

# eSupport & Recycling of Toners

www.fujixerox.co.nz/support | 0800 4 XEROX (0800 493 769)

## Self Help



**Get the most from Fuji Xerox technology.**  
Resolve minor problems quickly and get back to business.

Direct access to our solutions knowledge base. With instructions provided in 6 languages. Designed for both desktop and mobile viewing, our site provides assistance in a fast, self-directed manner.

## Video Tutorials



**Do you prefer visual instruction?**  
Learn with short “step by step” videos.

Training videos are integrated into our Self-Help knowledge base. Also available in a dedicated support YouTube Channel.

Search for: **fujixeroxsupport**

## eLogging



**Request service and support via the Fuji Xerox website.**

The fastest and most efficient way to lodge your request.

<https://myaccount.fujixerox.co.nz>

## Online Education



**eLearning tools to support you on the job.**  
Maximise the investment in your Fuji Xerox solution.

Online Training Summaries, Interactive User Guides, Quick Reference Posters, Quick Start guides and How To documents are some of the resources for learning more about your product.

## Drivers & Documentation



**Access the latest product support tools online**  
Download these important resources at any time.

Print drivers, documentation and software patches are available for our products. All fully tested and approved by our specialists.

## Consumables & Supplies



**Order online or through the phone**  
Never run out of supplies.

Replace paper, toner, office supplies – all available in our convenient online store.

<https://www.fujixerox.co.nz/supplies>

**Call 0800 493 769 and press ‘3’ for Consumables & Supplies**

## Feedback



**We value your comments**  
Share compliments, or improvements, online – anytime.

Fuji Xerox provides an online feature that allows you to share your eSupport experience with us.

<https://www.fujixerox.co.nz/feedback>

## Contact Us



**Customer Support Centre**  
Talk to the experts and minimise your downtime.

A benchmark facility offering comprehensive support, with access to tools that can provide a fast resolution to your problem.

**Technical Support Centre**  
A community working together to solve your problems.

A team of highly skilled, industry certified professionals. Accessing state of the art laboratories and remote diagnostic tools to replicate problems and provide timely solutions.

Also delivering remote technical support to our onsite service representatives, in over 14 countries in the Asia Pacific region. With direct access to product development and engineering, this focused team assists in the resolution of complex technical issues.

<https://www.fujixerox.co.nz/feedback>



## Recycling of Toners

Fuji Xerox provides a free take back service to all customers for used toner cartridges.

The scheme is the first in the industry to be formally accredited by the Minster for the Environment and has a recycling rate over 99.5% of what is collected. The recycled toner ends up in a product called TonerPave™, a low carbon asphalt that helps improves the durability and environmental impacts of a road over its lifecycle.

In order to learn more or participate in the programme please give Close the Loop (Fuji Xerox's recycling partner) a call on:

**0800 FX LOOP (0800 395 667) or register online at [www.fujixerox.closetheloop.co.nz](http://www.fujixerox.closetheloop.co.nz)**

Steps for Close the Loop recycling programme:

1

Please contact our recycling partner Close the Loop on **0800 FX LOOP** (0800 395 667) to register your business onto the recycling programme.

2

Alternatively you can register online at the following website [www.fujixerox.closetheloop.co.nz](http://www.fujixerox.closetheloop.co.nz)

3

Once you have registered **you will receive a new starter kit from Close the Loop between 3-5 working days**. The starter kit will consist of a box, recycled bags with a prepaid Courier Post label on them, zip ties and further instructions on how to organise a collection and order more bags and zip ties.

4

Once you have received your new starter kit, please refer to the instructions included in the starter kit to assemble the new box.

5

Once the new recycling bag is full (15 kgs max)

- Call Close the Loop on **0800 FX LOOP** (0800 395 667)
- or organise a collection online at [www.fujixerox.closetheloop.co.nz](http://www.fujixerox.closetheloop.co.nz)
- or if you have a regular Courier Post collection, please place the full bag in the regular courier pick up location

**Please note:** Collections will take between 1-5 business days so please make sure that they are securely tied with the zip tie, weigh under 15kgs and are in the agreed pick up location prior to organising the collection. If the bag does not meet the above requirements the courier may refuse to take the bag.



The Fuji Xerox Online Support Assistant is available 24/7. Easily access eSupport from this brochure by scanning the QR Code on this page with a QR Code Reader application on your mobile device.

1. Download a QR Code Reader app onto your mobile device.
2. Open the QR Code Reader app on your mobile device.
3. Hold mobile device camera over the QR Code.
4. The Online Support Assistant will open.