

90 Day Warranty Orders

**WE
ARE
WIDE
FORMAT™**
Mimaki®

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 90 day warranty parts



Open a Case

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



Timely Filing of Claims

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



UV Print head Approval

Form and test print must be sent to Mimaki to approve, before UV print head replacement (more on this in the next segment)



To request warranty replacements

1.
Unique
PO number

2.
Problem description,
matches case

3.
One machine serial
number per order

4.
Damage from
mishandling,
not covered

90 Day Warranty Coverage

- 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
- 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.



Service Reports

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.

Service report

Be sure to complete a service report that includes:

- The end users complete address and contact information
- Date of service
- Case#
- Machine serial #
- Detailed description of issue
- Detailed description of work done
- End-users signature

Claim Submission Deadline

Claims must be submitted with a Service Report within sixty (60) days of the original case and/or parts ordered against the Case for reimbursement eligibility.

Collecting the information

90-day – Use this procedure to order replacement parts that are found to be defective within 90 days of shipment from Mimaki or for inks up until the expiration date. If requesting ink replacement that is within 90 days of expiration, we will issue a PO to return the ink for testing *before* shipping a replacement.

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)
11. Original PO#

12. Lot# (**only** if replacing ink cartridges)

13. Print head serial number (**only** if replacing print heads)

Completing parts request

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:

www.mimakiusa.com



Print head serial number look-up

Displaying Information

1

Press the **FUNCTION** key in the local mode.

FUNCTION

FUNCTION
SETUP

<ENT>

- When it is desirable to print the set list of the machine, set a media to the machine.
(☞ P.2-6)

2

Select **[INFORMATION]** by pressing the **▲▼** keys.



FUNCTION
INFORMATION

<ENT>

3

Press the **ENTER** key.



INFORMATION
ERROR HISTORY

<ent>

4

Select the type of information by pressing the **▲▼** keys.



5

Press the **ENTER** key.



- The information is displayed.
- The set contents of the machine is printed when **[LIST]** is selected.

UV Lamps

	JF UV Lamp	UJF UV Lamp	LED	JFX1631 UJF3042 UJF6042
Normal Warranty*	500 H	1000 H	5000H	10000 H

Output the setting list

Keep the list for customer's record or send it by the fax at inquiry on the maintenance.

1 Set a larger media than the legal size.
(☞ P.2-5)

2 Press the **FUNCTION** key in the local mode.

FUNCTION
VIEW <ENT>

3 Select the [MAINTENANCE] by pressing the **▲** or **▼** key.

FUNCTION
MAINTENANCE <ENT>

4 Press the **ENTER** key.

MAINTENANCE
STATION <ent>

5 Select the [LIST] by pressing the **▲** or **▼** key.

MAINTENANCE
LIST <ent>

6 Press the **ENTER** key.
• Output of the setting list starts.

MAINTENANCE
PRINTING

7 Press the **END** key to finish.



What is not covered by warranty

11. Customer consumable items such as cutter blades, wiper blades, cap rubber, filters etc. Also, CRP's (Customer Replacement Parts) such as USB cable, flushing box, etc., unless found to be defective in material or workmanship. UJF printer series UV lamps are warranted for 500 hours prorated. JF printer series UV lamps are warranted for 1,000 hours prorated. LED lamps are warranted for 5,000 hours prorated. For example, a lamp that is determined to have been used for 30% of its useful life will be replaced at a 70% discount. In other words, the lamp can be purchased at 30% of the regular price. The procedure for checking the UV lamp duration of irradiation can be found in the Product User Manual. A list of all consumables and CRP's per product can be found on the Mimaki USA website.

RMA's

We will create an RMA (Return Material Authorization) for any parts that are required to be returned. Please note that for any 90-day replacements, all parts will be required to be returned.

You should receive a copy of the RMA and a prepaid return label in the shipment. These labels are only authorized for the return of warranty parts to Mimaki. Any other use of prepaid labels may result in the Dealer being billed for shipping charges.

Seal the returning parts in a box and include the copy of the RMA. Attach the shipping label, making sure to remove or cover any previous labels or markings. RMA parts must be returned within 14 days or the dealer may be invoiced for any parts not received.

Please note: It is Mimaki's policy to test ink's that are replaced through warranty. If the test determines that the inks are not defective, the dealer will be invoiced for the replacements and any freight charges due from shipping the replacements.

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.

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