



## LIMITED WARRANTY FOR SID SIGNS PRINTERS

Your SID Signs printer (the Equipment) comes with a one year limited warranty against defects in material and workmanship. The warranty starts from the date of purchase from Paradigm Imaging Group or an authorized reseller. The warranty is limited to the original end user purchaser of the Equipment and is non-transferable to any subsequent purchaser. Proof of purchase may be required.

This warranty covers only those defects that arise as a result of normal use of the product and does not cover any other problems, including those that arise as a result of: (i) improper shipping or installation; (ii) improper maintenance, modification or misuse; (iii) operation outside the product's specifications; or (iv) fire, flood or other acts of God.

The warranty does not cover consumable items or supplies necessary to operate or maintain the printer. Please see the List of Consumable Items.

Only inks specified by SID Signs for use in the particular model SID Signs printer are approved. Use of non-approved inks may void the warranty.

SID Signs and Paradigm Imaging Group do not warrant that the operation of any product will be uninterrupted or error free; shall not be responsible for any loss of business or production while the equipment is out of service; and, shall not be responsible for providing temporary replacement equipment or services to replace those lost.

The warrantability for any damage to the Equipment or parts thereof is at the sole discretion of the manufacturer. If the manufacturer determines that the damage was not caused by defects in materials and workmanship, the parts or repair will be charged at the then current rates. Any defective product or part will be repaired or replaced at the manufacturer's option. Any replacement part or product may either be new or like-new, provided that it has the functionality at least equal to the part or product being replaced.

Service and repairs must be performed by an authorized service technician only.

The warranty covers the Equipment hardware. It does not cover computer, software, color or connectivity issues. It does not cover maintenance of accessories, attachments or peripherals. It does not cover painting or refinishing or materials for such.

The warranty is only valid in the United States and Canada.

It is understood that the equipment requires routine maintenance by the end user. Failure of the end user to perform this maintenance may void the warranty. Maintenance includes, but is not limited to, inspection and cleaning of print heads and print carriage, properly capping of the print heads daily, properly prepping of the Equipment for extended periods of nonuse, greasing the print head rails, and performing routine cleaning and nozzle checks to ensure that nozzles are clear.

The warranty does not cover Equipment that has been altered in any manner, or for which the manufacturer's identification marks or serial numbers have been removed or altered.

### **Limitations of Warranty**

TO THE EXTENT ALLOWED BY LOCAL LAW, NEITHER PARADIGM IMAGING GROUP NOR SID SIGNS MAKES ANY OTHER WARRANTY OR CONDITION OF ANY KIND, WHETHER EXPRESS OR IMPLIED FOR MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.

### **Limitations of Liability**

To the extent allowed by local law, the remedies provided in this Limited Warranty Statement are the customer's sole and exclusive remedies.

TO THE EXTENT ALLOWED BY LOCAL LAW, EXCEPT FOR THE OBLIGATIONS SPECIFICALLY SET FORTH IN THIS WARRANTY STATEMENT, IN NO EVENT SHALL PARADIGM IMAGING GROUP OR SID SIGNS BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES, WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY AND WHETHER ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. PARADIGM IMAGING GROUP AND SID SIGNS SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM BREACH OF THIS WRITTEN OR ANY IMPLIED WARRANTY.\*

### **Local Law**

This Limited Warranty Statement gives the customer specific legal rights. The customer may also have other rights which vary from state to state in the United States and from province to province in Canada.

To the extent that this Limited Warranty Statement is inconsistent with local law, this Statement shall be deemed modified to be consistent with such local law.

THE TERMS IN THIS WARRANTY STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT, OR MODIFY, AND ARE IN ADDITION TO, THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF EQUIPMENT TO SUCH CUSTOMERS

## **PRINTHEADS**

Printheads are covered under this warranty against defects in materials and workmanship as determined by the manufacturer. Damages caused by user neglect, head strikes against print media, use of unsupported ink, nozzles clogged by ink, damage to printhead surface, etc.; are expressly not covered.

If a customer believes that a printhead is defective and covered by warranty, he must purchase a new printhead and return the defective one (properly packaged) to Paradigm Imaging Group. Paradigm Imaging Group will send the printhead to the manufacturer. If the manufacturer determines that the printhead is defective and covered under warranty then the customer will be credited for the cost of the replacement printhead.

## **LIST OF CONSUMABLE ITEMS**

1. Ink and Solvent
2. Media
3. Ink filters when used for normal maintenance
4. Printhead Caps (for Triton Printers)
5. External Cables
6. All outer covers and attachments
7. Supplies used to clean and maintain the printer

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.