

IMPORTANT NOTICE

...TO EPRINTHEADS.COM THERMAL PRINTHEAD CUSTOMERS

INITIAL OPERATION

The operating conditions given on the applicable data sheets are not continuous ratings but are for normal duty cycles. THE RESISTOR ELEMENTS CAN BE DAMAGED BY OVERPOWERING OR OVERHEATING. It is therefore advisable to determine that the printhead driver circuitry is functioning properly before applying fully power to the printhead. After this has been established overstressing the unit can be avoided by limiting the applied pulse voltage at or below the maximum allowed, or by simply setting the pulse voltage low initially and then increasing it slowly to obtain normal printing performance. **IT IS A COMMON TENDENCY TO OVERPOWER THE PRINTHEAD TO MAKE UP FOR DEFICIENCIES IN THE MECHANICAL ALIGNMENT OF THE SYSTEM.** The alignment should be optimized with the unit operating below normal where its sensitivity to alignment error is greater, and then the power increased as described above.

CLEANING

Isopropyl Alcohol may be used to periodically remove paper residue from the printhead. Apply with cotton swab or soft cloth, using due care. Frequency of cleaning depends upon paper type and mechanical factors, and should be evaluated in a prototype system under normal operating conditions. Do not use abrasive materials in cleaning. Only clean when printhead has been de-energized and cooled to room ambient to avoid thermal shock damage.

RETURN AUTHORIZATION PROCEDURE

The warranty period is for three months from date of shipment. If it becomes necessary to return printheads under the terms of the warranty, it is mandatory to first obtain an RMA (Return Material Authorization) number from ARMM Inc. To do so contact customer Service at (336) 790-2576 to discuss the units under question. It is then most important to adhere to the following procedure in returning the units:

1. Instructions for returning the printhead will be faxed or emailed. Follow the instructions. Units returned without the required documentation will automatically be returned.
2. **IF UNSATISFACTORY PRINT OUT IS THE REJECT REASON, BE SURE TO ENCLOSE A SAMPLE OF YOUR OWN PRINT OUT AND THE TEST CONDITIONS UNDER WHICH IT WAS TAKEN.** Prior to returning such units, you should first try to correlate your print out with the sample provided a final test print out enclosed with each printhead (100% tested at specified standard conditions).
3. INDIVIDUALLY pack each printhead being returned to prevent damage in transit -- note how they were originally packaged.
4. Return to address obtained from customer service, within 5 days. Clearly mark the RMA number on the outside of the carton. Included a copy of your original order receipt showing the order date and number.

NOTICE

WE DO NOT SHIP REPLACEMENT PRINTHEADS IN ADVANCE OF THE WARRANTY CLAIM. IF YOU REQUIRE A PRINTHEAD DURING THE WARRANTY CLAIM ANOTHER PRINTHEAD WILL NEED TO BE PURCHASED.

IT IS MANDATORY THAT SPECIFIC REASONS(S) FOR REJECTING THE PRINTHEADS BE INCLUDED WITH THE RETURNED UNITS AS DISCUSSED ABOVE, OR ELSE THE UNITS WILL BE RETURNED TO THE CUSTOMER WITHOUT INSPECTION AND RETEST, AND NO CREDIT WILL BE ISSUED.

IF THE UNITS ARE TO BE RETURNED OUTSIDE OF THE WARRANTY TO DETERMINE REPAIRABILITY, THIS SHOULD FIRST BE ARRANGED WITH THE CUSTOMER SERVICE DEPARTMENT. A RETEST AND ANALYSIS CHARGE WILL ORDINARILY BE CHARGED. THE CUSTOMER SERVICE DEPARTMENT WILL ADVISE YOU ABOUT THE AMOUNT AND OTHER REQUIREMENTS.

THANK YOU,
EPRINTHEADS.COM
An ARMM Inc brand.

Note: ARMM Inc reserves the right to change this policy at any time without notice.