

Connecting the copier to your network and Installations:

1. At the time of installation Symon Business Equipment will connect up to 5 computers to the photocopier unless otherwise arranged.
2. If a third party (eg the clients own computer IT support) is called in by Symon Business Equipment to access the computers and / or network/ servers, it will be at the expense of the client.
3. Symon Business Equipment accepts no liability for anything due to equipment failure to computer or problems during installation. All precautions will be taken to prevent this happening, but should this happen the client accepts that Symon Business Equipment has no liability.
4. Please note that there will be no charge to add further users up to the total of five to the network within a 30 day period of installation. Thereafter, there will be a charge for any additional users, scanning set ups, and for any other computer related issues that are not covered under the service contract and /or not requested at the time of installation.
5. It is the customer's responsibility to supply cables and connections required for the installation. Symon Business is able to supply cables if required. If at the date of installation, there is lack of access to computers, and or servers, and further visits are required, there may be additional charges.
6. If a service call is made for the photocopier, and the call is deemed to be "not covered under the service contract" then a charge will apply at the standard "time and materials" charge out rate.
7. The client accepts that due to computers being connected to a photocopier, from time to time, conflicts can occur. If this turns out to be computer related and a technician is called, but the copier is not the cause, then charges will apply.
8. If a service call is required, and the problem is deemed to be user error, Symon Business Equipment reserves the right to charge for the time required.
9. It is the client's responsibility to protect the photocopier from power surges or any other act that disables the copier. Should damage occur Symon Business Equipment reserves the right to charge for any repairs required to restore the photocopier to service contract standard.
10. Due to the fact that the yield of toner can be many thousands of copies, Symon Business Equipment reserves the right to hold spare toner, but will endeavour to ensure that there is no disruption to normal copying and will take steps to ensure a toner is sent out as required based on the manufacturers' recommendations.