i>Dealers are expected to stock an optimum level of spare parts to adequately support their respective M.I.F.</i>

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## 5. Advance-Exchange (A/E) Warranty Support Program

### 5.1. Policy

Also, as introduced in June 1997, (Bulletin Ref. No. 2115, Policy No. 023) Dealers have the option of receiving **NO CHARGE, advance-shipped, board/part exchanges** to support products that are within their ninety (90) day warranty period.

### 5.2. Procedure

To be eligible for advance, no-charge board shipments, dealers must first fax standard return authorization (RA) documentation to the Service Operations Department and note whether an advance-exchange (A/E) board is required; as well as any pertinent shipping information needed for the order. Please also note the urgency your A/E shipment

requires. Only A/E requests received prior to 2:00p.m. E.S.T. will be expedited for that day's shipment (inventory permitting.)

**Important:**

*The original Minolta invoice number must be referenced for warranty verification.*

Service Operations will then ship the A/E board at no charge - inventory permitting - under a pre-authorized RA number. The dealer then has (30) days to return the defective board on the RA number assigned and referenced on the original A/E Minolta shipping document.

- All boards sent as no-charge advance-exchange must be returned to Service Operations within thirty (30) days to avoid invoicing.
- **Boards returned after thirty (30) days will not be accepted** and the dealer will be invoiced at the repair board pricing. For this reason, all over thirty-day boards will be returned to the sender freight-collect, and no credit will be issued.
- ***This A/E program is dependent on the return and repair of your defective boards. These returns allow us to have inventory available for the next dealers' order.*** Therefore, all defective boards returned must be in an "as failed," repairable condition. Boards returned damaged, non-repairable will be returned to the dealer and an invoice generated to that dealer under standard board repair pricing.
- All approved advance-exchange orders will ship via UPS two-day (blue) service. **The dealer may request UPS next day shipments at their expense.**
- For proper service call scheduling, we strongly recommend dealers call Service Operations PRIOR for A/E board availability and confirmation of your advance-exchange orders.

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## 6. Repair & Return Items/Repair Programs

### 6.1. Policy

MINOLTA's Product and Technical Support Division provides repair service for selected Printed Wire Boards (PWB) and certain other assemblies. Non-warranty parts and accessories may be authorized for repair by MINOLTA or our repair depot. If you have an item that is out of warranty and would like to return it for repair, **you must obtain an RA num-**

**ber prior to returning the merchandise.** A verbal RA number will be given for repair requests if at that time your purchase order number is also advised to the Service Operations Department. **All repair returns must have the RA number clearly marked on the return labels.** MINOLTA will repair and return authorized repair orders on a timely basis. Depending on feasibility, MINOLTA will modify, including non application related EPROM updates, to the latest configuration possible.

MINOLTA will warrant the PWB's and assemblies it repairs to be free of defects in material and workmanship for a period of one year (including return time) from the month of repair for the same problem/repair as indicated in our repair record. Only the originally repaired circuitry will be covered under warranty repair.

THE FOREGOING IS THE ONLY WARRANTY BY MINOLTA WITH RESPECT TO THE PRODUCT AND MINOLTA DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR OTHERWISE.

MINOLTA's sole obligation under this warranty shall be repair, adjustment or replacement, at MINOLTA's option, of defective parts. MINOLTA SHALL HAVE NO LIABILITY FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES OCCASIONED BY THE PRODUCT OR BY BREACH OF ANY WARRANTY WITH RESPECT THERETO.

#### *6.2. Procedure*

Mail or fax a completed Return Authorization Request Form with reference to your repair purchase order number to the Service Operations Department at (201) 825-0602 for approval to return to Minolta. Upon receipt/notification of your RA number, the material for repair should be packaged in E.S.D. protected packaging and sent along with your RA number on the label to the approved returns shipping address shown on page 4 of this section.

- Dealers may also call Service Operations to request an RA number for board repair returns providing a purchase order number, quantity, part number and dealer account number are advised.
- All items returned for repair will be subject to current board repair pricing.
- **Items repaired, refurbished, modified or upgraded by MINOLTA or our repair depot will be warranted for a period of 1 year, subject to the same limitations and exclusions as the standard warranty, and is limited to the originally repaired circuitry only.**



- If an item is determined to be irreparable, or tampered with, it will not be returned to the dealer and no credit will be issued.
- Proper electro static-sensitive device (E.S.D.) packaging must be used to ensure electrical components are protected. Failure Control Tags must be attached to all parts and assemblies returned for repair. The Failure Control Tag must be filled out in its entirety, and describe the failure symptoms or problematic areas of the item, to enable accurate repairs.

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## 7. Repair-Exchange Program

### 7.1. Policy

In instances where the dealer cannot wait to have a board repaired by Minolta, whose normal repair time is 5-7 days, a board can be exchanged in 24 hours through our Repair-Exchange Program. This program allows dealers to receive a replacement board on a Rush/Priority basis for out of warranty exchanges. (Please refer to Repair-Exchange Program Pricing.) This program is on an inventory permitting basis only, therefore, if no inventory is available, the order cannot be placed. (In this case, the dealer must order a new PWB or return the PWB for repair under the standard repair program). Defective Repair-Exchange boards must be received by Minolta within ten (10) working days, in an "as failed condition", with reference to the assigned RA number, or the dealer will be charged Dealer Net for the exchange. This program is dependent on timely returns from dealers, which allows us to repair and return the board to our repair-exchange inventory.

**We have extended the board Repair-Exchange Program to include CF900/DI620/DI520 Print Heads. These Print Heads will carry the same policy and procedures as mentioned above. Please refer to Repair-Exchange Program Pricing for current prices.**

<b>Note:</b>	
	<i>If the exchange board and/or print head is not returned to Minolta within 20 days, or it is received with no RA number, the full Dealer Net Price, minus Repair Exchange price, will be invoiced to the dealer. <b>This program is dependent on the timely returns from dealers</b> for repair and return to our rotational Repair-Exchange inventory. <u>Therefore, any boards and/or print heads returned after a second invoice has been issued will not qualify for a credit back to the dealer account.</u></i>

### *7.2. Procedure*

Contact the Service Operations Department at (201) 818-3510 for availability of repair-exchange boards and/or print heads. A Return Authorization Request Form must be faxed, with reference to a Purchase Order Number to the Service Operations Department and must be clearly marked as a REPAIR-EXCHANGE REQUEST with the urgency of shipping method (i.e. UPS Red, UPS Blue, etc.)

- Prices for the Repair-Exchange Program are show on herein. However, our Repair-Exchange Program is run on an inventory permitting basis, so we do not guarantee every board or print head will be available at all times. It is advisable to contact the Service Operations Department to verify availability of the required item prior to faxing your Repair-Exchange Purchase Order to Service Operations.
- Requests are handled on a 24-48 hour shipment schedule providing the availability of the requested item. The dealer's choice of carrier should be noted on the RA Form or associated Purchase Order. The standard method of shipment, unless specified, is UPS 2-day (Blue) service.
- Exchange board and/or print heads must be returned to Minolta within ten (10) working days with reference to the assigned RA number and must be in an **"AS FAILED CONDITION"**. Any boards that are missing components, damaged or containing burnt markings will not qualify to close the Repair-Exchange transaction and will result in further invoicing for balance of dealer net price.

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### *8. Dealer/MINOLTA Order Errors*

Occasionally, items may qualify for return for reasons not specifically stated above. These reasons might include the following:

- Items which are received by the dealer which have been incorrectly shipped by MINOLTA. These returns will qualify for 100% credit.
- When submitting a request for the return of an item for the reason listed above, please specify what the error is and include a copy of your original PURCHASE ORDER, the Minolta invoice and/or a copy of the shipping order/packing list with the request form.
- Items incorrectly ordered by the dealer, duplicate shipments received when a telephone or facsimile order is followed by a written purchase order that is not properly marked **"Confirming Order - Do Not Duplicate"**, or discrepancies between a telephonic and written purchase order are subject to a 20% restocking charge. The RA Request must be received by Minolta within thirty (30) days of dealers' receipt and will qualify for

80% credit. Requests for full credit for dealer ordering errors should be directed to Service Operations Management.

- “Other Item” RA requests may be faxed to our number (201) 825-0602. However, all supporting RA Request documents must also be faxed together to explain and substantiate the request for an RA Number.
- In the event that a MINOLTA Business Products Group employee has advised you to return an item for our evaluation, an RA Number must be issued prior to the material's return.

**Important:**

*NO MATERIAL WILL BE ACCEPTED OR RECEIVED BY MINOLTA WITHOUT AN RA NUMBER CLEARLY MARKED ON THE RETURN LABELS OF EACH CARTON.*

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## 9. Correcting Errors

### 9.1. Policy

Should an ordering error occur, either by the dealer initiating the order or by MINOLTA personnel, MINOLTA will try to correct the error to the satisfaction of all concerned.

THE ITEM/PART NUMBER, NOT THE DESCRIPTION, WILL BE THE OVERRIDING FACTOR IN DETERMINING ERROR CULPABILITY.

MINOLTA ERROR(S). . . processing of an order or a portion thereof that does not reflect the item/part number input by the initiator as well as mis-picking by MINOLTA personnel will be considered a valid error. Requests for correction must be made within thirty (30) days of invoice date. There will be, of course, no charge for freight when forwarding the correct item(s) [Machines, Accessories, Supplies] /part(s). However, Minolta's Service Operations Department will not issue UPS Call Tags or make trucking arrangements to have material picked up from the dealer or third party sites. However, the dealer may provide the Service Operations Department with a copy of the carrier shipping charges incurred for Minolta to credit the dealer's account accordingly.

DEALER ERROR(S). . . orders filled correctly utilizing the dealers' item/part number(s) input must be considered a dealer error. MINOLTA will assist its dealers by accepting (at MINOLTA's discretion) the return (see procedure below) of such goods as long as they are in the same condition as when shipped. However, the request for correction must be made

within thirty (30) days of invoice date. There will be a 20% restocking fee for dealer error returns unless waived by Service Operations Management.

*9.2. Procedure*

1. MINOLTA Error(s) . . .Parts & Consumables

Mail or Fax a Return Authorization Request form with a copy of your purchase order AND a copy of the Minolta invoice/packing list to the Service Operations Department.

2. Minolta Error(s) . . . Machine & Accessories

Fax all the details to support your return request. Service Operations will advise you of an RA number and most expeditious way to return/exchange the material for credit. Again, requests must be made within thirty (30) days of the original invoice date.

3. Dealer Error(s) . . .Machine & Accessories

In order to determine error validity, contact the Service Operations and/or fax all RA details. After verification of the error, Service Operations will issue an RA Number and subsequent credit.

Upon receipt of the RA, return material(s) to MINOLTA for inspection. All authorized merchandise must be returned within 30 days from date of issue. Dealer machine and accessory ordering errors will be subject to a 20% restocking fee. Requests for full credit must be approved by Minolta Service Operations Management.

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*10. Supplies & Consumable Items (Copier, Facsimile Products)*

*10.1. Policy*

MINOLTA warrants consumable items such as fuser rollers, cleaning blades, web rollers, heat rollers, oil supply rollers, etc., photoconductors (drums), P.M. kits/parts (consumable items) **out-of-box only**.

*10.2. Procedure*

To obtain a Return Authorization Number (RA#), fax or mail a Return Authorization Request Form to the Service Operations Department. Upon receipt of your RA request, MINOLTA's Operations Department representative will call or fax your RA number to you to expedite your return.

- Return Requests for supplies and/or other consumable items will be allowed only after Minolta's verification of defect and subject to the condition listed below. Supplies and/or consumables will not be accepted for return because of "over-stocking".

- Return requests **must** be substantiated by copies of the Minolta shipping order/packing list and/or invoice for the items in question.
- Alleged “defective” supplies and/or consumables **must first be verified** by providing samples (prints, toner bottles, etc.) to a MINOLTA field service representative for evaluation. Sample prints should include exposure setting, operation mode, lot and/or batch number, machine model and serial number, nature of complaint, and the quantity of defective item(s) to be returned. Since there are many possible causes of poor quality prints, it is strongly recommended you consult your District Service Manager for troubleshooting assistance.
- Authorized return of supplies and/or consumable items will qualify for credit at the rate originally invoiced, or **at the lowest dealer net price if an invoice is not provided showing actual price paid.**
- **Return requests must be placed within six (6) months (180)** calendar days from the date of receipt from Minolta of suspected supplies as substantiated by our shipping invoice. Only complete cases will be credited and only for the quantity received by MINOLTA in reasonable condition..

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## *11. Photoconductor (Drum) Core Credit*

### *11.1. Policy*

MINOLTA offers a core credit on selected MINOLTA photo conductors, as listed in the most current DEALER CONFIDENTIAL COPIER/FAX/PRICE SCHEDULE. All PC drums must be authorized prior to return and must reference the RA number on the return label(s) to be accepted for core credit.

All Selenium(Se) P.C. drums (EP8600/1/2, EP570Z and EP850/870) must be returned with heater and flange.

All PC Drums returned for credit must be packaged in MINOLTA PC Drum cartons and are subject to MINOLTA inspection and approval.

### *11.2. Procedure*

To obtain a Return Authorization Number (RA), fax or mail a Return Authorization Request Form to the Service Operations Department at the address previously listed.

<b>Note:</b>
<i>Drums found to be non-MINOLTA manufactured will not be given credit.</i>

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## *12. All Other Parts*

### *12.1. Policy*

MINOLTA warrants original and replacement parts (excluding Glass) of its entire line of business equipment to be free of defects in material and workmanship for ninety (90) days from date of installation by an authorized MINOLTA dealer's qualified technician (with above exceptions).

### *12.2. Procedure*

To obtain a Return Authorization Number (RA#), fax or mail a Return Authorization Request Form Service Operations Department at the address previously listed .

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## *13. Items Damaged in Shipping*

As detailed in Service Bulletin reference number 1753, (pub. # 016) dated May 17, 1996, Minolta has provided dealers with thorough details of how to proceed with claims for material(s) damaged in shipping or received with concealed damage. Please refer to this bulletin for complete instructions on how to handle damage claims.

### *13.1. Policy*

All incoming materials should be inspected by the dealer recipient upon delivery and notation made on the carrier's bill of lading if any item is possibly damaged, or shows signs of rough handling. Moreover, only by noting possible damage on the bill of lading will the carrier be obligated to assist the recipient with any claim requests. Dealers should contact the carrier immediately for all damaged material received to initiate a claim with that carrier. Minolta's shipping terms are FOB shipping point and therefore the consignee/carrier is responsible for the delivery of the material(s) in the condition in which it was picked up. The second contact must be the Minolta Regional or District Service Manager (RSM/DSM) so we can get details and pictures of the damages sustained. **The RSM will make**

**every effort to assist the dealer with a timely resolution of all damage claims providing the item and its original packaging (cartons) are available for our inspection and evaluation.**

### *13.2. Procedure*

In all cases where a dealer has received products with concealed or obvious damaged, the initial contact must be to the carrier for claim initiation. Secondly, the Minolta Regional or District Service Manager should be contacted and relevant details provided. The dealer should complete the Shipping Damage Report (Bulletin # 1753) and submit it, with photographs of the material damages and original cartons, to the RSM/DSM. The RSM/DSM will be the focal point for damaged material claim resolution if the carrier does not adequately settle the damage claim. Minolta's Product and Technical Support Division will assist the dealer with the amicable resolution of verified product damage claims.

Please refer to the below details for obvious vs. concealed damage claim procedural guidelines.

#### *13.2.1. Obvious Shipping Damage*

OBVIOUS SHIPPING DAMAGE is defined as crushed cartons, severe punctures or tears in the cartons, severely broken crates (when applicable) or skids. This type of claim should be covered 100% by the carrier.

Items which you receive from MINOLTA in damaged condition will fall into one of three categories: OBVIOUS DAMAGE, SUSPECT SHIPPING DAMAGE or CONCEALED DAMAGE. Some main units are affixed with both "Tip-N-Tell" and/or "Shockwatch" labels. If either of these labels indicate mishandling IT MUST BE NOTED ON THE BILL OF LADING AND RECEIVING RECORD. In this case, IMMEDIATELY inspect the merchandise and make a full damage report to the carrier. Save all packaging. Photos are a definite help. **DISCOVERING, RECORDING AND REPORTING DAMAGE TO THE CARRIER IS ENTIRELY THE RESPONSIBILITY OF THE RECEIVING PARTY.** Carriers demand that all claims are initiated within fourteen (14) days of receipt date.

Material received with obvious shipping damage should be opened immediately and thoroughly inspected before signing the shipping bill; it is the responsibility of the dealer to inspect each individual carton for any physical damage. If damage is found, make a note on the shipping bill and immediately file a claim with the carrier using a "STANDARD FORM FOR PRESENTATION OF LOSS AND DAMAGE CLAIM" attached available from your carrier. NOTE THE GUIDELINES ON THE REVERSE OF THIS FORM. RETAIN ALL CRATES, SKIDS, CARTONS AND PACKING.

Obvious damage must be noted on the Bill of Lading when the item is delivered to you or your customer. A claim must be filed immediately with the carrier. Save all the packaging material and take photographs showing any damage to the packaging and the product as clearly as possible. Generally, the carrier will send an inspector to verify your claim. If they settle with you, the machine will need to be repaired or disposed of however you and your carrier agree. Any parts or labor necessitated by shipping damage are not covered by warranty and such machines will not be authorized for return.

**MINOLTA HIGHLY RECOMMENDS THAT ANY RECEIPT OF QUESTIONABLE MERCHANDISE BE PHOTOGRAPHED IMMEDIATELY AT YOUR FACILITY. IT IS IMPORTANT TO PHOTOGRAPH BOTH THE ORIGINAL MINOLTA CARTON(S) AND THE EQUIPMENT TO CLEARLY ILLUSTRATE YOUR CLAIM..**

**Important:**

*All crates, cartons and packing materials from damaged equipment must be kept **with** the equipment to support the claim.*

*13.2.2. Suspect Shipping Damage*

SUSPECT SHIPPING DAMAGE is defined as any type of compression marks on the cartons, minor punctures or tears to the cartons, slight damage to crates (when applicable) or skids.

Material received with suspect shipping damage should be so noted (pending inspection) on the shipping bill and opened for further inspection within 48 hours of receipt. This inspection must be done and, if necessary, a claim filed with the carrier within the 48 hours of receipt or the carrier may deny responsibility. Again, all crates and cartons must be retained for evaluation of claim.

**MINOLTA HIGHLY RECOMMENDS THAT ANY RECEIPT OF QUESTIONABLE MERCHANDISE BE PHOTOGRAPHED IMMEDIATELY AT YOUR FACILITY. IT IS IMPORTANT TO PHOTOGRAPH BOTH THE ORIGINAL MINOLTA CARTON(S) AND THE EQUIPMENT TO CLEARLY ILLUSTRATE YOUR CLAIM.**

*13.2.3. Concealed Damage*

CONCEALED DAMAGE - Refers to equipment with no visible signs on the outside of the carton.

Again, a claim must be filed with the carrier. If the carrier denies the claim, obtain a copy of the denial report and contact your District/Regional Service Manager to discuss the sit-



uation as well as what options are open to you. Your District/Regional Service Manager may wish to visit your location to inspect the damage first hand, or he may request that you photograph the original cartons as well as the damaged equipment to properly illustrate the claim. Minolta will make every effort to assist you in resolving this issue in a timely manner, and it is important to involve your District/Regional Service Manager immediately upon your receipt of “questionable” material. **HOWEVER, CLAIMS FOR CONCEALED DAMAGE WILL NOT BE CONSIDERED BY MINOLTA UNLESS THE ORIGINAL CARTON(S) ARE RETAINED AND ARE AVAILABLE FOR OUR INSPECTION.**

**MINOLTA HIGHLY RECOMMENDS THAT ANY RECEIPT OF QUESTIONABLE MERCHANDISE BE PHOTOGRAPHED IMMEDIATELY AT YOUR FACILITY. IT IS IMPORTANT TO PHOTOGRAPH BOTH THE ORIGINAL MINOLTA CARTON(S) AND THE EQUIPMENT TO CLEARLY ILLUSTRATE YOUR CLAIM..**

**Note:**

*If, upon MINOLTA'S inspection for concealed damage, the packing material shows any type of outside damage, liability for such damage, will revert back to the carrier and/or dealer.*

In general, with any damage situation, a claim must be filed with the carrier within fourteen (14) days from date of receipt or the carrier will not honor your claim. Any delays in submitting claims may cause carrier to deny responsibility.

**Important:**

*Please be aware that all shipments from MINOLTA are F.O.B. and are carefully inspected, not only at the factory, but by our warehouse personnel when it is received and again when we are loading materials from shipment to you. A carrier will not accept obviously damaged merchandise from Minolta without noting it on the Bill of Lading. Therefore, dealers should not accept any materials without a thorough inspection upon receiving and proper notation to the carrier's bill of lading on any questionable delivery.*

Dealers taking delivery of their equipment at a MINOLTA warehouse must inspect each individual carton before accepting and signing the pick ticket.

In addition, it may be to your advantage to use MINOLTA's recommended carriers. We have chosen these carriers based on price, quality of service and claim support. Please

contact your MINOLTA Customer Service Representative at MINOLTA's shipping point for recommended carriers in your area.

**Important:**

*Keep in mind that in some instances a few parts could put the damaged machine back in salable condition. This is something you may wish to work out during the claim procedure with the carrier. IF THE DAMAGE IS IRREPAIRABLE, FILE FOR THE INVOICE AMOUNT.*

Also, please remember that claims against carriers after multiple onward shipments, or with multiple destinations, are almost impossible to collect! ALWAYS INSPECT PRIOR TO RE-SHIPMENT.

By carefully following these procedures, MINOLTA will be able to provide you with quicker, more effective resolution to freight damage/loss issues.

Ultimately, all shipping damage claims should be handled via standard RA procedure only after a claim has been filed with the carrier and the Minolta District/Regional Service Manager has been notified.

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#### *14. Machine and Accessory Warranty*

##### *14.1. Policy*

With the previously mentioned exceptions (consumables, Eagle, American Eagle guarantee, S.M.A.R.T Systems, etc.), MINOLTA Corporation warrants the original retail user that the MINOLTA office system including any MINOLTA accessories (collectively the "Product") is free of defects in material and workmanship for a period of ninety (90) days from the date of original installation by an authorized MINOLTA dealer.

This warranty does not cover damage to the Product or any part thereof which occurs due to the failure to follow applicable operator and environmental instructions, power fluctuations, mishandling, neglect, accident or other external causes.

This warranty becomes valid only if the Warranty Certificate enclosed with each machine is completely filled in by the original purchaser and mailed to MINOLTA within fifteen (15) days after installation by an authorized MINOLTA dealer. If a completed warranty card is NOT returned to MINOLTA, the product warranty will begin on the date of shipment to the dealer and apply for ninety days.

THE FOREGOING IS THE ONLY WARRANTY BY MINOLTA WITH RESPECT TO THE PRODUCT AND MINOLTA DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE OR PURPOSE OR OTHERWISE.

MINOLTA's sole obligation under this warranty shall be repair, adjustment or replacement, at MINOLTA's option, of defective parts. MINOLTA SHALL HAVE NO LIABILITY FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES OCCASIONED BY THE PRODUCT OR BY BREACH OF ANY WARRANTY WITH RESPECT THERETO.

#### *14.2. Procedure*

In order to receive an RA number and return a unit under warranty, in the rare circumstance that the product could not be made operational in the field, the following conditions and procedures apply:

The unit is within the ninety (90) day warranty period specified and verification can be substantiated.

All appropriate documentation specified in the policy section above is on file at MINOLTA.

You have advised your Regional/District Service Manager of the technical problems you are experiencing, and appropriate, thorough troubleshooting has been completed.

MINOLTA's Recommended Maintenance Schedule has been followed.

All mandatory modifications or service action as recommended by MINOLTA, and/or as described in MINOLTA publications, have been performed.

If all attempts to remedy the technical problems fail, your Regional/District Service Manager will advise you of your available options. It is mandatory that you obtain approval from your Minolta Regional/District Service Manager to return a defective unit under a warranty claim. No warranty unit returns will be authorized by the Service Operations Department unless prior approval has been granted by the respective Minolta RSM/DSM. Further, all unit and accessory returns will be reviewed by the Director of Service prior to approval for return to MINOLTA.

Once you have received approval from your RSM/DSM, fax your completed RA Request Form along with all corresponding documentation to the Service Operations Department at (201) 825-0602. If approved, the Service Operations Department will contact the dealer with the RA number. MINOLTA reserves the right to replace a product with a new

replacement product, or issue a credit to the dealer's account as set forth in the above policy section.

Merchandise must be returned to MINOLTA within thirty (30) days from the RA issue date. Failure to do so will void the RA. MINOLTA will not accept returns from dealers after three (3) months from date of installation.

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*15. EPROM Program Downloading from Minolta's PartnerLink extranet Site:*

As announced in Service Bulletin reference number 2262, (pub. # 029) dated Feb. 2, 1998, Minolta now offers dealers **CS PRO** series and onward EPROM program (firmware) updates FREE via the internet, and Minolta's **PartnerLink** extranet site. For details on how to download EPROM programs and what equipment is required, please refer to bulletin number 2262.

*15.1. Policy*

Minolta routinely offers its authorized dealers improvement updates and application enhancements to memory IC's (EPROMS) required on system printed wiring boards. These EPROMS have been offered to dealers on an EXCHANGE basis (for improvements) OR on an outright sale basis (for special applications). Dealers now have the ability to download current EPROM programs for the CS PRO series copiers and onward from our PartnerLink extranet site FREE. Also, the fax EPROM programs and CF series EPROM programs will be available on PartnerLink

*15.1. Procedure*

Authorized Minolta dealers may update firmware on Minolta equipment directly from the PartnerLink extranet site without having to place an EPROM order or pay for the program/firmware.

Dealers will need the following equipment to use this new feature:

- Personal Computer with Internet access (and a password to Minolta's PartnerLink site)
- EPROM programmer capable of programming up to 8MB EPROM's
- EPROM programmer interface and software for the personal computer
- EPROM blanks

Additional information on EPROM downloads from Minolta's PartnerLink site can be found on bulletin Ref. No. 2262, publications No. 029.

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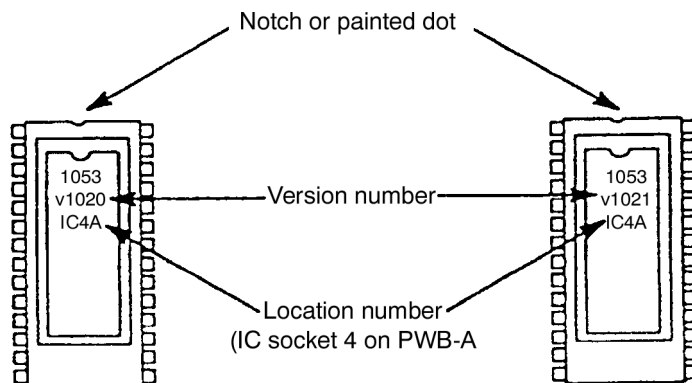
## 16. EPROM Exchange for Credit Program

### 16.1. Policy

Occasionally, improvement updates and application enhancements to memory IC's (EPROMS) on printed wire boards will be required and MINOLTA will make them available on an EXCHANGE return for credit basis for improvements or on an outright sale basis (for special applications).

EPROM Version Technical Information will be issued periodically in the form of service bulletins.

In order to identify a particular version EPROM, please note the EPROM labeling guide on the figure below which also shows the model code prefix (i.e. "1053" = EP4300/ 4301), what PWB and the EPROM socket location on the boards (i.e. IC4A = IC4 on PWB 'A'), version "1021" (this, most often, increases by one (1) digit for each subsequent version issued). The notch or painted dot dimply indicates the direction the EPROM should be installed on the PWB (there's usually a matching outline printed right on the board to assist in proper location of the EPROM).



#### 16.1.1. To Order EPROMS

EPROMs should be ordered through normal order entry procedure. Please be certain to advise the Customer Service Representative that you are requesting EPROM when ordering by phone.

YOU WILL ALWAYS RECEIVE THE LATEST ANNOUNCED VERSION EPROM.

*Mail or fax EPROM orders to:*  
*Minolta Corporation*  
*Att: Customer Service Department*  
*615 Route 303*  
*Blauvelt, NY 10913*  
*Fax (800) 269-4605*

*16.1.2. To receive EPROM exchange credit*

Package EPROMs well in their individual containers along with a copy of your original invoice. If no copy of the invoice is enclosed, we will not be able to verify the 45 day limit, therefore, no credit will be issued.

Ship prepaid to:

*Minolta Corporation*  
*Att: RA# \_\_\_\_\_*  
*615 Route 303*  
*Blauvelt, NY 10913*

Please contact the Service Operations department at (845) 358-6061 if you have any questions concerning this program.

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*17. Availability of PCMCIA Flash Cards for Digital Products*

Minolta is pleased to announce the availability of PCMCIA cards for our digital products. This reusable device enables you to perform firmware version upgrades. The cards will always contain the latest version firmware available from Minolta. These cards are available through normal ordering procedures, via the Customer Service Department in Blauvelt, NY.

The PCMCIA is an erasable device and can be reprogrammed as often as you like. It is recommended that at least the latest version be kept on hand at all times. Version updates can be downloaded from our web-site at <http://partners.minolta.com>.

The part number for the PCMCIA card is MC11-5507-53 and is shipped pre-programmed with the latest version firmware.

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*18. S.M.A.R.T. Systems Warranty*

*18.1. Policy*

*18.1.1. SMART Hardware*

SMART Controller remote diagnostics units are warranted to be free of defects in material and workmanship through the original manufacturer (Monitel Products Corp.) for one (1) year from date of original installation by an authorized MINOLTA dealer.

This warranty does not cover damage to the product or any part thereof which occurs due to the failure to follow applicable installation and environmental instructions, power fluctuations, mishandling, neglect, accident or other external causes.

The above warranty is voided if the unit and any part thereof is found to be tampered with.

THE FOREGOING IS THE ONLY WARRANTY WITH RESPECT TO THE PRODUCT, AND MINOLTA DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE OR PURPOSE OR OTHERWISE.

MINOLTA SHALL HAVE NO LIABILITY FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES (INCLUDING TELEPHONE CHARGES PRODUCED BY THE UNIT, WHATEVER THE CAUSE) OCCASIONED BY THE PRODUCT OR BY BREACH OF ANY WARRANTY WITH RESPECT THERETO.

This warranty becomes valid only if the warranty certificate enclosed with each SMART Controller Kit is completely filled in by the purchaser and mailed to MONITEL PRODUCTS CORPORATION within fifteen (15) days after installation.

*18.1.2. SMART Software*

SMART Host Monitoring Software is warranted out-of-box only, in other words, the "master" diskettes will be free of defects. There is no warranty with respect to functionality or actual operation.

*18.2. Procedure*

*18.2.1. SMART Hardware*

All repair and warranty claims for SMART hardware are handled directly by the manufacturer. In the event the SMART Controller, Personality Interface, AC Transformer, or Cable is found to be defective within the warranty period, REQUEST A RETURN GOODS AUTHORIZATION BY CONTACTING:

*MONITEL PRODUCTS CORPORATION  
REPAIR DEPARTMENT  
TELEPHONE: (201) 898-0860  
FAX: (201) 993-8690*

*18.2.2. SMART Software*

All claims for software replacement should be directed to the Product and Technical Support Division, Service Operations Department at: (201) 818-3510.

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*19. IMAGING UNITS - Warranty Return (EP2120/21/50/51,30/PRO & EP2152/PRO)*

<b>Note:</b>	
	<i>Valid for above Imaging Units with numbers 4436-200 and 1276-200R.</i>

<b>Important:</b>	
	<i>Revisions Made to Credit Schedule Minolta will no longer issue \$40 credit for used I/U's which reach 20,000 copies or more.</i>

*19.1. Policy*

MINOLTA will warrant the above listed Imaging Units (I/U) to its authorized dealers/distributors for at least 20,000 copies based on the I/U internal meter count. This is a "stand-alone" warranty and is not contingent on participation in any other warranty. **Please see bulletin No. 3213 of April 2, 2001 for updated information on our IU program.**



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**Warranty and Special Programs**

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Replacement (new or remanufactured - MINOLTA's option), or credit (direct to your account) is based on the following schedule:

**Note:**

*All IU returns require a valid RA number for deliveries to the Minolta IU Returns Center, Chester, New York facility.*

*Imaging Units returned to any Minolta facility other than the Chester, NY location will be returned to the sending dealer freight collect.*

**Important:**

*New address for all above listed imaging units only:*

*Minolta IU Return Center  
31 Elkay Drive  
Chester, NY 10918  
Attn: RA# \_\_\_\_\_*

I/U Meter Reading	
0 - 5,000	5,000 - 25,000
I/U Exchange	Credit per schedule*

CREDIT SCHEDULE					
Meter Reading		Credit		Meter Reading	Credit
5,001 - 10,000	=	\$130.00		15,001 - 20,000	= \$35.00
10,001 - 15,000	=	\$65.00		Over 20,000	= No Credit Due

*19.2. Procedure*

**Important:**

*VACUUM ALL TONER AND STARTER FROM THE USED I/U, repackage in the original carton (including packing) that contained the new I/U, attach a representative sample copy to a completed printed in blue IMAGING UNIT RETURN TAG.*

*Please refer to Technical Information Bulletin 95-035 for I/U Cleaning and Packaging details.*

Ship PREPAID to:

*MINOLTA ADVANCED TECHNOLOGY  
Minolta Returns Center  
31 Elkay Drive  
Goshen, New York 10819  
Attn: RA# \_\_\_\_\_*

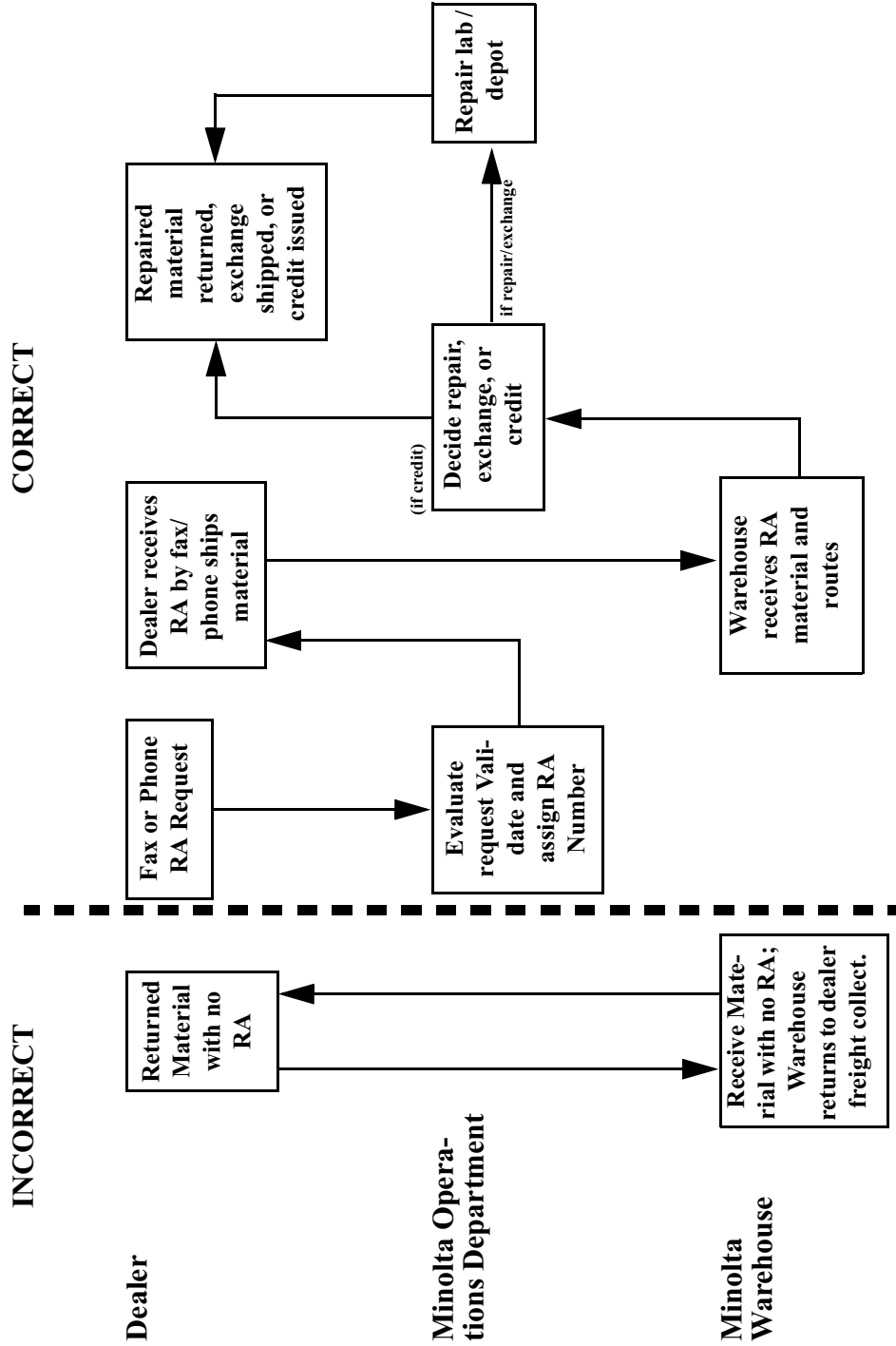
Upon inspection by MINOLTA warranty personnel in Chester, I/U's determined to contain missing, damaged, non-MINOLTA parts, or exceeding the 25,000 meter count, WERE NOT THOROUGHLY VACUUMED and packaged correctly will receive only a \$5.00 credit in lieu of any other warranty.

MINOLTA DISTRIBUTORS should collect imaging units from their dealers and return these units in bulk to MINOLTA as outlined above. Units will not be accepted from individual distributor dealerships.

\*Supersedes the following bulletins:

POLICY #002 (Ref.0023), #005 (Ref.281), #008 (Ref.0643), #009 (Ref.0644), #010 (Ref.0172), #016 (Ref.1221), and PUBLICATION #013 (Ref.1174), COLOR POLICY #001 (Ref. C0001).

# RETURN AUTHORIZATION FLOW CHART



**RETURN AUTHORIZATION REQUEST**  
**MINOLTA PTSD - LOGISTICS DEPARTMENT**  
FAX TO: (914) 358-2246

RA NUMBER: \_\_\_\_\_

<b>RETURN TYPE CATEGORY (CHECK ONE BOX)</b> <small>Please use one RA form for each return type category for routing purpose</small>	<input type="checkbox"/> <b>WARRANTY RETURN FOR EXCHANGE</b> <small>Ref. Minolta Invoice Number: _____</small>	<input type="checkbox"/> <b>BILLABLE REPAIR/ EXCHANGE</b> <small>Your Purchase Order Number: _____</small>	<input type="checkbox"/> <b>WARRANTY: ADVANCE EXCHANGE</b> <small>Ref. Minolta Invoice Number: _____</small>	<input type="checkbox"/> <b>RETURN FOR CREDIT</b> <small>Ref. Minolta Invoice Number: _____</small>
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**DEALER NAME & ADDRESS:**  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**RETURN REQUEST PRIORITY (check one)**    ☐ URGENT    ☐ PRIORITY    ☐ STANDARD

<b>DEALER INFO CONTINUED:</b> CONTACT NAME: _____ PHONE NUMBER: _____ FAX NUMBER: _____ DATE RA REQUESTED: _____ DEALER ACCOUNT NUMBER: _____	<b>MINOLTA USE ONLY</b> DATE: _____ APPROVED BY: _____ ROUTING CODE: _____
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**ITEMS TO BE RETURNED:**

ITEM	QTY	ITEM NUMBER	DESCRIPTION	MODEL	SERIAL #	INSTALL DATE	FAILURE DATE	METER READING	* RETURN TYPE (use return chart below)	FAILURE SYMPTOM/ PROBLEM
1										
2										
3										
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**MINOLTA CORPORATION**  
**PTSD LOGISTICS DEPARTMENT**  
**615 ROUTE 303**  
**BLAUVELT, NEW YORK 10913**

ATTN: RA# \_\_\_\_\_

* RETURN TYPE CHART	
IF YOUR RETURN IS... ORIGINAL WARRANTY (90 DAY) REPLACEMENT PART WARR. (90 DAY) ORDER DEPT/SHIPPING ERROR DLR ORDER ERROR-NEW & UNUSED ITEM, (80% CREDIT ONLY) CORE CREDITS BILLABLE BOARD REPAIR ORDER OTHER	AND SUPPLY THIS INFO. WARRANTY CARD, INVOICE/PACKING LIST, AND INSTALLATION REPORT PACKING LIST/INVOICE PACKING LIST AND COPY OF YOUR P.O. ORIGINAL INVOICE OR PACKING LIST COMPLETED RA FORM ONLY YOUR P.O. ATTACH EXPLANATION + REQUIRED DOCUMENTS
<small>COPY DISTRIBUTION: WHITE: FAX COPY    CANARY: ENCLOSE WITH MATERIAL (S)    PINK: DEALER'S FILE COPY    7/98</small>	

CUT FOR USE AS RETURN LABEL

**PLEASE READ ALL THE INSTRUCTIONS CAREFULLY**

1. Please fill in ALL applicable information (print or type only). cut at dotted line for return label (below).
2. Fill all rows on one form (if necessary) before starting another form. You do not need a separate form for each item to be returned.
3. Please refer to and use the correct code in the chart at the right for each item being returned.
4. Be sure to enclose any documents required to substantiate your claim according to the code chart.
5. Have authorized person sign & date completed form. KEEP PINK COPY FOR YOUR FILES.
6. Enclose canary copy with material(s)

**\* TO ORDER MORE RA REQUEST FORMS:**

THE RA FORM IS MINOLTA PART NUMBER 9985-6146-01 AND CAN BE ORDERED THROUGH THE ORDER DEPT. THESE FORMS WILL SHIP AT NO-CHARGE IF ORDERED WITH ANY PART(S) ORDER EXCEEDING \$50.00 DEALER NET

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**Warranty and Special Programs**

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*Board Repair/Exchange Price List FY '2001*

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(Please use the new **SAP Part Number** when ordering repair boards from Minolta Service Operations.)g

<b>Model</b>	<b>OLD Part Number for Reference</b>	<b>Description</b>	<b>NEW: SAP Part Number</b>	<b>Dealer Net Repair</b>	<b>Repair Exchange</b>
AD-2	1281-0102-00	PWB A	1281010203	134.95	140.83
AD-10	4497-0101-00	PWB A	4497010104	33.70	40.44
AF-1	1266-0151-00	PWB A	1266015107	136.86	143.15
AF-3	4433-0102-00	PWB A	4433010401	143.38	177.73
AF-4	1278-0101-00	PWB A	1278010109	185.17	222.20
AFR-1	1261-6002-00	PWB A	1261015202	77.28	115.00
AFR-1		PWB B	1261600202		
AFR-2	1262-0151-00	PWB A	1262015107	124.69	170.68
AFR-3	1279-0101-00	PWB A	1279010302	169.03	222.30
AFR-4	4416-0101-00	PWB A	4416010302	166.73	179.14
AFR-5	1284-0102-00	PWB A	1284010207	177.54	203.90
AFR-6	4434-0102-00	PWB A	4434010401	143.38	200.34
AFR-7	4426-0102-00	PWB A	4426010202	128.00	165.00
AFR-9	4408-0101-00	PWB A	4408010302	139.90	210.60
AFR-10	4456-0751-00	PWB-A	4456075103	191.18	229.42
AFR-14	4490-0101-00	PWB-A	4490010105	129.19	155.03
AFR-1000	4484-0101-00	PWB A	4484010401	156.00	185.40

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**Warranty and Special Programs**


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AFR-12	4486-6001-00	PWB-A	4486600112	192.81	231.37
AFR-13	4475-0102-00	PWB A	4475010201	122.00	147.60
C101	4605-0101-00	PWB A	4605010101	101.52	121.82
C201/02	4431-6001-00	PWB A	4431600101	118.65	151.52
C206	1280-6001-00	PWB-A	1280600101	70.77	84.92
C-304	4483-0101-00	PWB-A	4483010101	55.25	66.30
CF80	1131-0128-00	Control Panel	1131012808	717.00	1048.06
CF900	1144-0102-00	PWB B	1144010204	275.00	340.00
CF900	1144-0107-00	PWB-G	1144010703	221.21	265.45
CF900	1144-0110-00	PWB-JD	1144011006	282.00	318.00
CF900	1144-0122-00	Control Panel	1144012207	455.00	510.00
CF900	1144-0768-00	PWB-I	1144010917	310.00	379.00
CF900	1144-0769-00	PWB C	1144010309	580.00	820.00
CF900	1144-6062-00	PWB-L	1144606202	58.00	72.00
CF900	1144-6201-00	PWB-HVI	1144620103	231.62	277.94
CF900	1144-6202-00	HV4	1144620205	220.00	300.00
CF900	1144-6204-00	HV2	1144620406	245.00	290.00
CF900	9325-2310-00	PU-3	9325231022	118.17	141.80
CF900	9325-2510-00	PU-1	9325251052	144.60	172.92
CF900	1144-0902-00	Print Hd. (repd)	1144090207	N/A	1200.00
CF910	1154-0148-00	Control Panel	1154014802	826.40	991.67
CF910	1154-0103-00	PWB-C	1154010302	1261.25	1513.49
CF910	1154-0102-00	PWB-B	1154010202	245.72	294.86



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**Warranty and Special Programs**


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CF910	1154-0758-00	Print Head	1154075801	N/A	1248.99
CF910	1154-6216-00	PU-1	1154621614	529.62	635.54
CF910	1144-6290-00	PU-2	1144629001	147.27	176.72
CF910	1154-0111-00	PWB-I	1154011102	282.48	338.98
CF911P	4119-6098-00	Control Panel	4119609802	488.26	585.91
DI-30	1138-0109-00	Control Panel	1138010903	524.55	629.45
DI-30	1138-0153-00	PRINT HEAD	1138015301	N/A	1410.63
DI-30	1138-0125-00	PWB-M	1138012509	2329.70	2795.64
DI-30	1138-0131-00	PWB-A	1138013109	247.17	296.60
DI-30	1138-6206-00	PU3	1138620602	241.85	290.21
DI-30	0931-6203-00	PU1	0931620301	674.17	809.00
DI-30	1138-6204-00	PU2	1138620401	387.70	465.23
DI-250	1171-6006-00	Control Panel	1171600604	108.58	130.30
DI-250	1166-1151-00	PWB-HGB	1166115101	475.69	570.83
DI-250	1166-1154-00	PWB-MFB	1166115401	1500.00	1849.00
DI-250	9325-2710-00	PU-1	9325271033	346.21	415.45
DI-250	1170-0101-00	PWB-A	1170010117	149.72	179.66
DI-250	1164-0533-00	Print Head	1164053304	N/A	307.60
DI-350	1166-1152-00	PWB-HGB	1166115201	475.69	570.83
DI-350	1166-1155-00	PWB-MFB	1166115501	1500.00	1849.00
DI-350	1165-0111-00	PWB-A	1165011117	142.88	171.45
DI-350	1165-0531-00	Print Head	1165053106	N/A	521.33
DI-620/520	1155-0107-00	IB Board	1155010703	887.31	887.31

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**Warranty and Special Programs**


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DI-620/520	1155-0131-00	Control Panel	1155013103	464.88	557.85
DI-620/520	1155-0111-00	PWB-J	1155011102	441.18	529.42
DI-620/520	1155-0179-00	Print Head	1155017906	N/A	1850.00
DI-620/520	1155-0101-00	PWB-A	1155014801	231.83	278.19
DI-620/520	1155-0102-00	PWB-B Non Excel.	1155010215	1150.00	1230.00
DI-620/520	1155-0142-00	PWB-B Excel.	1155014201	1285.00	1380.00
DI-620/520	1155-0121-00	PWB-W	1155012104	274.11	328.93
DI-620/520	1155-6205-00	PU-1	1155620514	597.43	716.92
DI-620/520	1161-0106-00	PWB-F	1161010601	123.98	148.78
EDH-1	4469-0101-00	PWB A	4469010103	137.36	164.83
EP1030	1160-0111-00	PWB A	1160011103	89.00	104.00
EP1031	1159-0111-00	PWB A	1159011103	98.00	120.00
EP1080	1139-0101-00	PWB A	1139012103	139.03	187.70
EP1080	1139-0112-00	Control Panel	1139011205	148.73	203.27
EP1081	1142-0102-00	PWB A	1142010205	138.00	157.91
EP1081	1142-0112-00	Control Panel	1142011204	137.83	148.50
EP1083	1152-0101-00	PWB-A	1152010103	208.64	250.37
EP1083	1152-0451-00	Control Panel	1152045101	72.51	87.01
EP2010	1151-0101-00	PWB-A	1151010102	237.55	285.05
EP2010	1151-0103-00	PWB-C	1151010302	35.34	42.40
EP2010	1151-0451-00	Control Panel	1151045101	102.43	122.92
EP2010	9325-1610-00	HV- Unit	9325161022	102.74	123.29
EP2010	9325-2610-00	Power Supply	9325261051	142.36	170.83
EP2050	1136-0101-00	PWB A	1136011015	171.48	233.71

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**Warranty and Special Programs**


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EP2050	1136-0102-00	PWB B	1136011825	152.78	243.20
EP2050	1136-0112-00	Control Panel	1136011202	204.76	271.67
EP2080 (Also Used in EP4000, EP5000, EP6001, EP8010)	1149-0117-00	Control Panel	1149011702	478.34	527.87
EP2080	1149-0101-00	PWB-A	1149010102	67.81	81.37
EP2080	1149-0106-00	PWB-F	1149010606	36.15	43.38
EP2120	1067-0104-00	Control Panel	1067010404	31.80	42.40
EP2120	1067-0111-00	PWB A	1067011101	59.65	70.79
EP2151	1066-0107-00	Control Panel	1066011702	49.95	120.29
EP2151	1066-0151-00	PWB A	1066010103	87.94	120.29
EP2152	1133-0110-00	PWB A	1133011001	25.00	36.60
EP3050	1135-0101-00	PWB A	1135075102	186.30	199.21
EP3050	1135-0105-00	PWB B	1135010528	193.59	225.67
EP3170	1065-0113-00	PWB A	1065012901	79.00	160.63
EP3170	1065-0117-00	Control Panel	1065011714	52.74	96.35
EP4000/5000	1156-0101-00	PWB-A	1156010101	237.00	290.00
EP4000/5000	1156-0102-00	PWB-B	1156010202	101.00	197.00
EP4000/5000	1156-0103-00	PWB-C	1156010302	79.00	125.00
EP4000/5000	1156-0106-00	PWB-F	1156010603	78.84	94.61
EP4000	9325-1611-00	HV 1 Unit	9325161122	123.57	148.28
EP5000		HV 1 Unit	9325161132		
EP4000/5000	9325-2610-00	Power Supply	9325261032	163.81	196.57

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**Warranty and Special Programs**


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EP4050	1134-0101-00	PWB A	1134076102	189.55	203.22
EP4050	1134-0105-00	PWB B	1134013402	197.35	243.80
EP4050	1134-0119-00	PWB-C	1134011901	83.29	103.29
EP4050	9325-2310-00	P/S P/U1	9325231053	173.85	192.17
EP4210	1080-0113-00	PWB A	1080011306	103.07	201.04
EP4210	1080-0117-00	Control Panel	1080011702	54.51	96.80
EP4230	1054-0101-00	PWB A	1054013201	41.37	76.38
EP4230	1054-0102-00	PWB B	10540102MD	52.00	86.80
EP4230	1054-0103-00	PWB C	1054010306	44.25	83.78
EP4230	1054-0107-00	Control Panel	1054010709	79.95	190.33
EP4230	9325-2820-00	Power Supply	9325282063	160.00	215.52
EP4233	1079-0101-00	PWB A	1079011105	42.85	77.49
EP4233	1079-0102-00	PWB B	1079011215	74.88	144.32
EP4233	1079-6052-00	Control Panel	1079605209	141.01	256.67
EP425Z	1049-0151-00	PWB A	1049015108	61.63	178.49
EP425Z	1049-6021-00	Control Panel	1049602104	42.85	121.70
EP4300/01	1053-0101-00	PWB A	1053012501	79.00	235.85
EP4300	1053-6014-00	Control Panel	1053604003	189.00	249.91
EP4301	1053-6017-00	Control Panel	1053601709	189.00	245.06
EP4300/01	1053-6026-00	Power Supply	1053602603	144.69	150.82
EP4320	1077-0101-00	PWB A	1077010104	98.98	203.76
EP4320	1077-6034-00	Control Panel	1077603401	189.00	268.61
EP4321	1077-6035-00	Control Panel	1077603501	189.00	267.17
EP5050	1075-0126-00	PWB-A	1075012602	236.83	284.20

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**Warranty and Special Programs**


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EP5050	1075-0128-00	PWB-F	1075012801	128.68	154.42
EP5050	1075-6053-00	PWB-J	1075605306	103.05	123.65
EP5050	1075-0103-00	Pwb-C	1075010303	85.68	102.30
EP5320	1076-6230-00	Power Supply	1076623005	159.73	163.26
EP5320	1078-0102-00	PWB A	1078012001	120.85	198.36
EP5320	1078-6032-00	Control Panel	1078603201	162.74	268.61
EP5400/01	1052-0101-00	PWB A	1052010403	169.00	230.82
EP5400	1052-6033-00	Control Panel	1052603305	149.00	269.87
EP5401	1052-6034-00	Control Panel	1052603405	149.00	269.83
EP5420	1076-0102-00	PWB A	1076012001	121.51	189.42
EP5420	1076-0112-00	Control Panel	1076011202	249.00	305.00
EP5420	1076-6233-00	Power Supply	1076623005	160.14	170.73
EP6000	1075-0108-00	PWB F	1075010803	133.17	160.61
EP6000	1075-0767-00	PWB A	1075012103	194.96	248.09
EP6000	1075-0770-00	PWB B	1075012502	172.73	246.92
EP6000	1134-0112-00	Control Panel	1134011216	299.33	395.46
EP6001	1156-0102-00	PWB-B	1156010202	653.40	784.07
EP6001	1156-0103-00	PWB-C	1156010302	93.45	112.13
EP6001	1161-0101-00	PWB-A	1161010102	265.94	319.12
EP6001	9325-1310-00	HV2-Unit	9325131063	127.26	152.71
EP6001	9325-1610-00	HV1-Unit	9325161062	92.02	110.42
EP6001	9325-2610-00	Power Supply	9325261065	355.09	426.11
EP8010	1145-0106-00	PWB-E	1145010601	61.28	73.53
EP8010	1145-6051-00	PWB	1145605102	108.05	129.66

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**Warranty and Special Programs**


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EP8010	1145-0103-00	PWB-C	1145010302	109.00	157.00
EP8010	1145-0756-00	PWB-A	1145075601	306.89	368.26
EP8010	1145-0758-00	PWB-B	1145075803	222.12	266.54
EP8015	1161-0101-00	PWB-A	1161010102	265.94	319.12
EP8015	1156-0102-00	PWB-B	1156010202	194.00	220.00
EP8015	1161-0103-00	PWB-C	1161010302	47.00	59.00
EP8015	1162-0106-00	PWB-F	1162010601	130.00	153.00
EP8015	8015-ohv1-00	HV1	9325161081	94.00	121.00
EP8015	8015-ohv2-00	HV2	9325131063	126.00	149.00
EP8600/01	1051-0101-00	PWB A	1051013101	83.74	157.37
EP8600/01	1051-0103-00	PWB C	1051010304	29.95	68.22
EP8600/01	1051-0105-00	PWB E	1051013301	39.04	72.09
EP8600/01	1051-0132-00	PWB B	1051013202	42.75	81.67
EP8601	1051-0141-00	PWB A	1051014102	65.00	161.64
EP8601	1051-0142-00	PWB B	1051014204	42.18	80.47
EP8600	1051-6052-00	Control Panel	1051607206	199.00	572.28
EP8600/01	1051-OPU1-00	Power Supply	9325282014	160.00	215.00
EP8602	1129-0101-00	PWB A	1129010106	103.98	171.41
EP8602	1129-0102-00	PWB B	1129010208	80.00	111.60
EP8602	1129-0103-00	PWB C	1129010304	68.00	107.46
EP8602	1129-6052-00	Control Panel	1129605208	199.00	583.20
EP8602	1129-6203-00	P/S PU1	1129620302	220.00	287.46
EP8602	1129-6205-00	P/S PU2	1129620502	210.00	268.22

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**Warranty and Special Programs**


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EP8603	1140-0110-00	PWB A	1140011006	108.94	189.58
EP8603	1140-0112-00	Control Panel	1140011204	240.00	318.84
EP9760	1074-0102-00	PWB C	1074010204	72.00	83.90
EP9760	1074-0127-00	Control Panel	1074012701	648.10	763.29
EP9760	1074-0128-00	PWB A	1074013404	164.53	336.15
FN-2	4440-0101-00	PWB A	4440010112	188.33	226.00
FN-3	4470-0101-00	PWB A	4470010103	290.85	349.02
FN-100 / 500	4611-6051-00	PWB A	4611605115	338.85	406.62
FN-102 / 502	4621-6051-00	PWB A	4621605102	246.84	296.20
JS-200	4602-0101-00	PWB A	4602010104	68.43	82.11
MF1700	4257-2003-00	PWB Main	4257200301	210.00	272.00
MF1800	4272-1004-00	Control panel	4272100401	57.00	79.00
MF1800	4272-1202-00	PWB MAIN	4272120201	247.00	289.00
MF1900	4259-2001-00	PWB Main	4259200101	305.00	369.00
MF2300	4250-1202-00	PWB Main	4250120201	308.00	374.00
MF2500	4266-0751-00	PWB MAIN	4266075101	460.00	522.00
MF2500	4266-6006-00	NCU-Pwb	4266600601	89.00	112.00
MF2600	4501-1002-00	PWB-CPU	4501100201	662.00	835.00
MF2600 & MF3600	4111-0101-00	PWB-A	4111010103	106.62	127.94
MF2600	4501-1003-00	PWB-Modem	4501100301	161.36	193.63
MF2600 & MF3600	4111-6201-00	PU-1	4111620105	90.28	108.34

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**Warranty and Special Programs**


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MF3300	4241-1202-00	PWB Main	4241120203	838.00	964.00
MF3500	4258-0751-00	PWB MAIN	4258075101	410.00	470.00
MF3600	4502-1001-00	PWB-CPU	4502100101	772.07	926.48
MF3600	4502-1002-00	PWB-CPU	4502100201	780.00	980.00
MF3600	4501-1008-00	PWB-Modem	4501100801	415.65	498.78
MF3700	0964-6201-00	PWB-PU	0964620105	87.00	99.00
MF3700	4246-1001-00	PWB-NCU	4246100101	71.00	82.00
MF3700	4246-1202-00	PWB Main	4246120201	390.00	455.00
MF5500	4275-1011-00	PWB-NCU	4275101101	105.00	149.00
MF5500	4275-1202-00	MAIN	4275101402	453.00	520.00
MF5500	4275-1022-00	Power Unit	4275102201	187.00	224.00
OT-100	4491-0101-00	PWB-A	4491010105	101.11	121.33
PF-104	4479-0102-00	PWB-A	4479010201	155.64	186.77
PF-105	4480-0102-00	PWB-A	4480010202	181.89	218.26
PF-108/110	4498-0101-00	PWB-A	4498010113	24.72	29.66
PF-202	4444-0108-00	PWB-A	4444010801	121.33	145.59
PF-2D	4444-0103-00	PWB-A	4444010323	67.21	80.65
PF-4D	4479-0103-00	PWB-A	4479010301	66.89	80.27
PF-5D	4480-0103-00	PWB-A	4480010302	158.91	190.69
PI-3500	4608-0101-00	PWB-S	4608010105	810.00	1010.00
PI-6000	4499-0101-00	PWB-A (Main)	4499010102	N/A	912.00
PI-6000	4499-6051-00	PWB-PU (PWR)	4499605101	111.00	134.00
PI-6000	4499-6054-00	PWB (NIC)	4499605402	867.00	992.00



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**Warranty and Special Programs**


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RDH-1	1255-0151-00	PWB A	1255015108	220.00	340.20
S101/201	1250-0154-00	PWB A	1250015403	115.31	160.22
S103/203	1290-0101-00	PWB A	1290010108	130.04	179.60
S-104	4430-0101-00	PWB A	4430010505	117.91	179.60
S-105	4430-0107-00	PWB A	4430010708	112.95	135.54
S-204	4435-0101-00	PWB A	4435010106	129.24	160.97
S-205 & S-206	4429-0101-00	PWB A	4429010208	139.00	170.64
S-207/208/209	4476-0101-00	PWB A	4476010102	132.56	159.07
ST-101	4428-0101-00	PWB A	4428010505	142.89	176.76
ST-103	4428-0107-00	PWB A	4428010708	142.36	170.83
ST-206	4427-0101-00	PWB A	4427010309	161.22	212.76
ST-207	4410-0102-00	PWB A	4410010206	158.37	212.76
ST-208	4457-0751-00	PWB A	4457075101	173.62	208.34
ST-210/211/212	4477-0101-00	PWB A	4477010104	172.08	207.35
ST-213/214	4478-0101-00	PWB A	4478010103	286.46	343.75
ST1000/1100/ 1200	4485-0101-00	PWB A	4485010104	286.46	343.75
ST201/202/203	4417-0104-00	PWB A	4417010406	176.10	190.31
Reader-Printer Boards					
3390 Coinbox	9980-3380-00	PWB-A	9980339002	95.00	125.00
DAR2800	0807-0141-00	CONTROL PANEL	0807014102	190.00	240.00
DAR2800	0807-6002-00	PWB-B	0807600205	70.00	95.00

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**Warranty and Special Programs**


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DAR2800	0807-6005-00	PWB-K	0807600507	95.00	120.00
DAR2800	0807-6009-00	PWB-A	0807600908	180.00	220.00
DR1600	0806-6002-00	PWB-B	0806600205	95.00	115.00
DR1600	0806-0141-00	CONTROL PANEL	0806014102	190.00	225.00
DR1600/2800	0806-0602-00	FILM UNIT	0806060201	OPEN	N/A
DR1600	0806-6009-00	PWB-A	0806600905	135.00	171.00
Mars 4	1358-0102-00	PWB-B	1358010203	142.50	171.00
Mars 4	1358-0107-00	PWB-A	1358010707	427.50	720.00
	1358-0107-00	PWB-A	1358010719		
Mars Mini	1351-0102-00	PWB-B	1351010201	142.00	171.00
Mars Mini	1351-0106-00	PWB-A	1351010601	190.00	270.00
Mars Mini 2	1376-0102-00	PWB-B	1376010202	142.00	171.00
MS3000	0816-6023-00	PWB-D	0816602313	90.00	120.00
MS3000	0816-6024-00	PWB-S	0816602405	380.00	456.00
MS3000	0816-6024-00	PWB-S	0816010401	380.00	456.00
MSP3000	0816-0102-00	PWB-E	0816010204	549.00	633.00
Micro SP3000 & Ms3000	0816-0756-00	PWB-B	0816075608	821.00	947.00
PS3000	0814-0105-00	PWB-C	0814010514	981.00	1128.00
PS3000	0814-6002-00	PWB-D	0814600208	405.00	470.00
PS3000	0814-6004-00	PWB-G	0814600402	171.00	196.00
PS7000	0818-0102-00	PWB-B	0818010205	980.00	1125.00
PS7000	0818-0105-00	PWB-E	0818010502	619.90	743.88

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**Warranty and Special Programs**


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PS7000	0818-6201-00	PU-2	0818620103	666.27	799.52
RFC10/11	9985-1049-00	PWB-A	9985104901	90.00	120.00
RFC12	9985-3026-00	PWB-A	9985302601	90.00	120.00
RFC15A/M	1354-0106-00	PWB-A	1354076207	190.00	250.00
RFC16	1367-6001-00	PWB-A	1367600103	135.00	145.00
RFC20	1371-0763-00	PWB-A	1371076301	225.00	290.00
RFC21	1371-0766-00	PWB-A	1371076605	225.00	290.00
RFC9B	1356-0101-00	PWB-A	1356010127	120.00	145.00
RP503	0857-6051-00	PWB-B	0857605101	50.00	81.00
RP503	0857-6052-00	PWB-E	0857605201	45.00	67.50
RP503	0857-6053-00	PWB-A	0857605302	190.00	215.00
RP504A	0858-6057-00	PWB-M	0858605701	190.00	250.00
RP504A	0858-6051-00	PWB-A	0858605102	95.00	120.00
RP504A	0858-6052-00	PWB-B	0858605201	45.00	67.50
RP504M	0859-6053-00	PWB-M	0859605301	190.00	250.00
RP507	0863-0103-00	PWB-C	0863010304	75.00	100.00
RP507	0863-0125-00	PWB-A	0863012501	225.00	285.00
RP509	0861-0102-00	PWB-B	0861010204	90.00	120.00
RP509	0861-0106-00	PWB-F	0861010604	125.00	145.00
RP509	0861-0108-00	PWB-H	0861010804	65.00	81.00
RP509	0861-0115-00	PWB-A	0861011502	210.00	245.00
RP509	0861-0118-00	PWB-C	0861011802	160.00	190.00

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**Warranty and Special Programs**


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RP509	0861-0141-00	PWB-D	0861014105	175.00	195.00
RP600Z	0870-6201-00	PWB-PU1	0870620105	145.00	160.00
RP600Z	0870-6003-00	PWB-A	0870600301	80.00	120.00
RP603Z	0876-0751-00	PWB-A	0876075109	171.00	195.00
RP603Z	0876-6201-00	PWB-PU1	0876620102	145.00	180.00
RP603Z	0876-6203-00	PWB-PU2	0876620302	135.00	160.00
RP605Z	0867-0112-00	PWB-I	0867011205	90.00	120.00
RP605Z	0867-0751-00	PWB-A	0867075104	140.00	150.00
RP605Z	0867-6201-00	PWB-PU1	0867620105	95.00	135.00
RP605Z	0867-6203-00	PWB-PU2	0867620301	95.00	135.00
RP606Z	0869-0751-00	PWB-A	0869075108	145.00	170.00
RP606Z	0869-6020-00	PWB-C	0869602001	45.00	67.50
RP606Z	0869-6029-00	PWB-I	0869602905	70.00	90.00
RP607Z	0873-0751-00	PWB-A	0873075104	210.00	240.00
RP607Z	0873-6024-00	PWB-I	0873602402	145.00	170.00
RP607Z	0873-6022-00	PWB-C	0873602202	90.00	120.00
RP609Z	0871-6002-00	PWB-B	0871600201	90.00	120.00
RP609Z	0871-6003-00	PWB-C	0871600303	90.00	120.00
RP609Z	0871-6207-00	PWB-PU2	0871620701	125.00	145.00
RP609Z	0871-0753-00	PWB-A	0871075305	170.00	210.00
RP609Z	9325-2010-00	PWB-PU1	9325201011	160.00	200.00
SD1	1353-0101-00	PWB-A	1353010103	190.00	210.00
UC-1	1373-6001-00	PWB-A	1373600116	120.00	145.00

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**Warranty and Special Programs**

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UC-2	1373-0759-00	PWB-A	1373075903	120.00	145.00
UC-5M	9985-3026-00	PWB-A	9985302650	90.00	120.00

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*1. Policy*

This new department within the Product and Technical Support Division was created to promote and communicate the value added activities of the division. As PTS is comprised of functional business units including field service, technical support, service publications, and operations, the service marketing department is the single communication point for the PTS message. This becomes crucial as the pace of your business and our business is rapidly increasing with new Minolta products, and Minolta services.

However, service marketing is more than telling you about the programs we have available through PTS. In fact, service marketing is listening to what our Minolta Valued Partners need from PTS, and working with our internal business units to fulfill that need wherever possible.

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*2. Contact: For any service marketing questions or input, please contact:*

Dean Reonieri  
201-934-5286 voice  
201-934-4650 fax  
[dreonieri@minolta.com](mailto:dreonieri@minolta.com)



## *Minolta Dealer Reference Guide*

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### *Headquarters -Ramsey, New Jersey*

<b><u>KEY CONTACT</u></b>	<b><u>SUBJECT/FUNCTION</u></b>	<b><u>PHONE#</u></b>	<b><u>FAX#</u></b>
<b>Jon Reardon</b> <i>Vice President &amp; General Manager</i>	Division GM Division VP Strategic Business Planning, Service & Support	201 934-5280	201 934-5223
<b>Karin Vohs</b> <i>Executive Secretary</i>	PTS Expense Control Special Projects	201 934-5210	201 825-0124
<b>Deirdre Spalthoff</b> <i>Executive Secretary</i>	T & E Expense Control, Admin. Support to VP, QA, Service Market- ing	201 934-5382	201 934-5223
<b>Jim Ingrassia</b> <i>National Technical Service Manager</i>	Field/Technical	201 934-4695	201 818-5741



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**Minolta Dealer Reference Guide**

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<b><u>KEY CONTACT</u></b>	<b><u>SUBJECT/FUNCTION</u></b>	<b><u>PHONE#</u></b>	<b><u>FAX#</u></b>
<b>Christine Morales</b> <i>National Tech. Service Administrator</i>	Pro-Tech/Circle of Excellence	201 934-5234	201 818-5741
<b>Tim Venettozzi</b> <i>Service Planning Manager</i>	Service Planning	201 818-5762	201 848-5752
<b>Debbie Hanson</b> <i>Data Software Support Manager</i>	PartnerLink Website, Database Mgmt,	201 934-4664	201 818-5752
<b>John Lent</b> <i>Nat'l Technical Training Manager</i>	Service Training	201 934-4722	201 818-3524
<b>Jim Fallon</b> <i>Field Training Manager</i>	Field Training	201 818-5795	201 818-3524
<b>Peter Tom</b> <i>Curriculum Development Manager</i>	Curriculum Development Instructional Design (Service Training)	201 934-4796	201 818-3524
<b>Lisa Ireland</b> <i>Product Specialist</i>	Service Training	630 784-2970	630 260-2854
<b>Susan Wilson</b> <i>National Technical Training Administrator</i>	Service Training Schedule/Enrollments	201 818-3558	201 818-3524
<b>Mark Sepanski</b> <i>Quality and Serviceability Manager</i>	Quality and Serviceability, Engineering New Product issues	201 934-4775	201 818-5741
<b>Dean C. Reonieri</b> <i>Service Marketing Manager</i>	Service Marketing	201 934-5286	201 934-4650
<b>Tech Support HOTLINE</b>	HOTLINE Analog & Digital B/W Copiers, Color Copiers, Fax, Micrographics/ Hybrid, MicroPress, and All Print Controllers	800 851-7619 800 506-7619	201 934-4650
<b>Chuck Clarke</b> <i>National Technical Support Manager</i>	Tech Support	201 236-4288	201 236-4650

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**Minolta Dealer Reference Guide**

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<b><u>KEY CONTACT</u></b>	<b><u>SUBJECT/FUNCTION</u></b>	<b><u>PHONE#</u></b>	<b><u>FAX#</u></b>
<b>Karl Esaka</b> <i>National Quality Assurance Manager</i>	Quality Assurance	201 934-5322	201 934-5223
<b>Kevin Streuli</b> <i>National Service Operations Manager</i>	Service Operations	201 818-3516	201 285-1645
<b>Stephanie Dziengiel</b> <i>National Service Support Logistics &amp; Operations Administrative Assistant</i>	Warranty>Returns Authorizations	201 818-3549	201 825-1645
<b>Karen Brandenburg</b> <i>Service Communications Manager</i>	Inventory of Printed Materials, Digital Conversions of Tech, Electronic/ Printed Documentation	201 934-5252	201 236-4242
<b>Lisa Lo Martire</b> <i>Service Communications Administrative Secretary</i>	Dealer/End User MSDS Requests, Service Material Dealer Distribution	201 236-4274	201 236-4242
<b>Rachelle LaCava</b> <i>Service Communications Coordinator</i>	Generate/Maintain Service Documentation, Assist on Creative/ Design Projects and Publication Requests	201 236-4225	201 236-4242
<b>Keith Conroy</b> <i>Service Operations Supervisor</i>	EPROM/Board Repair Inventory, Unit Returns/Inspections, Board Repair/Exchange Order Processing, MAP Inspection Administration	914 358-6061 X131	914 358-2246
<b>Al Rolo</b> <i>Sr. Service Support Operations Coordinator</i>	Warranty Credit/Exchange, OEM-Vendor Claims/Analysis	201 236-4246	201 825-1645
<b>Kim Cross</b> <i>Service Operations Coordinator</i>	Return Authorizations for Dealer-Subsidiary and System Processing, Upgrades/Special Programs, Credit/Invoices	201 818-3510	201 825-1645
<b>David Baric</b> <i>Service Operations Coordinator</i>	Return Authorization for Warranty-Billable Vendor Repairs>Returns	201 934-4627	201 825-1645

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**Minolta Dealer Reference Guide**

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<b><u>KEY CONTACT</u></b>	<b><u>SUBJECT/FUNCTION</u></b>	<b><u>PHONE#</u></b>	<b><u>FAX#</u></b>
<b>Anita Conklin</b> <i>Service Operations Coordinator</i>	Operations-related RA's/Inquiries, Month End Reports, MAP/Damage Unit Returns	201 934-4607	201 825-1645
<b>Joe Rooney</b> <i>Service Warranty Manager</i>	Warranty / Outsourcing Administra- tion, B/O Analysis, Domestic Parts	201 934-5339	201 825-1645
<b>Sam Annacone</b> <i>Service Parts Manager</i>	Master/Exception Planning Backo- rder Analysis, Parts Evolution, New Product Parts Support w/MO	201 236-4274	201 825-1645
<b>Lois Henry</b> <i>Parts Forecasting Coordinator</i>	MRP Controller/Parts/Kits/OEM- Vendor Planning - Procurement, Material Maintenance	201 934-4607	201 825-1645
<b>Terri Valentine</b> <i>Parts Planning Expediter</i>	SAP Parts Order Rescheduling, SAP MO PO Exception/Error & B/O Pro- cessing	201 934-4252	201 236-4242
<b>Koki Fujishima</b> <i>General Planning Manager</i>	General Planning Level IV Engineering Support	201 818-3183	201 934-4650
<b>Mick Nagao</b> <i>General Planning Department</i>	Level III Engineering Support, DiAlta Product Line and Controller	201 934-5325	201 934-4650
<b>Nat Tsuda</b> <i>General Planning Department</i>	Level III Engineering Support, CF Product Line & Controllers	201 818-3502	201 934-4650

***NORTHEAST REGION***

**845-727 0082 PHONE**

**845-358-1732 FAX**

REGIONAL SERVICE MANAGER	Joe Lempicki	
REGIONAL ADMINISTRATOR	Bonnie Elinskas	Territory Management
DISTRICT SERVICE MANAGER	Rich Bicocchi	Territory Management
DISTRICT SERVICE MANAGER	Bob Hansen	Territory Management
DISTRICT SERVICE MANAGER	Bob Downing	Territory Management
DISTRICT SERVICE MANAGER	Steve Colburn	Digital System Specialist
DISTRICT SERVICE MANAGER	Ron Mohr	Graphic System Specialist
DISTRICT SERVICE MANAGER	John Kramer	Application Specialist

***SOUTHEAST REGION***

**770-449-3600 PHONE**

**770-449-9038 FAX**

REGIONAL SERVICE MANAGER	Bob McGuire	
REGIONAL ADMINISTRATOR	Barbara Tomlinson	
DISTRICT SERVICE MANAGER	Glenn Ford	Territory Management
DISTRICT SERVICE MANAGER	Steve Haller	Territory Management
DISTRICT SERVICE MANAGER	Kevin Amerson	Territory Management
DISTRICT SERVICE MANAGER	Bob Goddard	Digital System Specialist
DISTRICT SERVICE MANAGER	Patrick Wasielewski	Graphic System Specialist
DISTRICT SERVICE MANAGER	Phil Sanders	Systems Integration Specialist

*MIDWEST REGION*

**630-784-2950 PHONE**

**630-260-2851 FAX**

REGIONAL SERVICE MGR	Al Sengpiel	
REGIONAL ADMINISTRATOR	Shannon Klaus	
DISTRICT SERVICE MANAGER	Bill Rogers	Territory Management
DISTRICT SERVICE MANAGER	Bud Yelkin	Territory Management
DISTRICT SERVICE MANAGER	Mark Shaffer	Territory Management
DISTRICT SERVICE MANAGER	Lance Baker	Territory Management
DISTRICT SERVICE MANAGER	Doug Giaudrone	Digital System Specialist
DISTRICT SERVICE MANAGER	Michael Zych	Graphic System Specialist
DISTRICT SERVICE MANAGER	Kent Livingston	Systems Integration Specialist

***SOUTHCENTRAL REGION***

**972-341-5747 PHONE**

**972-341-5740 FAX**

REGIONAL SERVICE MGR	Frank Bures	
REGIONAL ADMINISTRATOR	Vicki Collins	
DISTRICT SERVICE MANAGER	Jim Davis	Territory Management
DISTRICT SERVICE MANAGER	Art Payne	Territory Management
DISTRICT SERVICE MANAGER	Bill Jennings	Territory Management
DISTRICT SERVICE MANAGER	David Holt	Digital System Specialist
DISTRICT SERVICE MANAGER	Bill Dillard	Graphic System Specialist
DISTRICT SERVICE MANAGER	Dan Wilson	Application Specialist

***WESTERN REGION***

**714 895-6633 PHONE**

**714 895-9084 FAX**

REGIONAL SERVICE MANAGER	Roger Kearney	
REGIONAL ADMINISTRATOR	Lisa Mellinger	Territory Management
DISTRICT SERVICE MANAGER	Dave Rasmussen	Territory Management
DISTRICT SERVICE MANAGER	Mike Miller	Territory Management
DISTRICT SERVICE MANAGER	Scott Shaffer	Territory Management
DISTRICT SERVICE MANAGER	Don Huffman	Digital System Specialist
DISTRICT SERVICE MANAGER	Dale Hawkins	Graphic System Specialist
DISTRICT SERVICE MANAGER	James Tindall	Application Specialist
DISTRICT SERVICE MANAGER	Ron Beighle	System Integration Specialist



