

## WHAT WE WILL PROVIDE

The Codonics Horizon Multi-Media Dry Imager (Horizon Imager) is warranted by Codonics, Inc. against defects in materials and workmanship for 12 months from the date of original purchase or for the length of the term provided in the contract that this warranty is amended to. During that warranty period we will repair, or at our option, replace free of charge, a product that proves to be defective in either material or workmanship within 15 days of receipt of the imager, provided you return the product, shipping prepaid, to Codonics, Inc. Middleburg Heights, Ohio, USA or to an authorized service center. Components used in repair may be new or reconditioned at Codonics option. Limitations apply.

The Codonics Horizon 12-Month Factory Limited Warranty provides coverage for Horizon Series products located around the world at Codonics facilities in Middleburg Heights, Ohio; Palmela, Portugal; Shanghai, China and Tokyo, Japan or other centers as designated by Codonics.

## REQUIRED PROCESS

The customer reports a hardware problem to the original purchasing party. The original purchasing party handles front line technical support. In the event that the original purchasing party is unable to resolve the difficulty, the original purchasing party contacts Codonics directly. Codonics Technical Support personnel will analyze the service needs and assist the original purchasing party technical personnel to troubleshoot the problem. The original purchasing party must supply the serial number, model number and location of the imager in order to verify the Horizon Factory Limited Warranty.

Should your imager require service, return it with the following information attached: owner's name, address, and telephone number, the model number, the complete serial number, and a clear description of the problem and service required. Whether the imager is under warranty or not, it is your responsibility to pay shipping charges for delivery to Codonics.

A Return Materials Authorization (RMA) number must be obtained from your sales/customer service representative. You must provide the serial number of the imager and must have original packing material before an RMA number will be issued. If packing materials are needed, you are responsible for their purchase. Any damage incurred in transit is not covered by the 12-month Factory Limited Warranty. Codonics suggests that you insure the shipment en route to the service center. In addition, failure to use proper packaging material and an RMA number for returns may result in the imager being rejected at the factory.

The packaged imager should be shipped to Codonics designated collection point or factory. Contact your sales representative for assistance. The RMA number should be clearly written on the outside of the box. In any correspondence, refer to the product by model number and serial number.

After warranty repairs are completed, Codonics will return the imager with postage prepaid. Out-of-warranty repairs will be returned C.O.D., billed to a major credit card, or on previously established credit (covering shipping costs and the service charge).

## VERY IMPORTANT:

Be certain to perform a proper shutdown of the imager. Remove and retain the output tray, SmartCard and supply cassettes before shipping in original packaging container. **NOTE: The printhead must be parked manually prior to shipment.** Please refer to the User's Manual for details.

## POLICIES

Turnaround time is the number of working days from the date of receipt in the Codonics service facility, not including return shipping time. Factory repair services average a 15 working day turnaround time.

The determination for either repair or replacement of a returned major component rests entirely with Codonics Customer Service.

If no problem is found, each out-of-warranty imager returned is subject to a \$275 handling fee. Bench rates for out-of-warranty labor are \$138/hour (2 hour minimum).

Products returned without an RMA number are subject to delays or return to sender. If repair requests are not covered under warranty, the customer is notified before any repairs are made.

## SERVICE WARRANTY

In-warranty repairs are warranted for the balance of the remaining warranty period or a minimum of 90 days from the date of service, whichever is longer. Any out-of-warranty repairs are warranted against defects in materials and workmanship for a period of 90 days from the date of service.

## EXTENDED WARRANTY

In order to maintain uninterrupted warranty coverage, Codonics offers Extended Warranty for the Horizon Imager. Under Extended Warranty, faulty major components are repaired or replaced, at Codonics option, with no additional charge to the customer (the printhead is included under the Extended Warranty period). Codonics repairs the component, typically within 15 working days of receipt of the imager(s) at Codonics, and pays for the standard return shipping to the customer. Customers are responsible for paying the shipping charges from the customer site to Codonics. As with in-warranty returns, customers must obtain a Return Materials Authorization number (RMA) and mark it clearly on the packaging prior to shipping the faulty imager to Codonics.

Extended Warranty is priced on a yearly basis and can be purchased for single or multiple imagers. Pricing may be obtained from your sales representative.

## ORDERING INFORMATION

Extended Warranty must be purchased at the time of the initial purchase of the imager or before the expiration of the current warranty period.

Assistance with a price quote is available from your local sales office or Codonics Customer Service.

Extended Warranty services can be purchased in one year increments or all at once with the initial purchase of the imager.

Out-of-warranty repair requires that Codonics Customer Service receive a purchase order prior to scheduling of the actual repair service. Copies must be sent via mail, but a facsimile copy is acceptable to allow scheduling of the repair service. A verbal confirmation of the purchase order is acceptable to receive an RMA number. Codonics Customer Service must receive a hard copy purchase order before repaired imager(s) will be returned to the customer.

**EXTENDED WARRANTY**

Coverage is available for years two through six.

How do I order?

When placing your initial order for a Codonics Horizon Imager, simply order the appropriate warranty option in addition to the product.

**Warranties:**

<u>Part Number</u>	<u>Description for Horizon G1/G2/GS</u>
HV-RTF-2	HORIZON, Return to Factory warranty, year 2
HV-RTF-3	HORIZON, Return to Factory warranty, year 3
HV-RTF-4	HORIZON, Return to Factory warranty, year 4
HV-RTF-5	HORIZON, Return to Factory warranty, year 5
HV-RTF-6	HORIZON, Return to Factory warranty, year 6
HV-RTF-2-3	HORIZON, Return to Factory warranty, years 2 to 3
HV-RTF-2-5	HORIZON, Return to Factory warranty, years 2 to 5
HV-RTF-2-6	HORIZON, Return to Factory warranty, years 2 to 6

PLEASE NOTE: Prices and programs are subject to change without notice.

**LIMITATIONS**

This warranty does not apply in all countries. Warranty is voided if the product has been damaged by accident, misuse, abuse, incorrect installation, or unauthorized modifications.

No other express warranty is given. The replacement or repair of a product is the exclusive remedy. EXCEPT FOR THE WARRANTIES CONTAINED HEREIN, CODONICS, INC. DISCLAIMS ALL WARRANTIES ON THE PRODUCTS FURNISHED HEREUNDER, INCLUDING ANY AND ALL IMPLIED WARRANTIES FOR MERCHANTABILITY AND FITNESS. Some states, provinces, or countries prohibit limitations on the length of an implied warranty; therefore, the above-cited

limitations may not be applicable to you. IN NO EVENT SHALL CODONICS, INC. BE LIABLE FOR CONSEQUENTIAL DAMAGES. Some states, provinces, or countries prohibit the exclusion or limitation of incidental or consequential damages; therefore, the above limitation or exclusion may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state, province to province, or country to country.

Products are sold on the basis of the specifications applicable at the time of manufacture. Codonics, Inc. shall have no obligation to modify or update products once sold.

NO AGENT, REPRESENTATIVE, DEALER, OR EMPLOYEE OF THE COMPANY HAS THE AUTHORITY TO INCREASE OR ALTER THE OBLIGATIONS OF THE WARRANTY.

**CONTACTING CODONICS**

Codonics Technical Support (English speaking) is available 24 hours a day, seven days a week. Telephone hotline support Domestic USA: 800.444.1198 or International: +1.440.243.1198  
e-mail address: [support@codonics.com](mailto:support@codonics.com).

Codonics Europe, Middle East, and Africa support may be contacted using +3 51 217 721 050 ; [EU-Support@codonics.com](mailto:EU-Support@codonics.com).

Codonics Japan may be contacted using +81 (0) 3-5730-2297.

Codonics China may be contacted using, in China, +86 800-820-8635, or by email to [chinasupport@codonics.com](mailto:chinasupport@codonics.com).

Problem reports and software updates are available by contacting e-mail address: [support@codonics.com](mailto:support@codonics.com).