

APPENDIX 4.8  
(referred to in paragraphs 4.97 and 4.100)

**Arrangements for the supply of spare parts, service manuals  
and training to third parties**

Alcatel	Spare parts may be purchased at list prices from regional sales offices. Manuals are available; a charge is made for these.
Canon	Spare parts are not made available to end-users or third parties except in the following cases. Parts for PCs/FCs are supplied at dealer prices to NTS and Jaecrow Service Ltd only. Parts for office copiers are supplied to former Canon dealers to enable them to continue maintenance of Canon machines. Parts are supplied to end-users only in exceptional circumstances (eg for use in maintenance on board ship). Manuals are supplied only to authorised dealers and NTS; these are supplied free of charge and remain Canon's property (manuals may be supplied at a charge in exceptional circumstances, eg for maintenance on board ship).
Gestetner	Spare parts are supplied to third parties at recommended retail price; third parties are required to purchase on a cash sale basis as opposed to 90 days' credit. Gestetner has supplied manuals and training courses to end-users wishing to undertake their own service (eg on board ship). In such circumstances no charge is made. For non-customers manuals are available at a charge of approximately £35.
Infotec	Spare parts are available on the same terms and conditions as apply to Infotec's dealers. Manuals are available; a charge is made for these.
Kodak	Spare parts, manuals and training are not made available to independent maintenance companies. Kodak offers end-users basic maintenance courses, on-site training and complete training (together with spare parts and manuals, as necessary) where considered appropriate.
Konica	Konica has no formal arrangements for the supply of spare parts except to former dealers. End-users requiring parts are referred to a local dealer. Manuals are supplied if required.
Minolta	Minolta does not supply spare parts or manuals to third parties (other than Minolta dealers). End-users wanting spare parts are referred to a choice of Minolta dealers.
Mita	Spare parts are supplied to third parties with an account on the same terms as apply to Mita's own dealers. Third parties without an account must purchase parts on a cash basis. Manuals are available at a charge.
Océ	Océ has never received any requests for spare parts from companies wishing to undertake independent maintenance of IEPs supplied by Océ. All requests for service documentation must be submitted to Océ Nederland for consideration.
Panasonic	Spare parts and manuals are supplied to any company having engineers trained on the same basis as applies to Panasonic dealers.
Rank Xerox	Spare parts may be purchased from Rank Xerox's National Logistics Centre at Radlett at retail prices; terms of supply for third parties are the same as

for dealers except that dealers receive discounts on the purchase of CRUs. Manuals are available to any company from the Radlett centre at a charge.

Rex Rotary	All dealers are entitled to purchase spare parts on the same terms and conditions as apply to Rex Rotary's own dealers. Manuals are only available to Rex Rotary appointed dealers, at a charge.
Ricoh	Third parties wanting spare parts are referred to the nearest Ricoh dealer. Manuals are supplied to service engineers on successful completion of a training course arranged by Ricoh. These training courses are available to any dealer or technician who has passed a pre-course assessment to establish that he has the requisite level of skill and aptitude to complete the course successfully.
Selex	Requests for spare parts on a casual basis are referred to a Selex dealer. A non-Selex dealer who has a reasonable number of Selex IEPs to maintain will be considered for a spare parts and consumables only supply agreement. Manuals and training are supplied on request, at cost.
Sharp	Spare parts for PCs are supplied to NTS on the same terms as apply to Sharp dealers and to Sharpserv at a more substantial discount. There are no other arrangements for the supply of spare parts. Manuals are supplied only to NTS and Sharpserv Ltd.
Toshiba	Spare parts are supplied to third parties on the same terms and conditions as apply to Toshiba dealers. Manuals are made available to dealers and third parties where staff have attended a standard technical training course for the IEP product in question. A charge is made for this training but manuals are issued free to those attending.
Utax	Spare parts and manuals are available.

*Source:* Information provided by suppliers.

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