

# Service Option Warranty Program for Bar Code Printers

TSC Service Option Warranty Program enables users to protect their investment and ensures their bar code printers are always in working condition. This is an extension to TSC's original two-year warranty, which is already longer than any other competitor's.

You can purchase the Service Option warranty that adds up to three years to your printer's original coverage within 30 days of your initial bar code printer purchase. During the priority warranty period, TSC will keep your critical printing applications running without interruption. The warranty period commences on the date of original purchase by the buyer (end user), other than for purposes of resale.

The Service Option Warranty Program lets you select a coverage period of up to three years include or exclude the consumable parts e.g. print head and platen roller. The Service Option Warranty Program offers the following features:

- Quick Response Time
- Preventative Maintenance
- A Broad Choice of Contract Duration Options
- Ease of Purchase and Registration

TSC's Service Option Warranty Program offers two service options to cover barcode printers in the unfortunate event of equipment breakdown:

## 1. TSC Priority Warranty Coverage

- Repair of malfunction of electrical parts
- All parts and labor (excluding TPH, accessories, and batteries)
- Cleaning and adjustment
- Complete function test
- Free return shipping

## 2. TSC Comprehensive Warranty Coverage

- All of the items above, and platen roller, print head and display replacement
- Recover the damage which will affect normal printer function.

**Note:** Please refer to page four for more details.





# *Benefits of Purchasing Service Option Warranty*

Purchasing a TSC Service Option Warranty will ensure that your bar code printer always is in working condition and also is a cost-effective way of planning your annual maintenance budget. Under our Service Option Warranty Program, you can return your printer to TSC's certificated repair center, where it will receive the finest care by specially trained TSC factory technicians, who will restore it to factory specifications.

## **Budget Control**

TSC Service Option Warranty Program provides you with two service options to meet your service needs and your budget.

## **Quality Control**

Specially certified and trained TSC technicians use only genuine new TSC parts to guarantee exceptional service performance for your TSC printer.

## **Multiple-year Choice**

Service Option Warranty periods from one year to three years.

No matter which program best fits your needs, you will have access to a wide range of benefits.

## **Quick Response Times**

The buyer (end user) who purchased Service Option Warranty can contact TSC Technical Support via the telephone/email directly for to determine if the printer issue can be resolved at first time.



# Purchase Service Option Warranty for Bar Code Printers

## Easy to Purchase

Only need to tell your sales representative for Service Option Warranty when buy a new printer. Our sales representatives are glad to help you for the complete details.

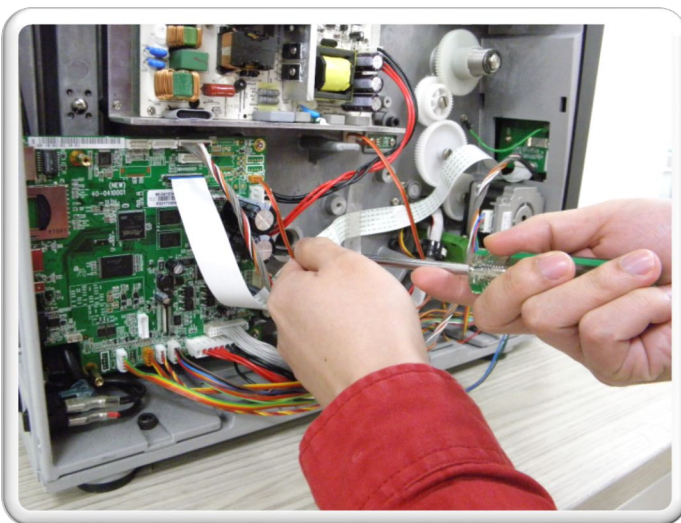
## Customized Options

If there is a need that is not covered under our service option program, please contact sales representative for the customized service options.

## Important information about the Service

### Warranty Option

- Service Options Warranty price is 25% lower when purchase with the new printer.
- The Service Options Warranty first order will not be accepted if exceeding 30 days after new printer purchased.
- The Service Options only can be renewed prior to the expiry date of existed service contract.





# Provided Service Option Warranty Coverage

Coverage	Symptoms	Factory Warranty	Priority Warranty	Comprehensive Warranty
<b>Main board/ Electronics parts</b>	Failure	○	○	○
<b>Wi-Fi/ Bluetooth module</b>	Failure	○	○	○
<b>Mechanical parts</b>	Broken/ Cracked	○	○	○
<b>Chassis</b>	Broken/ Cracked	-	-	○
<b>Keypad</b>	Failure/ Broken	○	○	○
	Missing	-	-	○
<b>Print head</b>	Normal wear	★	-	○
	Physical and/or accidental damage*	-	-	○
<b>Platen roller</b>	Normal wear	★	○	○
	Physical and/or accidental damage*	-	-	○
<b>LCD display</b>	Failure	○	○	○
	Appearance broken and/or cracked	-	-	○
<b>Battery</b>	Failure/ Capacity attenuation	★	★	★
<b>Accessory</b>	Failure/ Broken	★	★	★

★ Follow the limited factory warranty of each model.

#### Exclusion:

The following exceptions are excluded in the Warranty Coverage:

- Parts that have been misused, altered, neglected, handled carelessly, or used for purposes other than those for which they were manufactured.
- Damages resulting from accident, acts of nature (lightning), fire or damages resulting from unauthorized service.
- Modified or unauthorized parts
- Any defects in a printer to the extent that these are due to the use of defective or inappropriate supplies with the printer or any defect or error in any unauthorized software used on or in association with the printer.
- Printer failures caused by water intrusion or component failures caused by excessive humidity within the printer.
- Accessories, options (field installable kit), batteries

#### Restriction:

- Follow the limited factory warranty of each model
- \* If the number of TPH/Platen Roller/Chassis replacements during the comprehensive contract term is excessive, an audit will be conducted to determine the reasons and to apply the corresponding corrective actions.

