printMAX Certified Refurbished Printer Warranty

Terms & Conditions (3-Month Warranty)

1. Definitions

1.1 “We”, “Us”, “Our” refers to printMAX.
1.2 “You”, “Customer” refers to the purchaser of the refurbished printer.
1.3 “Equipment” refers to the certified refurbished printer supplied by printMAX.
1.4 “Warranty Period” means 3 months from the date of installation.

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2. Warranty Cover

2.1 printMAX warrants that the Equipment will be free from material defects in workmanship and functionality during the Warranty Period.

2.2 During this period, printMAX will:

- Provide remote technical support (phone/email)
- Diagnose faults and attempt resolution remotely
- Repair or replace defective parts at our discretion
- Provide engineer support where required (remote or on-site, subject to location)

2.3 Repairs may be carried out using new or refurbished parts.

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3. What is Included

- Mechanical and electrical faults affecting operation
- Replacement of non-consumable parts (at printMAX’s discretion)
- Labour associated with warranty repairs
- Remote diagnostics and support

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4. What is Not Included (Exclusions)

The warranty does **not** cover:
4.1 Consumables (including but not limited to inks, dampers, wipers, blades, filters and maintenance items)

4.2 Damage caused by:

- Incorrect installation (unless carried out by printMAX)
- Misuse, neglect or operator error
- Movement of the printer after installation (unless carried out by printMAX)
- Failure to follow manufacturer maintenance guidelines
- Use of non-approved inks or third-party consumables
- Environmental factors (power surges, humidity, dust, temperature)

4.3 Cosmetic damage or non-operational issues

4.4 Software, RIP, colour profiling or workflow issues

4.5 Any repairs or modifications carried out by third parties without printMAX approval

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5. Customer Responsibilities

You agree to:

- Operate the Equipment in accordance with manufacturer guidelines
- Carry out routine maintenance as recommended
- Use approved inks and consumables
- Provide reasonable access for diagnostics, support and repairs
- Ensure a suitable operating environment (power, ventilation, temperature)

Failure to meet these conditions may void the warranty.

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6. Fault Reporting & Response

6.1 All faults must be reported to printMAX as soon as reasonably possible.

6.2 printMAX will:

- First attempt remote diagnosis
- Escalate to engineer support if required

6.3 Response times are not guaranteed but will be handled within a reasonable timeframe.

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7. Repairs & Replacement

7.1 printMAX reserves the right to:

- Repair the Equipment
- Replace defective parts
- Provide a replacement machine (where appropriate and available)

7.2 If the Equipment is deemed beyond economical repair, printMAX may offer:

- A replacement unit, or
- A partial refund reflecting usage during the Warranty Period

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8. Warranty Void Conditions

This warranty will be void if:

- Non-approved inks or consumables are used
- The Equipment is modified or repaired by unauthorised persons
- The Equipment is relocated without proper handling or installation
- Serial numbers or identification labels are removed or altered

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9. Limitation of Liability

9.1 printMAX shall not be liable for:

- Loss of profits, business interruption or downtime
- Indirect or consequential losses

9.2 printMAX's total liability shall not exceed the purchase price of the Equipment.

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10. General

10.1 This warranty is non-transferable.

10.2 printMAX reserves the right to amend these terms where necessary.

Extended warranty and service packages are available for continued support beyond the initial 3-month period.