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No. OF PAGES : 2

ATTN : COMPLAINTS DEPARTMENT

ORIGINAL BY MAIL

MY PURCHASE OF A CANON PIXMA MP830

On 2 August 2006 I purchased a Canon MP830 from Sunshine Coast Printer Specialists at Maroochydore in Queensland. Attached hereto is a copy of my Tax Invoice.

After my purchase I became concerned at the amount of colour ink the machine uses despite my not using the machine for any colour printing.

Since November 2006 I have kept a record of the ink usage of the machine and since that time I have only used the machine for black and white sending of faxes, some receipt of black and white faxes and for the occasional black and white photocopying.

Approximately, in the 5 months period between the end of November 2006 and the beginning of May the machine has used more than 1 cartridge each of cyan, magenta and yellow despite as previously said, no colour being printed.

Further, the machine uses the photo black at an apparent equal or greater rate to the text black and when a colour cartridge is low the machine refuses to print the fax sending receipts that are imperative to my requirements. The machine displays an *"Ink Low"* message.


I have contacted your support, who tell me that the machine is using far too much colour ink and that I should contact my local Canon service specialist.

On contacting Sunshine Coast Printer Specialists I am told that there is nothing that can be done as it is normal for the machine to use that quantity of ink in its self cleaning processes. I do not use any manual software cleaning processes.

This ink usage is in stark contradiction to published Canon ink usage representations which induced me to purchase the machine and the actual printing cost per page is ridiculous.

Please respond with your explanation and/or remedy in writing, You can telephone me on the above number for further information

Yours faithfully,


Gordon Craven