

North America (USA and Canada) Warranty Statement

Important Information

Resource	Description
Global Website:	http://mimaki.com/
USA Website:	http://www.mimakiusa.com/
YOUTUBE:	https://www.youtube.com/user/MimakiUSAinc
Mimaki Call Center:	Na.service@mimaki.com (888) 530-3992
Remote Monitor - PICT	https://mimaki.com/product/software/remote/pict/download.html
Registration Link	https://mimaki-customer-prod.portal.dvlink.app/app/machine-reg-external?iframeMode=true
Dealer Information	
Company:	
Contact:	
Customer Information	
Company:	
Contact:	
Signature:	

Date: ____/____/____

Machine Info: Model: _____ Serial: # _____

Installation Date:

**** Product Registration required to validate warranty end date. ****

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Introduction

Mimaki is a leading manufacturer of wide-format inkjet printers and cutting machines for the sign graphics, textile & apparel and industrial markets. Mimaki develops a complete Product range for each group and offers innovative, high quality and reliable products. The following document describes policies, procedures, terms, and conditions of the Mimaki Total Care limited warranty.

Warranty Statement

Mimaki USA warrants to the original end-user that eligible Mimaki Products conform to the published specifications and are free from defects in materials or workmanship, subject to the conditions listed. The duration of any Service Agreement is one (1) year from date of shipment from Mimaki. Products sold to an original end-user by an Authorized Dealer within 90 days of shipment from Mimaki will receive full-Service agreements if an installation report is submitted within 30 days of installation or otherwise announced by Mimaki in writing. Products sold beyond 90 days from the original ship date from Mimaki are subject to a prorated timetable. During the Original Service Agreement, an Authorized Servicing Dealer will provide support at no additional cost on behalf of Mimaki.

How to obtain service

If you experience problems with your Mimaki Product during an applicable service period, contact the Dealer who sold you the Product(s) to obtain support and attempt to resolve the problem over the phone. If the problem cannot be resolved over the phone, your Dealer will arrange on-site service to perform diagnostics and repairs. When contacting your Dealer please be prepared to provide the service technician with the model and serial number of your Product, and the date of purchase. You may also be required to provide proof of purchase to obtain service.

What is covered?

In the event that your Mimaki Product proves defective during the applicable coverage period, Mimaki will work with the Dealer to correct any failure of the Product that does not conform to specifications, with either new or replacement parts. Any product replaced by Mimaki during the original service period is warranted for the remainder of the period. Parts

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replaced during service become property of Mimaki. Service agreements only extend to eligible Mimaki Products. Software, ink, media, consumables, other non-hardware products, or non-Mimaki branded products or components that may be bundled with Mimaki Products by Mimaki or otherwise, are not covered unless otherwise noted.

What is not covered?

The following items are expressly excluded from coverage:

- Any damage caused by failure to perform periodic maintenance as specified in the user documentation; operation for unintended purposes; operation outside of Mimaki's site specifications or user documentation; or operation beyond the usage parameters stated in the Product's user documentation.
- Service related to routine maintenance, or the replacement of any part designated by Mimaki in published documentation as a "consumable" part, which is the end-user's responsibility.
- Defects or damage or damage related to misuse, abuse, accident, neglect, lack of use, or improper storage when not in use for extended periods.
- Defects or damage to print heads due to negligence, including head strikes, and maintenance.
- Defects or damage in printers related, in any way, to the use of non-Mimaki inks or inks out of specification.
- Defects or damage related to improper loading of media.
- Alterations and/or modifications to the Product.
- Use of third-party applications, software, parts, components, or peripheral devices, including any bulk ink system not authorized by Mimaki.
- Defects or damage that is merely cosmetics in nature.
- Defects or damage related to service performed by someone other than a Mimaki Authorized Technician.
- Use of media that is not compatible with the Product.

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- Any damage caused by improper power sources such as improper voltage, periodicity, use of non-genuine power cable.
- Any damage caused by fire, flood, lightning strike or other acts of God.
- Service of Products that are located outside the sales territories established by Mimaki.
- If the Product label, logo, rating label or serial number has been tampered with or removed.
- All other Defects or damage, failures or damage not considered manufacturing Defects or damage.
- Mimaki makes no claims of compatibility and durability of goods produced or printed on by Product and shall not be held liable for any defects or failure of printed goods. It is your responsibility to test and verify compatibility of goods produced and sold.
- For any services provided for Products which are not covered, or if a claimed defect cannot be identified or replicated during service, you will be billed on a time and materials basis.
- Shipping damage.

Mimaki Total Care

Each Total Care eligible product is covered for the durations in the table below from the date of installation. During this period Mimaki will provide parts and documentation necessary for repair, at no additional charge.

Total Care	Printers
Months of coverage	12

Terms & Conditions

- Requires Installation Report to be submitted within 30 days
- Alterations and/or modifications to the Product
- Labor is provided to End Users, by Authorized Dealers at no cost
- Does not include customer replaceable parts

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- Includes unlimited head replacement
- Mimaki will cover print heads unless the failure is due to causes listed under Exclusions
- Nozzle recovery must be used and exhausted before exchanging print heads
- Mimaki must approve in advance for print head replacement

Mimaki Parts Plus+

Products may be eligible for an extended service period during which Mimaki will provide Servicing Dealers with parts and documentation to provide service to the original End-User of the product

Terms & Conditions:

- Promotional requirements must be met
- Only machines shipped during the promotional period will be eligible
- Requires installation report to be submitted within 30 days
- Parts and Phone support provided by Mimaki to Dealer
- Labor is provided by Authorized Servicing Dealers to End Users
- Includes unlimited head replacement but does not include negligent damage or head strikes
- Does not include customer replaceable parts

Service Level Agreements

Service Level Agreements can be purchased to extend parts coverage on the Product for up to 5 years of total coverage with no additional requirements. If coverage is expired more than 30 days the Product must be requalified by an Authorized Mimaki Technician. Requalification may require the End-User to pay for additional services to obtain qualifications. During the Service Level Agreement period, Mimaki will provide parts and documentation necessary for repair.

Mimaki Total Care SLA

Includes priority phone support, on-site services with labor and parts. Engineering updates, firmware and software updates and preventive maintenance are included.

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Mimaki Parts Plus+ SLA

Parts and phone support for Authorized Dealers (Exclusions apply)

(Labor and Travel expenses are billable)

Terms & Conditions

An installation report and product registration are required. Print head limit determined by model. See the Service Agreement terms for more information. The number of print heads covered per year is limited according to the total number of print heads in the machine and average usage. A printer that contains one (1) print head will be limited to one (1) print head per year. Additional print heads can be purchased at discounted rate off the Mimaki List Price if Product is covered by a Service Plan.

Maintenance Parts

All parts are covered for 90 days from installation date by an authorized dealer. Must provide dealer service report for prior approval.

Supply Products

- Ink, their cartridges and IC PCBs are guaranteed to be free from defects until expiration date.
- Inks presenting with chip or product issues must obtain approval for a replacement to be shipped under warranty.
- For leaking inks proof of the carton condition upon receipt is required.
 - Photos of original shipment including item and lot number (if visible)

Service Center

Mimaki is open Monday through Friday from 8:30 AM to 5:30 PM Local Time, excluding holidays.

Part Orders

A Case is required to be opened before replacement parts can be provided and must include a detailed description of the issue. Cases can be opened via email, phone, or through an Authorized Dealer. Mimaki USA will repair or replace, at its option, at no charge through an authorized dealer or service provider, the defective unit or parts. To obtain service, you must contact a Mimaki Authorized Dealer.

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Cooperation during Maintenance Service

- In order for service to be performed correctly and timely, Customers shall cooperate with Mimaki and/or a Mimaki Authorized Dealer technician to perform the service required.
- Customer shall provide reasonable amount of time necessary for repair
- Customer shall grant entry into the installation site for Service Technicians and allow exiting and entering the building as needed.
- Customer is to provide a power connection and consumables needed for repair.
- All parts that have been replaced as part of the maintenance service procedure must be returned to Mimaki when a Return Merchandise Authorization (RMA) is provided. Returned parts will become property of Mimaki.

Prevision of Confidentiality

Knowledge of techniques, data, and information gained upon servicing a product will be kept confidential and cannot be disclosed or leaked to a third party without proper written consent. However, in the following circumstances the information is no longer confidential.

- At the time the information was obtained, the information was already accessible to the public
- Information that is required by law to be disclosed
- Information legally obtained with no obligation to maintain confidentiality
- Customer is to provide a power connection and consumables needed for repair.
- Confidentiality requirement will remain in effect after the Service period ends

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Reporting Obligations

Customers must contact Mimaki or a Mimaki Authorized Dealer when they are moving an installed printer to an alternate location. This is requested to ensure timely delivery of any items needed for service or support.

Disclaimer of Warranties

This limited warranty is exclusive and in lieu of all other express or implied warranties including, but not limited to, the implied warranties of merchantability, non-infringement, and fitness for a particular purpose.

Limitations of Liability and Remedies; Notification Requirements; Time Limits

Neither Mimaki nor its affiliates shall be liable for any loss, inconvenience, or damage, including special, incidental or consequential damages, including, lost profits, cost of substitute equipment, lost media/ink, downtime, claims of third parties, including customers, or injury to property resulting from the use or inability to use this Product, whether resulting from breach of warranty, breach of contract, negligence, strict tort or any other legal theory. Mimaki's liability with respect to Products proved to its satisfaction to be defective within the applicable warranty period shall be limited to repair or replacement as provided in the foregoing information, or, in extraordinary cases, at Mimaki's sole discretion, the return of the Product with full refund of the purchase price. These repairs, replace, or refund remedies are your exclusive remedies for breach of warranty.

No claims shall be asserted against Mimaki or its affiliates, unless the failure or defect giving rise to the claim is sustained prior to the expiration of the warranty period specified herein. If you discover within the applicable warranty period a failure of the Product to conform to specifications or a defect in material or workmanship, that is not able to be remedied over the phone with your local authorized Dealer, you must promptly notify Mimaki in writing. In no event shall such notification be received by Mimaki later than 36 months from the date of delivery. Any suit or action for breach of warranty must be commenced and filed in a court of competent jurisdiction within 36 months following delivery of the Product. These limitations apply whether damages are sought, or a claim made, under this warranty or as a tort claim (including negligence and strict Product liability), a contract claim, or any other claim. These limitations cannot be waived or amended by any person. These limitations of liability and remedies will be effective even if Mimaki or an authorized representative of Mimaki has been advised by you of the possibility of any such damage. These limitations of liability and remedies, however, will not apply to claims for personal injury.

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Applicability of Warranty

This Limited Warranty is the complete and exclusive understanding between the parties, superseding all prior agreements, oral or written, and all other communications between the parties relating to the subject matter of this Agreement. No Mimaki representative, Dealer or other person is authorized to make any representations or statements, which are inconsistent with this Limited Warranty or the Product's specifications. Any such representations or statements are void. This Limited Warranty gives you specific legal rights, and you may also have other rights which vary from jurisdiction to jurisdiction. You are advised to consult applicable laws in your jurisdiction for a full determination of your rights.

To the extent that this Warranty Statement is inconsistent with local law, this Warranty Statement should be deemed modified to be consistent with such local law. The warranty terms contained in this limited warranty, except to the extent lawfully permitted, do not exclude, restrict or modify and are in addition to the mandatory statutory rights, if any, applicable to the sale of this product to you.

Allocation of Risks

This Warranty Statement allocates the risks of Product failure between Mimaki and You. This allocation is recognized by both parties and is reflected in the price of the Products. You, as the purchaser of the Product, acknowledge that you have read this Warranty Statement, understand it, and are bound by its terms.