

**WE
ARE
WIDE
FORMAT™**

Mimaki®

Warranty Orders



www.mimakiusa.com



Warranty Coverage

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 used replacement parts. Any replacement Product or parts installed by Dealer during a standard Factory Warranty are warrantied for the balance of the original standard Factory Warranty period. Any replacement Product or parts installed by Dealer during an Extended Service Agreement period are warrantied for ninety (90) days upon installation. Any replaced Product or parts becomes Mimaki property.

- *Requires Installation Report to be submitted within 60 days*
- *Parts and Phone support is provided*
- *Labor is provided to End Users, by Authorized Dealers at no cost*
- *Mimaki will reimburse Dealers in accordance with the Service Reimbursement Policy*
- *Does not include customer replaceable parts*
- *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 UV print head replacement*



Service Contacts

The Mimaki USA Call Center is available and fully staffed

888-530-3992
8:30am – 8:30pm EST

Please have product serial number available

Email Contacts:

- Warranty Center usa.warrantycenter@mimaki.com
- Mimaki Call Center na.service@mimaki.com
- Other Technical Questions CorpTechCenter@mimaki.com

Onsite Service

- Dealers are our primary resource for onsite service
- Onsite availability determined by Regional Management
- On site support for installation and troubleshooting dispatched regionally

Requesting warranty parts



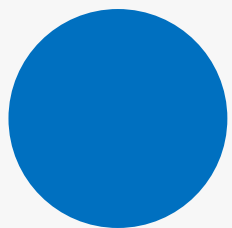
Opening a Case

Each incident must have a case opened with a detailed problem description of the issue included



Warranty Claims

Claims must be submitted within sixty (60) days of creating the case for warranty reimbursement eligibility



UV Print head Approval

Form and test print must be sent to Mimaki to approve, before UV print head replacement



Installation Reports

Once submitted, Mimaki Product may be eligible for:

1.
Onsite Support

2.
Special Promotions

3.
\$0 Service Parts

4.
Warranty
Reimbursements



Required steps

Installation Reports

Installation reports must be submitted within sixty (60) days of installation with the original End-User and must be complete and accurate for Warranties and Service Agreements to be activated.

Case number

Each incident must have a case opened with the Mimaki Call Center via email, phone, or through the Dealer Portal for reimbursement eligibility.

A detailed description of the issue must be included for proper processing and Service Parts Orders.

Service Part Orders

A Case number must be obtained prior to requesting replacement Parts. Failure to open a Case prior to parts requests may result in a delay or denial of parts.

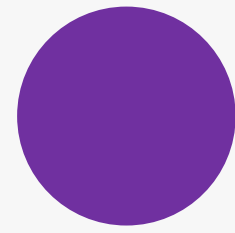
Special Promotions

*Eligibility for Special Promotions**

- Dealers will have 90 days from Mimaki ship date to install inventory machines
- Distributors will have 180 days from Mimaki ship date to install inventory machines

[†]See Dealer Service Reimbursement Policy & Procedure for additional terms and conditions

**Additional terms and conditions may apply based on promotion and territory*



Warranty Replacements

1.
Unique
PO number

2.
Problem Description,
matches case #

3.
One machine serial
number per order

4.
Damage from
mishandling,
not covered

Completing parts request

Send a \$0.00 PO to usa.warrantycenter@mimaki.com and be sure all information **is on the PO:**

1. Unique PO# (cannot be a Mimaki CAS#)
2. Part Numbers
3. Quantity
4. Machine Type & Serial Number
5. Color you are having issues with
6. Ink Type
7. FW Version
8. Detailed Problem Description
9. Customer Name & Delivery Address
10. Shipping method (Mimaki offers UPS Ground or Two day free of charge for warranty orders in the US and Canada only)

Collecting the information

DATE

PO#

Requested
by:

Company
Contact
Street
City, State, ZIP
Phone, Email

Ship
to:

Company
Contact
Street
City, State, ZIP
Phone, Email

Shipping Method & Acct#	Model & Serial

Qty	Item#	Description	Lot# or Serial#

Problem description:

Ink Color:

Firmware:

Ink Type:

Replacement parts

Maintenance Parts

- All parts are covered for 90 days from shipment by Mimaki or installation by a servicing dealer
- Stock inventory (shipped >30 days prior) may be claimed as long as claims are clearly communicated:
 - “Stock purposes” is noted on the original purchase order
 - A dated Service Report is provided that includes machine serial number and serial number of part, if applicable

Supply Products

- Ink, their cartridges and IC PCBs are guaranteed to be free from defects until expiration date
 - Inks with <90 days of expiration require testing to determine if the chip is defective, before shipping a replacement.
 - For leaking inks proof of the carton condition upon receipt is required.

Returning parts

Mimaki USA may, at its sole discretion, elect to replace a product. If return is required, the Dealer must be able to receive, and install the replacement product, and prepare the defective product for return shipment within 30 business days of receipt of the replacement. Otherwise the Dealer will be charged the manufacturer's suggested retail price for the replacement. The Product must be delivered in either its original packing or packaging affording an equal degree of protection, to Mimaki USA HQ in Suwanee, GA. It is the end user's responsibility to insure all Products shipped to Mimaki USA against loss, damage or theft. Mimaki USA disclaims all responsibility for any risk of loss to any returned items. The replacement assumes the remaining service period of the original product. Economy freight costs for the replacement are paid by Mimaki USA during the service period.

Non-Returned RMAs March 2020



Aria Kelley
To
Cc

Hello,

Please review the list of overdue RMA parts below. For any that have been returned, please reply with a tracking number so we can research further. If we do not receive a response by **3/31/2020**, we will issue an invoice accordingly. If you have any concerns, please let us know.

Return By	RMA#	Dealer	PO #	Contact	Item ID	Qty	Total
2/24/2019					M015372	1	\$2,013.00
2/24/2019					M015372	1	\$2,013.00
2/24/2019					M015372	1	\$2,013.00
							\$6,039.00

Regards,

Mimaki USA | RMA Administrator
Phone: 678-730-0170
150 Satellite Blvd NE Ste A, Suwanee, GA 30024



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