

## Service / Supplies

- **Service / Supplies:** **\*Note:** Toner will be auto replenished but staples, waste toner boxes and other items for the smaller printers will always need to be ordered as they are not monitored.
  1. **Web Portal – MyKMBS.com:** **\*Recommended method to place Service calls and order Supplies.** Create an account and enter waste toner box orders & service calls immediately into the system. A device serial number is required to set up your account. MyKMBS site: **\*Note: Staples are chargeable and cannot be ordered through MyKMBS.** If you need assistance creating an account or have any questions please contact: [mykmbssupport@bt.konicaminolta.ca](mailto:mykmbssupport@bt.konicaminolta.ca)
  2. **Phone – Service/Supplies Call Centre:** **1-800-263-4410** \*Requires device ID # (or Serial #)
  3. **OR Email:** [GCS@bt.konicaminolta.ca](mailto:GCS@bt.konicaminolta.ca) \*Non-urgent requirements; \*Requires device ID # (or Serial #)
  4. **SD42 Help Desk – helpdesk.sd42.ca**  
If the device has power and is not displaying an error message but you are unable to print, please contact SD42 IT by creating a ticket
- **KM Cares:** **1-855-310-5656** OR email: [customerhelp@bt.konicaminolta.ca](mailto:customerhelp@bt.konicaminolta.ca)  
Account support for: address or location contact changes, equipment relocation, meter reads, support with MyKMBS.com and miscellaneous inquiries.



Model #: \_\_\_\_\_

Device ID#: \_\_\_\_\_

## Product Reference Materials

- **SD42 intranet site for Printing reference materials:**  
For feature / functionality “cheat sheets”, posters, troubleshooting tips, consumables list & miscellaneous information.  
<https://www.sd42.ca/helpdesk/file-print-services/>
- **Clean Planet Recycling Program:**  
Konica Minolta accepts empty toner cartridges, waste toner bottles, imaging units, fusers, developer units and drums Konica Minolta devices and other manufacturers. <http://konicaminolta.ca/business/about/cleanPlanet.html>