

# Smart eServices

## Terms and Conditions

ISSUED BY CANON SINGAPORE PTE. LTD.

# PRISMAservice

# 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.

# PRISMAservice

## Terms of Use

### 1. Service Overview

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PRISMAservice, based on On Remote Service, provides a range of services including remote meter reading, diagnostics, assistance, event forwarding, content services (limited to specific Products as outlined in the On Remote Service Whitepaper), software distribution, service tools, and documentation. The service involves automatic, scheduled transmission of data from the Equipment to a secure data management system owned by Canon Production Printing Netherlands B.V. ("Canon Production Printing") via the internet.

### 2. Supported Devices

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varioPRINT Series  
Plotwave Series  
Colorwave Series

### 3. Service Requirements

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Under PRISMAservice, diagnostic, remote meter-reading and remote software upgrades are provided at no additional charge. You must comply with the requirements outlined in our On Remote Service (ORS) Whitepaper to activate PRISMAservice.

For PRISMAservice, you agree to the following:

- a. At your own expense, you will provide an internal IP-based network and Internet access for the Equipment.
- b. You authorize us to:
  - I. connect the Equipment to a dedicated PRISMAservice Server;
  - II. transmit the product performance and service data together with the meter read data from the Equipment to PRISMAservice Server through encrypted internet channel;
  - III. install in the Equipment the printer software/firmware updates from PRISMAservice Firmware Distribution Server;
  - IV. establish HTTP /HTTPS communications between the Equipment and PRISMAservice Server;
  - V. use the product performance and service data for the purposes of providing the Service, and carry out the product/service improvement and development activities.
  - VI. use meter read data for billing purposes.
- c. Where firmware provided includes a 3rd party software, you agree to enter into any End-User License Agreement ("EULA") with the licensor of the Software as may be required and agree to comply with the terms of the EULA or any other terms of use imposed by the licensor.
- d. Expiry or termination of the Service will result in automatic expiry or termination of PRISMAservice. We reserve the right to terminate PRISMAservice at any time upon written notice to you.
- e. You acknowledge that the availability of PRISMAservice is dependent on stable internet connection and that we will not be liable for any loss or damage (including arising from the security or loss of data) resulting from such internet connection.
- f. If you disable the PRISMAservice, you agree that we may increase the charges for the Services by 10 % upon prior written notice to you.