

Callisto Label Printer Standard and Premium Warranties

Except as otherwise stated in writing by Neuralog LP (“Manufacturer”), Manufacturer warrants the Callisto Label Printer (“Printer”) furnished under this agreement will be free from failures due to defects in material and workmanship for a period of 12 months from the invoice date (“Warranty Period”), when Printer is installed, repaired, maintained and used in accordance with Manufacturer’s operating instructions and procedures. MANUFACTURER DISCLAIMS ANY AND ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, REGARDING THE PRINTER OR SUCH SERVICES, INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

This Warranty shall be voided by any use of the Printer with parts or consumables not provided by Neuralog LP, or for purposes or in a manner other than normal operation. Notwithstanding any provision to the contrary contained herein, the Warranty does not apply to: (1) any unit without a valid serial number; (2) any consumable parts such as ink cartridges and service tray; (3) damage resulting from shipment, mishandling, misapplication, faulty installation, incompatible network setup, improper maintenance, line power faults, maladjustment of consumer controls, installation or set-up adjustments or failure to follow Neuralog instruction; (4) cosmetic damage; (5) damage due to acts of God, accident, negligence, misuse or abuse; or (6) modification of the printer by anyone other than Manufacturer. End user shall follow directions outlined in the *Callisto Printer Label User Guide* for normal printer operation.

In the event of any breach of the foregoing warranties, Manufacturer’s sole obligation and End User’s exclusive remedy shall be the repair or replacement of the Printer as provided for herein. MANUFACTURER SHALL NOT BE LIABLE FOR ANY DEFECTS, DAMAGES, CLAIMS, OR INJURIES CAUSED BY, ARISING OUT OF OR RELATED TO, USE OR PERFORMANCE OF THE PRINTER OR THE SERVICES PROVIDED IN RELATION THERETO, except to the extent Manufacturer may be liable for actual damages in an amount not to exceed the amount End User paid for the Printer at the time of its original purchase. UNDER NO CIRCUMSTANCES, WILL MANUFACTURER BE LIABLE FOR ANY DIRECT, CONSEQUENTIAL, INCIDENTAL, EXEMPLARY OR OTHER SPECIAL DAMAGES ARISING OUT OF OR RELATED TO THE PRINTER, ITS USE, ITS FAILURE TO OPERATE AND ITS RELATED SERVICE. Such limitation on liability shall apply, even if Manufacturer has been advised of the possibility of such damages.

Technical Support and Repairs Procedure

All requests for support must be submitted to support@neuralog.com or received via phone at **+1 (281) 240-2525**. The End User will receive a response from our technical support team within one business day. Our technical support team will engage in troubleshooting related to the printer based on the End User’s report and may require the End User to provide additional information and/or testing regarding product failure. It is the End User’s responsibility to ensure the technical support team has access to the printer for proper troubleshooting.

Response Times

Neuralog will respond to service requests to provide an initial troubleshooting assessment within one business day. Units being returned by the End User to the Manufacturer must arrive within 10 business days of request by Manufacturer. Neuralog will make every effort to repair the unit in as timely a manner as possible, normally within 3 business days of receipt of the unit. Neuralog will not be liable for unavoidable delays due to global supply chain shortages. Neuralog will commit to keeping the End User aware of the status of the repair.

Callisto Label Printer Standard First Year Included Warranty

A Standard Warranty is included with all printers for one year from the purchase date. Standard Warranty includes printer firmware updates and phone and email support. If NeuraLabel's technical support team determines that repairs are necessary to restore the unit to normal operation, the End User may be required to ship the printer in its original packaging to Manufacturer at End User's expense. The Manufacturer will then make the necessary repairs and ship the printer or a replacement printer back to the End User at the Manufacturer's expense.

If repairs are required, at the manufacturer's discretion, repairs may occur on-site at the printer location or the printer may be returned to the manufacturer for repairs. If Neuralog concludes that on-site repairs are needed, Neuralog will schedule an on-site visit so that a technical support specialist can make the necessary repairs. If Neuralog concludes that the printer must be returned to the manufacturing facility for repair, the user will be responsible for shipping the unit to Neuralog; Neuralog will be responsible for shipping the repaired unit to the End User. This responsibility includes proper packaging of the printer, as well as arrangement and payment of printer shipping. Note that the Callisto printer must be shipped on a pallet.

If the unit is unable to be repaired, a replacement unit will be provided under the warranty agreement. If a replacement unit of the same model is unavailable, the End User will receive a comparable printer model or may receive a credit for the remainder of the Warranty Period towards a purchase of a new printing solution.

Callisto Label Printer Premium Warranty

Optional one, two and three-year Premium Warranties are available for purchase, which entitle the End User to upgrade and extend the initial one-year warranty period. Premium Warranty includes the technical support and repairs procedure, and support and updates for the Callisto Printer Firmware and Windows Printer Driver. For printers under a Premium Warranty contract, if repairs are necessary to restore to normal operation, NeuraLabel will schedule an on-site visit so that a technical support specialist can make the necessary repairs.

Callisto Printer Firmware

The Callisto Printer Firmware to run the printer and the Operator Panel is provided with all Callisto Label printers. Updates and Support for the Callisto Firmware are provided for all Callisto printers under warranty.

Callisto Windows Printer Driver

The Callisto Windows Printer Driver is provided with all Callisto Label printers. Updates and Support for the Callisto printer driver are provided for all Callisto printers under warranty.

Important Notice:

Failure to print with authentic Neuralog products and Neuralog approved media will VOID THIS WARRANTY.

Resellers must confirm sale of new printers at www.neuralog.com/product-warranty immediately following the unit sale to ensure warranty coverage.

NeuraLabel Printing Solutions is a division of Neuralog LP. For any additional warranty questions, please contact our support team at +1 (281) 240-2525 or via email at support@neuralog.com.

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