

Frequently Asked Questions



Q: What is a Page Plus Solution?

A: Every Page Plus Solution includes a multifunction printer with enough genuine Lexmark supplies to last you for 3 years based on usage levels defined in the Terms and Conditions and the peace of mind of a 3 year onsite warranty.

A Page Plus Solution can:

- Lower the Total Cost of Ownership
- Improve cash flow
- Increase efficiency of business operations
- Lower the cost of supplies
- Ensure reliability and outstanding print quality with Lexmark genuine supplies

Q. Why choose a Page Plus Solutions over a single item purchases?

A: Page Plus is a more cost effective solution. By bundling the warranty and purchasing your consumables up front you can save between 18 to 25% compared to purchasing each item separately. Also you can increase your productivity because you already have everything you need to properly manage the print device for 3 years.

Q. How do I know which Page Plus Solution is best for me?

A: Since there are a variety of factors that could influence your choice, we suggest that you contact your VAR. They would be happy to review the 6 Page Plus offerings and make a recommendation. If you currently don't have a VAR and would like assistance you can always call 1-800-LEXMARK.

Q: How is the number of print cartridges determined?

A: The number of print cartridges is determined based on expected monthly print volumes for each device and at 5% page coverage of toner. Monthly page volumes for each model are as follows:

X642e	2,500 pages a month	X850e	25,000 pages a month
X644e	6,000 pages a month	X852e	26,500 pages a month
X646e	7,000 pages a month	X854e	28,000 pages a month
X646ef	11,000 pages a month		
X646em	11,000 pages a month		
X646es	11,000 pages a month		
X646dte	11,000 pages a month		

Q. What happens if I require more cartridges than provided?

A: If your monthly page volumes are higher than what is offered, consider purchasing then next model in the series which provides for higher monthly volumes. If after purchase you require more cartridges than initially provided, simply call your VAR to purchase additional supplies. The cost of any additional supplies purchased is outside the Page Plus Solution price and will be an additional charge to you.

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Q. What happens if I don't use all the cartridges after 3 years from the purchase date?

A: We recommend that you keep the printer and purchase a 4th year of onsite warranty protection from your local VAR or Lexmark (1-800-LEXMARK or 1-800-539-6275)

Q. What's included in my Page Plus Solution?

A: Here is a complete list by part number of the exact contents of each Page Plus Solution.

53A3387 – contains an **X642e** with 4 Extra High Yield Return Toner Cartridges (21K yield toner) and a 3 year Onsite Warranty. (Assumes 2,500 pages a month for 36 months)

53A2873 – contains an **X644e** with 7 Extra High Yield Return Toner Cartridges (32K yield toner) and a 3 year Onsite Warranty. (Assumes 6,000 pages a month for 36 months)

53A2874 – contains an **X646e** with 9 Extra High Yield Return Toner Cartridges (32K yield toner) and a 3 year Onsite Warranty. (Assumes 8,000 pages a month for 36 months)

53A3388 – contains an **X646ef**, Stability Enhanced Castor Base, Spacer Cabinet, 12 Extra High Yield Return Toner Cartridges (32K yield toner), 1 Maintenance Kit and a 3 Year Onsite Warranty. (Assumes 11,000 pages a month for 36 months)

53A3389 – contains an **X646em**, Stability Enhanced Castor Base, Spacer Cabinet, 12 Extra High Yield Return Toner Cartridges (32K yield toner), 1 Maintenance Kit and a 3 Year Onsite Warranty. (Assumes 11,000 pages a month for 36 months)

53A3390 – contains an **X646es**, Stability Enhanced Castor Base, Spacer Cabinet, 12 Extra High Yield Return Toner Cartridges (32K yield toner), 1 Maintenance Kit and a 3 Year Onsite Warranty. (Assumes 11,000 pages a month for 36 months)

53A2875 – contains an **X646dte**, Stability Enhanced Castor Base, Spacer Cabinet, 12 Extra High Yield Return Toner Cartridges (32K yield toner), 1 Maintenance Kit and a 3 Year Onsite Warranty. (Assumes 11,000 pages a month for 36 months)

53A2876 – contains an **X850e**, Installation, 29 Return Toner Cartridges (30K yield toner), 18 Photoconductor Kits, 4 Printer Maintenance Kits, 2 Scanner Maintenance Kits and a 3 Year Onsite Warranty. (Assumes 25,000 pages a month for 36 months)

53A2877 – contains an **X852e**, Installation, 31 Return Toner Cartridges (30K yield toner), 15 Photoconductor Kits, 3 Printer Maintenance Kits, 2 Scanner Maintenance Kits and a 3 Year Onsite Warranty. (Assumes 26,500 pages a month for 36 months)

53A2878 – contains an **X854e**, Installation, 33 Return Toner Cartridges (30K yield toner), 13 Photoconductor Kits, 3 Printer Maintenance Kits, 2 Scanner Maintenance Kits and a 3 Year Onsite Warranty. (Assumes 28,000 pages a month for 36 months)

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Q. How do I arrange to have the X85xe models installed?

A: Once you receive the product, simply call 1-800-LEXMARK (1-800-539-6275) and a customer support representative will arrange a convenient installation time. Please note that prior to the technician arriving the packaged product will need to be brought to the installation area.

Q. What happens during the installation of the X85xe models?

A: The technician will unpack the product and connect the components so that when they are complete, the device is able to make a standalone copy. Installation does not include connection to your network or fax.

Q. What if I require addition services to integrate the Page Plus Solutions on my network?

A: This service can be arranged by either your VAR or Lexmark Canada for an additional fee. Please contact your VAR if you are interested in this option.

Financing

Q. Can I purchase the bundled solution outright?

A: Yes. Contact your local VAR or your Lexmark sales representative if you're interested in this option.

Q. If I choose to lease how do I get credit approval from MCAP Leasing Limited?

A: An MCAP credit application is available at www.lexmark.ca/mfp/pageplus for you to print off and complete and fax to MCAP. MCAP Leasing will process your credit application, if MCAP requires any additional information, they will contact you directly. Either your VAR or MCAP Leasing Limited will inform you of the status of your application within 4 business hours.

Q. What happens to the equipment at the end of the lease agreement?

A: It will depend on the choice you make regarding the lease structure, you can (i) choose a Fair Market Value purchase option where you can purchase the equipment from MCAP Leasing for the then determined Fair Market Value or you may return the equipment to MCAP, renew the lease for a 12 month period or upgrade the equipment to newer Lexmark product. Or, ii) Purchase the equipment from MCAP Leasing for \$10 Buyout

Q. What is Fair Market Value?

A: Fair Market Value, or FMV, is an End of Term Purchase Option allowing you to purchase the equipment at the end of the term. The Fair Market Value is determined by MCAP Leasing at the current valuations at the end of the term of your lease agreement. Monthly payments for this option are typically lower than selecting \$10 lease structure, though the End of Term Purchase price is typically higher.

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Q. What is the \$10 Buyout?

A: The \$10 Buyout is an End of Term Purchase Option for customers who anticipate that they will want to purchase the product at the end of the term. Monthly payments for this option are typically higher than selecting FMV though the End of Term Purchase price is typically lower.

Q. What is the length of Page Plus Solution bundle?

A: Currently we offer only a 36 month term.

Services

Q. What services and supplies are included with a Page Plus Solution?

A: A predetermined number of toner cartridges and maintenance kits (if applicable). If your Page Plus Solution includes a maintenance kit, simply call Lexmark Service (1-800-LEXMARK) and a service authorized technician will come and install the new one for you. And lastly you enjoy a 3 year onsite, next business day warranty.

Q. What level of service can I expect with a Page Plus Solution?

A: Lexmark OnSite warranty service is provided at the customer's location during the contracted period. Your service provider or Lexmark technician will arrive to perform the repair on the next business day given two provisions:

1. The customer calls the Lexmark Technical Support Centre at 1-800-539-6275 and the call is dispatched by 5:00 p.m. EST
2. The service location is within a 80 km radius of a Lexmark Authorized Service Center (LASC).

For the following condition, add one (1) business day to the onsite response time: Service locations beyond 80 km from LASC

Note:

- i. OnSite Service is not available for the following locations: Yukon Territories, Northwest Territories and Baffin Island.
- ii. If either of these provisions does not hold true, add one (1) business day to the onsite response time.