

Callisto Label Printer Standard Warranty

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 *CallistoPrinter_Label_UserGuide* 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.

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 Standard Warranty (Continued)

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.

Optional Extended Callisto Printer Premium Warranty

Premium Warranties are available for one, two, or three years, allowing the End User to upgrade and extend the original one-year warranty. This Premium Warranty encompasses technical support, repair procedures, and updates for the Callisto Printer Firmware and Windows Printer Driver. For printers covered by a Premium Warranty, Neuralog will arrange an on-site visit within two business days of the support assessment if repairs are needed to restore normal functionality, enabling a technical support specialist to perform the required repairs.

Response Times

Neuralog will address service requests by providing an initial troubleshooting evaluation within one business day. Should the troubleshooting evaluation indicate that the unit is repairable on-site, Neuralog will dispatch a technician to the customer's location within two business days following the support assessment. Neuralog will strive to complete the repair as promptly as possible, typically within three business days of receiving the unit. However, Neuralog will not be held responsible for unavoidable delays caused by global supply chain issues or adverse weather conditions. Furthermore, Neuralog is committed to keeping the End User informed about the repair status.

Printer Warranty Terms – Printhead Maintenance Clause

To ensure optimal performance and longevity of your printer, regular usage is required. The printhead is a critical component that relies on consistent ink flow to function properly. If the printer is left unused for extended periods, the ink may dry within the printhead, leading to clogging or permanent damage.

Important Notice:

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

Failure to leave the printer in a capped state when not in use will result in ink drying in the printhead. This condition is considered a result of improper maintenance and is not covered under the standard warranty agreement. If the printhead is unable to be capped, contact NeuraLabel support immediately.

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.