Order Parts and Consumables

Customers are now able to order all parts and consumables online including paper, toner, drums, developers, rollers etc. Simply follow the steps below to place an order online.

To order parts and consumables you need to:

Select the option 'Support and Service' then 'Order Parts and Consumables' on the left side of our homepage

Please use your Customer Number and password to login then click 'Log in'



Select 'Order Parts and Consumables' on the left side of the monitor



Select 'Next' on the 'Order Consumables and Parts' screen (Do not enter any details)

Please select the item of equipment you are ordering for Enter the serial number if you know it:	
Or enter the asset no if you know it:	
Or click "Next" to select from a list of your inventory	

'Select' the machine you wish to enter information about and click the 'Next' button

Please :	select the item	and dick Next at the bottom			
Select	Serial No	Description	Asset No	Location	Site
0	26EN01469	1015 Photocopier			CBM
0	40LP03490	7145 COPIER/SCANNER			
c	56SP00463	KM7255 Digital Photocopier			CBM
0	XSE6Y07984	FS-1030D Laser Printer with Duplex			CBM
0					CBM
				Previous	Next

Select from the drop down box your name Enter 'Your description of the fault' Select from the drop down box a fault description which best describes your fault Click 'Next'

Please edit and check the following Address line 1:	details:		
Address line 2:			
Address line 3:			
Town:			
County:			
Post code:			
 This order is being raised for a C6 Your name : Select a contact name Your reference number: 	50, serial # SA00H040000	1452	
Meter readings must be enter Reading for Colour: Reading for Black & White: Reading for Scan:	red before you can place	this order	
A Please note that these meter rea	dings may be used for invoi	cing purposes	Next

Check all details are correct then select 'Finish'. The next screen gives confirmation that the call has been logged.

	Part No	Description	Qty	Price ea	Total			
No items o	ordered							
e followin	g consuma	bles are suitable fo	r your equipn	nent:			~	
	1					-		
search fo rt No:	or a consum	nable/part						
uantity:		\rightarrow					Fin	a
dd to Orde	9							
-		, click on the delete	button					
To da	alata a lina							
🔨 To an	mend a qua	antity, delete the lir new quantity.	ne and select	the part				

For ordering parts and consumables as per the steps above <u>click here</u> (opens in a separate window).