

## SATO GLOBAL WARRANTY

1. SATO warrants that when purchased from SATO or through an authorized SATO distributor or reseller; this printer, its components, and accessories are in good working order and free from defects in workmanship and materials.
2. The warranty period for **Printers** (excluding the print head, platen roller, and cutter assembly) is one (1) year from the purchase date. Warranties applicable to products commence on the date as stated on the sales invoice provided by the reseller. Commencement dates of warranties applicable to other sovereignties may be found in their relative literature.
3. The warranty period for **Spare Parts** (excluding print heads, platen rollers, and cutter assemblies) is one (1) year from the date of purchase.
4. The warranty period for the **Print Heads and Platen Rollers\*** is:  
Thermal Transfer Applications: one (1) year or 30km (1,200,000 linear print inches), whichever comes first.  
Direct Thermal Applications: one (1) year or 15km (600,000 linear print inches), whichever comes first.

\*Print heads for the M-5900Rve and M-8459Se series printers are exempted, which have a warranty period of one (1) year or 50km (2,000,000 linear inches), whichever comes first.

5. The warranty period for SATO **Cutters** is one (1) year from the date of purchase or the following number of cuts:
  - **SATO Standard Guillotine Cutter:** 300,000 cuts, whichever comes first.
  - **SATO Heavy Duty Rotary (HD) Cutter:** 500,000 cuts, whichever comes first.
  - **SATO XL4xxe Integrated Cutter:** 1,000,000 cuts, whichever comes first.
6. In case repairs, parts replacements or some other services are requested under the warranties provided herein within the warranty period, the additional warranty period of 90 days for the repaired or replaced parts is to be given from the date of such repairs or replacements.
7. Any printer modifications, improper use or maintenance by unauthorized and/or non-certified service companies will deem the warranty void. Improper use includes, but is not limited to, the use of consumables or any thermal carbon ribbon which are not manufactured or authorized by SATO. Physical damage to the print head, platen roller, or cutter other in addition to that specified above will also void the warranty.
8. Warranty service may be obtained by returning the printer to any one of the SATO Global Network Companies as listed below. The warranty bearer must prepay all shipping charges to the address of one of those listed companies and assume all risk of loss or damage during transit. Proof of purchase verifying the purchase date, or the original warranty registration, must be included with the printer.
9. The warranty bearer will be notified prior to any chargeable repair activity should the warranty be considered void by SATO.
10. The SATO Global Warranty is valid in all countries of the world with the exception of Japan. The services under this common warranty, unlike local warranties to be given separately by each SATO group company, are to be provided by any SATO group companies, regardless of the place of purchase.

11. **The foregoing warranties are the only warranties provided by SATO in connection with the products covered. All other warranties, whether expressed or implied, are not valid; including without limitation, implied warranties of merchantability and fitness for a particular application.**
12. **SATO shall not be liable for any incidental or consequential damages, loss, or expense arising from printer use or failure to operate. And in no event shall SATO be liable for any damages exceeding the printer purchase price.**