

The present document provides you an overview of the standard* - parts only - Factory Warranty Mutoh offers to Certified Distributors, for Mutoh equipment purchased from Mutoh Europe and shipped into the EMEA business area.

1. Factory Warranty for brand new Mutoh products
2. Factory Warranty for accessories & options
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* During commercial actions/special offers, warranty conditions might differ from the regular factory warranty conditions.

1. FACTORY WARRANTY FOR NEW MUTOH PRODUCTS

The warranty period starts:

- On date of activation of the unit via the website (Mutoh Club)
- On installation date or 3 months after invoice date (for stocking purposes), whatever comes first (valid for cutting plotters)

SIGN & DISPLAY

XpertJet C641SR Pro Printer/Cutter

Model	XpertJet C641SR-P
Unit	3 years, excluding parts with limited life time ¹
Print Head ⁽²⁾	3 years or 6 x 10 ⁹ droplets per nozzle, whatever comes first (When used with Mutoh MS31 inks)

XpertJet Pro Sign & Display Printers

Model	XpertJet 1341SR-P
Unit	3 years, excluding parts with limited life time ¹
Print Head ⁽²⁾	3 years or 6 x 10 ⁹ droplets per nozzle, whatever comes first (When used with Mutoh MS31, MS51 or UMS11 inks)

Model	XpertJet 1641SR-P
Unit	3 years, excluding parts with limited life time ¹
Print Head ⁽²⁾	3 years or 6 x 10 ⁹ droplets per nozzle, whatever comes first (When used with Mutoh MS41, MS51 or UMS11 inks)

Model	XpertJet 1682SR-P
Unit	3 years, excluding parts with limited life time ¹
Print Heads ⁽²⁾	3 years or 6 x 10 ⁹ droplets per nozzle, whatever comes first (When used with Mutoh MS41 or MS51 inks)

ValueJet Sign & Display Desktop Printers

Model	ValueJet 628
Unit	3 years, excluding parts with limited life time ¹
Print Head ⁽²⁾	3 years or 6 x 10 ⁹ droplets per nozzle, whatever comes first (When used with Mutoh MS31 inks)

ValueJet Sign & Display Printers

Model	ValueJet 2638X
Unit	3 years, excluding parts with limited life time ¹
Print Heads ⁽²⁾	3 years or 6 x 10 ⁹ droplets per nozzle, whatever comes first (When used with Mutoh MS31 or Universal Mild Solvent – UMS – inks)

ValueCut Cutting Plotters

Models	ValueCut II 600 / ValueCut II 1300 / ValueCut II 1800
Unit	2 years

SPECIALTY / INDUSTRIAL

XpertJet DTO Desktop UV LED Printers

Models	XpertJet 461UF / XpertJet 661UF
Unit	3 years, excluding parts with limited life time ¹
Print Head ⁽²⁾	3 years or 6 x 10 ⁹ droplets per nozzle, whatever comes first (When used with Mutoh US11 or UH21 LED UV inks)

XpertJet 1462UF DTO Flatbed UV LED Printer

Model	XpertJet 1462UF
Unit	3 years, excluding parts with limited life time ¹
Print Heads ⁽²⁾	3 years or 6 x 10 ⁹ droplets per nozzle, whatever comes first (When used with Mutoh US61 or UH21 LED UV inks)

XpertJet 1682UR Roll-to-Roll UV LED Printer

Model	XpertJet 1682UR
Unit	3 years, excluding parts with limited life time ¹
Print Heads ⁽²⁾	3 years or 6 x 10 ⁹ droplets per nozzle, whatever comes first (When used with Mutoh US61/US81 LED UV inks)

ValueJet Multi-Purpose MP31 Printers

Model	ValueJet 1627MH
Unit	2 years, excluding parts with limited life time ¹
Print Head ⁽²⁾	1 year or 6 x 10 ⁹ droplets per nozzle, whatever comes first (When used with Mutoh MP31 inks)

Model	ValueJet 1628MH / ValueJet 628MP
Unit	3 years, excluding parts with limited life time ¹
Print Head ⁽²⁾	3 years or 6 x 10 ⁹ droplets per nozzle, whatever comes first (When used with Mutoh MP31 inks)

INDOOR & DIGITAL TRANSFER

XpertJet Dye Sublimation Printers

Models	XpertJet 1341WR Pro / XpertJet 1642WR Pro / XpertJet 1682WR / XpertJet 1682SR DS Pro
Unit	3 years, excluding parts with limited life time ¹
Print Head(s) ⁽²⁾	3 year or 6 x 10 ⁹ droplets per nozzle, whatever comes first (When used with Mutoh DS3/DS4 Allround HC Sublimation inks)

DrafStation RJ-900X-U1 Printer

Model	DrafStation RJ-900X-U1
Unit	1 year, excluding parts with limited life time ¹
Print Head ⁽²⁾	1 year or 6 x 10 ⁹ droplets per nozzle, whatever comes first (When used with Mutoh Universal Transfer Sublimation Ink - DS2)
	1 year or 6 x 10 ⁹ droplets per nozzle, whatever comes first (When used with Mutoh High-Speed Disperse Dye Sublimation Ink - DS1)
	1 year or 6 x 10 ⁹ droplets per nozzle, whatever comes first (When used with Mutoh genuine Dye or pigmented CAD / graphics inks)

ValueJet 2638X water-based

Models	ValueJet 2638X Dye Sub
Unit	3 years, excluding parts with limited life time ¹
Print Heads ⁽²⁾	3 years or 6 x 10 ⁹ droplets per nozzle, whatever comes first (When used with Mutoh Universal Transfer Sublimation Ink - DS2)
	3 years or 6 x 10 ⁹ droplets per nozzle, whatever comes first (When used with Mutoh High-Speed Disperse Dye Sublimation Ink - DS1)

WATERBASED UV

Hydraton HA-1642 Water-based UV printer

Model	Hydraton HA-1642
Unit	3 years, excluding parts with limited life time ¹
Print Heads ⁽²⁾	3 year or 6 x 10 ⁹ droplets per nozzle, whatever comes first (When used with Mutoh Aquafuze inks)

⁽¹⁾ Parts with limited life time & periodical replacement parts: parts for which the warranty is valid for the factory warranty period of the unit, except if the warranty limitation counter (expected lifetime) is reached sooner. See topic “Factory Warranty for periodical replacement parts” & “Factory Warranty for Parts with Limited Life Time”.

⁽²⁾ The warranty on the print head(s) is valid for the “factory-installed” heads. Once a head has been replaced the new spare head will fall under the regular warranty conditions for a spare print head.

2. TERMS & CONDITIONS

- Factory warranty is valid for new machines purchased from Mutoh Europe n.v.
- The warranty period starts:
 - on date of activation via the Mutoh Club (printers).
 - On installation date or 3 months after invoice date (for stocking purposes), whatever comes first (valid for cutting plotters)
- Warranty is only valid for duly registered/activated printers. Correct and complete registration is mandatory. This includes input of complete printer owner details.
- The use of Mutoh original inks is mandatory.
- The warranty is a parts-only warranty.
- All factory-installed parts are covered within the 3 years warranty. In case a part has been replaced during this warranty period, this new part is covered by the spare part warranty.
- Warranty on parts with limited lifetime is included, on condition that the expected lifetime has not been reached. *See topic 5.*
- Warranty on the factory-installed heads is included on condition the expected lifetime of 6 billion shots per nozzle has not been reached.
- The periodical maintenance by the end-user should be performed as prescribed in the Mutoh documentation.
- The periodical maintenance to be done by the authorized technician should be performed as prescribed after the first and second year. Following info will need to be provided to Mutoh Europe to be able to claim parts in the second and third year:
 - Copy of the annual periodical maintenance intervention reports performed on specified serial number.
 - Proof of purchase of the required maintenance kits at Mutoh Europe (may be requested at time of warranty investigation). No warranty will be granted on purchase of separate spare parts.
- Parts which need to be replaced as part of the prescribed periodical maintenance are not part of the factory warranty and should be purchased at Mutoh Europe.

3. FACTORY WARRANTY FOR ACCESSORIES & OPTIONS

ACCESSORIES / OPTIONS

Bulk Ink Systems, Ink Pack Adapters & Open Cassettes

Models	ZMY-08919 / KY-08701 / VJ-HCIPADPT / VJ-HCIPADPT-UMS / VJ-HCIPADPT-UV6 / VJ-HCIPADPT-UV8
Unit	Bulk ink systems / open cassettes / ink pack adapters are consumable items. No warranty is granted in case of damage or wear, except when showing a defect immediately upon receiving the goods or immediately after these are put to use.

Motorized Winders / Take-up Systems

Unit	1 year
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4. FACTORY WARRANTY FOR PERIODICAL REPLACEMENT PARTS

Some parts need to be replaced on a periodical basis. For those specific parts, the factory warranty is valid until this period has been reached.

An overview of the parts (examples include but are not limited to maintenance station and wiper) & information on the replacement frequency can be found in the section “Periodic Replacement Parts” in the Maintenance Manual of each dedicated model.

5. FACTORY WARRANTY FOR PARTS WITH LIMITED LIFE TIME

For a number of parts used in Mutoh units, a warranty limitation linked to the intensity of use is applicable.

For those specific parts, the warranty is valid for the factory warranty period of the unit, except if the warranty limitation counter (“expected lifetime”) is reached sooner.

When the expected lifetime has been reached, a warning will be displayed on the printer’s screen and the part must be replaced at that time.

An overview of the parts with limited lifetime (examples include but are not limited to CR motor, PF motor and pumps) and their expected lifetime can be found in the section “Part Life Information” in the Maintenance Manual of each dedicated model.

6. WARRANTY EXTENSION CONDITIONS FOR DEMO UNITS

When a demo unit is being sold, a factory warranty extension of 6 months on parts (except parts with limited life time) and print heads can be granted in case following conditions have been met:

- Serial number is known at Mutoh Europe as a demo unit (database sales support)
- Unit has been installed at least 6 months in the demo room of the distributor / dealer. The starting date of this 6 months-period is the date of activation.
- Unit has had regular maintenance as prescribed by Mutoh.
- Unit is on the latest FW version.
- Prior to selling, following data is transferred to Mutoh Europe QA department for approval :
 - Serial number.
 - Picture of the overall status of the printer.
 - Nozzle check from Diagnostics mode proving perfect nozzle conditions.
 - Maintenance count showing counter status. In case parts have reached the expected life time, they need to be replaced prior to selling the printer.
 - Log files : RDI file.
- At installation, the printer needs to be registered and activated on the MUTOH Club with the credentials of the end-user (same procedure as registering a new unit for activation code). This new activation date is valid as the start of the 6-months prolongation. In case no new activation/registration is performed, the warranty extension cannot be validated.
- After installation of the printer on-site, a copy of the installation/service report needs to be sent to Mutoh Europe for archiving purposes.

7. FACTORY WARRANTY ON SPARE PARTS

- A spare part has a warranty period of 6 months after invoice date.
- For below mentioned spare print heads, factory warranty amounts to 12 months from installation date:
 - DH-40865
 - DH-40274
 - DH-40559
 - DH-40694

8. EXCEPTIONS THAT ARE NOT COVERED BY THE WARRANTY

MANUFACTURER WARRANTY BECOMES VOID :

1. If the registration and activation procedure is not correct or incomplete. To be valid, each registration/activation needs to be made including product details, name of distributor/dealer and complete “printer owner” details.
2. If the Mutoh equipment has been installed by a technician who has not received proper installation, operation, maintenance and service training from Mutoh and/or is not in possession of a valid training certificate.
3. In case of damages from service performed by a technician who has not been authorized/trained by Mutoh and/or who is not in possession of a valid training certificate.
4. For all parts which come into direct contact with inks (including print heads) in case printer is used with non-original Mutoh inks.
5. In case the certified distributor or the machine user has carried out physical changes to the Mutoh machine without written permission of Mutoh.
6. In case of damages caused by improper use by the operator.
7. In case of damages caused by neglect or improper user level maintenance as defined in the user guide and/or supplemental information shipped with the Mutoh printer.
8. In case no periodical maintenance has been performed as described in the Mutoh documentation.
9. In case damages and/or problems arise from environmental location and operation of the printer. Refer to installation guide for proper environmental locations and requirements.
10. In case damages are caused through use of third party spare parts, consumables & components.
11. In case damages are caused through use of Mutoh’s original inks from which the shelf life (“use before date”) has expired.
12. In case of damages caused by shipping, abuse, misuse, improper installation, improper maintenance, neglect, facility power and/or electrical system.
13. In case of loss or theft or damage caused by accidents or circumstances beyond control (e.g. storms, lightning, fire, water damage, etc.).
14. For printers purchased from Mutoh Europe which are transported or shipped outside the EMEA area.
15. The warranty is not applicable for RIP, network and connectivity issues, colour management or application issues.