Smart eServices

Terms and Conditions

ISSUED BY CANON SINGAPORE PTE. LTD.

eMaintenance

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Smart eServices
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.

eMaintenance
Terms of Use

1. Overview

eMaintenance ("eM") - Canon will enable fleet monitoring tool named eMaintenance Service on eligible device. This Service will provide automated monitoring, remote diagnostics, and automated consumables management. eMaintenance services involves the transmittal of device related information ("Service Data") from the device to a secured data management system owned by Canon Inc. called Data-driven Service Foundation ("DSF") through the Internet.

Content Delivery System ("CDS") - CDS may be available under the Service and is a remote system owned by Canon Inc. that distributes and installs firmware, data, applications ("Content"), and updates to the Content ("Updates") in the Equipment through the Internet.

2. Supported Devices

imageRUNNER ADVANCE series
imageRUNNER ADVANCE DX series
imagePRESS series (selected models only)
imageFORCE series
imageCLASS series (selected models only)

3. Service Requirements

3.1   Activation of eMaintenance and Content Delivery System is subject to your compliance with the requirements set out in Canon's **DSF Security White Paper**.

3.2   For activation of eMaintenance and Content Delivery System, you agree to the following:

   a. The Customer will provide an internal IP-based network and Internet access for the device at its own costs.
   b. The Customer authorises:
       i.   Canon to connect the device to DSF;
       ii. Canon to transmit Service Data from the device to DSF and CDS;
       iii. Canon to distribute to and install in the device the Content and Updates from CDS;
       iv. the transmittal of license data between CDS and Canon Inc's License Management Server;
       v.   the establishment of HTTP/HTTPS communications between the device, CDS and DSF; and
       vi. Canon and Canon Inc. to use Service Data for the purposes of providing the Service, product/service improvement and development activities.

   c. Company acknowledges that the availability of Content Delivery System and eMaintenance is dependent on Internet connection and that Canon will not be liable for any loss or damage (including arising from the security or loss of data) arising from such Internet connection.

   d. **Whitelisting:** The Client shall whitelist the relevant Canon domains and IP addresses necessary for eMaintenance connectivity, in accordance with their internal IT security policies. Canon will provide the specific URLs and IPs to be whitelisted. The Client is responsible for completing the whitelisting process prior to the setup and activation of eMaintenance service.

3.3   For provisioning of automated consumables management, you agree to the following:

    a.   **Device Administrator Requirement:** The Customer shall appoint at least one device administrator for the eMaintenance service and one toner stock administrator for toner management. These administrators will serve as Canon's primary contacts for all necessary actions related to the respective services. The Customer agrees to provide Canon with the administrators' details, including names, work addresses, email addresses, and contact numbers, and to promptly notify Canon of any changes to this information. In the event Canon is unable to reach the administrators, service provision may be delayed, and Canon shall not be liable for any direct or indirect losses arising from such delays.

    b.   **Automated Consumables Management:** The eMaintenance system will review each eligible device to calculate the need for toner supplies. If a shipment is needed, the system will automatically ship it to the agreed stock locations. All consumables used in fleet devices remain the property of Canon.

    c.   **Manual Toner Requests:** Requests for toner outside the automatic replenishment process shall be handled on a case-by-case basis at Canon's discretion. Approval and fulfillment of such requests are subject to Canon's assessment and may vary depending on usage history and service terms.

3.4   For provisioning of automated meter reading and billing, you agree to the following:

    a.   **Meter Reading and Billing:** The Customer agrees that the meter reading of the device shall be automatically done by the eMaintenance system notwithstanding that the Customer and Canon may have agreed in a different way under the device Maintenance Agreement. In the event the eMaintenance server cannot receive the meter-reading data for any reasons, whatsoever, the Device Administrator from the Customer shall inform Canon of the meter reading by e-mail or fax. No physical meter reading will be provided.

    b.   **Device Addition or Relocation:** The Customer agrees to notify Canon in advance of any new device deployments, device replacements, or relocation of existing monitored devices to ensure service continuity.

3.5   Limitations and Termination:
    a.   **Service Limitation:** eMaintenance services may be limited in cases of device disconnection, unsupported models, or network failures. Canon shall not be responsible for monitoring interruptions caused by such limitations.

    b.   **Outsourcing:** Canon has the right to outsource a part of or entire eMaintenance service operations to a contracted third party.

    c.   **Termination:** eMaintenance services may terminate under the following conditions:

        o   Expiry or early termination of the applicable sale and service contract between Canon and the Customer.
        o   Suspension of services due to tampering or loss of connectivity.
        o   Canon's written notice in accordance with the terms of the governing agreement.

3.6   Further information regarding data communication specifications, network requirements, and Canon's security protocols—including the official Security White Paper can be requested via:
Request for Security White Paper - Smart eServices - Canon Asia