

# MUTOH

## XpertJet 1641SR Limited Warranty & Optional Extended Warranty



## **Mutoh Limited Warranty**

Thank you and congratulations on your purchase of a new MUTOH XPJ 1641SR-P printer. The XPJ 1641SR-P printer is designed to consistently deliver high-speed, high-quality output on a wide range of media using original MUTOH Eco Ultra inks.

The MUTOH XPJ 1641SR-P printer includes a two year, parts and labor, on-site limited manufacturer's warranty. Mutoh warrants to the original purchaser that the XPJ 1641SR-P printer will perform according to the manufacturer's specifications and be free from defects in materials or workmanship for a period of two years from the date of original purchase (proof of purchase required) if purchased and used in the United States or Canada. The manufacturer's warranty is non-transferable.

Please register your printer at the time of installation – no warranty work can be scheduled for non-registered printers. Record your printer's serial number here \_\_\_\_\_ and always have your printer serial number available when requesting service.

### Warranty does not cover:

1. Components classified as consumable items, or components required to be replaced in the course of routine maintenance, as defined in the user manual, are not covered by the manufacturer warranty.
  - a. Life expectancy of consumable and routine maintenance items is based on normal printing; defined as 8 hours per day, 5 days per week.
  - b. Printing conditions greater than normal will require consumable and maintenance items to be replaced at a more frequent or accelerated schedule.
2. Damage caused by neglect or improper user-level maintenance as defined in the user guide or supplemental information shipped with your printer. The following procedures are required user maintenance:
  - a. Inspect and clean the print head, wiper, cap seal, and surrounding areas
  - b. Inspect and replace flushing pad as required
  - c. Inspect and clean pressure rollers
  - d. Dispose of waste ink as needed
  - e. Ensure nozzles are clear through routine cleanings and nozzle checks
3. Damage and/or problems arising from environmental location and operation of the printer. Refer to the installation guide for proper environmental locations and requirements
4. Supplies necessary to operate, troubleshoot, and test the printer, including wipes, cleaning fluid, inks, media, etc.
5. Damage caused through the use of non- MUTOH approved inks and ink delivery systems other than the system designed and built into the XPJ 1641SR-P printer.
6. Damage caused through the use of third party parts, components, and/or interfaces
7. Damage from service performed by non- MUTOH authorized personnel
8. Damage caused by shipping, abuse, misuse, improper installation, improper maintenance, neglect, facility power and/or electrical system
9. RIP, network and connectivity issues, color management, application issues
10. Printers transported or shipped outside the U.S and Canada

## **Service and Support**

To obtain service/support for your MUTOH XPJ 1641SR-P printer, please contact your MUTOH authorized dealer. Have your printer serial number available and be prepared to answer diagnostic questions your dealer may ask. Your dealer will resolve or guide you to the proper sources for RIP, network, color management, or application related issues. In the event of a printer hardware related issue, your dealer will obtain a service authorization from MUTOH to initiate on-site service.

Your dealer will open a service call through MUTOH. Self-servicing dealers will be provided with a MUTOH authorization number which authorizes the dealer to schedule an ETA (estimated time of arrival) with you. Calls for non-self-servicing dealers will be scheduled through Mutoh's national service provider. In all cases, a best effort is made to be on-site the next business day provided calls are received by 1:00 PM Arizona time. Calls received after 1:00 PM Arizona time may require an additional day.

MUTOH will generally ship part(s) next day to the customer site to coincide with technical service. Mutoh may send more parts than required to reduce the likelihood of additional downtime; receipt of service parts does not imply that replacement is necessary. All parts, used and unused must be returned to MUTOH by the servicing technician.

On rare occasions, and at its sole discretion, MUTOH may decide to exchange a printer. In such cases, the original unit and its parts become the property of MUTOH America, and the new printer or parts fulfill the remaining warranty period for the original product. Parts may be new or reconditioned to MUTOH factory specifications. Additionally, if MUTOH elects to exchange a printer, the replacement unit will consist of the printer only – accessories, manuals, software, stand, cables, and promotional materials are not included. It is the customer's responsibility to receive and install the new unit, as well as to prepare and package the original unit and alert Mutoh that the status is ready for pick-up. Units not ready for return within 5 business days will be invoiced at then prevailing rates for the replacement printer.

## **Extended Warranty**

Your MUTOH XPJ 1641SR-P printer comes with a two-year manufacturer's warranty. You may also purchase up to four (4) years of extended manufacturer's warranty anytime during the original two year manufacturer warranty period. Contact your dealer for pricing.

Warranty continuation must be purchased during the original manufacturer's limited warranty period or previous extended warranty period. MUTOH, at its sole discretion, may allow renewal for an additional year(s) provided a request for additional coverage is made while the printer is still under the original or extended warranty period.

Requests for extended warranty purchases outside of the two-year manufacturer warranty will be subject to a chargeable inspection/repair to ensure the printer meets minimum factory specifications. Fees for parts and labor will be at prevailing rates.

\* One print head limit during year two of manufacturer's warranty and in each year of extended warranty. Additional head(s) must be purchased through your dealer. Installation included under extended warranty.

### **Out of Warranty Equipment**

Out of warranty customers can purchase parts and services through their dealer or MUTOH's national service provider at 1-800-842-8448. Phone support is also available directly through Mutoh at 1-800-996-8864 at prevailing rates (currently \$175/hr), billed in ¼ hour increments – credit card required.

**DISCLAIMER OF WARRANTIES:** The warranty and remedy contained herein are exclusive and in lieu of all other warranties – expressed or implied. Unless stated in this document, all other representations or statements made by other people(s) or companies are null and void.

**REMEDIES:** MUTOH is not liable for nonperformance or performance delays due to causes beyond MUTOH's reasonable control. Unless provided in this written warranty, neither MUTOH nor its affiliates shall be liable for any loss (including profits), suffering, inconvenience, damage, or claims of third parties whether directly or indirectly involved.