

## Extract of warranty's General conditions DS820



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1) Damage occurring with normal use in accordance to the user's manual and labels on the printer will be repaired without charge under the warranty:

### Period of warranty:

<b>24 months (+ 2 months for DNP distributors stock rotation) from DNP PIE invoice date, or in the limit of the print numbers detailed below, whichever comes first:</b>	
• For <b>thermal print head</b>	<b>Up to 16 000</b> printed sheets (size 20x30cm - 8x12")* <i>Up to 12 800 in case all sheets are printed in Matte, Fine Matte, Luster or Partial Matte.</i>
• For <b>expendable parts:</b> Cutter, DC motor, rollers, pulleys, gears, clutches, holders, bearings, filters, etc.	<b>Up to 40 000</b> printed sheets (size 20x30cm - 8x12")*
• For <b>printer main unit</b>	<b>Up to 80 000</b> printed sheets (size 20x30cm - 8x12")*

\* Same print limits for 20x25cm (8x10") and A4 sizes

2) Warranty conditions do not apply under the following circumstances, even if within the warranty period:

1. Damage caused by misuse, unauthorized repair or modification, or unforeseeable accidents. Please read carefully the provided User's Manual and Technical Manual, and use the device correctly and safely.
2. Damage caused by dropping.
3. Damage occurring during transportation as a result of improper packing
4. Damage caused by acts of God (fire, earthquake, flooding, lightning, etc.), pollution or extreme voltage.
5. Problem caused by connected devices.
6. Aesthetic problem that does not affect performance (sound, vibration, grease marks).
7. Problems that arise with the passage of time (paint coat, metallic coating parts, plastic deterioration).
8. Rust or scratches not on the exterior.
9. Cases of condensation. Condensation is common in places with large temperature fluctuation.
10. Foreign objects caught in the printer. This printer was designed to be used indoors, for example, in an office. If setting the printer up outdoors, be sure that steps are taken to ensure the printer is sealed from foreign matter. If dust or metallic powder gets into the printer, they can adversely affect the print quality.
11. Use in places with strong vibrations (for example, in vehicles).
12. Problems caused by the changing of print parameters.
13. Print quality problems resulting from the mixed use of different widths media (for example or 20x30 and A4 sizes) on the same printer.
14. Problems caused by media when used with unapproved media.  
Pirated goods especially can cause terminal damage. Please avoid using such media.
15. Abusive use, as in accelerated testing, such as:
  - Continuous all-black printing. Continuous printing of an image with a black border.
  - Continuous use in low temperatures
16. Use outside the normal operating environment.
17. Storage outside the permitted storage environment.
18. When used with USB cable not compatible with USB 2.0 specifications.

**DNP PIE SUPPORT SERVICE:**

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The logo consists of the letters 'DNP' in a bold, blue, sans-serif font.

**DNP Photo Imaging Europe SAS**

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