

Warranty

General Information

LEGAL INFORMATION

The information contained in this document is subject to change without notice. Alpha Card Systems (referred to herein as 'ACS') shall not be liable for errors contained herein or for incidental or consequential damaged in connection with the furnishing, performance or use of this material.

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Standard warranty conditions are as set out in this document, however on occasion other arrangements may be agreed for specific regions or projects. Those may supersede the standard warranty conditions and will be documented accordingly with those immediately affected parties.

SAFETY INSTRUCTIONS

- To prevent electric shock, do not remove covers.
- Do not attempt to service the printer yourself.
- There are no user serviceable parts inside.
- Only use a suitable main power source within the limits marked on the printer.
- Avoid touching the thermal printhead heating elements as grease and contamination will shorten the printhead's useful life.
- Only use the supplied power cords and use in conjunction with a properly grounded supply.
- Before transporting the printer, remove the dye film and card hoppers and pack the printer in its original packaging.

IF USING THE PRINTER IN GERMANY

To provide adequate short-circuit protection and over-current protection for the ACS printer, the building installation must be protected by a 16 Amp circuit breaker.

PRINTERS NO LONGER COVERED BY WARRANTY

Printers outside the warranty period may still be repaired at a cost to the customer. In the event that a non-warranty chargeable repair is required a quotation will be submitted to the customer for approval and payment prior to commencement of any work.

Alternatively a sales partner may offer a preferential trade-in opportunity for a newer model. Enquiries should be made with the appropriate regional ACS dealer.

SUPPORT AND REPAIR AVAILABILITY

ACS endeavors to provide technical support and repairs for printers for a period not longer than 3-5 years from last date of manufacture.

WARRANTY LIMITATIONS

The warranty does not apply to any ACS printer that has been:

- Damaged through physical or electrical mishandling.
- Damaged through operation in environments which are outside normal office conditions in terms of corrosive atmosphere, temperature (15-30°C/59°-86°F operating temperature, 20-65% humidity without condensation), shock or vibration.
- Used with non-ACS original consumables (dye film and cleaning materials).
- Used with non-ISO/IEC 7810 compliant, poor quality card media.
- Poorly maintained by not receiving cleaning at the minimum frequency using ACS approved/original cleaning materials.



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2 Year Limited Warranty

Pilot Printer

COVERAGE

If you are located in North America, the EU, Australia or selected other territories, you should be covered by the free 2 year limited warranty. Outside these territories a minimum of a 1 year limited warranty applies.

ACS warrants that the printer Pilot shipped with this warranty statement will conform to the manufacturer's specifications and be free from defects in materials or workmanship for a period of 2 years from the date of purchase by the user (1 year in India and selected other countries).

LIMITED PRINTHEAD WARRANTY

ACS warrants that, under normal use and service, thermal printheads will be free from defects in material and workmanship for a period of 2 years from the date of purchase, provided the warranty limitations are met. (1 year in India and selected other territories).

If a warranty claim is submitted for a defective printhead, ACS has the right to inspect the printhead and samples of the printed and blank card media in use, for the purpose of verifying that the defect has not been caused by foreign particles or substances which have caused chemical or physical damage or non-compliance with any of the warranty exceptions specified. ACS's decision in any such claim shall be final.

WARRANTY CLAIMS

If the printer proves defective during the warranty period, contact the ACS service center for assistance. The ACS service center personnel may first ask you to carry out certain simple checks to confirm the nature of the problem and if a return is appropriate they will provide you with a returns authorization and instructions regarding how and where to return the printer or defective part.

ACS will repair or replace the defective parts at no charge to the customer. The customer must pay to return the printer to ACS and ACS will in turn pay to return the repaired printer to the customer.

CLEANING FREQUENCY

The Pilot must be cleaned at least every 200 cards. It is recommended that the printer is cleaned at every dye film change. Correct cleaning technique can be found at: <http://www.alphacard.com/technical-support>

The warranty is non-transferable.



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3 Year Limited Warranty

Compass Printer

COVERAGE

If you are located in North America, the EU, Australia or selected other territories, you should be covered by the free 3 year limited warranty. Outside these territories a minimum of a 1 year limited warranty applies.

ACS warrants that the printer Compass shipped with this warranty statement will conform to the manufacturer's specifications and be free from defects in materials or workmanship for a period of 3 years from the date of purchase by the user (1 year in India and selected other countries).

LIMITED PRINTHEAD WARRANTY

ACS warrants that, under normal use and service, thermal printheads will be free from defects in material and workmanship for a period of 2 years from the date of purchase, provided the warranty limitations are met. (1 year in India and selected other territories).

If a warranty claim is submitted for a defective printhead, ACS has the right to inspect the printhead and samples of the printed and blank card media in use, for the purpose of verifying that the defect has not been caused by foreign particles or substances which have caused chemical or physical damage or non-compliance with any of the warranty exceptions specified. ACS's decision in any such claim shall be final.

WARRANTY CLAIMS

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ACS will repair or replace the defective parts at no charge to the customer. The customer must pay to return the printer to ACS and ACS will in turn pay to return the repaired printer to the customer.

CLEANING FREQUENCY

The Compass must be cleaned at least every 500 cards. It is recommended that the printer is cleaned at every dye film change. Correct cleaning technique can be found at: <http://www.alphacard.com/technical-support>

The warranty is non-transferable.