

PRISM **JET54**

PrismJET 54 GEN2 Extended Warranty Plan



PrismJET 54 Gen2 Extended Limited Warranty

Performance of your PrismJET printer is crucial to your business. As with any digital printer, care and maintenance are required to keep performance at optimum levels. Down time is expensive! Don't risk your revenue stream to chance. Include a PrismJET extended warranty as part of your purchase and you'll benefit from knowing your investment is fully backed by SignWarehouse - the leading distributor of Mutoh large format digital printers. Extended warranties provide prompt service and include parts and labor - up to one print head per year* for your PrismJET 54 Gen2 printer. *

A SignWarehouse extended warranty ensures your peace of mind at time of purchase by protecting your investment for the long term. Unless packaged with the purchase of a new PrismJET 54 printer, one year of extended warranty coverage can be purchased at any time during the initial one year warranty period. Warranty coverage can be extended up to six years past the initial date of purchase. Prices for extended warranty coverage vary by year. Please refer to page three for details.

Advantages of extended warranty include:

- Ability to roll cost into lease payments
- Uninterrupted Coverage
- No evaluation inspection needed for warranty consideration
- No hidden charges
- No unexpected costs to your business

In case of loss or damage, this document can be downloaded from the [SIGNWarehouse Product Support site](https://techsupport.SIGNWarehouse.com/category/printers/prismjet) (<https://techsupport.SIGNWarehouse.com/category/printers/prismjet>).

Extended Warranty Coverage is based on the terms and conditions of the PrismJET 54 Gen2 Warranty, which can be [viewed online here](#) or requested from SIGNWarehouse product support.

* Life expectancy of consumable and routine maintenance items is based on normal printing; defined as 8 hours per day, 5 days per week. Printing conditions greater than normal will require consumable and maintenance items to be replaced at an accelerated schedule.

** Travel expenses for on-site warranty repair are not included in Customer cost of extended warranty plans. Additional fees to cover cost of on-site travel may be required. On-site warranty repair service may be suspended or delayed due to the ongoing Coronavirus pandemic or similar public health emergencies.

PrismJET 54 Gen2 Extended Warranty Service Agreement

This document defines the entire Agreement between SIGNWarehouse, Inc. and the purchaser. No representation, promise or condition herein shall modify these terms. SIGNWarehouse, Inc. is contractually obligated to you to provide service under this Contract where in accordance with, and as allowed by state law.

Payment

Invoices shall be due and payable to SIGNWarehouse, Inc. within thirty (30) days after receipt by Customer. All taxes, duties, fees and assessments levied or imposed by any government agency shall be the sole responsibility of, and shall be paid by, Customer. Any amount which remains unpaid for sixty (60) calendar days after receipt by Customer shall be assessed a late charge from thirty (30) days after receipt by Customer on any disputed or unpaid balance at the rate of 1.5% per month, or the maximum rate allowed by law. Additionally, Customer shall pay any and all collection costs and expenses.

PrismJET 54 Gen2 Extended Warranty Prices

Extended Warranty Coverage: years, 2, 3, and 4: \$3,499/year. *

Extended Warranty Coverage: years, 5 and 6: \$4,499/year. *

Obligations SIGNWarehouse, Inc.

SIGNWarehouse, Inc. shall, provided Customer is not in default of any of its obligations, and during SIGNWarehouse Inc.'s normal working hours:

1. Provide emergency service for the Printer as required.
2. Make adjustments and repairs necessitated by normal wear and tear and through normal use.
3. Replace all parts requiring replacement, except for consumable items and parts expressly excluded elsewhere in this Agreement.

Customer

1. Promptly pay all charges due under this Agreement.
2. Promptly inform SIGNWarehouse, Inc. of the need for maintenance service.
3. Respond to SIGNWarehouse product support technicians with requested documentation of problems.
4. Promptly make the equipment available for inspections and maintenance at reasonable and mutually convenient times during SIGNWarehouse Inc.'s normal working hours.
5. Maintain the equipment and operating environment in accordance with SIGNWarehouse Inc.'s recommendations and specifications.
6. Be bound by the judgment of the authorized SIGNWarehouse Inc.'s Service Representative in regard to the means and methods employed in repair, maintenance or other work performed on the equipment.

* Travel expenses for on-site warranty repair are not included in Customer cost of extended warranty plans. Additional fees to cover cost of on-site travel may be required.

Excluded Coverages

This Agreement shall not cover:

1. Travel costs for on-site service. Warranty covers parts and labor costs for covered repairs
2. Service or parts required as a result of accident, negligence, misuse, abuse, neglect, failure to keep the equipment and operating environment in accordance with SIGNWarehouse Inc.'s instructions and specifications, or causes other than normal operation of the equipment in the proper operating environment and in accordance with recommended operating procedures.
3. Service or parts required as a result of the unauthorized adjustment of equipment to tolerances beyond recommended operating specifications or use of ink, supplies or materials not qualified by SIGNWarehouse Inc. as meeting specifications for use with the equipment.
4. Service or replacement parts required as a result of repairs or any work performed by anyone other than an authorized SIGNWarehouse Inc. Service Representative.
5. Installation, service or parts required for any additional equipment or accessories not listed in the Agreement
6. Supplies necessary to operate, test, and troubleshoot the equipment.
7. Maintenance, cleaning, lubrication and normal operator adjustments as outlined in the [User Manual](#).
8. Items of a consumable, expendable or non-standard nature, including but not limited to vinyl, paper products, inks, RIP software licenses, computer networks and the like.
9. The cost of reconditioning or major overhaul of the equipment when, in the reasonable judgment of the SIGNWarehouse Inc. Service Representative, such reconditioning or overhaul is necessary due to age of the equipment or excessive use, and because normal repair and maintenance procedures will not maintain the equipment in satisfactory operating condition. SIGNWarehouse Inc. shall submit a cost estimate for such reconditioning, and if Customer fails or refuses to authorize such reconditioning, this Agreement shall immediately terminate with no further obligations hereunder for either party.

Charges for services performed outside normal working hours or for items not covered by this Agreement will be at the then effective rates of SIGNWarehouse Inc. Customer agrees to promptly pay all such charges.

Limited Warranty

SIGNWarehouse Inc. shall perform its obligations under this Agreement in a prompt, courteous manner and perform the services hereunder with due care and in accordance with industry standards. SIGNWarehouse Inc. will use all commercially reasonable efforts to promptly remedy any errors to the services provided. There is no warranty on any consumable, expendable or non-standard item as described elsewhere in this Agreement. No allowance shall be made by SIGNWarehouse Inc. for repairs or alterations made by persons other than an authorized SIGNWarehouse Inc. representative. SIGNWarehouse Inc. shall have no further obligations or liability, for any damage to equipment resulting from;

1. Intentional misuse, abuse or neglect by the Customer of the equipment;
2. Failure to use the equipment properly and in accordance with SIGNWarehouse Inc. recommendations, procedures and specifications.
3. Use of ink, materials, parts or supplies not meeting SIGNWarehouse Inc. specifications.
4. Improper handling, operation, storage or maintenance of the parts or equipment by the Customer.
5. Unauthorized repair, alteration or adjustment of the equipment.

THE FOREGOING WARRANTY (AND THE RIGHTS AND REMEDIES OF Customer HEREUNDER) ARE IN LIEU OF, SUBSTITUTION FOR, AND EXPRESS LIMITATION (AND Customer HEREBY WAIVES) ANY AND ALL OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED, OR ARISING BY OPERATION OF LAW, COURSE OF DEALING OR PERFORMANCE, TRADE PRACTICE OR OTHERWISE, AND SIGNWarehouse Inc. HEREBY DISCLAIMS ANY AND ALL SUCH OTHER WARRANTIES, INCLUDING WITHOUT LIMITATION, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

Limitation of Damages

Customer's sole remedy for any breach by SIGNWarehouse Inc. shall be re-performance of maintenance or replacement of any defective part and the maximum liability of SIGNWarehouse Inc. hereunder shall in no event exceed two times the price paid by Customer. In no event shall SIGNWarehouse Inc. be liable to Customer or any other person for any indirect, incidental, special, exemplary or consequential damage (including without limitation, lost profits), or suffering incurred by Customer or any other person. The foregoing limitations of liability will not apply to willful misrepresentation, negligence, fraud or strict liability in tort with respect to products and their use, it being understood and agreed that SIGNWarehouse Inc. will, at its own expense, defend, indemnify and hold harmless Customer against any costs damage, claims or liabilities, or expenses (including reasonable attorney's fees) which Customer may incur with respect to the foregoing.

Termination

SIGNWarehouse Inc. may, at any time with thirty (30) day prior written notice providing of the opportunity to cure, terminate this Agreement for non-payment of amounts due by Customer or for any other breach by Customer of any other term or condition of this Agreement. Customer, at its sole discretion, may terminate by thirty (30) day prior written notice.

Force Majeure

In no event shall either party be responsible for any delay or failure to perform under this Agreement where such performance is prevented, restricted or interfered with by reason of natural disaster, fire or other casualty or accident, strikes or labor disputes, war or other violence, any law, order, proclamation, regulations, ordinance, demand or requirement of any government agency, or any other act or condition beyond such party's reasonable control (including, without limitations, any mechanical, electronic or communications failure) which prevents such party from transmitting or receiving any documents or payments.

Used Parts

Parts provided under this Agreement may be new, serviceable used, refurbished, or reprogrammable items, in each case equivalent to new in performance.

Assignment

This Agreement may not be assigned or transferred by either party without the prior written consent of the other party.

Amendment

This Agreement may only be amended, modified or supplemented by a written instrument signed by authorized representatives of both parties.

Entire Agreement

This Agreement sets forth the entire agreement of the parties and supersedes and cancels any and all prior discussions, correspondence, agreements or understandings relating to the subject matter hereof.

Warranty Does Not Cover:

1. Components classified as consumable items, or components required to be replaced in the course of routine maintenance, as defined in the user manual, are not covered by the manufacturer warranty.
 - a. Life expectancy of consumable and routine maintenance items is based on normal printing; defined as 8 hours per day, 5 days per week.
 - b. Printing conditions greater than normal will require consumable and maintenance items to be replaced at a more frequent or accelerated schedule.
2. Damage caused by neglect or improper user level maintenance as defined in the user guide or supplemental information shipped with your printer. The following procedures are required user maintenance:
 - a. Inspect and clean the print head, wiper, capping unit, and surrounding areas regularly
 - b. Inspect and replace flushing assembly as required
 - c. Inspect and clean pressure rollers
 - d. Dispose of waste ink as needed
 - e. Ensure nozzles are clear through routine cleanings and nozzle checks
 - f. Perform routing printing in accordance with Recommended usage bulletin.
3. Damage and/or problems arising from environmental location and operation of the printer. Refer to installation guide for proper environmental locations and requirements
4. Supplies necessary to operate, troubleshoot and test the printer, including wipes, cleaning fluid, inks, media, etc.
5. Damage caused through use of non-SIGNWarehouse approved inks and ink delivery systems other than the system designed and built into or for the PrismJET printer.
6. Damage caused through use of third party parts, components and/or interfaces
7. Damage from service performed by non-SIGNWarehouse authorized personnel
8. Damage caused by shipping, abuse, misuse, improper installation, improper maintenance, neglect, facility power and/or electrical system.
9. RIP software, network and connectivity issues, color management, application issues
10. Printers transported or shipped outside the U.S and Canada.

Transfer to Second-Parties.

Neither the extended warranty or initial PJLW is non-transferable. The PJLW and the coverages detailed herein apply only to the original purchaser of the covered product or products. Resale of product by the original Customer to second parties does not confer warranty coverage.

How Is Warranty Service Provided?

In the event of trouble with the covered equipment, Customer is expected to visit SIGNWarehouse.com, log in to Customer or user's online account, and use the [Contact Us](#) link to submit a support ticket. Support ticket should include all information relevant to the issue, and include user daytime contact information, (phone number and email address). Providing this information will facilitate prompt and efficient solutions.

SIGNWarehouse wishes you great success with your PrismJET printer. For best printing performance and to secure coverage by this warranty, be sure to review and perform the Regular Maintenance & Periodical Services listed on page 7 of this Agreement. Optimal performance also requires regular use of the product. Please refer to the label on the inside front cover of the printer for recommended usage guidelines, or refer to the [PrismJET 54 Gen2 Recommended Usage](#) article on the [SIGNWarehouse support blog](#).

Regular Maintenance/Periodical Services

This section of the PrismJET 54 Limited Extended Warranty describes the regular maintenance and periodical services required for this product. Regular maintenance maintains good quality output and maximizes the service life of the printer.

Part description	Part number	Quantity	Directions
The parts listed below need to be inspected and/or replaced weekly:			
Print Head Assembly	TS-M-DH-40694	1 each	Clean
Pump Cap Assembly	P-M-DG-41179	1 each	Clean
Cleaner Head Assembly / Wiper	P-M-DF-49687	1 each	Clean and/or Replace
Flushing Assembly w sponge	P-M-DF-49038	1 each	Replace as needed
The parts listed below need to be inspected and/or replaced annually:			
Waste Fluid Pump Assembly	PRNA-M-DH-40598	1 each	Replace if necessary
Wiper	PRNA-M-DG-43497	1 each	Replace as needed
Head Cap	PRNA-M-DH-40705	1 each	
The parts listed below need to be inspected and/or replaced bi-annually:			
Carriage Return Assembly Rails		4 each	Clean & Lubricate
Timing Fence / Encoder Strip		1 each	Clean
Paper Edge Sensor		1 each	Clean
Paper Sensor		1 each	Clean
Page Feed Encoder Disk		1 each	Clean
Page Feed Encoder Sensor		1 each	Clean
Periodic Maintenance Kit			
To facilitate regular maintenance, a periodic maintenance kit is available. The kit includes a cap top and wiper.			
Periodic Maintenance Kit	PRNA-DH-40714	1 each	

For detailed printer maintenance information, please refer to your [User Manual](#) or the [SIGNWarehouse Support website](#).

DISCLAIMER OF WARRANTIES: The warranty and remedy contained herein is exclusive and in lieu of all other warranties – expressed or implied. Unless stated in this document, all other representations or statements made by other person(s) or companies are null and void.

REMEDIES: SIGNWarehouse, Inc. is not liable for nonperformance or performance delays due to causes beyond SIGNWarehouse's reasonable control. Unless provided in this written warranty, neither SIGNWarehouse, Inc. nor its affiliates shall be liable for any loss (including profits), suffering, inconvenience, damage or claims of third parties whether directly or indirectly involved.

Customer Acceptance Form: Please sign below to acknowledge acceptance of the terms of this extended warranty, and supply the serial number of the printer submitted for coverage. The form can be filled in digitally with Adobe Acrobat Fill & Sign tool. SIGNWarehouse reserves the right to decline coverage for out-of-warranty printers based on historical data.

Name: _____ Date: _____
Business Name: _____
Mailing address: _____
City/State/Zip: _____
Printer model: _____ Serial Number: KD5 _____