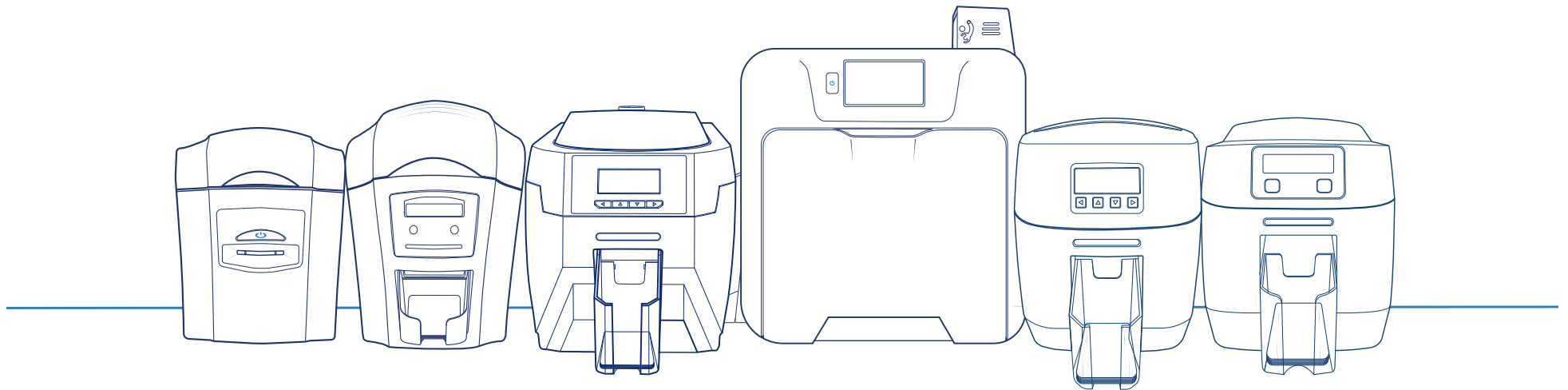




# Warranty Statement



The information contained in this document is subject to change without notice.

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## Warranty Comparison

	 <small>a MagiCard Service</small> 						 			
	Pronto	Enduro3E	MagiCard 300	Pronto NEO	Enduro NEO	360 NEO	Rio Pro 360	MagiCard 600	Prima 8	Ultima
2 <sup>1</sup> Year Limited <sup>2</sup> Warranty	✓			✓	✓	✓				
3 Year Limited <sup>2</sup> Warranty		✓	✓				✓	✓	✓	✓
6 Week replacement window	✓	✓	✓				✓	✓	✓	✓
Free Loan Printer/Hot Swap							✓	✓	✓	✓
Free 'no quibble' 3-Year printhead replacement							✓	✓	✓	✓
50k card (250k panel) printhead warranty			✓							
Optional 1 Year Warranty Extension (at purchase)			✓		✓	✓	✓	✓	✓	✓
	<b>MagiCover Limited Warranty</b>			<b>MagiCover NEO</b>			<b>MagiCover Plus</b>			

<sup>1</sup> Except India which receives a 1-Year limited warranty.

<sup>2</sup> Covers poor workmanship, manufacturing defects and component failure – conditional with use of approved MagiCard consumables and observance of correct routine maintenance and frequency.

## Procedure

In order to benefit from the warranty offered, the product must have been purchased from a Magicard “Certified Distributor” or “Certified Reseller” and the end user has registered their printer serial number via [reg.magicard.com](http://reg.magicard.com) at time of purchase.

If the printer proves defective during the warranty period and before returning the product, make your claim to a Magicard partner in the country of original purchase, listed at [magicard.com/partners](http://magicard.com/partners). Magicard and its partners are not bound to repair, replace or make reimbursement for the Product if the Customer does not return the Product under the terms and procedures set forth herein.

The Magicard Certified dealer may first ask you to carry out certain simple checks to confirm the nature of the problem and if a return is appropriate, they will provide you with an RMA number (Return Material Authorisation) and instructions regarding how and where to return the printer or defective part.

The Magicard Certified dealer will repair or replace the defective parts at no charge to the customer. The customer must pay to return the printer to the Magicard Certified dealer who will in turn pay to return the repaired printer to the customer.

## Minimum cleaning frequency

We recommend cleaning after each dye film change, but as a minimum, you will be prompted by your printer to perform a clean at the following intervals. The printer’s counter is used as a reference.

	Pronto	Enduro3E	Rio Pro 360	Pronto NEO	Enduro NEO	360 NEO	Magicard 300	Magicard 600	Prima 8	Ultima
Minimum Cleaning Frequency	Every 700 cards	Every 700 cards	Every 700 cards	Every 700 cards	Every 700 cards	Every 700 cards	Every 700 cards	Every 1,000 cards	Every 1,000 cards	Every 1,000 cards

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## Printers no longer covered by warranty

Printers outside the warranty period may still be repaired at a cost to the customer. On receipt of the printer, MagiCARD will conduct an assessment to determine what work is required. This assessment is chargeable unless the repair quotation is accepted, in which case the charge is waived.

In the event that a non-warranty chargeable repair is required and agreed a quotation will be submitted to the customer for approval and payment prior to commencement of any work. Alternatively, a sales partner may offer a preferential trade-in opportunity for a newer model. Enquiries should be made with the appropriate authorised MagiCARD Certified dealer.

## Support and spares availability

MagiCARD endeavours to provide technical support, repairs and spares for printers for a period of 5 years from last date of manufacture.

## Loaner printer

Subject to the type of warranty, the MagiCARD Certified dealer can provide a loan printer on request as temporary replacement for a printer returned for repair. The MagiCARD Certified dealer will pay for the shipment of the loaner printer to the customer. The customer must pay to return the printer to the MagiCARD Certified dealer.

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## Exclusions

Magicard printers are not designed for Do-It-Yourself (DIY) repair: all repairs must be undertaken by an approved Magicard service centre.

The warranty for Magicard printers covers only normal office environment use in the country of original purchase. Warranty provisions are non-transferable by an end-user customer. The warranty is void, and Magicard is not responsible for warranty service, should the Magicard label or logo or the rating label or serial number be removed.

Magicard will not meet any warranty claim where the Product has not been properly maintained or ceases to function due to:

- Non-compliance with installation instructions provided with the initial printer purchase.
- Physical or electrical mishandling.
- Operation in environments which are outside normal office conditions in terms of corrosive atmosphere, temperature (15-30°C/59°-86°F operating temperature, 20-65% humidity without condensation), shock or vibration.
- Use of non-Magicard original consumables (dye film and cleaning materials).
- Use of non-ISO/IEC 7810 compliant, poor quality card media.
- Repairs must be carried out by Magicard or an approved third party.
- Carrying out a Product cleaning cycle and/or for the print head that is not in compliance with the instructions detailed in the printer manual and the Support pages at [support.magicard.com](http://support.magicard.com); or not receiving cleaning at the minimum frequency using Magicard approved/original cleaning materials.

## Limitation of liability

THIS WARRANTY DOES NOT COVER ANY INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO ECONOMIC LOSS, LOST PROFITS, OR LOST EARNINGS. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THIS LIMITATION OR EXCLUSION MAY NOT APPLY. THIS WARRANTY PROVIDES SPECIFIC LEGAL RIGHTS, AND THE CUSTOMER MAY ALSO HAVE OTHER RIGHTS, WHICH RIGHTS VARY FROM JURISDICTION-TO JURISDICTION.