

## TSC Auto ID – Services & Warranty Bulletin

### EMEA

Date	Contact	Email
15 <sup>th</sup> May 2024	EMEA Services	<a href="mailto:services@tscprinters.eu">services@tscprinters.eu</a>

Bulletin Type	Business Segment	Portfolio	Region
<input type="checkbox"/> Distributor Notice <input type="checkbox"/> Product Marketing <input type="checkbox"/> Promotion <input checked="" type="checkbox"/> Updated Terms	<input checked="" type="checkbox"/> Hardware <input type="checkbox"/> Supplies <input type="checkbox"/> Services & Warranty	<input type="checkbox"/> Mobile <input checked="" type="checkbox"/> Desktop <input type="checkbox"/> Industrial <input type="checkbox"/> Enterprise <input type="checkbox"/> Print Engine	<input checked="" type="checkbox"/> EMEA <input type="checkbox"/> USA <input type="checkbox"/> APAC

Subject	Desktop Printer Warranty in EMEA to 3 Years
<b>Short Warranty Description</b>	We're updating the warranty for our desktop printers in the EMEA region from 2 years to 3 years, effective <b>1<sup>st</sup> June 2024</b> . For purchases after this date, the warranty automatically extends to 3 years, providing enhanced peace of mind. Warranty for products bought before this date remains at 2 years.
<b>Valid Regions</b>	EMEA Channel
<b>Eligible End Users</b>	End Users in EMEA, entitled to purchase TSC Auto ID thermal printer products.

Desktop Printer Warranty Overview	
<b>Long Warranty Description</b>	<p>We sincerely appreciate your ongoing support and trust in our products. As part of our dedication to delivering exceptional service and dependability, we have opted to update the warranty period for our desktop printers in the EMEA region from the initial 2 years to 3 years.</p> <p>The updated warranty period will be effective as of 1<sup>st</sup> June 2024. For products purchased in the EMEA region after this date, the warranty will be extended to 3 years. However, for products bought before this date, the warranty period will remain unchanged at 2 years.</p> <p>Additionally, we commit to offering complimentary repair services or product replacements for any complications arising from manufacturing flaws during the warranty term. Our unwavering commitment to excellence in our products and services remains steadfast. We trust that our enhanced warranty program will afford you greater peace of mind and assurance.</p>
<b>Warranty Period</b>	N/A
<b>Warranty Region</b>	EMEA

<b>Eligibility Criteria</b>	The EMEA 3 Year Standard Factory Desktop Warranty is available to end users located in EMEA entitled to purchase TSC Auto ID printer products and services (“Eligible End User(s)”).
<b>Products Sourcing</b>	Products must be purchased from an TSC Auto ID Authorised Distributor.
<b>Products Included in Warranty</b>	<p><u>DIRECT THERMAL</u></p> <p><u>2 Inch Wide:</u></p> <ul style="list-style-type: none"> <li>• <a href="#">TDP-225</a> Series</li> <li>• <a href="#">TDP-225W</a> Series</li> <li>• <a href="#">DH220</a> Series</li> </ul> <p><u>4 Inch Wide:</u></p> <ul style="list-style-type: none"> <li>• <a href="#">DA210</a> Series</li> <li>• <a href="#">TDP-247</a> Series</li> <li>• <a href="#">DH240</a> Series</li> </ul> <p><u>THERMAL TRANSFER</u></p> <p><u>2 Inch Wide:</u></p> <ul style="list-style-type: none"> <li>• <a href="#">TTP-225</a> Series</li> <li>• <a href="#">TH220</a> Series</li> </ul> <p><u>4 Inch Wide:</u></p> <ul style="list-style-type: none"> <li>• <a href="#">TH240</a> Series</li> <li>• <a href="#">TE200</a> Series</li> <li>• <a href="#">TC200</a> Series</li> <li>• <a href="#">TTP-247</a> Series</li> <li>• <a href="#">TX210</a> Series</li> <li>• <a href="#">T800</a> Series</li> </ul> <p><small>*Subject to change in TSC Auto ID sole and absolute discretion at any time*</small></p>

<b>Additional Resources</b>
<a href="#">Technical Support</a>
<a href="#">Warranty Coverage</a>
<a href="#">Purchase Warranty</a>
<a href="#">Product Guide 2024</a>
<a href="#">Warranty Policy</a>
<a href="#">Services and Maintenance Brochure</a>

### For More Information

Eligible End Users should contact their Channel Account Manager or distributor for any questions. All pricing-related inquiries should be directed to distributors.

Current List of Eligible Countries		
Albania	Gambia	Norway
Andorra	Germany	Other Europe
Angola	Ghana	Poland
Austria	Gibraltar	Portugal
Belgium	Greece	Reunion
Benin	Guinea	Romania
Bosnia/Herzegovina	Guinea Bissau	Rwanda
Botswana	Hungary	San Marino
Bouvet Island	Iceland	Senegal
British Indian Ocean Territory	Iran	Seychelles
Bulgaria	Ireland	Sierra Leone
Burkina	Israel	Slovakia
Burundi	Italy	Slovenia
Cameroon	Kenya	South Africa
Cape Verde	Latvia	Spain
Central African Republic	Lesotho	St Helena
Chad	Liberia	Svalbard
Congo	Liechtenstein	Swaziland
Cote D'Ivoire	Lithuania	Sweden
Croatia	Luxembourg	Switzerland
Cyprus	Macedonia	Tanzania
Czech Republic	Madagascar	Togo
Democratic Republic of Congo	Malawi	Turkey
Denmark	Mali	Uganda
Equatorial Guinea	Malta	United Kingdom
Eritrea	Mauritius	Vatican City
Estonia	Mayotte	Western Sahara
Ethiopia	Monaco	Zambia
Faroe Islands	Mozambique	Zimbabwe
Finland	Namibia	
France	Netherlands	
France (European Territory)	Niger	
Gabon		