

Extract of warranty's general conditions DS820

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

Period of warranty:

24 months from DNP PIE invoice date, or in the limit of the print numbers detailed below, whichever comes first:	
• Thermal Print Head	Up to 16 000 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>
• Expendable parts: cutter, DC motor, roller parts, pulley, gears, clutch holder, bearing, filter, etc.	Up to 40 000 printed sheets (size 20x30cm - 8x12")*
• Printer main unit	Up to 80 000 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, modification, or unforeseeable accidents.
Please read carefully the provided User's Manual, and use the device correctly and safely.
2. Damage caused by dropping.
3. Damage occurring during transportation as a result of improper packaging.
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 up the printer outdoors, be sure that proper action is taken to ensure the printer is sealed from foreign matter. If dust or metallic powder get 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 media in width (for example 13x18 and 15x20 sizes) on the same printer.
14. Problems caused by the use of unapproved media.
Pirated goods especially can cause 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.