

Limited Warranty on Products

Citizen Systems America Corporation

Effective: May 15, 2020

Citizen Systems America Corporation (CSA) warrants to the original purchaser (Purchaser) that the CSA printer models, subassemblies, spare parts and consumable supplies listed or referenced below (Products), when stored, installed, used and maintained in accordance with CSA's applicable specifications and recommended procedures, will be free from defects in materials and workmanship for the following respectively specified warranty periods, subject to the terms, conditions, limitations and exclusions set forth hereinafter:

Product Model/Type	Warranty Period								
POS Packaged/Whole Printer Thermal Printer Series CT-S280, CT-S281, CT-S310II, CT-S601, CT-S651 CT-S801, CT-S851, CT-S601II, CT-S651II, CT-S801II, CT-S851II, CT-S251, CT-E351, CT-E651, CT-S751, CT-S2000, CT-S4000, CT-S4500 910II, 920II, CT-P291, CT-P293, PMU-2200, PMU-2300 and PPU-700II	3 Years								
Barcode Thermal Printer Series (excluding Printheads, Peelers, Cutters) CL-S300, CL-E300, CL-S321, CL-E321, CL-E331, CL-S400DT, CL-S521, CL-S531, CL-S621, CL-S631, CL-S6621, CL-S700, CL-S703, CL-S700DT, CL-E720, CL-E730 and CL-E720DT	2 Years								
Mobile Printer Series (excluding Batteries) CMP-20, CMP-30, CMP-30L, CMP-20II, CMP-30II, CMP-30IIL, CMP-25L and CMP-40L	1 Year								
Impact Dot Matrix Packaged/Whole Printer GSX-190II									
Memory Printers CT-S2000 Memory printer without keylock, CT-S2000 Memory printer with keylock (sku# starting with CTS2000RSM-D32)									
Printer Mechanisms (All)	90 Days								
Barcode Printheads Based on Specified Application/Mode and Usage <table> <tr> <td>Thermal Transfer (TTA)</td><td>50 km (2.0M Linear Print Inches)</td></tr> <tr> <td>Direct Thermal (DTA)</td><td>30 km (1.2M Linear Print Inches)</td></tr> </table>		Thermal Transfer (TTA)	50 km (2.0M Linear Print Inches)	Direct Thermal (DTA)	30 km (1.2M Linear Print Inches)				
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Other Replacement and Accessory Items <table> <tr> <td>Peelers and Cutters</td><td>One Year</td></tr> <tr> <td>Mobile Printer Batteries</td><td>180 Days</td></tr> <tr> <td>Controller Boards, Auto Cutters, Auto Winders and Control Chips</td><td>90 Days</td></tr> <tr> <td>Interface Boards</td><td>90 Days</td></tr> </table> * If bought with printer, refer to standard printer warranty		Peelers and Cutters	One Year	Mobile Printer Batteries	180 Days	Controller Boards, Auto Cutters, Auto Winders and Control Chips	90 Days	Interface Boards	90 Days
Peelers and Cutters	One Year								
Mobile Printer Batteries	180 Days								
Controller Boards, Auto Cutters, Auto Winders and Control Chips	90 Days								
Interface Boards	90 Days								
Spare Parts	30 Days								
Supplies (Consumables) First Use/Out-of-Box * * Supplies are warranted against failure upon initial installation and first use occurring within thirty (30) days of shipment by CSA. Spare parts and supplies that operate properly on first use or which are not installed and used within thirty (30) days of shipment by CSA are not eligible for warranty coverage or return.									

Specified warranty periods commence on the date of Product shipment by CSA.

Warranty Repair/Replacement. CSA will, without charge, promptly repair or replace, at its option, Products which are determined to be defective within the applicable warranty period and which are returned to CSA's specified repair facility, F.O.B. destination, freight prepaid, within thirty days (30) after expiration thereof. Defective Products repaired or replaced by CSA under this Limited Warranty will be shipped F.O.B. destination, freight prepaid, within the continental United States. All other repaired or replaced Products will be shipped F.O.B. CSA's dock, freight collect. Products which CSA authorized service personnel reasonably determine to be free from defects will be subject to an inspection charge and will be returned F.O.B. CSA's dock, freight collect. This Limited Warranty covers repair or replacement of the defective Product or part thereof and does not include labor related to Product removal or re-installation.

Exclusions – What This Warranty Does Not Cover: CSA does not warrant that Product operation will be uninterrupted or error-free. In addition, this Limited Warranty does not apply to, and CSA shall have no obligation in connection with, Products that have been (i) improperly stored, installed, operated or maintained, (ii) damaged, whether in transit or otherwise (including, without limitation, damage or improper functioning or operation arising in any degree from the failure to use genuine CSA accessories, parts or supplies, or their respective equivalents), or subjected to misuse, abuse, or excessive duty cycle, or (iii) altered or modified in a way that CSA authorized service personnel reasonably determine to have adversely affected performance or reliability.

Purchaser understands and agrees that CSA's sole obligation and Purchaser's exclusive remedy, whether in contract, tort or otherwise, shall be repair or replacement, as provided above, of the Product(s) alleged to be defective. If for any reason CSA in its sole discretion determines it is unable to repair or replace the affected Product(s), CSA shall, in lieu thereof, have the right to refund to Purchaser the purchase price paid therefor, which shall be in lieu of and shall constitute full satisfaction and discharge of such repair or replacement obligation.

THIS LIMITED WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS, IMPLIED OR STATUTORY, INCLUDING WITHOUT LIMITATION WARRANTIES OF NON-INFRINGEMENT, FITNESS FOR A PARTICULAR PURPOSE AND MERCHANTABILITY, AND SETS FORTH CSA'S ENTIRE OBLIGATION AND PURCHASER'S (OR ANY OTHER CLAIMANT'S) EXCLUSIVE REMEDY IN CONNECTION WITH SUCH WARRANTY OR ITS BREACH.

LIMITATION OF LIABILITY; LIMITATION AND EXCLUSION OF DAMAGES: IN NO EVENT SHALL CSA'S LIABILITY FOR BREACH OF WARRANTY EXCEED THE PRICE PAID BY PURCHASER FOR THE AFFECTED PRODUCT. IN NO EVENT SHALL CSA BE LIABLE TO PURCHASER OR OTHERS FOR ANY COLLATERAL, CONSEQUENTIAL INDIRECT, INCIDENTAL, GENERAL OR EXEMPLARY DAMAGES, INCLUDING WITHOUT LIMITATION ANY DAMAGES INCURRED IN CONNECTION WITH ANY LOSS OF USE, DATA, REVENUES OR PROFITS, ARISING OUT OF OR CONNECTED IN ANY WAY WITH THIS WARRANTY OR ITS BREACH, HOWSOEVER ARISING AND REGARDLESS OF THE FORM OF ACTION AND WHETHER CSA HAS BEEN INFORMED OF THE POSSIBILITY THEREOF. Purchaser understands and agrees that it is obligated to discuss with and inquire of CSA any term or condition of this Limited Warranty that it does not fully understand or agree to prior to purchasing any CSA products or services.

How To Exercise This Limited Warranty: To obtain service under this Limited Warranty in the United States, contact CSA at:

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