

Date 1 August 2012
Attention Stordoc Attorney law firms
Re **Scanner Maintenance Response Times – for Canon devices**

Response Times

Smart Office Service will be the service provider for all maintenance of DR Canon Scanners across all the sites in South Africa where Law Compliance distributes to Stordoc attorney law firms.

The maintenance for all the scanners will be on site based on the following general response times:

- **0-50 km will be 4 hours**
- **51 to 100+ will 8 hours**
- **100+ will be next day**

However, please see the list below for actual response times per area in hours.

Any areas marked as “remote” will be subject to agreeing the response time with the relevant dealer at the time of the incident.

Remote sites Loan Units will be provided in order to avoid down time.

Office Hours will be Mon to Fri 08h00 to 16h30 excluding Public Holidays and Weekends

Response Times List

AREA	PROVINCE	DEALER	RESPONSE TIME (HOURS)
Alberton	GAUTENG	OEP	4
Allens nek	GAUTENG	OEP	4
Arcadia	GAUTENG	OEP	4
Ashlea gardens	GAUTENG	OEP	4
Auckland Park	GAUTENG	OEP	4
Bassonia	GAUTENG	OEP	4
Bedfordview	GAUTENG	OEP	4
Benoni	GAUTENG	OEP	4
Blackheath	GAUTENG	OEP	4
Blairgowrie	GAUTENG	OEP	4
Boksburg	GAUTENG	OEP	4
Booyens	GAUTENG	OEP	4
Boskruin	GAUTENG	OEP	4
Braamfontein	GAUTENG	OEP	4
Brakpan	GAUTENG	OEP	4
Bronkhorstspuit	GAUTENG	OEP	4
Brooklyn	GAUTENG	OEP	4
Brooklyn square	GAUTENG	OEP	4
Bryanston	GAUTENG	OEP	4
Capital park	GAUTENG	OEP	4
Carletonville	GAUTENG	OEP	4
Centuria	GAUTENG	OEP	4
Centurion	GAUTENG	OEP	4
Cresta	GAUTENG	OEP	4
Crown Gardens	GAUTENG	OEP	4
Diswilmar, krugersdorp	GAUTENG	OEP	4
Dunkeld	GAUTENG	OEP	4
Dunkeld west	GAUTENG	OEP	4
Edenvale	GAUTENG	OEP	4
Ellofsdal	GAUTENG	OEP	4
Emmarentia	GAUTENG	OEP	4
Faerie glen	GAUTENG	OEP	4
Ferndale	GAUTENG	OEP	4
Florida	GAUTENG	OEP	4
Florida hills	GAUTENG	OEP	4
Florida north	GAUTENG	OEP	4
Florida Park	GAUTENG	OEP	4
FOCHVILLE	GAUTENG	OEP	4
Fourways	GAUTENG	OEP	4
Garsfontein	GAUTENG	OEP	4
Germiston	GAUTENG	OEP	4
Glenanda	GAUTENG	OEP	4
Glenvista	GAUTENG	OEP	4
Greenside	GAUTENG	OEP	4
Groenkloof	GAUTENG	OEP	4
Hatfield	GAUTENG	OEP	4
Heidelberg	GAUTENG	OEP	4

Hercules	GAUTENG	OEP	4
Highlands north	GAUTENG	OEP	4
Highveld	GAUTENG	OEP	4
HIGHVELD CENTURION	GAUTENG	OEP	4
Hillcrest	GAUTENG	OEP	4
Honeydew Ridge	GAUTENG	OEP	4
Horizon	GAUTENG	OEP	4
Houghton	GAUTENG	OEP	4
Hyde Park	GAUTENG	OEP	4
Illovo	GAUTENG	OEP	4
Irene	GAUTENG	OEP	4
Johannesburg	GAUTENG	OEP	4
Kempton park	GAUTENG	OEP	4
Krugersdorp	GAUTENG	OEP	4
KYALAMI	GAUTENG	OEP	4
Lenasia	GAUTENG	OEP	4
Linden	GAUTENG	OEP	4
Lonehill	GAUTENG	OEP	4
Lyme park	GAUTENG	OEP	4
Lynnwood	GAUTENG	OEP	4
Lynnwood glen	GAUTENG	OEP	4
Lynnwood park	GAUTENG	OEP	4
Lynnwood ridge	GAUTENG	OEP	4
LYTTELTON	GAUTENG	OEP	4
MAGALIESKRUIN	GAUTENG	OEP	4
Magalieskruin ext 1	GAUTENG	OEP	4
Malanshof	GAUTENG	OEP	4
Mayfair	GAUTENG	OEP	4
Melrose	GAUTENG	OEP	4
Melrose Arch	GAUTENG	OEP	4
Melrose North	GAUTENG	OEP	4
Menlo Park	GAUTENG	OEP	4
Menlyn	GAUTENG	OEP	4
Meyersdal	GAUTENG	OEP	4
Meyerton	GAUTENG	OEP	4
Midlands estate	GAUTENG	OEP	4
Midrand	GAUTENG	OEP	4
Mondeor	GAUTENG	OEP	4
Montana	GAUTENG	OEP	4
Monument park	GAUTENG	OEP	4
Mooikloof	GAUTENG	OEP	4
Moreleta park	GAUTENG	OEP	4
Morningside	GAUTENG	OEP	4
Mulbarton	GAUTENG	OEP	4
Nieuw muckleneuck	GAUTENG	OEP	4
Nigel	GAUTENG	OEP	4
Northcliff	GAUTENG	OEP	4
NORWOOD	GAUTENG	OEP	4
Oberholzer	GAUTENG	OEP	4
Orange Grove	GAUTENG	OEP	4
Parklands	GAUTENG	OEP	4
Parkmore	GAUTENG	OEP	4
Parktown	GAUTENG	OEP	4

Parktown North	GAUTENG	OEP	4
Parkview	GAUTENG	OEP	4
Paulshof	GAUTENG	OEP	4
Persequor park	GAUTENG	OEP	4
Port shepstone	GAUTENG	DURBAN	4
Pretoria	GAUTENG	OEP	4
Pretoria East	GAUTENG	OEP	4
Pretoria north	GAUTENG	OEP	4
Pretoria west	GAUTENG	OEP	4
Primrose	GAUTENG	OEP	4
Randburg	GAUTENG	OEP	4
Randfontein	GAUTENG	OEP	4
Rietfontien	GAUTENG	OEP	4
Rietvalleirand	GAUTENG	OEP	4
Riviera	GAUTENG	OEP	4
Rivonia	GAUTENG	OEP	4
Robertsham	GAUTENG	OEP	4
Roodepoort	GAUTENG	OEP	4
Rosebank	GAUTENG	OEP	4
Sandown	GAUTENG	OEP	4
Sandton	GAUTENG	OEP	4
Saxonwold	GAUTENG	OEP	4
Silver Lakes	GAUTENG	OEP	4
Silverton	GAUTENG	OEP	4
Sinoville	GAUTENG	OEP	4
Southdale	GAUTENG	OEP	4
Springs	GAUTENG	OEP	4
Strubens Valley	GAUTENG	OEP	4
Sunnyside	GAUTENG	OEP	4
The willows	GAUTENG	OEP	4
Three rivers	GAUTENG	OEP	4
THREE RIVERS	GAUTENG	OEP	4
Totiusdal	GAUTENG	OEP	4
Val de grace	GAUTENG	OEP	4
Valhalla	GAUTENG	OEP	4
Vanderbijlpark	GAUTENG	OEP	4
Vereeniging	GAUTENG	OEP	4
Vorna valley	GAUTENG	OEP	4
Wapadrand	GAUTENG	OEP	4
Waterkloof	GAUTENG	OEP	4
Waterkloof ridge	GAUTENG	OEP	4
Waverly	GAUTENG	OEP	4
Weltevreden park	GAUTENG	OEP	4
Weltevredenpark	GAUTENG	OEP	4
Westcliff	GAUTENG	OEP	4
Westonaria	GAUTENG	OEP	4
Wilgers	GAUTENG	OEP	4
Wilropark	GAUTENG	OEP	4
Wonderboom	GAUTENG	OEP	4
Zimbali coastal resort	GAUTENG	OEP	4
Athlone	WESTERN CAPE	CAPE TOWN	4
Beaufort West	WESTERN CAPE	GEORGE	NEXT BUSINESS
Bellville	WESTERN CAPE	CAPE TOWN	4

Bloubergrant	WESTERN CAPE	CAPE TOWN	4
Brackenfell	WESTERN CAPE	CAPE TOWN	4
Bredasdorp	WESTERN CAPE	CAPE TOWN	8
Caledon	WESTERN CAPE	CAPE TOWN	
Calitzdorp	WESTERN CAPE	GEORGE	NEXT BUSINESS
Calvinia	WESTERN CAPE	EDK	REMOTE
Cape Town	WESTERN CAPE	CAPE TOWN	4
Century City	WESTERN CAPE	CAPE TOWN	
Ceres	WESTERN CAPE	CAPE TOWN	
Citrusdal	WESTERN CAPE	CAPE TOWN	8
Clanwilliam	WESTERN CAPE	EDK	REMOTE
Claremont	WESTERN CAPE	CAPE TOWN	4
Constantia	WESTERN CAPE	CAPE TOWN	4
Durbanville	WESTERN CAPE	CAPE TOWN	4
Fish Hoek	WESTERN CAPE	CAPE TOWN	4
Franschoek	WESTERN CAPE	CAPE TOWN	4
George	WESTERN CAPE	GEORGE	4
Goodwood	WESTERN CAPE	CAPE TOWN	4
grabouw	WESTERN CAPE	CAPE TOWN	4
GRASSY PARK	WESTERN CAPE	CAPE TOWN	4
Hartenbos	WESTERN CAPE	GEORGE	4
Helderberg	WESTERN CAPE	CAPE TOWN	4
Hermanus	WESTERN CAPE	CAPE TOWN	8
Hout bay	WESTERN CAPE	CAPE TOWN	4
Kenilworth	WESTERN CAPE	CAPE TOWN	4
Khayelitsha	WESTERN CAPE	CAPE TOWN	4
Kleinmond	WESTERN CAPE	CAPE TOWN	4
Knysna	WESTERN CAPE	GEORGE	4
Kraaifontein	WESTERN CAPE	CAPE TOWN	4
Kuilsriver	WESTERN CAPE	CAPE TOWN	4
Ladismith	WESTERN CAPE	GEORGE	NEXT BUSINESS
Lamberts Bay	WESTERN CAPE	EDK	REMOTE
LANDSDOWNE	WESTERN CAPE	CAPE TOWN	4
Malmesbury	WESTERN CAPE	CAPE TOWN	4
MELKBOSSTRAND	WESTERN CAPE	CAPE TOWN	4
Milnerton	WESTERN CAPE	CAPE TOWN	4
Mitchells Plain	WESTERN CAPE	CAPE TOWN	4
Montagu	WESTERN CAPE	CAPE TOWN	4
Moorreesburg	WESTERN CAPE	CAPE TOWN	8
Mossel bay	WESTERN CAPE	GEORGE	4
Mowbray	WESTERN CAPE	CAPE TOWN	4
Muizenberg	WESTERN CAPE	CAPE TOWN	4
OTTERY	WESTERN CAPE	CAPE TOWN	4
Oudtshoorn	WESTERN CAPE	GEORGE	4
Paarl	WESTERN CAPE	CAPE TOWN	4
Parow	WESTERN CAPE	CAPE TOWN	4
Pelican Park	WESTERN CAPE	CAPE TOWN	4
PINELANDS	WESTERN CAPE	CAPE TOWN	4
Plettenberg bay	WESTERN CAPE	GEORGE	4
Plumstead	WESTERN CAPE	CAPE TOWN	4
Prince Albert	WESTERN CAPE	GEORGE	8
Riversdale	WESTERN CAPE	GEORGE	8
Robertson	WESTERN CAPE	CAPE TOWN	8

Rondebosch	WESTERN CAPE	CAPE TOWN	4
Rylands	WESTERN CAPE	CAPE TOWN	4
Saldanha	WESTERN CAPE	CAPE TOWN	4
Somerset West	WESTERN CAPE	CAPE TOWN	4
Stellenbosch	WESTERN CAPE	CAPE TOWN	4
Strand	WESTERN CAPE	CAPE TOWN	4
Swellendam	WESTERN CAPE	CAPE TOWN	4
Tableview	WESTERN CAPE	CAPE TOWN	4
Tokai	WESTERN CAPE	CAPE TOWN	4
Tygervalley	WESTERN CAPE	CAPE TOWN	4
VELDDRIF	WESTERN CAPE	CAPE TOWN	4
Vlaeberg	WESTERN CAPE	CAPE TOWN	4
Vredenburg	WESTERN CAPE	CAPE TOWN	8
Vredendal	WESTERN CAPE	EDK	REMOTE
Welgedacht	WESTERN CAPE	CAPE TOWN	4
Wellington	WESTERN CAPE	CAPE TOWN	4
Westgate	WESTERN CAPE	CAPE TOWN	4
Westlake	WESTERN CAPE	CAPE TOWN	4
Worcester	WESTERN CAPE	CAPE TOWN	4
Wynberg	WESTERN CAPE	CAPE TOWN	4
Amanzimtoti	KWA-ZULU NATAL	DURBAN	4
Ballito	KWA-ZULU NATAL	DURBAN	4
Bishopsgate	KWA-ZULU NATAL	DURBAN	4
Bluff	KWA-ZULU NATAL	DURBAN	4
Camperdown	KWA-ZULU NATAL	DURBAN	4
Chatsworth	KWA-ZULU NATAL	DURBAN	4
Dundee	KWA-ZULU NATAL	DURBAN	4
Durban	KWA-ZULU NATAL	DURBAN	4
Durban North	KWA-ZULU NATAL	DURBAN	4
Empangeni	KWA-ZULU NATAL	RICHARDS BAY	4
Eshowe	KWA-ZULU NATAL	RICHARDS BAY	4
Estcourt	KWA-ZULU NATAL	DURBAN	4
Glenwood	KWA-ZULU NATAL	DURBAN	4
Greytown	KWA-ZULU NATAL	DURBAN	8
Hillcrest	KWA-ZULU NATAL	DURBAN	4
Isipingo	KWA-ZULU NATAL	DURBAN	4
Ixopo	KWA-ZULU NATAL	DURBAN	8
Kloof	KWA-ZULU NATAL	DURBAN	4
Kokstad	KWA-ZULU NATAL	DURBAN	NEXT BUSINESS
La Lucia	KWA-ZULU NATAL	DURBAN	4
La Lucia Ridge	KWA-ZULU NATAL	DURBAN	4
Ladysmith	KWA-ZULU NATAL	DURBAN	4
Margate	KWA-ZULU NATAL	DURBAN	4
MATATIELE	KWA-ZULU NATAL	DURBAN	NEXT BUSINESS
MEERENSEE	KWA-ZULU NATAL	RICHARDS BAY	4
Mount edgemcombe	KWA-ZULU NATAL	DURBAN	4
Mtubatuba	KWA-ZULU NATAL	RICHARDS BAY	4
MUSGRAVE	KWA-ZULU NATAL	DURBAN	4
Newcastle	KWA-ZULU NATAL	DURBAN	4
Ottawa	KWA-ZULU NATAL	DURBAN	4
Overport	KWA-ZULU NATAL	DURBAN	4
Palmview	KWA-ZULU NATAL	DURBAN	4
Phoenix	KWA-ZULU NATAL	DURBAN	4

Pietermaritzburg	KWA-ZULU NATAL	DURBAN	4
Pinetown	KWA-ZULU NATAL	DURBAN	4
Port shepstone	KWA-ZULU NATAL	DURBAN	4
Queensburgh	KWA-ZULU NATAL	DURBAN	4
Richards Bay	KWA-ZULU NATAL	RICHARDS BAY	4
Scottburgh	KWA-ZULU NATAL	DURBAN	4
Shelley beach	KWA-ZULU NATAL	DURBAN	4
Stanger	KWA-ZULU NATAL	DURBAN	4
Tongaat	KWA-ZULU NATAL	DURBAN	4
UMHLALI	KWA-ZULU NATAL	DURBAN	4
Umhlanga	KWA-ZULU NATAL	DURBAN	4
Umhlanga ridge	KWA-ZULU NATAL	DURBAN	4
Umhlanga Rocks	KWA-ZULU NATAL	DURBAN	4
Umlazi	KWA-ZULU NATAL	DURBAN	4
Verulam	KWA-ZULU NATAL	DURBAN	4
Vryheid	KWA-ZULU NATAL	DURBAN	NEXT BUSINESS
Wartburg	KWA-ZULU NATAL	DURBAN	4
Westville	KWA-ZULU NATAL	DURBAN	4
Balfour	MPHUMALANGA	OEP	4
Barberton	MPHUMALANGA	NELSPRUIT	4
Belfast	MPHUMALANGA	NELSPRUIT	8
Delmas	MPHUMALANGA	OEP	4
Ermelo	MPHUMALANGA	NELSPRUIT	4
FNB	MPHUMALANGA	TBC	4
Lydenburg	MPHUMALANGA	NELSPRUIT	8
Malelane	MPHUMALANGA	NELSPRUIT	4
Middelburg	MPHUMALANGA	OEP	4
Nelspruit	MPHUMALANGA	NELSPRUIT	4
Piet retief	MPHUMALANGA	NELSPRUIT	8
Secunda	MPHUMALANGA	NELSPRUIT	8
Standerton	MPHUMALANGA	NELSPRUIT	8
VOLKSRUST	MPHUMALANGA	NELSPRUIT	8
White River	MPHUMALANGA	NELSPRUIT	4
Witbank	MPHUMALANGA	OEP	8
Bloemhof	NORTH WEST PROVINCE	BLOEMFONTEIN	NEXT BUSINESS
Brits	NORTH WEST PROVINCE	OEP	4
Fochville	NORTH WEST PROVINCE	OEP	4
Hartebeespoort	NORTH WEST PROVINCE	OEP	4
Hartwater	NORTH WEST PROVINCE	BLOEMFONTEIN	NEXT BUSINESS
Klerksdorp	NORTH WEST PROVINCE	OEP	4
Lichtenburg	NORTH WEST PROVINCE	MMABATHO	4
Mafikeng	NORTH WEST PROVINCE	MMABATHO	4
Orkney	NORTH WEST PROVINCE	OEP	4
Potchefstroom	NORTH WEST PROVINCE	OEP	4
Rustenburg	NORTH WEST PROVINCE	OEP	4
Schweizer renecke	NORTH WEST PROVINCE	BLOEMFONTEIN	8
Vryburg	NORTH WEST PROVINCE	BLOEMFONTEIN	4
Wolmaransstad	NORTH WEST PROVINCE	MMABATHO	8
Zeerust	NORTH WEST PROVINCE	MMABATHO	4
Alexandria	EASTERN CAPE	PORT ELIZABETH	8
Barkly East	EASTERN CAPE	PORT ELIZABETH	NEXT BUSINESS
Burgersdorp	EASTERN CAPE	BLOEMFONTEIN	NEXT BUSINESS
Cradock	EASTERN CAPE	PORT ELIZABETH	NEXT BUSINESS

Despatch	EASTERN CAPE	PORT ELIZABETH	4
East London	EASTERN CAPE	EAST LONDON	4
Graaff-Reinet	EASTERN CAPE	PORT ELIZABETH	8
Grahamstown	EASTERN CAPE	PORT ELIZABETH	8
Greenacres	EASTERN CAPE	PORT ELIZABETH	4
Humansdorp	EASTERN CAPE	PORT ELIZABETH	4
Jeffreys Bay	EASTERN CAPE	PORT ELIZABETH	4
Joubertina	EASTERN CAPE	PORT ELIZABETH	8
KING WILLIAMS TOWN	EASTERN CAPE	EAST LONDON	4
Port alfred	EASTERN CAPE	PORT ELIZABETH	8
Port Elizabeth	EASTERN CAPE	PORT ELIZABETH	4
QUEENSTOWN	EASTERN CAPE	EAST LONDON	NEXT BUSINESS
Stutterheim	EASTERN CAPE	EAST LONDON	4
Uitenhage	EASTERN CAPE	PORT ELIZABETH	4
Umtata	EASTERN CAPE	EAST LONDON	NEXT BUSINESS
Uniondale	EASTERN CAPE	GEORGE	8
Aliwal North	FREE STATE	BLOEMFONTEIN	8
Bethlehem	FREE STATE	BLOEMFONTEIN	4
Betlehem	FREE STATE	BLOEMFONTEIN	4
Bloemfontein	FREE STATE	BLOEMFONTEIN	4
Bothaville	FREE STATE	BLOEMFONTEIN	4
Clocolan	FREE STATE	BLOEMFONTEIN	4
Ficksburg	FREE STATE	BLOEMFONTEIN	4
Frankfort	FREE STATE	BLOEMFONTEIN	8
Harrismith	FREE STATE	BLOEMFONTEIN	8
Heilbron	FREE STATE	BLOEMFONTEIN	8
Hoopstad	FREE STATE	BLOEMFONTEIN	8
Kroonstad	FREE STATE	BLOEMFONTEIN	4
Odendaalsrus	FREE STATE	BLOEMFONTEIN	4
Parys	FREE STATE	BLOEMFONTEIN	8
Reitz	FREE STATE	BLOEMFONTEIN	8
Sasolburg	FREE STATE	OEP	4
Senekal	FREE STATE	BLOEMFONTEIN	4
Thabanchu	FREE STATE	BLOEMFONTEIN	4
Theunissen	FREE STATE	BLOEMFONTEIN	4
Viljoenskroon	FREE STATE	BLOEMFONTEIN	8
Villiers	FREE STATE	BLOEMFONTEIN	8
VIRGINIA	FREE STATE	BLOEMFONTEIN	4
Welkom	FREE STATE	BLOEMFONTEIN	4
Bloemfontein	FREE STATE	BLOEMFONTEIN	4
Barkly West	NORTHERN CAPE	BLOEMFONTEIN	4
Carnarvon	NORTHERN CAPE	BLOEMFONTEIN	NEXT BUSINESS
Colesberg	NORTHERN CAPE	BLOEMFONTEIN	NEXT BUSINESS
Daniëlskuil	NORTHERN CAPE	BLOEMFONTEIN	NEXT BUSINESS
De aar	NORTHERN CAPE	BLOEMFONTEIN	4
Douglas	NORTHERN CAPE	BLOEMFONTEIN	8
Hopetown	NORTHERN CAPE	BLOEMFONTEIN	8
Jan Kempdorp	NORTHERN CAPE	BLOEMFONTEIN	8
Kakamas	NORTHERN CAPE	BLOEMFONTEIN	8
Kathu	NORTHERN CAPE	BLOEMFONTEIN	8
Keimoes	NORTHERN CAPE	BLOEMFONTEIN	8
Kimberley	NORTHERN CAPE	BLOEMFONTEIN	4
KURUMAN	NORTHERN CAPE	BLOEMFONTEIN	8

Loeriesfontein	NORTHERN CAPE	EDK	NEXT BUSINESS
Postmasburg	NORTHERN CAPE	BLOEMFONTEIN	NEXT BUSINESS
Prieska	NORTHERN CAPE	BLOEMFONTEIN	NEXT BUSINESS
Springbok	NORTHERN CAPE	EDK	REMOTE
Upington	NORTHERN CAPE	BLOEMFONTEIN	4
Williston	NORTHERN CAPE	EDK	REMOTE
Bela Bela	LIMPOPO	OEP	4
Ellisras	LIMPOPO	POLOKWANE	4
Grobblersdal	LIMPOPO	OEP	8
Hoedspruit	LIMPOPO	PHALABORWA	4
LEPHALALE	LIMPOPO	POLOKWANE	8
Louis trichardt	LIMPOPO	POLOKWANE	4
Marble Hall	LIMPOPO	OEP	8
Mokopane	LIMPOPO	POLOKWANE	4
Musina	LIMPOPO	POLOKWANE	8
Naboomspruit	LIMPOPO	OEP	8
Nylstroom	LIMPOPO	POLOKWANE	8
Phalaborwa	LIMPOPO	PHALABORWA	4
Pietersburg	LIMPOPO	POLOKWANE	4
Polokwane	LIMPOPO	POLOKWANE	4
Potgietersrus	LIMPOPO	POLOKWANE	4
Tzaneen	LIMPOPO	PHALABORWA	4
Warmbaths	LIMPOPO	OEP	4