



Statement of Limited Warranty

BIXOLON America warrants this product to be free from defects in manufacturing and workmanship for a period of **THREE YEARS** (see warranty period).

1. Warranty coverage;

- A) Bixolon America, Inc., warrants to the first end user of the product enclosed with this Limited Warranty statement that the product, if purchased and used in the United States or Canada, will be free from defects in workmanship and manufacturing.
- B) Product conforms to BIXOLON's officially published specifications.
- C) This warranty applies to the original end user only and is not transferable.
- D) Warranty parts and repair labor are covered at no charge. Exchange or replacement products or parts assume the remaining warranty period of the product covered by this limited warranty.

2. Warranty period;

- A) The warranty period is three years from installation date by the original end user only. The installation date is the date of invoice or sales receipt date. In case of a lost invoice or sales receipt, the warranty start date is calculated from the manufacturing date, based on the units serial number.
- B) Three year warranty has the following limitations;
 - 1) Auto cutter assembly: two year coverage
 - 2) Dot impact head: two year coverage
 - 3) Mobile printers: one year coverage
 - 4) Thermal printer head (TPH):
 - a. Label Printers: one year
 - b. Mobile Printers: six months
 - c. All other thermal models: two year coverage
 - 5) Accessories: 1 month
 - 6) Batteries: 3 months

3. Warranty territory;

United States and Canada. This warranty covers only normal consumer use in the United States and Canada.

4. What this warranty does not cover;

- A) Failures resulting from misuse, accident, modification, unsuitable physical environment, improper maintenance, improper installation, neglect, improper shipping, damage caused by disasters such as fire, flood and water damage from spills, lightning, improper electrical current (surges and sags), software problems, damage caused by



incompatible third party products, or service other than by a Bixelon Authorized Service Center. See User Manual for Safety Precautions, unsafe environmental conditions, Hazards and Warnings.

- B) Problems or failures resulting from the use of non-Bixelon approved ribbons or printer media (receipt paper, ink).
- C) Removal or alteration of identification labels containing BIXOLON trademark, or serial number will render the warranty null and void .

5. Warranty procedure;

- A) It is the end user responsibility to ship or carry-in the defect product to an authorized Bixelon service center with a description of the defect or problem, and a valid copy of the original proof of purchase. Only a receipt or proof of purchase where the serial number is clearly printed will be considered a valid proof of purchase for purpose of warranty service.
- B) BIXOLON original packing carton or equivalent is required for returning, otherwise damage in transit is responsibility of customer and the customer will be charged for all missing or damaged items.
- C) All returned products as "Defective" will be tested by BIXOLON or its service center.
- D) If a reported problem cannot be found or reproduced, the customer is responsible for a diagnostic fee, freight and insurance costs associated with returning product.
- E) Defective printers and parts will be repaired or replaced by BIXOLON or its service center.
- F) Repaired or replaced products will be returned freight free via ground service.
- G) Repaired or replaced products shall be warranted for the balance of the original warranty period.

August 1st, 2005 – Bixelon

Additional provisions (Dec 20th, 2005)

1. DOA (Dead on Arrival)

Printer failures within 30 days after purchase, qualify for the DOA Program. Your reseller/VAR will replace the failed unit with new. Freight is covered for the exchange.

2. Spare-by-Air (HOT SWAP), next business day exchange (USA only) for the SRP-350plus;

- a) Available to US customers needing expedited repair during the warranty period.
- b) Customer calls Tech Support (858-764-4583) requesting an exchange unit.
- c) Unit is shipped immediately for next business day delivery.
- d) Return label with RMA# is included and customer uses packaging to return damaged unit back to Bixelon.
- e) Incremental cost will be charged to Customer to cover expedited service & freight.
- f) Exchange unit shall be new or refurbished, at the discretion of Bixelon.

To locate the Bixelon Authorized Service Center nearest you call: 858-764-4580