

Statement of Limited Warranty

BIXOLON America warrants this product to be free from defects in manufacturing and workmanship for a period defined in this document (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) The warranty period has the following limitations;

1.SRP-270/275 Series

- i. Print Head: Two Year coverage
- ii. Auto Cutter: Two Year coverage

2.SRP-Q300/302 Battery: One Year coverage

3.STP Series

- i. Print Head: Two Year coverage

4.SLP and X Series Label

- i. Printer: Two Year coverage
- ii. Print Head: One Year coverage
- iii. Auto Cutter: One Year coverage

5.SRP-S300

- i. Print Head: One Year coverage
- ii. Auto Cutter: One Year coverage

6.SPP and X series Mobile: One Year complete coverage

7.SRP-F310II: Four Year complete coverage

8.BCD/RTS series: One Year warranty exchange

9.Kiosks: 2 Year

10.Accessories: 30 Days

Bixolon Warranty Period				
Mobile Printers				
	Printer	Print Head	Battery	
X-Series Mobile Label	1 Year	1 Year	1 Year	
SPP Series Mobile	1 Year	1 Year	1 Year	
POS Printers				
	Printer	Auto Cutter	Print Head	Battery
STP Series	3 Year		2 Year	
SRP Series [Thermal] [incl. BGT Series]	3 Year	3 Year	3 Year	1 Year
SRP Series [Dot Matrix]	3 Year	2 Year	2 Year	
SRP-S300	3 Year	1 Year	1 Year	
SRP-F310II	4 Year	4 Year	4 Year	
Label Printers				
	Printer	Auto Cutter	Print Head	
X-Series [Desktop/Tabletop]	2 Year	1 Year	1 Year	
SLP Series [incl. SRP-770III]	2 Year	1 Year	1 Year	
Pole Display, Kiosks & Accessories				
BCD/RTS Series	1 Year warranty exchange			
Kiosk	2 Year			
Accessories	1 Month			

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 Bixolon 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-Bixolon 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 Bixolon 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.

To locate the Bixolon Authorized Service Center nearest you call:

858-764-4580