

## WARRANTY STATEMENT

### 1. Warranty Coverage

All Brother Labelling Machines purchased from Kemtek Imaging Systems (Pty) Ltd (hereafter referred to as Kemtek) are warranted to be FREE of factory defects for a period of Three (3) Years, providing that the printer(s) and original tapes, as well as accessories, were properly installed and correctly maintained. The Three (3) Year warranty applies to all labelling machines purchased from October 1, 2016.

The following table is the product warranty matrix of Brother products:

| Product  | Model Name                            | Warranty Period |
|--|---------------------------------------|-----------------|
| Printer  | P-Touch Range; QL Range, TD Range     | 3 Years         |
|  | ScanNCut:- SDX1200                    | 2 Years         |
|  | Stamp Creator Pro SC-2000 USB         | 2 Years         |
|  | Rugged Jet Mobile Printers            | 2 Years         |
| Part   | Part Name                             | Warranty        |
| Accessories  | Thermal Print Head & Cutter           | 12 Months       |
|  | Rechargeable Battery and Power Supply | 6 Months        |
| Expandable and/or consumable items consumed by wear and tear, such as Platen Roller, Belts, Gears, Washers, Felts, Ribbon, Label, Battery, Fuses, Covers, Cables, Internal/Power Supplies and charger are NOT covered under this warranty. |                                       |                 |

The Brother machines are covered by a 'Return-to-Base Warranty'. As the user, you are welcome to return the machine to your supplier or the nearest Kemtek Branch. Kindly furnish Kemtek with a copy of your invoice to confirm warranty.

Kemtek branches are located as indicated below:

**Johannesburg Branch:**  
Unit 5b, City Deep Office Park  
Fortune Street, City Deep Ext. 6  
Tel: +27 (11) 624 8000  
Att: Irene le Roux

**Pretoria Branch:**  
Cnr Aluminium & Intertia Streets  
Silvertondale Ext. 1 2049 0127  
Tel: +27 (12) 804 1410  
Att: Rhulani Malongete

Cape Town Branch:  
Unit B, Parc du Mont  
20 Railway Road,  
Montague Gardens  
7441 6000  
Tel: +27 (21) 521 9600  
Att: George Nelson

Port Elizabeth Branch:  
Unit 4, 66 Pickering Street  
  
Newton Park  
  
Tel: +27 (41) 364 3690/3  
Att: Clint Hattle

Durban Branch:  
Unit 3B, Westgate Industrial Park  
Stockville Road  
Mariannhill 3601  
Tel: +27 (31) 700 9363  
Att: John Wood

Should the print head have any signs of physical damage the warranty will be considered null and void. The warranty on the thermal print head covers pixel failure only. No liability will be entertained for consequential damage of a printhead that was incorrectly installed or poorly maintained.

## **2. Defective Products**

### *Dead on arrival*

Kindly contact Kemtek immediately in the event that products are found to be defective at any time within the first seven days from date of invoice. Ensure that you have the item's serial number and invoice number available.

We shall, at our discretion, repair or replace such defective products (or the defective part) and only if a repair or replacement is not possible. We shall, at our discretion, refund the price of such defective products with all internal and external parts that were delivered.

On receipt of the returned defective product(s), if following the testing process the defective product(s) are found to be in good working order without defect, we will return the product(s) to you, the carriage, administration and testing costs will be for your account. If, when we examine the defective product(s), it is evident that the defect has arisen because of failure to the manufacturer's instructions as to the storage, installation, commissioning, use or maintenance of the product, or if you have altered the product without the written consent of Kemtek, then we reserve the right to refuse a repair, replacement or refund.

### 3. Warranty Exclusions

- Kemtek will not provide any warranty service if the defective printer has not been properly maintained or fails to operate appropriately as a result of:
- Product which, in Kemtek sole judgment, has been subjected to misuse, abuse, neglect, or improper installation or maintenance, unauthorized repair or installation, modifications or alterations of the product.
- Non-compliance with the instructions for installation described in the printer manual, or negligence in usage by the Client.
- Implementation of the cleaning method of the printer and/or the print head, which is not compliant with the instructions set forth in the printer's User Manual.
- Minor imperfections such as scratches, dents etc.
- Inappropriate shipping
- Batteries not properly charged or installed.
- Damages caused by disasters and acts of God such as arson, riot, fire, flood and lightning.
- Damages caused by accidents, spilled liquids or chemicals and other such substances, high temperature, inadequate air circulation, power surges, unstable/erratic/faulty power source as well as third party power supplies.

#### Possible ways of damaging the Thermal Printhead:

- Any sharp object applied to the printhead will damage the printhead.
- When cleaning the printhead with incorrect cleaning materials and/or not cleaning the printhead on a regular basis.

#### Preventative measures:

- Please ensure the printer lid is closed at all times.
- Clean printhead with industrial alcohol / isopropyl and soft cloth.

#### Protect your machine with genuine Brother consumables

- Using Brother genuine consumables in Brother Printers guarantees quality professional prints and peace of mind. All consumables are designed as part of an entire printing system and tested to ensure optimal performance and component protection. In the unlikely event of a print quality issue, our customer support team shall endeavour to provide a solution.