



# Ink Stream Warranty

## Colorific Inks - Limited Warranty for Application and Equipment

Inks produced by Colorific and used in accordance with operating instructions by the end user are warranted to withstand exterior exposure without material deterioration when viewed under normal conditions for a period of up to two years only when applied on accredited and approved media, stored and handled as instructed, and in accordance with the application guidelines in the Colorific Technical Data Sheets. Qualifying media is rated as outdoor-durable for a minimum of two years or as outlined in the media manufacturer or media coater's technical documentation. Neither clear-coating nor over-lamination is required.

In the event that Colorific is notified, in writing, of a breach in the warranty terms and within the 12-month period immediately following the printing of the application, then Colorific will replace or reimburse the customer for the costs of both inks and media subject to the aforementioned breach.

In the event that Colorific is notified, in writing, of a breach in the warranty terms after a period of 12 months but before the period of 24 months has elapsed following printing of the application, then Colorific will limit the warranty to either the replacement or the reimbursement for the cost of the amount of the ink subject to the aforementioned breach.

Colorific's liability under the foregoing is limited to the items specified above. It is the customer or end user's responsibility immediately to stop using the product claimed to be in breach of warranty as stated above, and to notify Colorific in writing. Colorific shall not be liable nor held in any way responsible for any labour costs incurred in the production of graphics, the application of graphics, the downtime of equipment or other consequential damages relating to a claim under the Colorific Ink Application Limited Warranty.

### Digital Equipment - Limited Ink Stream Warranty

If it is proven and confirmed that a manufacturing or design defect within a Colorific ink is the direct cause of the printing machine breakdown in which the ink is being used, and should this defect result in the cancellation or removal of the equipment warranty or refusal of service by the equipment manufacturer, its supplier or agent, then Colorific will provide reimbursement for the costs required to repair the damage to the ink delivery system, with the following conditions:

### Colorific's liability under this Digital Equipment - Limited Ink Stream Warranty is restricted to:

[a] The cost of replacement parts held to be damaged directly by Colorific inks with the condition or caveat that

- (i) Colorific will not pay for damaged parts, nor supply replacement parts, that are not OEM sourced or OEM approved;
- (ii) Colorific reserves the right to deduct a pro rata sum from its payment or compensation in respect of any damaged part or component with 50 percent or less of its expected usable life cycle remaining.

[b] The labour expenses incurred by technicians and associated with the installation of the printing machine covered by the terms of the Colorific Digital Equipment Limited Ink Stream Warranty and

[c] A maximum sum of £500 of associated costs according to the technician's travel, accommodation and other out-of-pocket expenses.

Colorific's liability pertinent to the foregoing is limited to only those items specified in the clauses above.

It is the owner or user of the printing machine who carries the responsibility immediately to cease operating the equipment at the time it becomes defective, and that to continue using the equipment in the knowledge that the product is defective will invalidate the terms of the ink stream warranty and will incur additional and related costs for parts and labour. Colorific shall not be held liable for labour costs associated with the production of graphics, the application of graphics, equipment downtime or any other consequential damages relating to a claim under the Colorific Digital Equipment

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The consideration of any claim under the Digital Equipment Limited Ink Stream Warranty will be based on the customer proving to the satisfaction of Colorific that:

- (i) the inks were correctly stored in advance of their use in conditions suitable in terms of temperature, humidity and environment as advised by Colorific;

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(continues overleaf)



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#### *Digital Equipment - Limited Ink Stream Warranty (continued)*

- (ii) the inks were correctly installed in properly functioning printing equipment for which the products were designed to be compatible;
- (iii) the correct ink was installed in the specified printing machine supported by Colorific and in accordance with Colorific's Technical Data Sheets and
- (iv) damage incurred to the printing machine was caused solely by, and was the direct result of, a manufacturing or design defect of the Colorific inks.
- (v) any bulk feed ink system or refill cartridge has been approved by Colorific's technical team or supplied by Colorific, all systems are used and fitted as per the instructions and suitably maintained and cleaned as per the instructions or advise from Colorific's Technical team, all refill systems have the any parts i.e refill cartridges or filters that come into contact with ink are replaced after 6 months.

Colorific shall not be held responsible for any loss or damage incurred through improper care, insufficient maintenance or neglect in service to the printing machine, nor for repairs which would be associated with normal equipment operation.

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

In order to qualify for Colorific's Application and Digital Equipment Limited Warranties as outlined above, the following procedures must be carried out:

#### [1] Two nozzle check patterns to be printed prior to conversion of the printing machine

- (a) One print to be left with the end user; one print to be kept on file with Colorific. Both prints to be recorded with the date and time of the nozzle check pattern procedure.

#### [2] Ink conversion procedure to be carried out as outlined in Colorific's Ink Conversion Procedure documentation.

- (a) Limited warranty validations are only applicable for printing machines using Colorific inks.

#### [3] All Colorific warranty is rendered null and void if Colorific ink is mixed with non-approved after-market ink, or any other ink that:

- (i) is not supplied by Colorific
- (ii) is not the specific OEM formula which the Colorific ink replaces
- (iii) is not explicitly approved in writing by Colorific

#### [4] Two nozzle check patterns to be printed post conversion of the printing machine.

- (a) One print to be left with the end user; one print to be kept on file with Colorific. Both prints to be recorded with the date and time of the nozzle check pattern procedure.

Colorific asserts the right for visual inspection of pre-conversion and post-conversion prints prior to processing a claim for warranty.

All warranty claim documentation provided by the customer must include:

- Date of conversion and name of the person performing the conversion;
- End-user company name and address, in full, with postcode;
- End-user contact name as authorised representative for the company (above);
- End-user contact telephone number and e-mail address;
- Printing machine make, model, year of manufacture (if known), date of installation at the user's premises, and full serial number;
- Batch numbers for all inks installed on the printing machine at the time of the warranty claim;
- Invoices/receipts showing purchase values of relevant ink/s;
- Additional applicable documentation as outlined below.

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#### Additional Procedures for Claims Under Equipment Warranty

In the event that a printing machine problem should arise with an end-user of Colorific ink, it is mandatory that the following steps are taken to process an intended warranty claim:

[1] If the printing machine appears to have a mechanical malfunction the user of the printing machine must cease operation of the equipment and immediately contact Colorific, on +44 (0)1628 560890  
Confirmation must be made immediately via the company's e-mail address to support@colorificink.com  
At the point of contact with Colorific Solutions Ltd, a support technician will determine whether the problem is hardware related and will open the necessary warranty claim case.

Should the ink be determined by Colorific Solutions Ltd to be the cause and reason for the malfunction, then the user shall subsequently be reimbursed for the cost of the repair, in accordance with the Colorific Digital Equipment Limited Warranty.

(a) All service for which the Colorific Digital Equipment Limited Warranty is applied must be carried out by an organisation authorised for the provision of such repair on the specific model of printing machine and commissioned either by an approved Colorific representative or by the printing machine manufacturer or supplier.  
Colorific shall not be held or deemed responsible for scheduling service or repair to the user's printing machine unless this forms part of a separately purchased and valid warranty.

(b) The service engineer must be instructed to leave with the customer all parts that have been replaced, and not remove them from the customer's premises. They should also not be destroyed.

(c) All parts which have been replaced must be packaged securely in solvent-resistant packaging and sent via recorded delivery or courier service to:

Colorific Solutions Ltd  
Colorific Claims Department  
Unit 6, Globe Park, First Avenue,  
Marlow, Buckinghamshire SL7 1YA, United  
Kingdom.

All returned parts must include a detailed explanation of the problem, full diagnostic information provided by the service technician/s, print samples showing the problem prior to repair, the contact information for customer or customer's representative responsible for the situation involving the printing machine and its warranty claim, and copies of all repair invoices both for parts and labour.

(a) The warranty claimant will be contacted by a Colorific technician upon receipt of the defective parts, the full information outlined in (b) and (c) above and the warranty claim documentation. The technician will obtain any and all additional information necessary to expedite the warranty claim process.

Colorific reserves the right to inspect all parts and components reported to be damaged, and to carry out a full onsite inspection prior to payment of part or all of any claim made under the Colorific Digital Equipment Limited Warranty.  
In no event shall Colorific be liable for any damage arising, directly or indirectly, from improper conversion or modification carried out or utilised by another party, including but not limited to damages arising from improper, inaccurate and incorrect conversion or modification procedures applicable to the printing machine.

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### Additional Procedures for Claims Under Application Warranty

In the event of a claim under Colorific's Application Limited Warranty, the end-user/customer is required to provide full and written notification of any claim within five working days after discovery of the cause for such claim.

Notification must be made to Colorific on +44 1628 560890.

Confirmation of such notification must be made immediately via the company e-mail address to [support@colorificink.com](mailto:support@colorificink.com)

Upon receipt of notification, a warranty claim report will be supplied to the customer outlining the information required for consideration of the claim.

Colorific shall require the following information for all claims:

- (a) A sample of the failed graphic to be submitted with the date and time of production written clearly on the sample;
- (b) Full and detailed information relating to the printing machine, auxiliary equipment and print media/materials used in the production of the graphic/s, to include the make and model of the printer, the make and model of the laminator (if applicable), the make and model of any ancillary equipment such as welder or other finishing or associated machinery, with serial numbers for all equipment/machinery, brand of product number of media and laminate (if applicable) or other materials used.
- (c) The batch number/s of all inks used for the production of the graphic/s.
- (d) Copies of all receipts or invoices showing purchase values of inks and media used in the production of the graphic's.
- (e) Location (full address) and full application intention and description, ie: banner, vehicle graphic, window graphic.
- (f) All required documentation and samples must be submitted in full to Colorific (using address on previous page).
- (g) Upon secure receipt of all information detailed in (a) to (e) on the previous page, the warranty claimant will be contacted by a Colorific technician. The technician will obtain any and all additional information required to expedite the warranty claim process.

In no event shall Colorific be liable for non-receipt of all items detailed in (a) to (e). Nor shall Colorific be liable for any damage arising, directly or indirectly, from improper conversion or modification utilised by another party, including but not limited to damages arising from improper and inaccurate conversion, modification and/or installation procedures.

**The foregoing warranties by Colorific relating to Colorific inks are exclusive and are made in lieu of all other warranties, expressed or implied. Colorific 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, Colorific shall under no circumstances whatsoever be liable to the customer or to any other party 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 Colorific inks or to these warranties.**