

# Matthews Service Repair Warranty

**Matthews Marking Products** warrants this repaired product to the original purchaser for (90) ninety days from date of shipment to be free from defects in material and workmanship under normal use and service when used in accordance with the user manual provided. This warranty is only in effect when Matthews certified inks, solvents and parts as specified are used in this printer system. This warranty covers parts and labor with all repairs or replacements performed at our Pittsburgh facility. This warranty is valid only for the parts and labor required to complete this repair.

Warranty does not cover misuse, abuse, misapplication, accidents, negligence or acts of nature. It is the purchaser's responsibility to provide adequate protection for the printer and its system parts by ensuring that the electrical source be free from interference, fluctuations and noise. This limited warranty is exclusive and is in lieu of any other warranties expressed, written or implied, including warranty of merchantability or warranty of fitness for a particular purpose. Every form of liability for direct, special, or consequential damages or loss is expressly excluded and denied. All other Matthews' standard conditions of agreement remain applicable in addition to those stated herein.

*(See Reverse for the Warranty Claim Process)*

## Matthews Marking Products

*Ink-Jet Printing • Contact Printing • Indenting • Etching • Inks • Integrated Solutions*

Matthews Marking Products, 6515 Penn Avenue, Pittsburgh, PA 15206 Tel (412) 665-2500 Fax (412) 365-2042  
[www.matthewsmarking.com](http://www.matthewsmarking.com)

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## Warranty Claims

Call **412 665-2500** and ask for the Product Services Department. You will be connected with a Matthews Product Support Specialist. Please be prepared to provide us with a contact name, company name, company location, serial number of the item, and repair order number as well as a series of questions regarding your claim.

## Warranty Claim Process

NO WARRANTY CLAIMS WILL BE HANDLED VIA TELEPHONE.

WARRANTY COVERS ONLY THE ISSUE OF THE ORIGINAL REPAIR.

### Repair:

There are (2) two ways this can be handled. If the claim involves the repair of the item, the item can be sent to the Matthews Pittsburgh facility or a Matthews Field Service Engineer can repair the item on-site.

### Pittsburgh Depot Repair:

Once a Return Authorization number is issued the item can be sent to our Pittsburgh facility. The item will be received and evaluated for warranty. If the item does not meet the conditions for the warranty claim the purchaser will be notified of the cost of the repair or replacement with new stock or remanufactured stock if needed. If the item meets the conditions of the warranty claim the item will be repaired or replaced with new stock or remanufactured stock free of charge and returned via ground transportation at no charge to the purchaser. Other shipment methods requested by the purchaser will be charged.

### On-Site Service:

If any item cannot be sent to our Pittsburgh facility a Matthews Field Service Engineer can be dispatched. All warranty related service calls are handled as a standard service call at our current service rates. The rates for a standard service call include hourly travel, hourly in-plant labor plus expenses such as airfare, rentals, lodging, meals, tolls, parking, etc. Once on site, an evaluation will be performed to determine if the issue meets the conditions for a warranty claim. If the warranty claim is valid then only travel and expenses will be charged. Parts and labor are at no charge. If the warranty claim is not valid then the call will be billed as a standard service call.

ALL SERVICE CALLS REQUIRE A PURCHASE ORDER PRIOR TO SCHEDULING THE SERVICE CALL.

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