

Smart eServices

Terms and Conditions

ISSUED BY CANON SINGAPORE PTE. LTD.

Smart eNotice

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Terms & Conditions

The terms and conditions governing the Smart eServices are incorporated into the applicable Sales and Service Agreement (“Primary Agreement”) executed by Canon Affiliates within the Canon Marketing Asia region (“Canon”).

These terms outline the scope, responsibilities, and service provisions related to Canon's suite of Smart eServices, ensuring alignment with the overarching contractual framework established in the Primary Agreement.

Smart eServices include:

eMaintenance

Automated toner management, remote monitoring, and proactive maintenance support to ensure optimal device performance.

Smart eNotice

A Windows application that automatically reads device counter data and toner alerts from supported Canon devices and transmitting them via email to Canon's backend.

Data Backup Service

A cloud-based solution designed to protect and restore settings on supported Canon multifunction devices, enabling quick restoration after hardware failure or device replacement to minimize downtime.

PRISMAservice

Based on *On Remote Service*, PRISMAservice delivers remote meter reading, diagnostics, assistance, event forwarding, content services (for specific products), software distribution, service tools, and documentation.

Applicability of Services

Depending on the Customer's selection in the sales agreement, the relevant clause will apply to the following services: eMaintenance, Smart eNotice, and Data Backup Service. . The specific terms and conditions governing each selected service will be detailed in the respective sections of this document.

Smart eNotice

Terms of Use

1 Overview

Smart eNotice (SeN) is a **software application** that runs in the background of a Windows operating system, collecting device billing counter data and detecting toner alerts for supported Canon products. This information is transmitted via email to Canon's backend systems. Billing counter data and toner alerts are retrieved using the SNMPv1 protocol, while emails are sent using the SMTP protocol. All critical event logs are stored locally on the host PC in an encrypted database.

2. Supported Devices

imageRUNNER ADVANCE series
imageRUNNER ADVANCE DX series

3. Service Requirements

- 3.1 System Compatibility:** The host computer must meet the minimum system requirements specified by Canon for the installation and operation of the Smart eNotice application.
- 3.3 Continuous Operation:** The application must remain active and running in the background to ensure uninterrupted data collection and transmission.
- 3.4 Internet Connectivity:** A stable internet connection is required to enable the application to send counter data via email.
- 3.5 Email Configuration:** The host system must be configured with a valid email client or SMTP settings to facilitate automated email transmission.
- 3.6 Device Connectivity:** The Canon device(s) must be properly connected to the host computer and recognized by the Smart eNotice application.
- 3.7 Non-Transferability:** Smart eNotice is tied to specific device(s) and cannot be transferred to other units without prior agreement and reconfiguration.
- 3.8 Data Accuracy:** Customers are responsible for ensuring that the host system and connected devices are functioning correctly to allow accurate data capture.
- 3.9 Security & Privacy:** Customers must ensure that the host system complies with their internal IT security policies. Canon will not be responsible for any data breaches resulting from customer-side configurations.
- 3.10 License Agreement:** For full details, refer to the User License Agreement (ULA) available at [Smart eNotice End User License Agreement - Canon Hong Kong](#)