

# MUTOH

## RJ-900 Limited Warranty & Optional Extended Warranty





### Mutoh Limited Warranty

Thank you and congratulations on your purchase of a new Mutoh RJ-900 printer. The RJ-900 printer is designed to consistently deliver high speed, high quality output on a wide range of media using dye sublimation ink or original Mutoh Eco Ultra ink.

The Mutoh RJ-900 printer includes a one year, parts and labor, on-site limited manufacturer's warranty. Mutoh warrants to the original purchaser that the RJ-900 printer will perform according to the manufacturer's specifications and be free from defects in materials or workmanship for a period of one year from the date of original purchase (proof of purchase required) if purchased and used in the United States or Canada. This warranty is non-transferable.

Please register your printer at time of installation – no warranty work can be scheduled on 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 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 use of non-Mutoh approved inks and ink delivery systems other than the system designed and built into the RJ-900 printer.
6. Damage caused through use of third party parts, components and/or interfaces
7. Damage from service performed by non-Mutoh authorized personnel

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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 RJ-900 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 down time; 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 RJ-900 printer comes with a one year manufacturer's warranty. You may also purchase a one or two year extended manufacturer warranty anytime during the original one year manufacturer warranty period. Requests for extended warranty outside of the one year manufacturer warranty will be subject to inspection/repair to ensure the printer meets minimum factory specifications. Fees for parts and labor will be at then prevailing rates.

### **Two Year Extended Warranty**

Must be purchased during the original manufacturer limited warranty period. Combined with the original manufacturer's limited warranty, this plan provides \*three years total warranty coverage. No additional renewal of extended warranty is available after that time.

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## One Year Extended Warranty

Must be purchased during the original manufacturer limited warranty period. Combined with the original manufacturer's limited warranty, this plan provides \*two years total warranty coverage. Mutoh, at its sole discretion may allow renewal for an additional year provided request for the third year of coverage is made while the printer is still under the first year's extended warranty. No additional renewal of extended warranty is available after that time.

\* One print head limit during 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 through 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 is exclusive and in lieu of all other warranties – expressed or implied. Unless stated in this document, all other representations or statements made by other person(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.