

Europe, Middle East & Africa Product Warranty – Non-impact Printers

Warranty Statement

From the date non-impact printers (NIP) Products are shipped to the end user either directly from Printronix, or from one of its channel partners, Printronix warrants that its NIP Products shall be free from defects in material and workmanship for the period or the Special Provisions described below. Printronix's only obligation under this warranty is to repair or replace the warranted part with such decision being at Printronix's sole and absolute discretion. The shipping cost to return the part to Printronix shall be paid by the Customer and Printronix will return the item to the Customer at the expense of Printronix.

This warranty is only applicable if the defective NIP Products had normal utilization within the published specifications as modified from time to time, has been maintained in accordance with recommended procedures using Printronix approved parts, has not been modified or altered in a manner not approved by Printronix, and is not the result of shipping and handling damage. Note that consumable parts, such as Toner, Fuser, transfer unit, Drum unit, and waste toner parts, found to be damaged, as a result of operator error, are excluded from the warranty. Printronix consumables (including but not limited to toner and drum cartridges) are specifically designed for Printronix machines, and the use of non-Printronix products may result in degradation of print quality, loss of advanced functionality (such as color balancing) and even, in some cases, damage to the printer or multi-function machine.

This Warranty does not extend to any print quality degradation, machine malfunction, or damage caused using non-Printronix consumables or refilled Printronix toner. In such a case, our local service partner will on request try to rectify the problem but will be entitled to make its usual time and materials charges (details available on request) and cannot guarantee success. Printronix will also be entitled to recover the reasonable cost of any work done in investigating a problem that proves to have been caused using non-Printronix consumables.

The end user's remedies are expressly limited to Printronix' obligations as stated in this Warranty Statement and the associated special provisions described below.

THE WARRANTIES SET FORTH IN THIS WARRANTY STATEMENT, AND THE OBLIGATIONS AND LIABILITIES THEREUNDER ARE IN LIEU OF, AND THE PURCHASER HEREBY WAIVES, ALL IMPLIED GUARANTEES AND WARRANTIES, INCLUDING WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT SHALL PRINTRONIX BE HELD LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES OR LOSS OF USE, OR OTHER COMMERCIAL LOSS, HOWEVER OCCASIONED.

One Year Return to Factory	
Non-impact printers	X

Special Provisions

LED imaging array

Printheads (LED imaging arrays) have a 5-year parts only warranty from the date the **NIP Product** are shipped from Printronix. Warranty does not cover **NIP Product** failure due to misuse, **NIP Product** performance alterations, shipping/handling damage, abuse, user error, improper storage at temperature/humidity extremes or problems/failures induced by the printer.

On-site repair

On-site repair is available only if customer registers on the End User Registration portal (eligible countries listed in Appendix 1). On-site repair does not include the replacement or repair of NIP Product consumables or supplies. Printronix will, for a period of one (1) year from the date the NIP Products are shipped from Printronix, repair or replace (at Printronix's option) on-site at the original purchaser's facility and without charge, any defective component(s) of the NIP Product provided that the warranty service is performed by a Printronix authorized service provider

Please visit End User Registration Portal, <https://printronix.com/emea/support/register-your-product/>.

Please note that on-site repairs will be carried out within a reasonable time frame. For mainland Europe and UK this will be quicker than for islands and remote areas.

For all other countries in EMEA please check with your local supplier or Printronix for local coverage.

The terms of this warranty statement are subject to change without prior notice.

APPENDIX 1

List of countries – On-site repair entitlement

On-site (Upon Registration)
Belgium
France
Germany
Italy
Netherlands
Portugal
Spain
UK
Ireland