

## AstroNova Product Identification Standard Limited Warranty United Kingdom

Subject to the limitations herein, AstroNova, Inc.'s United Kingdom branch ("AstroNova") warrants all QuickLabel®, GetLabels® and TrojanLabel® products covered under this limited warranty (a) will materially perform in accordance with AstroNova's specifications for the product, (b) are free and clear of any security interest, lien, or encumbrance created by AstroNova, and (c) are free from defects in materials and workmanship for the warranty period identified below.

This warranty is not transferrable and is limited to the original customer as identified in the original sales order placed with AstroNova or one of AstroNova's authorised Channel Partners or OEM Partners. Upon request, a copy of the original sales order must be provided to AstroNova by the customer to validate original ownership before any warranty service is carried out.

If the customer reasonably believes its product does not comply with the warranty, the non-compliance must be reported promptly in writing to AstroNova during the warranty period. If AstroNova, in its sole discretion, determines the product fails to comply with the warranty set forth herein, AstroNova, at its option, will repair or replace the non-conforming product onsite at the customer's facility (or other location acceptable to AstroNova) or at an authorised AstroNova Service facility. If the customer's alleged noncompliance of a product cannot be identified or reproduced by AstroNova, AstroNova reserves the right to reject such warranty claim and charge the customer for all freight, insurance, repair, and diagnostic costs incurred.

AstroNova reserves the right to utilise new, refurbished, and/or reconditioned parts for warranty repairs and replacements.

Any warranty service provided by AstroNova shall not extend the product's original warranty period.

WARRANTY PERIOD			
MONTHS (FROM DATE OF SHIPMENT UNLESS OTHERWISE NOTED BELOW)			
< 3	3	6	12
New Printers and/or Accessories <sup>(1)</sup>			
Labels, Inks & Toners <sup>(2)</sup>			
AstroNova Refurbished or Demonstrator Printers and/or Accessories <sup>(3)</sup>			
Wear and Tear Parts of the Printer <sup>(4)</sup>			
Spare Parts			
Custom Equipment			
AstroNova Depot Repair			
On-Site Repair Service <sup>(5)</sup> 7-day warranty from AstroNova field service technician visit			
Third-Party Parts and/or Software <sup>(6)</sup>			

If the warranty request is validated by AstroNova, AstroNova will inform the Buyer of the warranty period associated with the non-conforming product.

**(1) New Printers and Accessories.** Repair or replacement warranty covers parts designed to last the lifetime of the printer for the following warranty period:

- a) 12 months from date of shipment from AstroNova
- b) AstroNova Channel Partners or OEM Partners: fifteen (15) months from shipment date from AstroNova to partner's facility (applies to stocking orders only)
- c) Model QL-120X, P/N 42725200, includes a 2-year limited warranty from date of shipment from AstroNova

**(2) Labels, Inks and Toners:**

- a) Limited to replacement of nonconforming item(s)
- b) Labels are guaranteed against manufacturing defects and to perform as stated per the applicable specification sheet(s). Customer is responsible for qualification and testing of labels for suitability. Credit requests will only be reviewed and considered if rolls 1) are returned to AstroNova in their original packaging and 2) have been stored as per AstroNova's guidelines.
- c) Ink tanks, cartridges, and thermal transfer ribbons include a 1) 12-month warranty from shipment date or 2) six (6) month warranty once the packaging has been opened and/or deemed depleted by the printer, whichever comes first. AstroNova may issue pro-rated credit based on usage against warranty claims for ink tanks or cartridges.
- d) QL-E100 ink cartridges (with integrated printhead), toners and drums have a warranty of 12 months from shipment date or until the products have been opened and installed in a printer (out of box coverage only), whichever comes first.

**(3) Refurbished or Demo Printers and Accessories** are restored to a condition meeting functional and performance specifications, may have cosmetic defects or appearance of wear, and come with a three (3) month limited warranty.

**(4) Wear and Tear Parts of the Printer** are parts designed to be worn and replaced at regular intervals. Preventive maintenance should be conducted following manufacturer's recommendations to minimise failures and/or extend the useful life of these parts. AstroNova may pro-rate the replacement cost of parts that have failed during the warranty period.

- a) In most cases, wear and tear parts will last well beyond the warranty period. The three (3) month warranty period isn't a guarantee that the part lifetime will be equal to or more than (3) months. In case of high duty usage and/or in a harsh environment, the wear & tear part can be worn within the first 3 months without having any defect. In such a case, the warranty will not apply.
- b) Kiaro! and QL-120 Series printheads are warrantied for a period of (365) days from the installation date and if no single color printhead has reached 100% use, as indicated in the Maintenance Utility > Printer Information Page. Customer must provide screenshot from Maintenance Utility>Printer Information page, as it is required to verify the warranty claim. Single channel printhead(s) will be provided for verified warranty claims, at AstroNova's discretion and will be prorated (50% usage = 50% discount on new replacement single channel printhead).
- c) QL-300 Wear Items subject to the Wear and Tear Parts warranty include the Transfer Belt, Fuser Unit, Cutter Unit, F0 Roller, Transfer Roller, and Waste Toner Box.
- d) Printheads used in printer models QL-240, QL-800, QL-850, QL-900, T2C, T2, T3-OP/LP and T4 are warrantied for a period of 90 days from the shipment date or until 200ml of ink is used, whichever occurs first.
- e) T3-OPX Replacement Imaging Module is warrantied for (365) days from shipment date or ink usage of 4 liters per color or 0.3 liters per die, whichever comes first. Mechanical contact with printhead voids the warranty. Density variations between printhead dies can result from heavy print use or if the T3-OPX is idle for 5+ days. Some density variations can be corrected by performing a new color density calibration or shifting the print area periodically to distribute the print duty across the entire width of the printhead. In order to maintain the warranty, the T3-OPX must print at least once per week otherwise color density variations will be unrecoverable. Customer must provide a screenshot of ink usage per die statistics from the TrojanControl interface or allow AstroNova Technical Support to remotely access the T3-OPX in order to obtain the necessary data required to verify the warranty claim.
- f) QL-4100Xe, QL-30/60 and other Thermal Transfer Printheads are warrantied for (90) days from shipment date. AstroNova reserves the right to decline warranty claims when the printer is used with non-AstroNova approved thermal transfer ribbon or labels or if the thermal transfer ribbon is not adequately matched to the label width (thermal ribbon must always be wider than the labels being printed on). Printed samples illustrating the defect are required for any warranty claim.

- g) Failures due to product misuse/abuse or use of counterfeit or unauthorised third-party inks will void all warranties, expressed or implied. Warranty claims will not be honored without printhead samples showing defects, maintenance information, log files or other information requested by AstroNova.

<sup>(5)</sup> **On-site** Repair Service Warranty only applies if the problem reported after the initial repair is the same as the initial repair was meant to address.

<sup>(6)</sup> **Third-Party Parts and/or Software** does not carry any warranty from AstroNova. Only the manufacturer's warranty applies, if applicable. Software licences are refundable within (14) days of invoicing only if the licence has not been installed, used, or activated on a computer or any devices.

## **WARRANTY CLAIMS PROCESS**

All warranty claims must be validated by AstroNova Technical Support. The process of inspection, validation, approval, and remedial actions will be at the sole discretion of AstroNova. Additional information including, but not limited to, print samples, nozzle test patterns, photos, logfile data and remote support may be required in order to validate a warranty claim. The customer grants permission to AstroNova personnel to log into the printer in question via remote connection if such remote connection is necessary in order to validate a warranty claim.

Customer shall obtain a return authorisation number from AstroNova and comply with AstroNova's shipping instructions prior to returning any nonconforming products to AstroNova.

## **RESPONSIBILITY FOR FREIGHT, PACKAGING AND ASSOCIATED FEES**

- 1) Customer shall pay for shipping and all costs associated with preparing and packaging the alleged nonconforming product for shipment to AstroNova or its designated repair facility.
- 2) AstroNova shall pay for the costs associated with preparing and packaging the repaired or replaced product for return shipment to the customer, provided the warranty claim has been validated by AstroNova. Additionally, AstroNova will pay for standard ground freight service of the repaired or replaced product to the customer.
- 3) If AstroNova does not validate a warranty claim, the customer is responsible for the cost of shipping the product from AstroNova to customer at customer's sole cost, expense, and risk of loss.
- 4) The Customer should return the alleged nonconforming product in its original packaging, if available, and is responsible for any damage that occurs during transit due to improper packaging.
- 5) AstroNova is not responsible for products lost or damaged in transit.

## **WARRANTY LIMITATIONS**

This limited warranty only applies to AstroNova's products used as standalone products. This limited warranty does not apply if AstroNova's product is combined, integrated into, or used with any third-party product, system, or interface. To the fullest extent permitted by applicable law, AstroNova shall have no obligation or liability, and Customer waives any right or remedy it may have, under this limited warranty if the warranty claim has not been notified by the Customer in accordance with the terms of this limited warranty prior to the end of the relevant warranty period.

### **Additionally, this warranty DOES NOT cover:**

- 1) Restoration of customer data or settings.
- 2) Damage caused by the addition of third-party parts, components, consumables, or peripheral devices added to the product after its purchase from AstroNova.
- 3) Any color change or fading of print images including graphics and/or text, or reimbursement of materials or services required for reprinting.
- 4) Any product that has been repaired, serviced, modified, or altered other than by AstroNova or an AstroNova authorised service provider.
- 5) Any product that has been damaged by:
  - a. Misuse or abuse (such as damage caused by liquids, excessive dust, harsh environments, abnormal environmental conditions or damaging the product due to mishandling)
  - b. Improper storage, operation, packing, shipping, transportation, or installation

- c. The failure to properly maintain the product as specified in AstroNova's instructions, the operator maintenance guides or technical bulletins or documentation
  - d. Accident or natural and environmental events or disasters (such as flooding, tornados, storms, lightning, earthquakes, fire, and water leaks)
  - e. Improper electrical wiring or power variations that fail to meet specifications as specified in AstroNova's instructions or the product's installation guide or documentation
  - f. The use of non-approved Rasterised Image Processing (RIP) software
  - g. Interaction with non-AstroNova products
- 6) Any product that has had its serial number or other identification markings altered or removed.
  - 7) Any product that is not stored and operated within the storage and operating limitations specified for the product.

**THE WARRANTIES SPECIFICALLY SET FORTH HEREIN ARE THE ONLY WARRANTIES GIVEN BY ASTRONOVA WITH RESPECT TO THE COVERED PRODUCTS AND ARE GIVEN IN LIEU OF ANY AND ALL OTHER WARRANTIES, WHETHER EXPRESS, IMPLIED, STATUTORY, OR ARISING BY CUSTOM, TRADE USAGE, OR COURSE OF DEALING, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND ASTRONOVA HEREBY DISCLAIMS ANY AND ALL OTHER WARRANTIES TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW. TO THE EXTENT AN IMPLIED WARRANTY CANNOT BE EXCLUDED, SUCH WARRANTY IS LIMITED IN DURATION TO THE WARRANTY PERIOD. THIS DISCLAIMER AND EXCLUSION SHALL APPLY EVEN IF THE EXPRESS WARRANTY SET FORTH ABOVE FAILS OF ITS ESSENTIAL PURPOSE.**

**TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE CUSTOMER'S SOLE AND EXCLUSIVE REMEDY AND ASTRONOVA'S SOLE AND EXCLUSIVE LIABILITY UNDER THIS WARRANTY WILL BE TO REPAIR OR REPLACE THE NON-CONFORMING PRODUCT IN ACCORDANCE WITH THE PROCEDURES DESCRIBED HEREIN OR, AT ASTRONOVA'S SOLE DISCRETION, TO REFUND THE PURCHASE PRICE PAID THEREFOR.**

**TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, ASTRONOVA WILL NOT BE LIABLE FOR ANY INDIRECT, SPECIAL, INCIDENTAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES OF ANY KIND OR ANY LOSS OF USE, INTERRUPTION OF BUSINESS, LOSS OF PROFITS, DOWNTIME, COSTS OF SUBSTITUTE EQUIPMENT, LOSS OF ACTUAL OR ANTICIPATED SALES, REGARDLESS OF THE FORM OF ACTION WHETHER IN CONTRACT, TORT (INCLUDING NEGLIGENCE), PRODUCT LIABILITY, BREACH OF DUTY (STATUTORY OR OTHERWISE), STRICT LIABILITY OR OTHERWISE, EVEN IF ASTRONOVA HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. THIS LIMITATION SHALL APPLY NOTWITHSTANDING ANY FAILURE OF ESSENTIAL PURPOSE OF ANY LIMITED OR EXCLUSIVE REMEDY.**