

# Replacement Warranty

This machine is warranted to be free of defects in materials and workmanship for a period of two (2) or three (3) years from the date of purchase. This machine has been factory tested prior to packaging at the Distribution Center and is warranted to be in satisfactory working order prior to shipment.

***This warranty does not apply to the following conditions:***

- Damage as a result of misuse or abuse of the machine
- Damage as a result of a foreign object or substance entering the machine
- Damage as a result of tampering, alterations or unauthorized repair
- Damage as a result of improper packaging by the customer prior to shipping

In the event that this machine fails to meet any of its operational specifications during the replacement warranty period, please contact Semacon immediately. A Semacon technical support representative will attempt to resolve the problem by telephone. If the problem cannot be resolved by telephone, the machine will be replaced by Semacon with an equivalent machine, new or refurbished, of the same age or newer than the original machine. Semacon will ship the replacement machine by ground service at its own expense unless expedited service is requested by the customer (an expedite fee will apply). When the replacement machine is received, remove it from the packaging and replace it with the defective machine using the same packaging method and materials. A prepaid shipping label will be included in the package. Apply this label to the outside carton and arrange for the package to be picked up by the carrier within three (3) business days after receiving the replacement unit. In the event that the defective machine is not transferred to the carrier within this time period, or if the defective machine is found to be damaged as a result of one of the inapplicable conditions listed above, then the customer shall be liable for the entire cost of replacement, including shipping costs.



## OUT OF WARRANTY REPAIR

Following the warranty period, this machine may be returned for repair or preventative maintenance to the Semacon Service Center at the address listed below or your point of purchase. Please contact your distributor or Semacon to determine the correct location. The unit will be fully tested and the repair costs will be estimated and provided to you for approval. If the estimate is accepted, the machine will be repaired and shipped to you as quickly as possible, generally in 24-48 hours.

**SEMACON™**

**Semacon Business Machines, Inc.  
Attn: Service Center  
6625 Top Gun Street, Suite 107  
San Diego, CA 92121**

**Tel: 858-638-0100**

**PLEASE REVIEW PACKAGING INSTRUCTIONS ON BACK CAREFULLY  
BEFORE SENDING MACHINE FOR REPAIRS**

**PLEASE NOTE: IMPROPER PACKAGING OF PRODUCT RETURNS COULD RESULT IN VOIDING THE PRODUCT WARRANTY. PLEASE FOLLOW THE STEP-BY-STEP INSTRUCTIONS BELOW FOR PROPER PACKAGING BEFORE SHIPPING ANY ITEMS TO SEMACON OR YOUR DISTRIBUTOR. PLEASE RETAIN ALL ORIGINAL PACKING MATERIALS FOR USE WHEN RETURNING THE MACHINE FOR SERVICE.**

## **PLEASE FOLLOW THESE PACKAGING GUIDELINES**

### **STEP-BY-STEP INSTRUCTIONS**

- 1) Call Semacon Service Center or distributor and get RA number assigned
- 2) Place machine in large plastic bag and tape shut
- 3) Do not include power cord or other accessories
- 4) Place machine in original molded foam blocks
- 5) If molded foam blocks are unavailable, wrap machine in large bubble wrap 2-3 times, then rotate 90 degrees and wrap 2-3 times again, then tape bubble wrap securely
- 6) Place machine in original corrugated cardboard box
- 7) If original cardboard box is unavailable, use a box as snug as possible and add filler if necessary
- 8) Include a written description of the problem you are having, contact information and RA number
- 9) Tape box shut
- 10) Place box inside second larger box with minimum of 2 inches of tightly packed foam peanuts or other appropriate cushioning material on all sides
- 11) Tape box shut
- 12) Write RA number on the outside of the box

*Ship machine to:*

**SEMACON™**

**Semacon Business Machines, Inc.**

**Attn: Service Center**

**6625 Top Gun Street, Suite 107**

**San Diego, CA 92121**

**Tel: 858-638-0100**

**THANK YOU FOR CHOOSING A SEMACON PRODUCT FOR YOUR MONEY  
HANDLING NEEDS!**