

PRISM **JET54**

PRISMJET LIMITED WARRANTY



PrismJET Limited Warranty

Thank you and congratulations on your purchase of a new PrismJET 54Gen2 Printer. Once you have placed your new printer on the stand, please inspect the label on the back of the printer and record your printer's serial number here _____ to reference when speaking to a SIGNWarehouse Product Support agent.

SIGNWarehouse stands by all published, promotional statements concerning the quality of this product. However, in the rare event of malfunction or product dissatisfaction, we acknowledge the customers' need for additional information. Please read the terms and conditions of this limited warranty to understand your rights and protection as a valued SIGNWarehouse customer. This document will answer the following questions about this PrismJET

Limited Warranty (hereinafter referred to as PJLW).

- What does the PJLW cover?
- What possible problems does the PJLW exclude?
- What is the PJLW's Period of Coverage?
- How will SIGNWarehouse Product Support address problems?
- What is not covered under the PJLW?
- How is warranty service provided?

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>).

I. What Does the PJLW Cover?

SIGNWarehouse warrants to the original purchaser that the PrismJET 54Gen2 printer will perform according to the manufacturer's specifications and be free from defects in materials or workmanship for a period of one year from the date of original purchase (proof of purchase required) if purchased and used in the United States.

SIGNWarehouse will be responsible for repairing or replacing all necessary non-consumable components* of the PrismJET 54Gen2 and the associated labor costs for one year for customers who meet all prerequisites in installation, usage, maintenance, environment, and situation without disqualification due to reasons defined in this document.

The phrase "necessary non-consumable parts" reserves SIGNWarehouse the right to determine whether to assist with parts that have been deemed as strictly cosmetic.

II. What Does the PJLW Exclude?

- a) Travel costs for on-site service. Warranty covers parts and labor costs for covered repairs
- b) Consumable items (components required to be replaced in the course of routine maintenance, as defined in the User manual);*
- c) Damage caused by neglect or improper user level maintenance as defined in the user guide or supplemental information shipped with your printer (see Regular Maintenance & Periodical Services on page 3);
- d) Damage and/or problems arising from environmental location and operation of the printer (refer to installation guide for proper environmental locations and requirements);
- e) Supplies necessary to operate, troubleshoot and test the printer, including wipes, cleaning fluid, ink, media, etc.;
- f) Damage caused through use of non-SIGNWarehouse approved inks and ink delivery systems other than the system designed and built into the PrismJET VJ54 printer;
- g) For the purposes of the PJLW, all inks other than EnduraINK PRO or Mutoh Eco-Ultra ink are considered non-approved. Use of any ink other than those listed herein may void the PJLW.
- h) Damage caused through use of non-OEM parts, components and/or interfaces;
- i) Damage from service performed by non-SIGNWarehouse approved or non-Mutoh authorized personnel;
- j) Damage caused by shipping, abuse, misuse, improper installation, improper maintenance, neglect, facility power and/or electrical systems;
- k) RIP software licenses, network and connectivity issues, color management, application issues;
- l) Printers transported or shipped outside the U.S.

III. What is the PJLW's Period of Coverage?

The SIGNWarehouse Limited Warranty comes standard with the purchase of a PrismJET 54Gen2 from SIGNWarehouse and is good for one year of protection. Customers may also purchase one year blocks of extended manufacturer warranty coverage anytime during the original one year PJLW. Requests for extended warranty outside of the one year manufacturer warranty will be subject to inspection/repair to ensure the printer meets minimum factory specifications. Fees for parts and labor will be assessed at the prevailing rates at the time of inspection. The warranty period begins at the date of purchase. PrismJET 54 printers must be registered and activated before use. In cases where there is an extended period of time between purchase and activation, the beginning date for warranty coverage is the date of purchase, not the date of activation.

IV. Remedies and Services Provided Under PJLW

Upon being contacted concerning possible warranty replacement or repair, a SIGNWarehouse technician may require cooperation from the customer in order to collect necessary information for diagnosing the problem, cause, and best course of action. Necessary information may include, but is not limited to testimony, pictures, nozzle checks, and print samples. Upon confirmation that the damage or defect is covered by warranty not voided due to reasons stated in this document, the technician will work with the customer to determine the best course of action which may include, but is not limited to, complete replacement of equipment, individual part replacement, return for repair, or on-site repair.** It is SIGNWarehouse's desire to reconcile warranty responses swiftly in the interest of our customers. However, please know that certain problems may take longer to rectify depending on the decided course of action, parts availability, personnel commitments, travel restrictions, and/or shipping transit times.

* 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 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.

V. Remedies and Services Not Covered Under PJJW

There are some remedies requested or desired by end users that may not be covered under the PJJW. SIGNWarehouse will not violate our standard equipment return policy (available at SIGNWarehouse.com). Specifically, SIGNWarehouse will not send replacement equipment until the customer has taken the proper measures to return the original equipment in its proper packaging as stated in the return policy.

Further, SIGNWarehouse is not obligated to waive policy or “make exceptions” in situations deemed not covered for reasons stated in section II of this document. Any such remedies above those enumerated herein may be provided at the sole discretion of SIGNWarehouse, Inc.

Finally, as noted above, travel costs for on-site service provided under warranty are not covered and may be charged to Customer.

VI. How Is Warranty Service Provided?

If you are experiencing trouble with your equipment, visit SIGNWarehouse.com, log in to your online account, and use the [Contact Us](#) link to submit a support ticket. Please include all information relevant to the issue, and include your daytime contact information, (phone number and email address). Providing this information will facilitate prompt and efficient solutions.

SIGNWarehouse wishes you great success with your new 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 3 of this document. 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 our article on the SIGNWarehouse support blog, [PrismJET 54 Gen2 Recommended Usage](#).

VII: Transfer to Second-Parties.

The PJJW is non-transferable. The PJJW 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.

Regular Maintenance/Periodical Services

This section of the PrismJET 54 Limited 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. <https://techsupport.SIGNWarehouse.com/>

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.