

Partner

Terms, Conditions and Order Process

1. Coverage

Our added Services aim to maintain your label printers operational during and beyond the 2 year limited Factory Warranty.

Several options are available, each has been designed to offer you maximum up-time security within its scope.

2. Additional Services purchased with the printer

On-Site Service

This service aims to ensure the customers' printer stays operational with minimal downtime.

For this we provide a TSC Printronix certified Engineer who will go on-site within the Next Business Day (NBD) when calls are logged before 15h00 of the day before.

Engineers carry the most popular and expensive spare-parts with them for on-site repairs.

Customers may buy 1 or 3 years On-Site Cover.

Start date is when the printer is installed.

Extended Return Parts Warranty

- Extend the (2) year standard factory [limited](#) warranty, within 30 days of the printer purchase, by an additional 1Y (2)+1 or an additional 3Y (2)+3, as an example for a cover on an MH241T, the latter is designated in our price list as:

“MH241 STD Return Parts Extended Warranty 5YR BUY WITH PRINTER EMEA”

The extension portion of this cover entitles you to send back only parts for a free replacement.

Certified Partners (a) may disassemble the end-user's printer to send back the faulty part.

Start date for this cover is from the 3rd year onwards.

Comprehensive Return Parts Warranty (b) & (c)

This warranty is considered a top-up cover to the limited Factory warranty thus ensuring that parts with limited cover are also covered, in some exceptional cases, even when damaged by mistake by the user.

During the 3rd and subsequent years, Comprehensive offers full cover of most parts.

Customers may buy 3 or 5 years Comprehensive Cover.

Start date is the same as the printer purchase date by the end-user.

Example for an MH241: “MH241 STD Return Parts Comprehensive Warranty 5YR BUY WITH PRINTER EMEA”

3. Limitations of added services

On-Site Service

During this cover, options purchased post-sales, printheads and platen rollers fall out of its scope and must be installed by the end-user as required.

1Yr Post-Sale renewals are available up to 30 days before this cover expires.

Extended Return Parts Warranty

A cheaper option that still ensures major parts are covered but is limited by the same Factory Warranty limitations. Options, consumable parts such as printheads and platen rollers are not covered.

1Yr Post-Sale renewals are available up to 30 days before this cover expires

Comprehensive Return Parts Warranty

Comprehensive covers most parts including printheads and platen rollers but not options.

1Yr Post-Sale renewals are available up to 30 days before this cover expires

4. Conditions for buying with printer and renewals called (- Post-Sales -)

Buy any service within 30 days of the printer purchase to get the best prices.

Failure to buy within 30 days means the following for

On-Site: Can only buy 1Yr at Post-Sale prices and must be done 30 days before the printers 2Yr Factory Warranty expires. A paid for pre-inspection may be required before approval.

If the printer is older than 2 years, 1Yr Post-Sale may still be bought mandatorily subject to an inspection fee. These will be handled on a case-by-case basis and not guaranteed.

Extended: Can only buy 1Yr at Post-Sale prices and must be done 30 days before the printers 2Yr Factory Warranty expires

If the printer is older than 2 years, 1Yr Post-Sale may still be bought subject to an inspection fee. These will be handled on a case-by-case basis and not guaranteed.

Comprehensive: Cannot be bought after 30 days of buying the printer.

In all cases, existing services can only be renewed up to 1 year before they reach “Service & Support Discontinue Date”, get further information on discontinued products [here](#).

5. Process for ordering warranties and on-site service

Warranties:

Send your request on a P.O. with relevant details from the table below, to your allocated Customer Service Agent

On-Site service :

Please contact your regional Sales Manager or your Customer Service Agent. In your order please specify the details from the table below

PRINTER DETAILS	Printer Serial Numbers	1
	Printer Model	2
	Printer category	2 & 3
	Printer part number	2

SERVICE DETAILS	Service part number	
	Contract Start date	
	Installation required?	4

END USER DETAILS	End-User e-mail	
	End-User phone No	
	End-User Name	
	End-User address	

PARTNER DETAILS	TSC Partner name	
	Partner e-mail address	2
	Partner P.O. number	
	List locations of printers	4

¹ Please list all Printer serial numbers in your P.O. or on a separate list if too many for the P.O.

² This information is not needed when ordering Printronix products

³ Printer Category means: Desktop :: Industrial :: Engines :: Mobile

⁴ This additional field is also needed only if ordering On-site service

- (a) Certified Partners are understood as Partners throughout EMEA that have undergone official training and are certified by TSC Printronix to perform warranty repairs
- (b) During the first 2 YR Factory cover, printers or parts may still be sent in, this is your right. However in the 3rd and subsequent years only faulty parts may be returned for replacement as this cover does not include labour for disassembly of the printer.
- (c) Although this is a Comprehensive cover, if consumable parts such as Printheads, Platen rollers are excessively replaced, an audit by TSC will be conducted to determine the cause of their replacement and likely corresponding corrective actions will ensue.

6. RMA Claims against Warranties

Obtain an RMA reference from TSC Printronix's Technical Department at rma@tscprinters.eu

Disassemble the printer and remove the faulty part and pack it adequately for shipping

Include a copy of the End-Users certificate in the box with the RMA No. clearly visible on the box

Ship the printer or part in the first 2 years to the address on the RMA form. In the 3rd year please ship the part only.

Our additional regional Repair Centres however, accept the full assembled printer during the whole cover and upon request, select parts, namely: Options, external power supplies, TPH's and platen rollers.

TSC will handle it from here. We will provide a new part so that you can repair the Printer or we'll send the part to your certified customer for repair. Local shipping back to you or the Partner is on us.

Repair Centres offer both collect and delivery services free of charge.