

## HellermannTyton Printer Warranty

### TT130SMC, TT230SM and TT230SMC

The HellermannTyton Performance Guarantee assures the performance of our desk top thermal transfer printers for a period of 2 years from the date of purchase from an authorized HellermannTyton distributor.\*

The HellermannTyton Performance Guarantee is provided to all customers, on the understanding that they are working according relevant HellermannTyton installation and care instructions provided with each printer.

### HellermannTyton Warranty\*

Standard 2-year warranty on bench top models TT130SMC, TT230SM, TT230SMC covers:

- Printer (excluding wear parts such as print heads, belts, drive rollers & platen rollers) 24 months. \*\*
- Print head (shipped with printer) 12 months or 1 million inches whichever comes first.
- Platen roller (shipped with printer) 12 months or 2 million inches whichever comes first.
- Automatic cutter (shipped with printer and spare part) 12 months or 200,000 cuts whichever comes first. \*\*\*
- Free lifetime technical support via phone or email.
- Repair parts and labor.
- Free return shipping on any return repair.
- Free lifetime printer firmware updates.
- Free lifetime TagPrint Pro 3.0 software updates.

\*Purchases of equipment on Ebay or other on-line auctions or other non HellermannTyton distribution channels are not covered under warranty.

\*\* HellermannTyton warrants to the Customers that under normal use and service, the above products and parts purchased hereunder shall be free from defects in material and workmanship for the periods listed above from the date of invoice to the Customer or, if the Customer is not able to provide the proof of invoice, then the date of shipment from a HellermannTyton authorized distributor. User must keep a copy of the original invoice to qualify for warranty repair. Invoice will be required to validate the warranty.

\*\*\*Warranty does not cover damage caused by the user due to neglect, failure to conduct regular cleaning, maintain the machine or failure to use HellermannTyton approved labels and media. Cutter warranty void if cutting through glue. Expected reduced life when cutting through adhesives.

**REQUEST THE OFFICIAL RMA FORM FROM HELLERMANNTYTON: A HellermannTyton representative will help you fill out and submit the form. If the printer is less than 2 years old, we need a copy of your invoice to verify the date you purchased the printer.**

Only return using an official RMA number from HellermannTyton's authorized repair center, which can be requested by contacting:

### **TSC Auto ID Technology Co., Ltd.**

Voice: 909-612-9606 Select Option 3 Fax: 909-612-9610 E-MAIL: [service@tscprinters.com](mailto:service@tscprinters.com) website: [www.tscprinters.com](http://www.tscprinters.com)

TSC will provide the customer with a RMA number and shipping instructions to return the printer to TSC. Customer is responsible for shipping charges to TSC and TSC will provide UPS Ground shipping return service. Any claims for shipping damage shall be between the shipper and the customer. We ask that the printer be returned in original box if possible.

**YOU MUST WRITE THE RMA NUMBER ON THE PACKAGE OR IT WILL BE REJECTED  
RMA WILL BE ACTIVE FOR 30 DAYS, AFTER THAT IT WILL BE VOIDED AND PACKAGE WILL BE REFUSED**

## **OUT OF WARRANTY PRINTERS**

CONTACT: NATIONAL SERVICE CENTER  
NATIONALSERVICECENTER.COM  
800-500-6421 · 15 PELHAM RIDGE DRIVE · GREENVILLE, SC 29615

The Warranties and remedies contained herein are exclusive and in lieu of all other warranties whether express, implied or statutory, including any liability arising under any warranty of merchantability or fitness for a particular purpose, statutory or otherwise. This warranty gives the purchaser specific legal rights, which may vary from state to state.

In no event shall HellermannTyton be liable for any incidental, special, indirect or consequential damages, whether resulting from the use, misuse or inability to use the product for any reason including defect. Some states do not allow the exclusion of incidental or consequential damages, so the above limitation may not apply in all areas.

HellermannTyton retains the exclusive right within all warranty periods to repair, replace the product or offer a full refund of the purchase price at its sole discretion. Such remedy shall be the purchaser's sole and exclusive remedy for any breach of warranty.