

November 2024

## To Repair or Replace Your Product

To repair or replace your product, go to:

USA: [Customer Service, Tech Support & Department Contacts - Xerox](#)

Canada: [Customer Service, Tech Support & Department Contacts - Xerox](#)

UK: [Xerox Customer Service & Technical Support - Xerox](#)

France : [Contact Xerox - Customer Service & Technical Support - Xerox](#)

Germany: [Technical Support, Hotline & Customer Service - Xerox](#)

Netherlands: [Customer Service, Technical Support & Department Contacts - Xerox](#)

Belgium: [Customer Service, Technical Support & Department Contacts - Xerox](#)

Luxembourg: [Contact Xerox - Customer Service & Technical Support - Xerox](#)

Norway: [Contact information for customer service, technical support and departments](#)

Sweden: [Customer Service, Technical Support and Department Contact Information - Xerox](#)

Finland: [Contact Information, Customer Service, Technical Support and Departments - Xerox](#)

Denmark: [Customer Service, Technical Support & Department Contacts - Xerox](#)

Switzerland: [Technical Support, Hotline & Customer Service - Xerox](#)

## Spare Parts

Spare parts are available for at least five years after the end of production. To obtain spare parts, go to: (see “contact us” links above listed in repair section for your country)

## Standby Power Level

The standby power level of  $\leq 1$  watt occurs when the Printer/Multifunction Device (MFD)/ Digital Duplicator is in the off mode.

For more information on Standby power levels and Energy Saver Mode, see your product user documentation on the Xerox website.

To locate your product-specific documentation:

1. Go to [xerox.com](https://www.xerox.com)
2. Click on our country website
3. Scroll down to the bottom of the page and under **Support**
4. Click on **Support and Drivers**,
5. In the Search or Choose text box, type your product name.
6. From the results box, click **Documentation**.

## Product Take-Back Service (EPEAT)

Xerox take-back service for products is available at:

USA: [Pioneering a Circular Economy - Xerox](#)

France: [Pioneers of a circular economy – Xerox](#)

UK: [Pioneering a Circular Economy - Xerox](#)

Germany: [Pioneering a Circular Economy - Xerox](#)

Netherlands: [Pioneering a Circular Economy - Xerox](#)

Belgium FR: [Pioneers of a circular economy – Xerox](#)

Belgium NL: [Pioneering a Circular Economy - Xerox](#)

Luxembourg FR: [Pioneers of a circular economy – Xerox](#)

Luxembourg DE: [Pioneering a Circular Economy - Xerox](#)

Luxembourg EN: [Pioneering a Circular Economy - Xerox](#)

Norway: [Driving the Circular Economy - Xerox](#)

Sweden: [Pioneers in a Circular Economy - Xerox](#)

Finland: [Leading the Circular Economy - Xerox](#)

Denmark: [Pioneering the Circular Economy - Xerox](#)

Switzerland GE: [Pioneering a Circular Economy - Xerox](#)

Switzerland FR: [Pioneers of a circular economy – Xerox](#)

## Paper Statement

This product allows use of general office paper with renewable content, paper with pre/post-consumer recycled content, and paper that is chlorine free.

## The Xerox Remanufacturing Strategy

Xerox is one of the largest, and most successful remanufacturer of office supplies and products in the world. We have well-established methods for collecting and reprocessing spent print/copy cartridges, toner containers, and waste toner from our customers. Returned supply items are cleaned, inspected, and then reused/remanufactured, or recycled. Stringent performance specifications have been key to providing Xerox customers with top equipment performance and print quality, resulting in the success of Xerox's remanufacturing strategy.

## Cartridge and Container Take-Back Service

Xerox take-back service for cartridges and containers is available at: see “Product Take Back” links above for your country

## Policy Statement on the Use of Non-Manufacture Cartridges and Containers

Xerox products and cartridges/containers offer an integrated design to provide end users with high-level features, function, quality, and reliability. Our products do not contain a disabling device intended to prevent the use of non-Xerox cartridges. Some cartridges may contain a chip that enables customer value-added features and functions. The integration of the components also improves customer satisfaction by enabling more comprehensive problem solving.

Xerox understands compatible cartridges from third party manufacturers are available for many of the Xerox devices. Use of non-Xerox supplies could potentially result in compromised print quality, reliability and performance, and the loss of supplies intelligence features.

## Printer Options

Product configurations and options are documented in the User Guide.

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## Automatic 2-Sided Printing

All EPEAT machines claiming 4.5.4.1 are set to default to automatic 2-sided printing when installed according to Xerox instructions, using the default print drivers and standard paper.