

# Printer Warranty Statement

## Including Accessories, Consumables and Spares



Citizen Systems Europe GmbH herein referred to as 'Citizen' warrants that it will repair or replace, at its discretion, any part of the product described in the 'Product Table' below which proves defective by reason of improper workmanship and/or material, without charge for parts or labour, for the time period and/or distance of printing which ever is the sooner.

The print head may also have separate warranty conditions, time period and/or distance noted in the 'Product Table' below. Due to the variable nature of media and ribbons, this head warranty will be void if the fault has been caused by the use of substandard products. This head warranty does not cover print heads, which have been, in the sole opinion of Citizen, misused, altered, handled carelessly or damaged whilst cleaning, those which have not received regular service and cleaning as described in the user manual nor does it cover print heads damaged by poor or substandard media.

The warranty period commences on the date of original purchase by the buyer (end user) other than for purposes of resale. This warranty is not transferable and applies only if such original purchase by the buyer was made in the territory covered by Citizen, set forth herein. Consumables, accessories or spare parts used for service are covered by different warranty terms to the printer and are defined clearly in this document.

To obtain service under this warranty you must return your Citizen product, properly packaged in its original container or an equivalent, to the Company from whom the product was purchased. Any postage, insurance and shipping costs incurred in presenting or sending your Citizen product for service is your responsibility.

The Company's original sales invoice or other satisfactory proof of the date of the original buyer purchase of your Citizen product must be made available to obtain service under this warranty.

This warranty applies only if your Citizen product fails to function properly under normal use and within the manufacturer's specifications. This warranty does not apply if the Citizen label, logo, or the rating label or serial number, has been removed or has attempted to be removed from your Citizen Product, or if, in the sole opinion of Citizen, your Citizen product has been damaged by accident, misuse, neglect, improper packing or shipping or modification. This warranty is void if the product has been serviced by anyone other than Citizen or its Authorised Servicing Agents.

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Warning: Some Citizen products have a compartment containing sensitive electronic circuitry. This compartment is clearly labelled. Do not open it! This warranty will become void if you attempt to modify or adjust any memory device or other part or device in such a compartment, or if you attempt to add or insert any memory device or other part or device. If any such action is required, contact an authorised Citizen dealer.

Please Note: The duration of any implied warranty of merchantability, fitness for a particular purpose, or otherwise, on your Citizen product shall be limited to the duration of the express warranty set forth herein. In no event shall Citizen, or its affiliates be liable for any loss, inconvenience, or damage whether direct, incidental, consequential or otherwise, and whether caused by negligence or other fault resulting from breach of any express or implied warranty of merchantability, fitness for a particular purpose, or otherwise, with respect to your Citizen product, except as set forth herein.

You may request information on how to obtain service under this warranty by contacting the Dealer from whom your Citizen product was purchased, or by contacting Citizen at the addresses printed below.

This warranty statement does not in any way affect the rights granted under the terms and conditions of trade if applicable. In the event that any provision contained in this warranty statement contradicts or stands in conflict with the terms and conditions of trade used by Citizen such terms and conditions of trade shall prevail. This warranty statement also is not intended to limit any obligatory statutory rights.

### DO NOT SEND PRODUCTS TO THESE ADDRESSES

Citizen Systems Europe GmbH

Elizabeth House, 56-60 London Road, Staines-Upon-Thames, TW18 4HF, UK

Citizen Systems Europe GmbH

Otto-Hirsch-Bruecken 17, 70329, Germany

[www.citizen-europe.com](http://www.citizen-europe.com)

This warranty is in addition to your statutory rights.

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Product Table	Model Number	Warranty Period	Other Limit
<b>Label / Barcode Printers (CLP, CL-S, CL-E)</b>	CL-E700, CL-E720, CL-E720DT, CL-E730, CL-S700DT, CL-S700, CL-S700R, CL-S703, CL-S703R, CL-S6621, CL-S300, CL-S321, CL-S331, CL-S400DT, CL-S521, CL-S621, CL-S631, CLP-8301 CLP 521, CLP 621, CLP 631, CLP 521Z, CLP 621Z, CLP 631Z, CLP 1001, CLP 2001, CLP 7201e, CLP 7202e, CLP 7401, CLP 4081, CLP 4081R, CLP 4081S, CLP 4081SR, CLP 4121, CLP 4121R, CLP 6001, CLP 6002, CLP 6401, CLP 404, CLP 9001, CLP 9001R, CLP 9301, CLP 9301R And replacement Thermal Print Heads for these printers	Printer: 24 months  Print head: 6 months	Printer: 100 Kms  Print head: 30Kms in Direct Thermal 50Kms in Thermal Transfer
<b>POS Printers and Kiosk Printers (CT-S, CT-P, CBM, PMU, PPU)</b>	CT-S851, CT-S801, CT-S801L, CT-S651, CT-S601 CT-S300, CT-S310, CT-S310II, CT-S4000 CT-S2000, CT-S251, CT-S280, CT-S281, CT-S281L CBM-1000, CBM-270, CBM-272, CBM-291, CBM-293, CT-P291, CT-P293 PMU-2200, PMU-2300, PPU-231, PPU-700	Printer: 24 months  Print head: 24 months	Printer, including head and cutter: 150 Km or 2 million cuts, whichever comes sooner. OR as specified in the product's datasheet
<b>Printer Mechanisms</b>	LT1220, LT-1320, LT222x, LT232x, LT-28x, LT38x, LT48x MLT-288, MLT-289, MLT-388, MLT-389, MLT-428x EPL-160x, EPL-170x, EPL-183x, EPL-190x, EPL-200x, EPL-205x	Printer, including head: 12 months	Printer, including head: a distance in Kms as specified in the product's datasheet.
<b>Portable Printers</b>	CMP-10, CMP-20, CMP-30, CMP-30L, CMP-40, CMP-40L, PD24, PD24B	Printer, including head: 24 months	Not applicable
<b>Photo Printers</b>	OP900, OP900ii, CW-01, CY, CX, CX-W	Printer: 24 months Print head: 12 months	Printer: 100,000 4x6" glossy prints Print head: 40,000 6x4" glossy prints
<b>Interfaces</b>	Parallel, Serial, USB, Ethernet, WiFi for all printers If bought at same time as printer, otherwise as per accessories	24 months	Not applicable
<b>Batteries</b>	Such as those included in portable printers	180 days	Not applicable
<b>Consumables</b>	Including ribbons, labels and paper rolls. For barcode thermal heads, refer to printer category	90 days	Not applicable
<b>Accessories</b>	For example: Auto cutters, peelers, external winders	90 days	Not applicable
<b>Spare Parts</b>	All replacement components for printer service	90 days	Not applicable

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### Extended Warranties Offered By Citizen

Citizen offers extended warranties for some products in many of its territories including the CL-S, CL-E, CT-S and CMP products. When an extended warranty is purchased to extend the normal two-year warranty to a total of three or five years, this increases the time period for which the manufacturer's warranty covers the device. It does not, however, extend the distance, number of cuts or number of prints the printer can produce under warranty which remain as defined in the 'Other Limit' column.

### Territories Covered By Citizen

Citizen's warranty, described herein, refers to territorial coverage. The following is a guideline, not an exclusive list, of the countries that are covered by this warranty statement:

#### **Countries covered include:**

Europe: UK, Ireland, Denmark, Sweden, Finland, Norway, Germany, France, Italy, Spain, Portugal, Holland, Belgium, Luxembourg, Greece, Turkey, Cyprus, Russia, Hungary, Czech Republic, Slovakia, Lithuania, Poland, Austria, Switzerland, Romania, Croatia, Ukraine, Belarus, Bulgaria, Estonia, Latvia  
Middle East: UAE, Saudi Arabia, Lebanon, Israel, Jordan, Syria, Egypt, Iran, Kuwait, Qatar, Oman, Bahrain  
Africa: South Africa, Zimbabwe, Morocco, Algeria, Libya, Tunisia, Kenya, Nigeria, Ghana, Namibia, Uganda, Swaziland, Seychelles, Senegal, Mozambique, Gambia, Cameroon, Botswana

#### **Countries excluded from this specific agreement include:**

North & South America: United States, Canada, Mexico, Brazil, Argentina, Chile, Peru, Colombia, Venezuela, Cuba  
Asia: Japan, China, Thailand, Singapore, Taiwan, India, Pakistan, Korea, Malaysia, Philippines, Vietnam, Indonesia  
Oceania: Australia and New Zealand

Those countries excluded from this agreement are covered by separate warranties from Citizen Systems Group which are of a similar nature to this agreement. Contact your local Citizen office for details of the local warranty terms, conditions and procedures.

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### Notes To Servicing Agents

Citizen will supply spare parts or equivalent credit (at Citizen's discretion) to the Servicing Agent provided that Citizen is satisfied that the product is within the warranty period and the failure is due to manufacturing defect.

The spare parts or credit will be supplied when the Servicing Agent completes a warranty parts claim form which should be submitted to Citizen's Warranty Service Centre. No payment is made for the labour, servicing time or any return shipping costs incurred in the servicing of the product.

When the Servicing Agent makes a claim for parts under the warranty agreement, the following details are required for each claim:

- Date of purchase of product by end user
- Serial number of product
- Part number of faulty item or component
- Brief description of failure

This information should be sent along with the warranty forms, a copy of which is available on request from Citizen's Warranty Service Centre.

The Servicing Agent should retain the defective spare part for a period of three months for inspection by Citizen (at the sole discretion of Citizen) from the date of submitting the warranty claim to Citizen, after which point the Servicing Agent must then dispose of the faulty items in a safe and environmentally friendly way and also in a way that ensures that the faulty item cannot be resold or supplied as a new or reconditioned part.

If the Servicing Agent is not able to dispose of these items, please inform Citizen Warranty Service Centre of this and you will be issued with a Return Materials Authorisation Number by which you can return the items, freight prepaid, to Citizen's Warranty Service Centre

In the case of print head failures, Citizen may request that all faulty print heads are returned for inspection.

Should any of the details given in this document be unclear, you may REQUEST INFORMATION on how to obtain or make service under this warranty by contacting Citizen's Warranty Service Centre.