

# NeuraLabel TotalPress 3000 & 5000 Platinum Warranty

Except as otherwise advised in writing by Neuralog LP (dba NeuraLabel Printing Solutions) ["Manufacturer"],

Manufacturer warrants the Total Press ("Press") furnished under this agreement will be free from failures due to defects in material and workmanship for a period of 12 months from the delivery date ("Warranty Period"), when Press 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.

The NeuraLabel TotalPress Platinum Service Agreement encompasses onsite support and hot swap services for the Callisto printer, as well as coverage for parts and labor related to Press.

This Warranty shall be voided by any use of the Press with parts or consumables not provided by NeuraLabel Printing Solutions 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 duplex module; (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 and TotalPress Operator's Manual for normal system 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 Press 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.

## Repairs & Replacement Procedure

All requests for support must be submitted to [support@neuralog.com](mailto: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 Press based on the End User's report and may require End User to provide additional information and/or testing regarding product failure. Repairs and/or replacements will be provided according to the product's current warranty (see below).

Contact Neuralog Label Printing Solutions for more information about on-site repair warranty options at +1 (281) 240-2525.

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# NeuraLabel TotalPress Platinum Warranty - (Continued)

## NeuraLabel TotalPress OPTIONAL ON-SITE REPAIR Warranty

Optional extended one-year and two-year on-site repair warranties are available for purchase.

If repairs are necessary to restore the Press to normal operation, Neuralog will schedule an on-site visit so that a technical support specialist can make the necessary repairs.

If the Callisto printer is unable to be repaired, a replacement unit will be sent to the End User at the Manufacture's expense. The End User will ship the faulty printer, in the replacements packaging, to Manufacturer at Manufacturer's expense within 10 business days.

Contact NeuraLabel LP for more information about on-site repair warranty options at **+1 (281) 240-2525**.

## Response Times

Neuralog will address service requests by conducting an initial troubleshooting assessment within one business day. The customer agrees to actively participate in troubleshooting sessions with the technician, providing necessary information, including photos and videos as well as access to the equipment as required. Units returned by the End User to the Manufacturer must be received within 10 business days following the Manufacturer's request. The replacement of the Callisto printer from the Manufacturer to the End User may require up to three business days for customers located in the United States, while international customers may experience a timeframe of up to five business days.

## Important Notices:

- Failure to print with authentic Neuralog products and approved media will VOID THIS WARRANTY.
- Resellers must confirm sale of new printers at [http://www.neuralabel.com/warranty\\_activation.php](http://www.neuralabel.com/warranty_activation.php) immediately following the unit sale to ensure warranty coverage.

For any additional warranty questions, please contact our support team at **+1 (281) 240-2525** or via email at [support@neuralabel.com](mailto:support@neuralabel.com).

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