

Service and Supplies

Included with the copier or printer lease are all maintenance and supplies, except paper and transparencies. Your copier or printer has been assigned an ID number that is usually located on the front of the machine on a small 1 x 1.5" label. You will need this number for service and to order supplies. You may order both, either by phone or on-line.

The phone numbers to order supplies and service for Konica copier or printer are:

Supplies: 800-510-4800 x2510 or 800-909-3114 or 0 for the operator

Service: 800-510-4800 x2004 or 800-909-3117 or 0 for the operator

To order supplies and service on-line:

Web address: <http://www.konicaminolta-albin.com/customer.html>

At the middle and bottom of the screen are the forms to complete to order supplies and service.

Complete the information requested

The Konica ID number is on your copier or printer

Hit the send button

There is no charge for regular delivery. If supplies are ordered as a rush delivery or overnight express, your department will be charged for the freight on the shipment.

TONER CALLS: Your toner and staples are included with the lease of your Konica copier or printer through the Managed Copier Program. You place orders for supplies direct from Konica. The University has had an increase of "toner" phone calls on campus. Companies may call asking you to purchase toner for your Konica copier, stating the price is increasing, etc... These calls are not from Konica Minolta; Konica will not contact you to place an order for supplies. To place orders, contact Konica direct at 800-510-4800 x2510 or order on-line.