



Lifetime Warranty *

For ZenJet Models:

Dynamic & Ultra Printers

Please register warranty within 30 Days of purchase to avoid confusion and potential claim denials

Automated Marking Inc. (AMI)/Zenjet provides a Lifetime Warranty* based upon minimum usage quantities for our ZenJet HP based Print hardware printer and warrants that each product is to be free from manufacturing defects for the product's lifecycle whether purchased from AMI/Zenjet or an authorized AMI/Zenjet business partner. Should this product, in accordance with AMI's warranty evaluation process, exhibit manufacturing flaws or early life failure, AMI/Zenjet will repair or replace this product at no charge. This Lifetime Warranty* is given only to the Buyer and is non-transferable. To qualify the buyer must use a minimum quantity of 20 cartridges per printer annually. Our 5 year warranty is automatically applied when usage does not meet our cartridge minimum.

Warranty Applicability

The lifetime warranty and when applicable, the 5 year warranty applies to the following:

Printer only - does not apply to accessories or cables (accessories will have separate warranties by manufacturer, AMI will administrate returns on ancillaries) - see *Exclusions section below*

You may obtain warranty service by delivering this product to an authorized AMI/Zenjet business partner or to AMI along with proof of purchase. Products returned to AMI must be pre-authorized by AMI with an RMA (Return Material Authorization) number marked on the outside of the package and sent prepaid, insured and packaged for safe shipment. AMI will return this product by prepaid ground shipment service.

The AMI/Zenjet Lifetime Warranty is defined as the serviceable life of the product. This is defined as the period during which all components are available. Should the product prove to be irreparable, AMI/Zenjet reserves the right to substitute an equivalent product if available or to retract Lifetime Warranty if no replacement is available.

Warranty Repairs

A warranty repair refers to a product that has been returned to AMI for repair within its warranty period. Parts and labor costs associated with the repair are covered by AMI within this period. The parts included in the repair are guaranteed for the product's lifecycle.

Product Upgrades

Upgrades may be available for a product returned for repair. All products returned under warranty are upgraded at no cost to the customer.

Other Warranty Conditions

It does not apply to damage or non-functionality due to misuse, abuse, accident, mishandling, modifications made by the Buyer or any third party, Buyer-supplied software or interfacing, operation outside the environmental specifications for the Product, or improper settings or maintenance.

In the event of a breach of warranty, AMI/Zenjet shall, at its option, either repair or replace a Product or component that proves to be defective either upon receipt by the OEM or during normal use within the Lifetime Warranty period. AMI/Zenjet reserves the right to replace Products with refurbished units. If AMI is unable to repair or replace the product, it will refund the cost of the Product or Part in question. The remedy provided herein is AMI's/Zenjet sole liability and Buyer's sole and exclusive remedy for breach of warranty. AMI shall not be liable for any special, incidental, consequential, or indirect damages, including but not limited to loss of use and lost profits, arising from AMI's/Zenjet performance or lack thereof of this Agreement, even if AMI/Zenjet is put on notice of the possibility of such damages occurring. These limited remedies and limitation on damages shall apply whether the claim is based on contract, warranty, tort or any other legal theory. These limitations shall apply even if Buyer's sole and exclusive remedy shall fail of its essential purpose.

INK CARTRIDGES:

How long a cartridge lasts depends on how the cartridge is stored and how fast the cartridge is used. Quick drying ink cartridges have approximately a 5-12 month shelf life prior to being opened. After the cartridge is opened, the maximum warranty period is 30 days due to climate, humidity, storage and other factors.

EXCLUSIONS:

The following components are excluded from Life Time coverage:

1. Conveyors (which carry a specific warranty by manufacturer)
2. Multihead Zenjet Terminal (which carries a 2 year warranty)
3. Cables (which carry a 1 year warranty)
4. Product detectors and encoders (which carry a one year warranty from the manufacturer)
5. Connections boxes (which carry a one year warranty from the manufacturer)
6. Vision systems or advanced integration devices (which may carry varying warranties from the manufacturer)

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