



LIMITED WARRANTY FOR MELCO MACHINE PRODUCTS IN THE UNITED STATES

COVERAGE

This non-transferable limited warranty covers machine products, options and accessories sold in the United States of America by Melco. For products that are purchased or located outside the United States, Melco’s international warranty will apply. Copies are available upon request from Melco Customer Service.

Melco warrants that the covered machinery will be free of defects in material or workmanship during the warranty period described below. Melco will, at its option, repair or replace any machinery that is found to be defective during the warranty period. Warranty work must be performed by an authorized Melco technician. If onsite warranty work is required on new machinery during the first 90 days after shipment, Melco covers all costs related to the service call, including parts, labor, and travel. In all other cases, this limited warranty covers parts and labor only, and does not include travel expenses incurred by Melco’s technicians for onsite work. Warranty work to be performed on the MelcoJet DTG Printer will be processed at a Melco depot repair facility.

WARRANTY PERIOD

Melco’s limited warranty applies for the period specified below. The warranty period begins on the date of shipment as indicated on the packing slip or invoice.

Table with 2 main columns: PRODUCT and WARRANTY PERIOD. Rows include AMAYA Embroidery Machinery (Primary drive train components, All other components), Refurbished AMAYA Embroidery Machinery, Direct-To-Garment Printer, Inks and Cartridges, Cleaning Fluid, Pre-Treatment Liquid, Refurbished Direct-To-Garment Printer, Options (hoops, capframes and drivers, sequin, etc.), and Consumable Components.

Definitions for warranty categories are as follows:

- \* Primary drive train components (on new machinery): Bearings (Ball, Needle) except bearings that are part of OEM motor subassemblies; Bronze Bushings except bushings that are part of needle case 4Packs; Shafts; Rails; Pulleys; Timing Belts; X-Carriage Subassembly; X-Beam Subassembly.

- \*\* Except for Consumable components: Components that are subject to wear and tear under normal operating environments or at greater risk for damage due to misuse, such as (but not limited to): needles, presser feet, felt pads, rotary hooks, bobbin cases, thread feed rollers, needle plates, trimmer knives, selectors, ACA trimmer front module assembly, rotary hook supports/covers, under thread pressers, grabber trap assemblies, thread feed pinch rollers, thread feed front covers, thumb screws, and needle clamp set screws, printer ink drop foam, cleaning applicators, waste ink bottles, ink supply lines, printer print heads and ink wiper blades.

## **NOT COVERED UNDER THIS WARRANTY**

Melco is not responsible for:

- Any product that has been altered or modified in ways not approved by Melco.
- Parts, supplies or accessories, including ink, not supplied by Melco.
- Service not authorized by Melco.
- Damage/defects caused by failure to attend appropriate training, improper installation, digitizing, or other user negligence.
- Depreciation or damage caused by normal wear, lack of proper maintenance, or failure to follow operating and maintenance instructions, such as: proper lubrication, proper setting of the rotary hook, thread tension, needle orientation/needle depth and proper ink flow system maintenance.
- External factors such as environment, neglect, abuse, or electrical supply problems.
- Software of any type except as expressly set forth in the applicable Melco License Agreement for Melco Software.
- Computer and networking hardware not supplied by Melco.
- Products for which Melco has not received payment.
- 3-day, 2-day, or next day shipping expense for parts under warranty.
- General machine maintenance and Preventive Maintenance Inspections (PMI).
- Operator Training.

THIS WARRANTY WILL BE VOID if the machine has been tampered with or modified without Melco's prior written approval, or if Melco's factory serial number has been altered or removed. This warranty does not apply to software. Melco's sole warranties for software are contained in the applicable License Agreement for Melco Software.

Melco's liability under this warranty is limited to repair or replacement of the defective parts or machine, and MELCO'S LIABILITY WILL IN NO CASE EXCEED THE PURCHASE PRICE OF THE MACHINE(S) AS TO WHICH A CLAIM IS MADE. THIS LIMITED WARRANTY IS EXCLUSIVE. ALL OTHER WARRANTIES EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY EXCLUDED. ANY IMPLIED WARRANTIES THAT MAY NOT BE EXCLUDED UNDER APPLICABLE LAW, ARE HEREBY LIMITED TO THE DURATION OF THIS LIMITED WARRANTY. IN NO EVENT WILL MELCO BE LIABLE FOR ANY INDIRECT, SPECIAL OR CONSEQUENTIAL DAMAGES (INCLUDING LOST PROFITS OR DATA), EVEN IF MELCO HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. This warranty gives the purchaser specific legal rights. The purchaser may also have other rights, which vary by jurisdiction. Some jurisdictions do not allow limitations on implied warranties or consequential damages, so some of the above limitations may not apply to a particular purchaser.

## **HOW TO CONTACT MELCO FOR WARRANTY SUPPORT**

To secure warranty support, you must contact Melco Customer Service before the warranty expires at 1-800-799-8313 or [service@melco.com](mailto:service@melco.com). Please be ready to provide machine serial numbers, if applicable, and your Melco Customer number, if available.

For onsite warranty work, a one-way travel charge will be applied based on mileage between the purchaser and the closest available Melco technician. Travel charges will be based on Melco's then current travel billing policy. The purchaser will be charged for any service not covered under the warranty. For depot repair under warranty a one-way shipping charge (plus adequate insurance) will apply based on distance of equipment location to depot repair facility.

For product returns under warranty, Melco will issue a Return Materials Authorization (RMA) number. You must return the products using proper packaging, with the RMA number clearly indicated on the outside of the box. Please refer to Melco's Product Return Policy. Melco will return the repaired or replacement products to you at Melco's expense. You must ship the products to Melco within 15 business days of the date that the RMA number is issued. Failure to return products within the allotted time will result in charges being assessed to your account for the purchase price of any replacement materials shipped to you.

You must ship the products to Melco within 15 business days of the date that the RMA number is issued. Failure to return products within the allotted time may result in charges being assessed to your account for the purchase price and shipping cost of any replacement materials shipped to you.

If Melco determines that the problem is not covered under this warranty, Melco will notify you and inform you of service alternatives that are available to you on a fee basis.

Parts used in performing warranty repairs may be new or refurbished. Refurbished parts are equivalent to new in performance. Replacement parts are covered for the remainder of the original warranty period. Parts replaced in performing repairs become the property of Melco. If a machine needs to be replaced, Melco may choose to replace it with a refurbished or a new production machine, and the replacement machine is covered for the remainder of the original warranty period or 1 year, whichever is greater.

## **HOW TO PURCHASE AN EXTENDED WARRANTY**

Extended warranties are available for all machinery products. The extended warranties come with their own terms and conditions. Please call 1-800-799-8313 for more information.