

## **ASTRONOVA PRODUCT GUARANTEE**

Subject to the limitations herein, AstroNova GmbH (hereinafter referred to as “AstroNova”) guarantees that all QuickLabel®, GetLabels® and TrojanLabel® products covered under this guarantee (a) will materially perform in accordance with AstroNova’s specifications for the product, (b) are free and clear of any security interest, lien, or encumbrance created by AstroNova, and (c) are free from defects in materials and workmanship for the guarantee period identified below. This limited guarantee only applies to AstroNova’s products used as standalone products. This limited guarantee does not apply if AstroNova’s product is combined, integrated into, or used with any third-party product, system, or interface.

This guarantee is not transferrable and is valid for the customer identified in the original sales order placed with AstroNova or one of AstroNova’s authorized Channel Partners or OEM Partners. Upon request, a copy of the original sales order must be provided to AstroNova by the customer to validate original ownership before any guarantee service is carried out.

If the customer reasonably believes its product does not comply with this guarantee, the non-compliance must be reported promptly in writing to AstroNova during the guarantee period. The guarantee period starts from the date of shipment by AstroNova (e.g., the date of the delivery bill). If the customer has purchased the products from an AstroNova authorized Channel Partner or OEM partner, the partner will inform the customer about the AstroNova shipment date. If AstroNova, in its sole discretion, determines the product fails to comply with the guarantee set forth herein, AstroNova, at its option, will repair or replace the non-conforming product onsite at the customer’s facility (or other location acceptable to AstroNova) or at an authorized AstroNova Service facility to the extent repair or replacement is applicable under Section I below. If applicable, guarantee service will be provided in the manner described in Section I. If the customer’s alleged noncompliance of a product cannot be identified or reproduced by AstroNova, AstroNova reserves the right to reject such guarantee claim and charge the customer for all freight, insurance, repair, and diagnostic costs incurred. AstroNova reserves the right to utilize new, refurbished, and/or reconditioned parts for guarantee repairs and replacements. Any guarantee service provided by AstroNova shall not extend the product’s original guarantee period.

### **SECTION 1- GUARANTEE PERIOD | PRODUCTS COVERED BY THIS GUARANTEE | TYPE OF GUARANTEE**

<b>GUARANTEE PERIOD</b>			
<b>MONTHS (FROM DATE OF SHIPMENT UNLESS OTHERWISE NOTED BELOW)</b>			
<b>&lt; 3</b>	<b>3</b>	<b>6</b>	<b>12</b>
<b>New Printers and/or Accessories <sup>(1)</sup></b>			
<b>Labels, Inks &amp; Toners <sup>(2)</sup></b>			
<b>AstroNova Refurbished or Demonstrator Printers and/or Accessories <sup>(3)</sup></b>			
<b>Wear and Tear Parts of the Printer <sup>(4)</sup></b>			
<b>Spare Parts</b>			
<b>Custom Equipment</b>			
<b>AstroNova Depot Repair</b>			
<b>On-Site Repair Service <sup>(5)</sup></b> <i>7-day guarantee from AstroNova field service technician visit</i>			
<b>Third-Party Parts and/or Software <sup>(6)</sup></b>			

If the guarantee request is validated by AstroNova, AstroNova will inform the Buyer of the guarantee period associated with the non-conforming product.

(1) **New Printers and Accessories.** Repair or replacement guarantee covers parts designed to last the lifetime of the printer for the following guarantee period:

- a) 12 months from date of shipment from AstroNova
- b) AstroNova Channel Partners or OEM Partners: fifteen (15) months from shipment date from AstroNova to partner's facility (applies to stocking orders only)
- c) Model QL-120X, P/N 42725200, includes a 2-year limited guarantee from date of shipment from AstroNova

(2) **Labels, Inks and Toners:**

- a) Limited to replacement of nonconforming item(s)
- b) Labels are guaranteed against manufacturing defects and to perform as stated per the applicable specification sheet(s). Customer is responsible for qualification and testing of labels for suitability. Credit requests will only be reviewed and considered if rolls 1) are returned to AstroNova in their original packaging and 2) have been stored as per AstroNova's guidelines.
- c) Ink tanks, cartridges, and thermal transfer ribbons include a 1) 12-month guarantee from shipment date or 2) six (6) month guarantee once the packaging has been opened and/or deemed depleted by the printer, whichever comes first. AstroNova may issue pro-rated credit based on usage against guarantee claims for ink tanks or cartridges.
- d) QL-E100 ink cartridges (with integrated printhead), toners and drums have a guarantee of 12 months from shipment date or until the products have been opened and installed in a printer (out of box coverage only), whichever comes first.

(3) **Refurbished or Demo Printers and Accessories** are restored to a condition meeting functional and performance specifications, may have cosmetic defects or appearance of wear, and come with a three (3) month limited guarantee.

(4) **Wear and Tear Parts of the Printer** are parts designed to be worn and replaced at regular intervals. Preventive maintenance should be conducted following manufacturer's recommendations to minimize failures and/or extend the useful life of these parts. AstroNova may pro-rate the replacement cost of parts that have failed during the guarantee period.

- a) In most cases, wear and tear parts will last well beyond the guarantee period. The three (3) month guarantee period isn't a guarantee that the part lifetime will be equal to or more than (3) months. In case of high duty usage and/or in a harsh environment, the wear & tear part can be worn within the first 3 months without having any defect. In such a case, the guarantee will not apply.
- b) Kiara! and QL-120 Series printheads are warranted for a period of (365) days from the installation date and if no single color printhead has reached 100% use, as indicated in the Maintenance Utility > Printer Information Page. Customer must provide screenshot from Maintenance Utility>Printer Information page, as it is required to verify the guarantee claim. Single channel printhead(s) will be provided for verified guarantee claims, at AstroNova's discretion and will be prorated (50% usage = 50% discount on new replacement single channel printhead).
- c) QL-300 Wear Items subject to the Wear and Tear Parts guarantee include the Transfer Belt, Fuser Unit, Cutter Unit, F0 Roller, Transfer Roller, and Waste Toner Box.
- d) Printheads used in printer models QL-240, QL-800, QL-850, QL-900, T2C, T2, T3-OP/LP and T4 are warranted for a period of 90 days from the shipment date or until 200ml of ink is used, whichever occurs first.
- e) T3-OPX Replacement Imaging Module is warranted for (365) days from shipment date or ink usage of 4 liters per color or 0.3 liters per die, whichever comes first. Mechanical contact with printhead voids the warranty. Density variations between printhead dies can result from heavy print use or if the T3-OPX is idle for 5+ days. Some density variations can be corrected by performing a new color density calibration or shifting the print area periodically to distribute the print duty across the entire width of the printhead. In order to maintain the warranty, the T3-OPX must print at least once per week otherwise color density variations will be unrecoverable. Customer must provide a screenshot of ink usage per die statistics from the TrojanControl interface or allow AstroNova Technical Support to remotely access the T3-OPX in order to obtain the necessary data required to verify the warranty claim.
- f) QL435/425, AJ-800, AJ-1300 Replacement Printheads are warranted for (90) days from the shipment date or ink usage of 0.3 liters, whichever occurs first. Mechanical contact with printhead voids the warranty. Density variations between printhead dies can result from heavy print use of certain dies or if the printer is idle for 5+ days. Some density variations can be corrected by performing a new color density adjustment or shifting the print area periodically to distribute the print duty across the entire width of the printhead.

Customer must provide information requested by AstroNova technical support and/or allow remote connection to the printer for the warranty request to be validated.

- g) QL-4100Xe, QL-30/60 and other Thermal Transfer Printheads are warranted for (90) days from shipment date. AstroNova reserves the right to decline guarantee claims when the printer is used with non-AstroNova approved thermal transfer ribbon or labels or if the thermal transfer ribbon is not adequately matched to the label width (thermal ribbon must always be wider than the labels being printed on). Printed samples illustrating the defect are required for any guarantee claim.
- h) Failures due to product misuse/abuse or use of counterfeit or unauthorized third-party inks will void all warranties. Guarantee claims will not be honored without printhead samples showing defects, maintenance information, log files or other information requested by AstroNova.

**(5) On-site** On-site Repair Service Guarantee only applies if the problem reported is resolved after the initial onsite repair and the same problem is reported again within seven days from the initial onsite repair.

**(6) Third-Party Parts and/or Software** does not carry any warranty from AstroNova. Only the manufacturer's warranty applies, if applicable. Software licenses are refundable within (14) days of invoicing only if the license has not been installed, used, or activated on a computer or any devices.

## **SECTION II- GUARANTEE CLAIMS PROCESS**

All guarantee claims must be validated by AstroNova Technical Support. The process of inspection and validation will be at the sole discretion of AstroNova. Additional information including, but not limited to, print samples, nozzle test patterns, photos, logfile data and remote support may be required in order to validate a guarantee claim. The customer grants optional permission to AstroNova personnel to log into the printer in question via remote connection if such remote connection is necessary in order to validate a guarantee claim. Privacy obligations will be complied with by AstroNova. If permission is not granted, but the remote connection is required for verification, validation or to perform guarantee services, AstroNova will be released from these obligations. The obligation to provide guarantee services does not apply in these cases.

Customer shall obtain a return authorization number from AstroNova and comply with AstroNova's shipping instructions prior to returning any nonconforming products to AstroNova.

## **SECTION III- RESPONSIBILITY FOR FREIGHT, PACKAGING AND ASSOCIATED FEES**

- 1) Customer shall pay for shipping and all costs associated with preparing and packaging the alleged nonconforming product for shipment to AstroNova or its designated repair facility.
- 2) AstroNova shall pay for the costs associated with preparing and packaging the repaired or replaced product for return shipment to the customer, provided the guarantee claim has been validated by AstroNova. Additionally, AstroNova will pay for standard ground freight service of the repaired or replaced product to the customer.
- 3) If AstroNova does not validate a guarantee claim, the customer is responsible for the cost of shipping the product from AstroNova to customer at customer's sole cost, expense, and risk of loss.
- 4) The Customer should return the alleged nonconforming product in its original packaging, if available, and is responsible for any damage that occurs during transit due to improper packaging.
- 5) AstroNova is not responsible for products lost or damaged in transit.

## **SECTION IV- THE FOLLOWING ARE NOT COVERED BY THIS GUARANTEE**

- 1) Restoration of customer data or settings.
- 2) Damage caused by the addition of third-party parts, components, consumables, or peripheral devices added to the product after its purchase from AstroNova.
- 3) Any color change or fading of print images including graphics and/or text, or reimbursement of materials or services required for reprinting.
- 4) Any product that has been repaired, serviced, modified, or altered other than by AstroNova or an AstroNova authorized service provider.
- 5) Any product that has been damaged by:
  - a. Misuse or abuse (such as damage caused by liquids, excessive dust, harsh environments, abnormal environmental conditions or damaging the product due to mishandling)
  - b. Improper storage, operation, packing, shipping, transportation, or installation

- c. The failure to properly maintain the product as specified in AstroNova's instructions, the operator maintenance guides or technical bulletins or documentation
  - d. Accident or natural and environmental events or disasters (such as flooding, tornados, storms, lightning, earthquakes, fire, and water leaks)
  - e. Improper electrical wiring or power variations that fail to meet specifications as specified in AstroNova's instructions or the product's installation guide or documentation
  - f. The use of non-approved Rasterized Image Processing (RIP) software
  - g. Interaction with non-AstroNova products
- 6) Any product that has had its serial number or other identification markings altered or removed.
  - 7) Any product that is not stored and operated within the storage and operating limitations specified for the product.
  - 8) Third-Party Parts and/or Software does not carry any guarantee from AstroNova. Only the manufacturer's guarantee applies, if applicable. Software licenses are refundable within (14) days of invoicing only if the license has not been installed, used, or activated on a computer or any devices.

#### **SECTION V- IMPORTANT NOTICE**

Should the product be defective, the rights of the customer can be asserted within the scope of the agreed warranty, irrespective of whether a guarantee case exists or the guarantee is invoked.