

## Manufacturers Product Warranty Coverage Terms and Conditions (within USA)

### (I) Length of Warranty Period:

The warranty period is for 36 months on PS-3100 without printer, and 24 months on PS-3100 with integrated printer, for product shipped from Protech Technologies, Inc. in Placentia, California, or an affiliated warehouse. This includes shipments to any customer (distributor, dealer, reseller, or end-user) within the USA.

**NOTE:** Warranty is automatically voided if full payment is not received for purchased product.

### (II) Type of Parts Coverage:

The warranty covers parts, labor, and the return shipment back to the customer via ground service. This only covers failures due to manufacturing defects and components failure under normal use.

*Note: Please secure all programs, data, and funds contained in a machine prior to shipping any product to Protech Technologies, Inc. Protech Technologies, Inc. is not responsible for any of your confidential, proprietary, or personal information contained in a machine that you return to Protech Technologies, Inc. for any reason. You should remove all such information from the machine prior to its return.*

*Please exclude any accessories and/or attachments not related to the failure.*

### (III) DOA (Within 30 days of invoice date):

The part is defective from the factory and never worked.

- The product must still be under warranty based on its date code.
- Protech Technologies, Inc. must have sold the product.
- The product must be received from the original purchaser.
- It must accompany a valid RMA number supplied by Protech Technologies, Inc. and a copy of original invoice with serial number.
- The customer must have purchased the product within the last 30 days.
- A replacement unit will be shipped by Protech Technologies, Inc. or its authorized distributors.

### (IV) Failure After 30 Days:

The product fails after 30 days due to a manufacturing defect.

- The product must still be under warranty based on its date code.
- Protech Technologies, Inc. must have sold the product.
- The product must be received from the original purchaser.
- It must accompany a valid RMA number supplied by Protech Technologies, Inc. and a copy of original invoice with serial number.
- The product will be returned to the manufacturer for repair, or replacement at the discretion of Protech Technologies, Inc., depending on the circumstances.



**Protech Technologies Inc.**

950 Fee Ana St., Suite B

Placentia, CA 92870

Tel: +1 (714) 996-7200

Fax: +1 (714) 996-7300

Web: [www.protech-usa.net](http://www.protech-usa.net)

- Protech Technologies, Inc. will pay the cost of ground freight on the item return to the customer. The customer must pay for any special freight request.

**(V) Out Of Warranty Repairs:**

The customer returns a product for repair after the warranty period.

- The customer must return the defective item to Protech Technologies, Inc..
- It must accompany a valid RMA number supplied by Protech Technologies, Inc.
- The product will be repaired or replaced.
- The repair must have a Protech Technologies, Inc. invoice number and/or a customer purchase order number before the product can be shipped to the manufacturer.
- The customer will be billed for all freight charges, as well as the repair and parts charges.

**(VI) Recall Notices By Manufacturer:**

The manufacturer recalls an item due to reliability issues or substandard operation.

- The product must be listed under the recall notice.
- Protech Technologies, Inc. must have sold the product.
- The product must be received from the original purchaser.
- It must accompany a valid RMA number supplied by Protech Technologies, Inc. and a copy of original invoice with serial number.
- The product will be returned to the manufacturer for repair or replacement at the discretion of Protech Technologies, Inc., depending on circumstances.
- Protech Technologies, Inc. will pay the cost of ground freight to return the item to the customer. The customer must pay for any special freight request.