



NeuraLabel Sirius Label Printer Premium Warranty

Except as otherwise advised in writing by NeuraLabel (a division of Neuralog LP) ("Manufacturer"), Manufacturer warrants the NeuraLabel Sirius 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 NeuraLabel 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 toner cartridges; (3) page yield; (4) damage resulting from shipment, mishandling, misapplication, faulty installation, incompatible network setup, improper maintenance, line power faults, maladjustment of consumer controls, customer instruction, installation or set-up adjustments; (5) cosmetic damage; (6) damage due to acts of God, accident, negligence, misuse or abuse; or (7) modification of the printer by anyone other than Manufacturer. End user shall comply with all terms contained in the NeuraLabel Sirius Users Guide, Installation Guide, and Maintenance 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.

Repairs & Replacement Procedure

All requests for support must be submitted to support@neuralabel.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.



NeuraLabel Sirius Label Printer Premium Warranty (Continued)

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 and repair procedures. 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.

Warranty Statement - Exclusion of Consumables and Wearable Parts

This warranty does not cover: Consumable items such as toner cartridges, fusers, transfer belts, F0 roller and unwinders.

Damage resulting from normal wear and tear, misuse, improper maintenance, or unauthorized repairs.

Replacement of these parts is considered routine maintenance and is the responsibility of the user. These components may require periodic replacement depending on usage and environmental conditions.

Important Notices

- Failure to print with authentic NeuraLabel products and approved media will VOID THIS WARRANTY.
- Resellers must confirm sale of new printers at <https://www.neuralabel.com/product-warranty-activation> to initiate warranty within 10 days of the unit sale.

For any additional warranty questions, please contact our support team at +1 (281) 207-8555 or via email at support@neuralabel.com.