

CHA's WARRANTY STATEMENT

Most parts, printers, scanners and repairs carry a 180 day (6 month) return to depot warranty. Warranty may be modified at the time of sale by agreement of both parties and noted on the order. Stacked wire printheads and consumables* carry a 90 day (3 month) return to depot warranty. This warranty only extends to the original buyer of product purchased from CHA in New, Demo or Refurbished conditions. The warranties offered for product purchased from CHA in Used condition are as follows:

- U30 = Used, Working, 30-day warranty (cleaned and tested)
- U1 = Used, Working, 24 hour (DOA) warranty (tested, no cleaning)
- U0 = Used, As-is, NO warranty (no cleaning, no testing)

All products purchased from, or repaired by CHA are warranted against defects in material and workmanship under normal use. Failures caused by excessive wear will not be covered under warranty.

CHA will repair, or replace any product it determines to be defective during the warranty period, provided: the module has not been damaged, subjected to misuse, or abnormal operation; altered, or improperly configured; installed, maintained, or repaired by the buyer, or others in a manner that CHA reasonably determines to have adversely affected performance, or reliability.

The use of non-OEM, or reconditioned consumables may void the warranty on equipment. Equipment must be maintained by the buyer, or others in accordance with the manufacturers' recommended preventative maintenance procedures and cycles, as published in the manufacturers' maintenance manuals.

In some cases, manufacturers' warranties on new product supersede the CHA warranty and govern all claims by the buyer, or others. CHA can not become involved in any buyer/manufacturer warranty related issues.

The buyer must report any shipment discrepancies to CHA within 72 hours of receipt, unless otherwise approved. If product is received DOA (Dead On Arrival) the buyer must contact CHA's technical support.

CHA accepts no liability and offers no warranty for technical information, or advice CHA provides. The responsibility for product fault isolation lies with the buyer, or others. CHA offers its technical support services to assist in that task.

A RMA number must be obtained from CHA prior to sending products to CHA for warranty repair, or replacement. On most warranty repairs CHA will provide a 3 working day expedite service at no charge.

CHA will clean toner and ink spills from product sent in for repair, exchange, or credit. However, when applicable, an hourly cleaning fee will be charged, at CHA's current labor rate.

* The life expectancy of consumables is based on an average yield. The actual yield may vary with application. Therefore, CHA must evaluate the consumable product before determining whether it is covered under CHA's warranty. Buyer is responsible for providing CHA with applicable yield data, e.g., page count, print cycles, to aid in this evaluation.