

## **Limited Warranty for Star Micronics EMEA Products**

All Star Micronics printers are covered by a warranty against defects in workmanship and materials when operated under normal use and in accordance with published specifications, as indicated in Star Micronics' product documentation.

The period of warranty is specified in the product list below\* and will begin when the customer is invoiced.

If Star Micronics EMEA receives notice of a defect during the warranty period, it may, at its discretion, repair or replace the defective product at no cost to the purchaser. If a replacement product is sent, the returned product will become the property of Star Micronics EMEA. The replacement product may be a new or previously repaired product which will comply with Star's product quality standard. The replacement product will assume the remaining warranty period of the product that was originally purchased.

Star Micronics EMEA warranty does not include compensation or damages whatsoever for loss of profits, data or any other consequence resulting from the operating failure of the Star Micronics product. Star's maximum liability toward the purchaser is limited to the purchase price paid to Star or to the authorized reseller.

Star Micronics EMEA warranty only covers Star Micronics products and does not cover any other software or hardware, even when delivered together with a Star Micronics product.

## **Limitations and Exclusions**

The following parts are not covered by Star Micronics EMEA warranty: Plastic parts such as covers, paper guides, accessories, batteries.

The warranty will be invalid in the following cases:

- If the product has undergone modifications, disassembly or repairs by anyone other than Star Micronics or Star Micronics authorized persons.
- If the product has been installed, used, tested, transported or stored in ways that do not comply with the specifications of the product.
- If the product is damaged by liquid or other substances
- If the damage is the result of media, consumables or other peripherals (paper, ink ribbons, power supplies etc.) that do not meet the product's specifications.
- If the external casing has been broken or abused
- If the product's serial number has been removed or altered
- If damage is caused by natural disasters or other actions such as power surges or interaction with other products

## How to Claim under Star Micronics EMEA Warranty

- Please refer to the product setup guide, user manual and Star Help Centre to ensure that the product has been properly installed and to perform initial diagnostic tests. Please note in order for the unit to operate optimally, only Star Micronics official or recommended supplies (paper, ink ribbons, power supplies etc.) should be used.
- For further assistance, please contact Star Micronics EMEA technical support team on +44 1494 471111 (Option 2) or alternatively by e-mail at [support@star-emea.com](mailto:support@star-emea.com). In the vast majority of cases, Star EMEA's technical support team will resolve any issues.
- If a product issue remains once all diagnostic tests are complete, Star Micronics EMEA technical support team will refer the case to Star Micronics EMEA Service Team in order to issue a return authorization (RMA).
- Proof of purchase in the form of an invoice clearly stating model, serial number, date of purchase and the reseller from whom the printer was purchased will be required at the time of making a warranty claim to the Star Micronics Service Team.
- Star Micronics EMEA Resellers, Distributors, Software partners or other parties acting as agents for a customer must also provide Star Micronics EMEA's Service Department with proof of purchase including customer name and address, reseller name and address as well as a description of the fault.
- Once an RMA has been issued by the Star EMEA Service Team, further details will be sent including a shipping label and a portal link to be able to choose a drop off point for the product.
- When Star EMEA's Authorised Service Centre receives the product, they will perform diagnostic tests. If the printer fault is caused by physical damage, liquid damage, or is in any way outside of the warranty scope as listed in the exclusions above, the warranty will be null and void.
- If a repair is authorized under warranty, the repaired unit will be fully tested and sent back to the customer free of charge. In certain cases a replacement product will be sent and the customer will be informed.
- For out of warranty products, Star EMEA's Service Centre will discuss costs of servicing directly with the customer. In this case, any servicing agreement will not involve Star Micronics EMEA.

**Warranty Support and Service under Star's Authorised Service Centres applies to the following countries. Customers in any other region should contact Star Micronics Technical Support for further information.**

Austria	Denmark	Hungary	Liechtenstein	Norway	Slovakia
Belgium	Estonia		Lithuania	Poland	Slovenia
Bulgaria	Finland	Iceland	Luxemburg	Portugal	Spain
Croatia	France	Ireland	Malta	Romania	United Kingdom
Czech Republic	Greece	Italy	Monaco	Sweden	
Cyprus	Germany	Latvia	Netherlands	Switzerland	

## **\*Star Standard Warranty Periods**

### **Thermal Packaged Printers**

**2 Years**

TSP650II, TSP700II, TSP800II.

FVP-10,

MCP-20, MCP-21, MCP-31L, MCP-31LB,

MCP31CI, MCP31CBI

mC-Label3

### **Dot Matrix Packaged Printers.**

**2 Years**

SP700, SP500,

DP8340, SP298, HSP7000

**TSP100 Series Thermal Packaged Printers      4 Years**

TSP143IIU, TSP143IIU+, TSP143IIIU, TSP143IIIBI

TSP143IIILAN, TSP143IIIWLAN

TSP143IVUE, TSP143IVUEWB, TSP143IVUE SK

TSP143IVUEWB SK

**Star Branded Scanners      2 Years**

**Options & Accessories      1 Year**

PS60, PS8340 Power Supplies

SCD222U Customer Display

CB2002, CD4 Cash Drawers

M-Unite Tablet Stands/Enclosures

SM-L Mobile Printer Cradle

Interfaces, buzzers, DK-Aircash

**Mobile printers      2 Years**

SM-S220I, SM-T300I, SM-T400I

SM-L200, SM-L300, SM-S230i

**Open Frame Kiosk printers      2 Years**

TUP500, TUP900

**Open Frame Sanei Kiosk Printers      2 Years**

SK1-2xx, SK1-3xx, SK1-4xx, SK4, SK5 series

**MPOP Combined Printer and Cash Drawer      2 Years**

All Models

Mechanisms & Control boards      **None**

Spare Parts, Batteries      **Discretionary**