

XEROX®

Good
to go



Service and support

for CopyCentre 123/128/133,
WorkCentre 123/128/133 &
WorkCentre Pro 123/128/133
and WorkCentre M24



Review the following information to get up to speed on the service and support offerings available with these products:

Warranty, Service Agreements and Installation Options:

The CC/WC/WCP 123/128/133 and the WC M24 all come with a 90 day on-site warranty, plus 3 years Total Satisfaction Guarantee.

Service Agreement offerings for CopyCentre/WorkCentre/WorkCentre Pro 123/128/133:

Item # (US)	Item # (Canada)	Description
For CC/WC/WCP 123/128		
128SAP	128SAPC	Annual On-Site Service. Available On An Annual Basis.
128S3P	128S3PC	2 Additional Years On-Site Service. Applicable Only During 1 st 90 Days Of Product Ownership
128S4P	128S4PC	3 Additional Years On-Site Service. Applicable Only During 1 st 90 Days Of Product Ownership
RINST	RINSTC	Installation
WC2XID	WC2XID	Inside Delivery Service
For CC/WC/WCP 133		
133SAP	133SAPC	Annual On-Site Service. Available On An Annual Basis.
133S3P	133S3PC	2 Additional Years On-Site Service. Applicable Only During 1 st 90 Days Of Product Ownership
133S4P	133S4PC	3 Additional Years On-Site Service. Applicable Only During 1 st 90 Days Of Product Ownership
RINST	RINSTC	Installation
WC2XID	WC2XID	Inside Delivery Service

Service Agreement offerings for WorkCentre M24:

Item # (US)	Item # (Canada)	Description
M24SAP	M24SAPC	Annual On-Site Service. Available On An Annual Basis.
M24S3P	M24S3PC	2 Additional Years On-Site Service. Applicable Only During 1 st 90 Days Of Product Ownership
M24S4P	M24S4PC	3 Additional Years On-Site Service. Applicable Only During 1 st 90 Days Of Product Ownership
RINST	RINSTC	Installation
WC2XID	WC2XID	Inside Delivery Service

Visit the Reseller website at: www.xerox.com/office/resellers

for a complete understanding of the customer installation and training process.

Web Support:

Support and Drivers can be found at <http://www.xerox.com/support>

Telephone Support:

CopyCentre/WorkCentre/WorkCentre Pro 123/128/133: Customer Telephone Technical Support is available by calling 1-800-821-2797 (US) or 1-800-939-3769 (Canada)

WorkCentre M24: Customer Telephone Technical Support is available by calling 1-800-835-6100

Reseller Technical Support: is available for both products by calling 1-800-249-0347 (US & Canada)

MFP Product Information: Pre-Sales MFP product information is available by calling 1-877-362-6567 (US & Canada)

ASP Process:

Unlike the WCP 423/428 series, for the CopyCentre/WorkCentre/WorkCentre Pro 123/128/133 series and the WorkCentre M24, resellers will **not be required** to become ASP certified on the products. Xerox will provide Service for these products. However, ASP Certification is available for those resellers who desire to provide this level of customer support.

Note: Labor reimbursements are not honored during the 90-day warranty period.

(cont'd)



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CopyCentre/WorkCentre/WorkCentre Pro 123/128/133 series:

If ASP certification is desired on this product, the certification consists of a 3-day self-paced training using the product Training Kits. The training solution combines pre-requisites, product-specific training and an on-line test, and is available to existing ASPs to qualify them as on-site warranty service providers. A device is required for certification and a demo rebate offer is available on both products.

- Order training materials on-line at www.office.xerox.com/partners
- Pre-requisites:
- Multifunction Basics
- Printing Basics (waived with certification on any other Phaser Printer)
- Laser Basics (waived with previous certification on any Xerox laser printer. It contains basic theory of operation and troubleshooting procedures.)

WorkCentre M24:

If ASP certification is desired on this product the following requirements must be met:

Technician Profile

The M24 Training is a combination of 2 training kits. The first training kit covers the Xerox DocuColor 2240/1632. The 2nd part of the training is the M24 Differences training kit. The Training course is a self-paced course that will require 5 – 7 days to complete. Access to an M24 is required to complete the training.

Prerequisites

The following prerequisites apply to the WorkCentre M24 Family Service Training Program:

- Color Basic (701S97383)
- Introduction to Digital & Laser Safety (701P38452)
- Ishihara Color Test (772P60840) or equivalent color blindness testing by local eye doctor
- Network Continuum Basic (701S99359)
- PWS/PSS skills Knowledge

Note: Prerequisites are waived for technicians already certified on any other Xerox mid-volume multifunction product.

Course Contents

The WorkCentre M24 Training Kit contains the following materials:

- Work Centre M24 Documentation and Training CD-ROM
- Image Quality Defect Samples
- Student Guide
- Advanced Technical Training CD for the DC 2240/3535 WCP 32/40
- Image Quality Test Pattern
- WorkCentre M24 / DC 3535/2240/1632 Service Manual PDF
- WorkCentre M24 Customer Information CD-ROM
- Ethernet Crossover Cable
- Online Support Assistant Document
- Service Log
- Diagnostic Tool 2.7 E-doc for the DC 3535/2240/1632 WC M24
- Color Test Pattern
- Rigger Manual (Warehouse / Driver Manuals & Drivers Checklist)

Analyst Training Strategy

For the WorkCentre M24 there is an Analyst training program that is included in the WorkCentre M24 Training Kit.

Hardware Tools

A Laptop PC will be required to support and service this machine. In addition the ASP must implement the PWS Tools – Eureka II. This suite of tools allows the ASP to access the electronic documentation, knowledge base, and run the WorkCentre M24 diagnostic tools. These tools are required for both the training and ongoing service of the WorkCentre M24. This proprietary software must be obtained from Xerox and installed on the laptop. For more information regarding minimum hardware and software requirements, visit the Xerox ASP Training Order Form site at: <http://www.xerox.com/office/partners/OrderTrainingMaterial> and click on the WorkCentre M24 training link.

For more information about the ASP process, call the Xerox Partner Services @ **1-800-249-0347** or visit www.xerox.com/office/partners