

**WHAT WE WILL PROVIDE**

Codonics products are warranted by Codonics Inc. against defects in materials and workmanship for 15 months from the date of original shipment from Codonics or for the length of the term provided in the contract that this warranty is amended to. This warranty provides for the replacement of the affected product component or subcomponent with a new or reconditioned component should the end user, after a failure, be unable to return the unit to correct operating condition through taking the steps identified in the troubleshooting section of the User's Manual and after performing troubleshooting with Codonics Technical Support. Limitations apply. The replacement of the component or product with a new or reconditioned component or product is solely at the discretion of Codonics.

This warranty is applicable in Australia, Canada, Chile, China, Costa Rica, Dominican Republic, European Union Member States (27), El Salvador, Guatemala, Honduras, Israel, Japan, Korea, Kuwait, Malaysia, Martinique, Mexico, New Zealand, Nicaragua, Norway, Panama, Philippines, Puerto Rico, Saudi Arabia, Singapore, South Africa, Switzerland, Taiwan, Thailand, Trinidad & Tobago, United Arab Emirates, the United States of America (50), and Uruguay. This warranty is not applicable in any other country. In those countries where this warranty is not applicable, the warranty offered provides parts and labor coverage as defined in a product specific Return-to-Factory warranty.

This warranty provides coverage for the Product with replacement equipment dispatched from Codonics facilities in Middleburg Heights, Ohio; Lisbon, Portugal; Shanghai, China; and Tokyo, Japan.

**LIMITATIONS**

This warranty does not apply in all countries and/or if the Product has been damaged by improper storage or transport, accident, misuse, abuse, incorrect installation, unauthorized modifications, neglect, improper shipping, damage caused by disasters such as fire, flood, and lightning, improper electrical current, interaction with non-Codonics products including use of consumables obtained from other than Codonics, damage caused by debris, improper use of media or service other than by Codonics authorized personnel. The warranty does not cover consumable items.

No other express warranty is given. The repair or replacement of the Product or component is your exclusive remedy. EXCEPT FOR THE WARRANTY SET FORTH ABOVE, SELLER MAKES NO WARRANTY WHATSOEVER WITH RESPECT TO THE GOODS, INCLUDING ANY (A) WARRANTY OF MERCHANTABILITY; [OR] (B) WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE; OR (C) WARRANTY OF TITLE; OR (D) WARRANTY AGAINST INFRINGEMENT OF INTELLECTUAL PROPERTY RIGHTS OF A THIRD PARTY;] WHETHER EXPRESS OR IMPLIED BY LAW, COURSE OF DEALING, COURSE OF PERFORMANCE, USAGE OF TRADE OR OTHERWISE.

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 IS CODONICS, INC. OR ITS REPRESENTATIVES LIABLE FOR CONSEQUENTIAL, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, PUNITIVE OR ENHANCED DAMAGES, LOST PROFITS OR REVENUES OR DIMINUTION IN VALUE, ARISING OUT OF OR RELATING TO ANY BREACH OF THIS WARRANTY, REGARDLESS OF: (A) WHETHER THE DAMAGES WERE FORESEEABLE; (B) WHETHER OR NOT CODONICS, INC. WAS ADVISED OF THE POSSIBILITY OF THE DAMAGES; AND (C) THE LEGAL OR EQUITABLE THEORY (CONTRACT, TORT OR OTHERWISE) ON WHICH THE CLAIM IS BASED, AND NOTWITHSTANDING THE FAILURE OF ANY AGREED OR OTHER REMEDY OF ITS ESSENTIAL PURPOSE.

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.

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.

**SHIPPING INSTRUCTIONS**

A Return Materials Authorization (RMA) number must be obtained from your Sales/Customer Service Representative. You must provide the serial number of the Product 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 Return-To-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 Products being rejected at the factory. Should your Product 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.

**VERY IMPORTANT**

Be certain to power the unit down correctly, remove any inserted media before shipping, and package in original packaging container.

The packaged item should be shipped to Codonics, Middleburg Heights, Ohio, USA, unless otherwise instructed by Codonics. Contact Codonics Technical support or your Codonics 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.

Whether the unit is under warranty or not, it is your responsibility to pay shipping charges for delivery to Codonics. If the unit is not under warranty, it is also your responsibility to pay return shipping charges from Codonics.

Interaction with non-Codonics products including use of consumables other than Codonics branded is not covered by this warranty.

## POLICIES

Turnaround time is the number of working days from the date of receipt at 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 component rests entirely with Codonics Customer Service.

If no problem is found, each out-of-warranty component returned is subject to a \$552 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.

Any out-of-warranty repairs are warranted against defects in materials and workmanship for a period of 90 days from the date of service, unless provided differently by local law. The failed Product or component once repaired becomes the property of Codonics.

## SLS EXTENDED WARRANTY

Return-to-Factory Warranty coverage is available through year five.

## EXTENDED WARRANTY

In order to maintain uninterrupted warranty coverage, Codonics offers Extended Warranty for the SLS. Under Extended Warranty, faulty components are repaired or replaced, at Codonics option, with no additional charge to the customer. Codonics repairs the component, typically within 15 working days of receipt of the Product 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 (RMA) number and mark it clearly on the packaging prior to shipping the faulty product to Codonics.

Extended Warranty is priced on a yearly basis and can be purchased for any single or multiple units installed at a site location. Pricing may be obtained from your sales representative.

## OUT-OF-WARRANTY REPAIR

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 units will be returned to the customer.

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.

## 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, unless provided differently by local law. Any out-of-warranty repairs are warranted against defects in materials and workmanship for a period of 90 days from the date of service.

### How do I order?

When placing your initial order for a Codonics Safe Label System, simply order the appropriate warranty option in addition to the product. For information on purchasing an extended warranty for already installed units contact Codonics Technical Support or your Codonics Sales Representative.

### Single Year Warranties:

#### Part Number / Description

SLS-RTF-2	Safe Label System, global, Return-to-Factory, year 2
SLS-RTF-3	Safe Label System, global, Return-to-Factory, year 3
SLS-RTF-4	Safe Label System, global, Return-to-Factory, year 4
SLS-RTF-5	Safe Label System, global, Return-to-Factory, year 5

### Multiple Year Combination Warranties:

#### Part Number / Description

SLS-RTF-2-3	Safe Label System, global, Return-to-Factory, covers years two through three
SLS-RTF-2-4	Safe Label System, global, Return-to-Factory, covers years two through four
SLS-RTF-2-5	Safe Label System, global, Return-to-Factory, covers years two through five

## CONTACTING CODONICS

Codonics Technical Support (English speaking) is available 24 hours per day. Telephone hotline support Domestic: 800-444-1198 or International: +1-440-243-1198. By email: [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, or by email to [cj-support@codonics.com](mailto:cj-support@codonics.com).

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

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