



## Series Application and Equipment Limited Warranty

### **Nazdar Digital Ink Application Limited Warranty**

Nazdar warrants Lyson Series Ink to withstand exterior exposure without material deterioration when viewed under normal conditions for a period of up to two years (as follows) when applied on qualified media following the application guidelines in the Nazdar Technical Data Sheet. No clear coating or over-lamination is required.

In the event that Nazdar is notified of a breach of the foregoing warranty within the 12-month period immediately following printing, Nazdar will replace or reimburse the customer for the cost of inks and media subject to the breach. In the event that Nazdar is notified of a breach after a period of 12 months but before 24 months have elapsed following printing, this warranty will be limited to replacement or reimbursement for the cost of the ink subject to the breach.

*Nazdar's liability under the foregoing is limited to the items specified above. It is the user's responsibility to immediately cease using defective product. Nazdar shall not be liable for labor costs associated with graphic production, graphic application, equipment downtime or any other consequential damages related to a claim under the Nazdar Ink Application Limited Warranty.*

### **Nazdar Digital Equipment Limited Warranty**

If a manufacturing or design defect of a Nazdar Lyson Digital Ink is proven to be the direct cause of a printer breakdown resulting in the cancellation of the equipment warranty or denial of service by the equipment manufacturer, Nazdar will provide reimbursement for costs required to repair damage to the ink delivery system, subject to the following:

Nazdar's liability under this Digital Equipment Limited Warranty is limited to (a) the cost of replacement parts directly damaged by Lyson Series Inks, provided, that (i) Nazdar will not pay for damaged parts that are not OEM or OEM-approved, and (ii) Nazdar may deduct a prorated amount from its payment with respect to any damaged part that had 50% or less of its useful life remaining, (b) technician's labor expenses associated with their installation and (c) a maximum of \$500.00 of associated costs relating to technician's travel, accommodation and other out of pocket expenses.

*Nazdar's liability under the foregoing is limited to the items specified above. It is the user's responsibility to immediately cease using defective product. Nazdar shall not be liable for labor costs associated with graphic production, graphic application, equipment downtime or any other consequential damages related to a claim under the Nazdar Digital Equipment Limited Warranty.*

*Nazdar's consideration of any claim under the Digital Equipment Limited Warranty will be based on the customer proving to Nazdar's satisfaction that (i) the inks were correctly installed in properly functioning equipment, (ii) that the proper ink was installed in supported equipment, in accordance with Nazdar's Technical Data Sheets, and (iii) damage to the printer was solely the result of a manufacturing or design defect of the Lyson Series Inks.*



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*Nazdar is not responsible for loss or damage caused by improper care or maintenance of equipment or repairs that would be associated with normal equipment operation.*

*In the event of a claim being made for damage occurring to a printer running either:*

*Non-OEM ink feed systems (including, but not limited to bulk feed systems, bulk and refillable cartridges) not specified on the Nazdar technical data sheet for the product in use*

*Or*

*Printers not specified on the Nazdar technical data sheet for the product in use*

*Nazdar Digital Equipment Limited Warranty will still apply under the following conditions:*

- a) The ink is found to deviate from the standard product specification based on analysis of the retained sample of the specific batch or batches in question that are kept by Nazdar as part of QC procedures and this deviation is determined to cause the reported equipment failure AND*
- b) A suitable conversion procedure has been followed when changing to Nazdar inks AND*
- c) There is evidence, such as a nozzle print, to demonstrate the condition of the printer prior to conversion.*

*In the event of a claim being validated and authorized the prorated reimbursement outlined in this document will apply.*

### **Prerequisite for all Application or Equipment Warranty Claims**

To qualify for Nazdar's Application and Equipment Limited Warranties above, the following procedure must take place:

1. Two pre-conversion nozzle check patterns printed
  - a. One print left with end-user, one print kept on file with Nazdar
2. Ink conversion procedure followed as outlined in Nazdar's Ink Conversion procedure document(s)



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- a. Limited warranty valid for machines using only Nazdar's ink. Limited warranty is null and void if this ink is mixed with OEM or another 3rd-party ink.
3. Two post-conversion nozzle check patterns printed
  - a. One print left with end-user, one print kept on file with Nazdar

Nazdar may require visual inspection of pre-conversion and post-conversion prints prior to processing a warranty claim.

Warranty claim documentation provided by Customer must include:

- Date of Conversion and who performed conversion
- End-User Company Name and Address (including city & state)
- End-User Contact Name
- End-User Contact Phone and Email Address
- Printer Make, Model & Serial Number
- Batch numbers for all solvent ink cartridges installed at time of warranty claim
- Invoices showing purchase values of relevant ink
- Additional applicable documentation as outlined below

### Additional Procedures For Claims Under Equipment Warranty

Should an equipment problem arise with an end-user of Lyson Series Ink, there is a series of steps that must be followed to process a warranty claim:

1. If the end-user's printer appears to have a mechanical malfunction, the end-user must contact Nazdar Technical Services at 866-340-3579. Calls received after normal business hours should be directed to extension 2537. When Nazdar Technical Services is contacted a support technician will determine if the problem is hardware related and will open a warranty claim case. If the ink is later determined by Nazdar Technical Services to be the cause of the malfunction, the user will be reimbursed for the cost of the repair in accordance with the equipment limited warranty above.
  - a. All service must be done by an organization authorized for service on that model of printer by the printer manufacturer. **[Nazdar Technical Services is not responsible for scheduling service for the user's machine.]**
  - b. The service engineer must be instructed to leave with the customer all parts that are replaced.
  - c. These parts should be packaged securely in solvent-resistant packaging and sent to:

Nazdar Technical Services



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Warranty Claims Department  
8501 Hedge Lane Terrace  
Shawnee, KS 66227- 3290

Included with the parts should be a detailed explanation of the problem, any diagnostic information provided by the service technician, print samples showing the problem pre-repair, contact information for the person most familiar with the situation, and copies of all repair (parts & labor) invoices,

- d. The warranty claimant will be contacted by a Nazdar technician upon receipt of the parts and warranty claim documentation. The technician will gather any additional information needed to expedite the warranty claim process, and Nazdar reserves the right to inspect all parts reported damaged and to perform an onsite inspection prior to payment of any claims.

In no event shall Nazdar be liable for any damage arising, directly or indirectly, from improper conversion utilized by another party, including but not limited to damages arising from improper and inaccurate conversion procedures.

### **Additional Procedures For Claims Under Application Warranty**

In the event of a claim under Nazdar's Application Limited Warranty, the end-user is required to provide notification of claim within five business days after discovery of the claim. Notification must be made to Nazdar Technical Services, 866-340-3579. Calls received after normal business hours should be directed to 2537. Upon notification, a warranty claim report will be provided to the customer outlining the information required for consideration of the claim. Nazdar requires the following for all claims:

- a. A sample of the failed graphic must be submitted with the date of production clearly written on the sample.
- b. List of equipment and media used in production of the graphic(s). This includes make & model of printer, make & model of laminator (if applicable), serial number(s) for all hardware, brand & product number of media and laminate (if applicable) used.
- c. Batch number from all cartridges of ink used in production of graphic(s).
- d. Copies of invoices showing purchase values of ink and media used in production of graphic(s).
- e. Location (city and state) and application (i.e. banner, vehicle graphic, window graphic) of graphic(s).
- f. Submit all required documentation and samples to:



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Nazdar Technical Services  
Warranty Claims Department  
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Shawnee, KS 66227-3290  
866 340-3579

- g. The warranty claimant will be contacted by a Nazdar technician upon receipt of the samples and documentation. The technician will gather any additional information needed to expedite the warranty claim process.

**In no event shall Nazdar be liable for any damage arising, directly or indirectly, from improper conversion utilized by another party, including but not limited to damages arising from improper and inaccurate conversion procedures.**

**THE FOREGOING WARRANTIES BY NAZDAR COMPANY RELATING TO THE LYSON SERIES INKS ARE EXCLUSIVE AND ARE MADE IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. NAZDAR EXPRESSLY EXCLUDES THE IMPLIED WARRANTY OF MERCHANTABILITY, THE IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, AND ANY IMPLIED WARRANTY ARISING OUT OF A COURSE OF DEALING OR OF PERFORMANCE, CUSTOM OR USAGE OF TRADE.**

**EXCEPT AS EXPRESSLY CONTAINED HEREIN, NAZDAR COMPANY SHALL NOT UNDER ANY CIRCUMSTANCES WHATSOEVER BE LIABLE TO THE CUSTOMER OR TO ANYONE ELSE FOR DAMAGES OF ANY KIND, INCLUDING BUT NOT LIMITED TO NON-SPECIFIED DIRECT, INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, LOSS OF PROFITS, REVENUE OR BUSINESS) RESULTING FROM OR IN ANY WAY RELATED TO USE OF THE LYSON SERIES INKS OR TO THIS WARRANTY.**