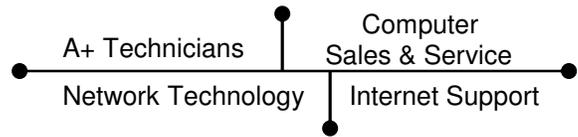


Personal Systems Plus, Inc.

30430 Euclid Ave.
(440) 585-7013

Wickliffe, OH 44092
Fax: 585-2808



So you think you need a Canon printhead?

Yes, you probably do, but there are other possible problems that can cause poor print, no black, no color, no print at all or unusual noises. After ink tanks, the most likely culprit is the printhead and we will happily sell you a brand new one for your printer. In almost all cases, installing a new printhead along with new ink tanks will fix these problems.

First, we suggest that you replace your ink tanks with new genuine Canon ink tanks and run the deep cleaning procedure for your printer. Please refer to your users guide for instructions on doing this. We strongly advise you to use only new Canon genuine ink cartridges. We have had a great deal of experience with 'other' manufacturers' products or re-filled ink tanks causing excessive wear and damage to printheads. You may save a little money by purchasing these products in the short run, but if you have to purchase a printhead that has worn out or clogged up before its' time, then you do not make out in the long run.

The printheads posted here do not come with ink tanks. If you install a problematic ink tank into a new printhead then the problem will remain after the new printhead is installed and it might even damage the new printhead. We recommend following Canon procedures for ink tank replacement and cleaning before investing in a new printhead.

These printheads are brand new, original equipment manufacturer (OEM), made by Canon and sold as package-sealed products. Once the packaging has been opened, we will not accept them back or exchange them or warrant them or refund money for absolutely any reason. We have NEVER had a bad printhead out of the box. We have had a very few customers that have purchased a printhead to solve their problem only to discover that the problem is with some other component (like the purge assembly or carriage). This is not ordinary, but it does happen.

Canon recommends, for this very reason, that your printer be serviced by a Canon Authorized Service Center like us. We have a \$37.50 minimum bench charge for diagnostic service. If you truly need a printhead it will be provided at the posted prices with no additional labor charge. If the problem is of a nature that would require additional parts and / or additional labor we would provide an estimate for the repair beyond the minimum charge before we proceed. If you wish to send us the printer for this diagnostic procedure, please include the diagnostic payment of \$37.50 (plus 6.75% tax if in Ohio) along with the printer. We do not, under any circumstances, provide estimates for repair without having the printer here at our shop.

If you decide to take the plunge and purchase a printhead for your printer to install yourself and this does not solve your problem, then this is what we will offer to do: Send us the printer, along with the ink tanks and both the old and new printheads and we will waive the fee to perform our diagnostic procedure. We will examine the printer and determine the cause of the problem and provide an estimate for repair. Again, we do not provide estimates for repair without having the printer here at our shop. Should you decide not to repair the printer we will either dispose of it properly for you or send it back to you (a shipping charge will apply).

Either way, the newly purchased printhead is not refundable. This diagnostic service is the only recourse we offer should a replacement printhead not solve your problem. If this is a risk you can not assume then please reconsider your purchase.

Printers sent to us for service should have the ink tanks removed and packaged in a zip lock baggy and sent with the printer. The printer should be shipped in its original box and packaging material or should be packaged adequately for the rough handling that will take place during transit. We will not be responsible for damage caused by mishandling or inadequate packaging.

Our shipping address is: Personal Systems Plus, Inc.
30430 Euclid Avenue
Wickliffe, OH 44092

Please include your name, complete mailing address, phone number, email address, diagnostic fee where applicable, a description of your original problem and print samples if you have them. We do not need the power cable or the data cable. Thank you.

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