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Kiario! Limited Warranty

QuickLabel Systems, An Astro-Med Inc. Product Group, warrants all components of this product, except wear parts and consumables, against defects in materials or workmanship for a period of one (1) year from the date of original purchase. Wear parts include the transport unit, purge unit, blade cleaner, maintenance cartridge, cutter blades and the like. Consumables include ink cartridges and labels, which are covered under a separate warranty. If the customer discovers a defect, this defect must be reported promptly to QuickLabel Systems. QuickLabel Systems will, at its option, repair the printer or repair or replace its defective component(s) at no additional charge under our QuickSwap™ Parts Service. Repair parts and replacement parts will be furnished on an exchange basis and will be either reconditioned or new. The customer is responsible for freight to return the printer or component to our factory. We will ship the repaired or replaced printer or component back to you via standard ground freight service. All replaced parts become the property of QuickLabel Systems. Travel, freight and other expenses related to warranty repairs are not covered.

In the first year of product ownership, you may be covered by a separate Customer Support Agreement purchased from or issued by QuickLabel or an authorized QuickLabel dealer. In such a case, you would be entitled to an on-site installation and/or training visit. Otherwise, Customer Support Agreements and renewals are available for purchase and provide on-site support and/or QuickSwap Parts Service.

This warranty is void if the product has been damaged by accident, abuse, neglect or misapplication or by the use of incompatible consumables or parts, or if the product has been improperly installed, or if the product has been modified without the express written permission of QuickLabel Systems. QuickLabel is not responsible for products lost or damaged in transit.

QuickLabel makes no warranty, either express or implied, with respect to this product's merchantability or fitness for a particular purpose. In no event shall QuickLabel be held liable for any direct, indirect, special, incidental, or consequential damages, whether based on a contract, tort, or any other legal theory and whether advised of the possibility of such damages.

Ink Limited Warranty

This warranty covers QuickLabel Kiaro! ink cartridge sold by QuickLabel Systems.

Each Kiaro! ink cartridge is warranted to be free from defects in materials and workmanship for up to 24 months from the date of manufacture if in original unopened packaging, or up to 6 months after installation, whichever occurs first. This warranty applies only to the ink cartridges as used in the QuickLabel Kiaro! printing system.

If the customer suspects a defect in a Kiaro! ink cartridge, the customer must notify QuickLabel within the warranty period. Upon return of the ink cartridge to the QuickLabel factory and QuickLabel's verification of the defect, QuickLabel will, at its option, either:

1. Replace the defective ink cartridge; or,
2. If the customer has used the ink, pro-rate the price of a new ink based upon the estimated life remaining for the ink, as reported by the Kiaro! system. The Kiaro! provides the estimated life remaining, and QuickLabel may obtain this information from the system remotely or request the customer to furnish this information.

This warranty does not cover Kiaro! ink cartridges that have been emptied, refilled, remanufactured, modified, refurbished, misused, or tampered with, or that have expired, or when used to print on label or tag media that is not compatible with the Kiaro!

This warranty is void if the Kiaro! ink cartridge has been damaged by accident, abuse, neglect or misapplication, if the product has been improperly installed or maintained, if the product has been used outside of its environmental specifications, or if the product has been modified without the express written permission of QuickLabel.

QuickLabel makes no warranty, either express or implied, with respect to this product's merchantability or fitness for a particular purpose. In no event shall QuickLabel be held liable for any direct, indirect, special, incidental, or consequential damages, whether based on a contract, tort, or any other legal theory and whether advised of the possibility of such damages.

Printhead Limited Warranty

QuickLabel Systems warrants the printhead from the date of purchase for a period of 90 days or for 1 million inches of printing, whichever comes first, contingent upon the use of QuickLabel ink and labels. The Kiaro! printhead is calibrated for use with QuickLabel ink and labels and performs optimally only when used with these materials. This specific printhead warranty does not apply to printheads damaged by accident, abuse, neglect, misapplication or the like. This warranty is void if the product has been damaged by accident, abuse, neglect or misapplication, or if the product has been improperly installed, or if the product has been modified without the express written permission of QuickLabel Systems.