

IMPORTANT NOTICE

...TO EPRINTHEAD.COM THERMAL PRINTHEAD CUSTOMERS

Printhead Product Warranty

Manufacture will repair or replace, at their option, any printhead which fails within 3 months from date of shipment due to defects in workmanship or material. Failure is defined as the inability to obtain legible print out in a properly adjusted system or the total absence of print out from one or more printing elements. This warranty specifically excludes failures due to operation exceeding specified limits, failure due to abrasive wear of the printing elements and/or conductors due to foreign particles, failure due to lack of preventative maintenance such as not cleaning paper residue build-up over the heating elements or as otherwise specified and damage due to improper handling, assembly and/or installation which causes the printhead to fail.

CAUTION

DELICATE ELECTRONIC
COMPONENT

HANDLE WITH EXTREME CARE

THESE PRINTHEADS CONTAIN GLAZED PRECISION PRINTING AND CONDUCTOR SUBSTRATE SURFACES THAT MUST BE CAREFULLY PROTECTED FROM MECHANICAL DAMAGE. Extreme care must be exercised during handling and installation to prevent scratching, chipping, denting or otherwise damaging the exposed substrate surface, particularly in the resistor (printing element) area. A small clean piece of cardboard should be used to protect the substrate during installation if there is a possibility of accidental damage.

THESE PRINTHEADS ARE STATIC SENSITIVE DEVICES. Please take all precautionary measures against static discharge and handle them only at Static Safe Workstations.

The defective printhead must be returned for any warranty claim. Once the printhead has been evaluated, if determined it is covered under warranty a replacement unit will shipped. Allow 3-4 weeks for a claim. We can not ship replacement printheads in advance.
