



**PHOTO BUSINESS INNOVATORS LLC  
MITSUBISHI ELECTRIC, B.V.**

**LIMITED WARRANTY FOR PRINTERS  
(Applicable only for Customers who purchased and used their products within US Territories)**

1. A. Subject to the terms and conditions in this limited warranty, PHOTO BUSINESS INNOVATORS LLC, (PBI) warrants to the original purchaser at retail (the "Purchaser") of this Printer (the "PRINTER") that should, in PBI's judgment, the PRINTER prove to be defective by reason of improper workmanship and/or materials, PBI shall repair or replace, at its option, any defective part of the PRINTER without charge for the part(s) for the period specified in Paragraph 1B of this limited warranty and shall, for the period specified in said paragraph, bear the entire labor expense for any warranty repair of the defective PRINTER when such labor is performed at our authorized PBI service center.

1. B. The following chart sets forth the period and coverage of PBI's limited warranty by product. The limited warranty period commences on the date of purchase of the PRINTER by the Purchaser as indicated in the sales invoice, or proof of purchase.

PRINTER MODELS	WARRANTY PERIOD	COVERAGE
CP9550DW-S, CP-9800DW-S, CP-K60DW-S,CP-D70DW-S	1 Year (from verifiable date of purchase)	Parts and Labor
	12 months or 20,000 prints whichever comes first	Thermal / Video Heads
CP-3800DW	1 Year (from verifiable date of purchase)	Parts and Labor
	12 months or 7,000 prints whichever comes first	Thermal / Video Heads

1. C. All parts used for replacement are warranted for the remainder of the product's original warranty period, or 90 days from the replacement date of record thereof, whichever is longer.

1. D. PRINTER serviced under this limited warranty shall, at PBI's option, be returned in new or used generic cartons/packing.

1. E PBI reserves the right to request the return of the defective part or product unit being replaced. Failure to return the defective part or product unit upon request by PBI may result in PBI charging the purchaser the full retail price of the replacement part or product unit.

2. PROOF OF PURCHASE DATE IS REQUIRED WHEN REQUESTING WARRANTY SERVICE. In order to obtain warranty service, the Purchaser must notify PBI Technical Support of any alleged defect and deliver the PRINTER to the nearest authorized PBI service center within the warranty period. Shipping expenses are the Purchaser's responsibility. THE PURCHASER MUST PRESENT TO THE SERVICE CENTER A SALES RECEIPT OR OTHER WRITTEN EVIDENCE ESTABLISHING PROOF AND DATE OF PURCHASE OF THE PRINTER. THE RETURN OF THE OWNER REGISTRATION CARD IS NOT A CONDITION OF WARRANTY COVERAGE.

3. THIS WARRANTY DOES **NOT** COVER damage caused by: modification, alteration, repair or service by anyone other than an authorized MITSUBISHI service center; physical abuse to, or misuse of, the product operation in a manner contrary to the instructions which accompany the product freight damage; or any damage caused by acts of God such as lightning or fluctuations in electrical power. This warranty also excludes any products that have had a serial number or any part thereof altered, defaced, or removed; in addition, all costs arising from installation, adjustment of user controls, external antenna systems, and service of products purchased or serviced outside the U.S.A., initial technical adjustments (set-up) and user-required maintenance. Consult the operating instructions enclosed with the product for information regarding user controls.

4. ANY EXPRESS WARRANTY NOT PROVIDED HEREIN, AND ANY REMEDY WHICH, BUT FOR THIS PROVISION, MIGHT ARISE BY IMPLICATION OR OPERATION OF LAW, IS HEREBY EXCLUDED AND DISCLAIMED. THE IMPLIED WARRANTIES OF MERCHANTABILITY AND OF FITNESS FOR ANY PARTICULAR PURPOSE ARE EXPRESSLY LIMITED TO A TERM OF ONE YEAR.

5. UNDER NO CIRCUMSTANCES SHALL PBI BE LIABLE TO PURCHASER OR ANY OTHER PERSON FOR ANY INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES, WHETHER ARISING OUT OF BREACH OF WARRANTY, BREACH OF CONTRACT, OR OTHERWISE.

6. Some states do not allow a disclaimer of implied warranties, or the exclusion or limitation of incidental, special or consequential damages. Consequently, the disclaimer and limitations set forth in Paragraphs 4 and 5 above may not apply to all original purchasers at retail

7. This warranty gives specific legal rights, and the Purchaser may also have other rights, which vary, from state to state.

8. 8. Technical Support can be by email at [techsupportpbi@pbi-photo.com](mailto:techsupportpbi@pbi-photo.com) or via telephone at Technical Support – (786) 464-0494