



## Thermal Transfer Printer Warranty

### TTM430 and TTM460 Printers

The HellermannTyton Performance Guarantee assures the operation 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 operated in accordance with HellermannTyton installation and care instructions provided with each printer.

### Warranty Details

Standard 2-year warranty on desktop models TTM430 and TTM460 covers:

- Printer (excluding wear parts like belts, drive rollers, print heads & platen rollers) 24 months\*\* .
- Print head (shipped with printer) 2 million linear inch warranty. 1 million inch linear warranty if used in direct thermal mode with no ribbon\*\*\*.
- Free lifetime technical support via phone or email.
- Repair parts and labor.
- Free return shipping on any return repair that is under warranty\*\*\*\*
- 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. **Expect reduced life when cutting through adhesives.**
- \*\*\***A printer status report and the print head are required in order to determine warranty coverage of the print head.** To print a status report, from the printer menu select MENU>TEST>STATUS>ENTER BUTTON (center button). A status report will print. Use wide labels for best results. The status report is only valid if the printer is brand new with original print head or if the print head has been replaced by CAB as part of a print head service repair. If the user has replaced the print head, the status data is not usable. If not immediately obvious, some versions of firmware use MENU>TEST>TEST GRID to print a test grid to check for missing pixels, or a black bar can be printed across the label using TagPrint Pro 3.0 to check for missing pixels. Customers should keep a log of how often the print head is cleaned, which should be at every ribbon change. HellermannTyton will require proof of purchase for any damaged or failed replacement print heads that were installed by the customer. The bad print head needs to be sent back to HellermannTyton for evaluation if there is any question about warranty status.

**REQUEST THE OFFICIAL RETURN AUTHORIZATION FORM (RMA FORM):**

You must have an official RMA number from HellermannTyton's authorized repair center included with your return, which can be requested by contacting:

**CAB Technologies Inc.**

87 Progress Ave. Unit 1  
Tyngsboro, MA 01879  
978-649-0293  
978-649-0294 FAX

A HellermannTyton representative can help you fill out and submit the form. If the printer is less than 2 years old, please also supply a copy of your invoice to verify the date you purchased the printer.

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

\*\*\*\*Printers not covered under warranty will be returned collect or 3<sup>rd</sup> party billing only. If determined not to be covered under warranty, an estimate of the repair costs will be provided within 48 business hours of receipt of the printer to CAB. No work will be performed before receiving a PO. The work on the printer is billed at \$125/hr. There is no discount offered on this rate. We ask that the printer be returned in the original box if possible.

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.

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