

Warranty Policy

TSC Auto ID Technology Co., Ltd. warrants to the Customers that under normal use and service, the following products and parts purchased hereunder shall be free from defects in material and workmanship for the following periods from the date of invoice to the Customer or, if the Customer is not able to provide the proof of invoice, then the date of shipment from TSC Auto ID Technology Co., Ltd.

Products	Warranty period
Label printer	
Printer (excluding print head, platen roller, cutter, peeler, internal rewinder)	24 months
Print head (shipped with printer and spare part)	12 months or 1 million inches whichever comes first
Platen roller (shipped with printer)	12 months or 2 million inches whichever comes first
Automatic cutter (shipped with printer and spare part)	12 months
Peeler module (shipped with printer and spare part)	12 months or 2 million inches whichever comes first
Internal rewinder (shipped with printer and spare part)	12 months or 12 million inches whichever comes first
Keyboard KP-200 Plus/Smart keyboard KU-007 Plus	12 months
Scanner series (HCS200 Series)	60 months
Battery	12 months
Spare parts	3 months
Options	12 months
Internal rewinder option	12 months or 12 million inches whichever comes first

Care label cutter	12 months or 400,000 cuts whichever comes first
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New Thermal Print Head spare part warranty period: 12 months was taken effect from June 15, 2020.

The terms above may differ based upon different geographic regions/countries.

*Except for the linerless cutter, all TSC regular/heavy duty/care label cutters DO NOT cut on media with glue. For more details, please refer to the cutter specification in the User's manual

**The warranty period started from the date of invoice to the end customer. In case the invoice is not available, the warranty period starts from the date of shipment from the factory.

***Print head warranty coverage:

1.Nonfunctional nozzles 4 nozzles/ print head is acceptable.

2.Shall recover to 4 single missing dots/ print head by cleaning when more than 4 single missing dots appear.

3.The warranty does not cover; (a) Defects or damage resulting from use of products other than in the normal customary manner; (b) Defects or damage from misused, accident , improper operation, improper storage or improper maintenance (c) Damage caused by the use of incompatible consumables or non-TSC inks.

****100 km:

Equals to 1.3 million 4"*3" labels printing.

Diana MATVEI
Director – Coherent Solutions SRL
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