

Warranty Conditions

- Standard Warranty is return to base and a callout fee & labour for onsite repairs is chargeable at standard rates within the Brisbane, Sydney and Melbourne metro areas.
- PPC warrants the mechanism, control electronics and power supply, under normal use and service, to be free from defects in material and workmanship for a period of twelve (12) or twenty four (24) months, depending on model, from the date of purchase by the end user. If proof of purchase or product registration cannot be established, shipment date to the original buyer (dealer or distributor) will be used to establish the warranty period. As a last resort the manufacturing date located on the printer will be used as a purchase date.
- A service booking form must be correctly completed and faxed back to PPC on 1300 651 433.
- A service booking form is available from the PPC web site www.ppc.com.au or by telephoning PPC on 1300 651 277
- A PPC technician will contact you within 12 business hours to acknowledge receipt of the service booking form and to schedule time for either an onsite service or a workshop repair.
- Failures caused by the use of third party consumables will not be covered by warranty and all repairs carried out will be subject to standard repair rates.
- Failure to maintain a printer in accordance to maintenance instructions (see user manual supplied with printer, also available from our web site) may void warranty and all repairs carried out will be subject to standard repair rates.
- Failure to exercise caution to protect the equipment from electrostatic discharge damage, adverse temperature and humidity conditions or physical abuse, including, but not limited to, improper packaging, shipping, service or repairs performed by personnel not authorized by PPC may void the warranty.
- If a printer is shipped to a PPC service department, for service or repairs without the original packaging, then PPC reserves the right to repack the printer, into an original shipping box and invoice \$100.00 (ex GST) as deposit for the box. If the shipping box is returned then the \$100.00 (ex GST) will be credited to the customer's account.
- PPC will, at its option, repair or replace the equipment or any parts which are determined to be defective within this warranty period, and which are returned to PPC.
- The warranty set forth above is exclusive and no other warranty, whether written or oral, is expressed or implied.
- PPC specifically disclaims the implied warranties of merchantability and fitness for a particular purpose.
- Software support of any kind is not covered by warranty.
- Software support and repairs outside warranty conditions are chargeable at standard rates.

Print Head Warranty

- Print heads are covered by the same warranty as the printer excluding extended warranty
- The Edisecure XID printer family has a Lifetime print-head warranty.
- Print-head scratches (physical damage) are not covered by warranty.

Spare Parts

- All parts, maintenance kits, options kits, spares kits, print heads and accessories are warranted to be free of defects in material and workmanship for 90 days (except where otherwise denoted) from invoice date.
- This warranty becomes void if the item is modified, improperly installed or used, or damaged by accident or neglect.

Expectation of the Customer

As the customer you are required to care for the well being of your card printer, and to maintain validity of service contracts and extended warranties, the end user is required to ensure that the machine is kept and used in accordance to the following conditions;

The customer should;

- Scheduled end user maintenance must occur;
- Use cleaning cards after each ribbon as per user manual/instructions
- Replace/clean the cleaning roller after each ribbon as per user manual/instructions
- *Ensure Suitable Consumables are used;*
 - Use only laminated PVC cards
 - Do not use screen printed cards
 - Do not use cards with visible metal fillings or other contaminants (eg. Cards having being dropped on the floor)
 - Do not use pre-punched cards
 - Do not use cards or ribbons that appear covered in dust or other contaminants
 - Use only approved ribbons and cleaning cards
- *Ensure the printer;*
 - is protected from electrical surges and fluctuations
 - Not be plugged in while computer or printer is on
 - Not be Used with manual switch boxes
 - Not be used outside specified operating temperature and humidity
 - Not be used with voltages other than specified voltages
 - Not be transported in packaging other than original
 - Not be cleaned except with specified products

Optional - Onsite Warranty

- Onsite Warranty may be purchased at any time during the original warranty period.
- Onsite Warranty may be purchased with an extended warranty outside of manufacturer's warranty.
- Onsite Warranty is only available for the Brisbane, Sydney and Melbourne metro areas.
- Onsite warranty has a maximum 8 hour phone response.
- A loan printer will be provided if a repair cannot be carried out within 24 business hours.
- Onsite calls for non warranty items will be charges at the standard rates.
- All other standard warranty conditions apply.

Optional - Extended Warranty

- Extended Warranty may be purchased at any time during a printer's warranty.
- Print-heads are not covered by extended warranties.
- A service inspection fee of 1 hr will be charged to extended warranties of machines outside of warranty.
- Extended warranty may only be extended up until the printer is 4 years old, from the date of invoice.
- All other standard warranty conditions apply.

Maintenance Contracts

- Maintenance Contracts may be available on request for certain printers.
- The Terms and Conditions of the Maintenance contract will be contained within the contract and may vary from standard warranty conditions or other maintenance contracts.