

Swecoin Warranty Statement

Thank you for purchasing this Swecoin product. Should you need to use our warranty service for this product, please refer to the terms and conditions stipulated below. For more information, please call 1-401-848-2000 or visit www.swecoinus.com.

1 Standard Warranty Conditions

This warranty gives you specific rights. You may also have other legal rights that vary from area to area. During the warranty period, Swecoin will, at its own discretion, either repair or replace hardware products that prove to be defective. Should Swecoin be unable to repair or replace the product, a refund equal to the purchase price may be made upon return of the product. You may also purchase extended warranty for 2-4 years.

2 Validity

Swecoin warrants its printer hardware products and replacement parts against defects in materials and workmanship for a period of one year from the shipment date stated on the invoice. Swecoin also offers an extended warranty. Please contact your local marketing representative for details.

3 Limitations

3.1 General

The warranty set forth above is exclusive. No other warranty, whether written or oral, is expressed or implied. Swecoin specifically disclaims any implied warranty or condition of merchantability, satisfactory quality, or fitness for a particular purpose. Some countries, states and/or provinces do not allow limitations of an implied warranty, so the above limitation or exclusion might not apply. However, any eventual implied warranty of merchantability or fitness is limited to the one-year duration of this written warranty.

3.2 Swecoin does not warrant the following:

Periodic check-ups, maintenance and repair or replacement of parts due to normal wear and tear; Consumables; Costs incurred by Swecoin service centers making any adaptations or modifications to a product necessary for country specific technical or safety standards of specifications, or any other costs to adjust the product as a result of any specifications that have changed since the delivery of the product; If a product is not conforming to country-specific standards or specifications in any country other than the country of purchase.

3.3 Warranty repair is excluded if damage or defects have been caused by:

Improper or excessive use, handling, operation or storage of the product; Dropping or excessive shocks to the printer; Repairs or modifications completed at a service center not authorized by Swecoin; Use of spare parts, software or consumables not compatible with the product (compatibility is ensured if consumables used are recommended by Swecoin); Connection between the product and equipment is not an approved connection by Swecoin; Inadequate packing of the product when returning it to the Swecoin service center; Improper or inadequate maintenance at customer site; customer-supplied software or interfacing; Unauthorized modification or operation that exceeds environmental specifications for the product; Exceeding duty cycle (see the following explanation); Improper on-site preparation and maintenance; Scratches from media or dirt in the print-head glass coating; Accidents or disasters beyond the

control of Swecoin, including but not limited to: lightning, water, fire, public disturbances and improper ventilation; Print heads are not considered faulty unless 2% or more of the pixels fail.

3.3.1 Duty Cycle

Operation of the printer beyond the limit of its duty cycle shall not be warranted and all repairs thereafter will be billed on a time and materials basis.

Duty cycle:

TTPM2: 90,000 86-mm tickets/month

CPM: 90,000 86-mm tickets/month

TTP10x0: 100,000 75-mm receipts/month

TTP5250: 30,000 75-mm receipts/month

TTP70x0: 55,000 75-mm receipts/month

TTP8200: 28,000 A5 pages/month

Printing more than 300,000 receipts in a year on any Swecoin printer voids the print-head warranty.

4 Limitation of liability

In no event will Swecoin or its suppliers be liable for any consequential or incidental damages, including any lost profits or savings, or for any claim by any party, even if a representative of Swecoin or its suppliers has been advised of the possibility of such damages. Some areas, states, or provinces do not allow the exclusion or limitation of incidental or consequential damages, in which case the above limitation or exclusion might not apply.

5 Service during the warranty period

If your Swecoin printer should fail during the warranty period, please bring it to an authorized Swecoin Service Provider (see "Contacts" at www.swecoinus.com). When sending equipment to a Swecoin Service Provider, please follow the repackaging guidelines below. We recommend that you insure the equipment for shipment.

6 Repackaging guidelines

[Please see separate packaging document]

7 Replacement Parts Availability

Swecoin will sell certain replacement parts to repair Swecoin printers. Replacement parts are new or reconditioned. Swecoin may provide replacement parts made by various manufacturers. The Customer is responsible for the shipping and handling charges, including any duty and/or taxes for replacement parts. The Swecoin Service Provider may use only such replacement parts when servicing Swecoin branded printers for the Customer. Swecoin will provide service and spare parts for a period of seven (7) years from date of invoice.

8 Replacement Parts Warranty

Swecoin warrants that replacement parts are materially interchangeable with the Swecoin parts they are designed to replace, and that they will conform to the current Swecoin specifications when they are shipped. If a certified Swecoin Service Provider installs the parts, they will carry a warranty for a period of one year from the shipment date or the remainder of the warranty period for the Swecoin printer in which it is installed (whichever is longer). The labor coverage is limited

to printers on which the warranty remains. If a part is installed in a Swecoin product that is out of warranty, the warranty for that replacement part remains at one year. If a part is installed in a Swecoin product that is out of warranty, the warranty length for that part is limited to one year from the date it was shipped. Labor is warranted for a period of 90 days from the repair date. Swecoin will replace, on an exchange basis, any defective replacement part that is defective during the warranty term for that replacement part. Before an exchange can take place, the Swecoin Service Provider must contact Swecoin within the warranty period and Swecoin must determine that the replacement part is defective. Replacement parts must be shipped back to Swecoin in their original packaging or equivalent, and shipping charges must be prepaid.

PLEASE NOTE:

Printers returned to Swecoin must be packaged to withstand both outside force and ESD. Swecoin original packing material is designed for bulk shipping with pallet or similar. Extra packing material is required if single printer is to be shipped. Service cost will be charged on printers within the warranty period if: a) No fault is found b) The customer has damaged or tampered with the product c) The product has not been used according to the manual.