



COLORTRAC SC25 1YR SCANNER RETURN TO DEPOT WARRANTY INFORMATION

Thank you for purchasing your Colortrac SC25 scanner. The scanner is covered under a 1 year return to depot warranty from the manufacturer. Paradigm Imaging Group provides warranty support for the scanner. If you have any problems, please contact your reseller or Paradigm Imaging Group.

THIS WARRANTY MUST BE ACTIVATED. To activate the warranty, the scanner must be registered within 10 days of receipt. **Note that a service call cannot be placed on your scanner if the warranty is not activated.** Go to www.paradigmimaging.com, click on the 'Support' drop down menu and select 'Warranty Activations'. If you have any problems activating the warranty, please contact Paradigm Imaging Group at the number below.

WHAT TO DO IF THERE IS A PROBLEM

Contact your reseller or Paradigm Imaging Group at 714-432-7226, 8am to 5pm PST or email support@paradigmimaging.com

Paradigm Imaging Group shall attempt to diagnose the reported failure via telephone or email and, if considered appropriate, attempt to resolve the reported failure by requesting the customer to carry out any required standard operational maintenance, provide sample files or make simple adjustments which the customer can reasonably be expected to conduct. Our experience is that most problems can be resolved through telephone support.

If the failure cannot be resolved in this manner then, if required, parts will be sent and a technician will be dispatched to the customer's site.

WARRANTY INFORMATION SUMMARY

The scanner comes with a standard one-year return to depot manufacturer's warranty against defects in material and workmanship of the scanner. If the customer has a problem, the Reseller or Paradigm Imaging Group will work with the customer to resolve the problem and to determine if the problem is caused by a defect in the scanner.

The warranty does not cover the software or computer configuration, or installation issues. In addition, consumable items are not covered. Please see LIST OF CONSUMABLE ITEMS.

The warranty does not cover damage to the scanner caused by misuse or neglect, or damage caused by shipping or moving the scanner from its initial installation address. It is best to keep the original packaging for shipment.

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At the end of the one-year warranty period, the return to depot warranty agreement may be extended by renewing the agreement before the end of the existing agreement. If there is a lapse in the warranty agreement, the service provider will require a maintenance visit (at customer's expense) before an agreement may be renewed.

LIST OF CONSUMABLE ITEMS

Scan Head (the assembly holding the scan sensors) (Note: If the manufacturer determines that the scan head has become unusable by something outside of the end user's control, it is covered under warranty. If the glass is scratched, the scan head is considered consumable.)

Stitch Target
External Cables
Normalization Target
Belts
All Rollers
All Outer Covers and Stand

This is a list of the most common items considered to be consumable and, therefore, not under warranty. Other items may not be warrantable as determined by the manufacturer.