

Brady Australia 5 Year Warranty Benchtop Printing Systems

IMPORTANT Warranty Registration

By registering your purchase with Brady Australia, any warranty claims made will be processed more quickly. You can also choose to receive product updates and/or software upgrades as well as notification of new products available.

End user proof of purchase must be supplied when claiming warranty. Please register your new Brady Printer or software for warranty purposes online at www.bradyid.com.au/register.



If you need help to get your Brady Printer working for you simply visit www.bradyid.com.au/stressfree and our team will get you up and running with our Stress Free System Setup™.

This 5 Year Printer Warranty for Benchtop Printers ("Warranty") is made by and between the original end user company (the "Company" or "end user") of the covered printer and Brady Australia Pty Ltd. This Warranty constitutes the entire agreement between Company and Brady with respect to the subject matter hereof and it specifically supersedes all prior or contemporaneous agreements, arrangements, representations and communications, whether oral or written regarding its subject matter, including without limitation quotations, acceptance or acknowledgement forms which add to, vary from, or conflict with the terms of this Agreement. Any changes made to this Agreement by Company are null and void.

This 5 Year Printer Warranty for Benchtop Printing Systems comes standard and at no charge to the customer on the following products in all optional configurations except refurbished models:

- BBP®11 & BBP®12 Label Printer
- BBP®31 Label Printer
- BBP®33 Label Printer
- BBP®35 Sign Printer
- BBP®37 Sign Printer
- BBP®85 Label Printer
- GlobalMark®2 Industrial Label Maker
- MiniMark™ Industrial Label Printer
- IP® Series Printers
- PR Plus series printers (Bradyprinter® PR Plus)
- BBP®72 Double-sided Sleeve Printer
- BSP®31 Label Attachment System

Warranty valid on new end user purchases from 3rd November 2014. Other Brady printers not listed here (including portable models) are covered under separate warranty terms and have different years of coverage.

1. LIMITED WARRANTY.

A. Warranty and Warranty Periods. Brady warrants only to the original end user that products and parts set forth below will be free from defects in material and workmanship from the date of purchase for the applicable warranty periods set forth below:

PRODUCT OR PART	APPLICABLE WARRANTY PERIOD
PRINTER (excluding specific parts listed below)	5 YEARS
PRINT HEAD	5 YEARS or 3,000,000 LINEAR INCHES OF USE (whichever comes first) Limit: 1 print head per covered printer
SPARE PARTS	3 MONTHS
ACCESSORIES (excludes printer ribbons and media)	3 MONTHS

B. Print Heads. The thermal print head warranty is valid only if a Brady approved thermal label media is used, as defined in the Brady list of approved thermal/thermal transfer media in use at the time of the warranty claim, a copy of which is available from Brady upon request. Failure to use Brady-approved media voids the thermal print head warranty. Print head warranty, including thermal print head, does not cover print heads that have been misused, altered, neglected, handled carelessly, or damaged due to improper cleaning or unauthorized repairs.

C. Additional Coverage Benefits. In addition to the Limited Warranty provided in the Section 1A, coverage also includes the following

additional items pursuant to the terms contained herein:

1. Free loaner printer available on request during repair.
2. One (1) free Brady Australia Stress-Free Setup Service per covered printer.

D. What May Void Warranty. This Limited Warranty shall be null and void in the following circumstances:

1. Modification or repair of any covered product or part by the end user or anyone other than an authorized Brady service provider; or
2. Improper use or installation, or
3. Failure to conduct regular maintenance or cleaning by the end user or any third party; or
4. Damage by accident or neglect, of any covered product or part by the end user or any third party; or
5. Failure of the end user or any third party to exercise caution to protect any covered product or part from electrostatic discharge, adverse temperature and humidity conditions, or physical abuse; or
6. Failure by the end user or any third party to use Brady print heads or other parts; or
7. Failure by the end user or any third party to use only Brady ribbons and media if use of such causes or contributes to the damage for which warranty service is sought; or
8. Failure by the end user to follow the Return Authorization Repair Process set forth below.

E. Repair Process. In order to avail itself of this Limited Warranty, and as a condition precedent thereto, end user must:

1. Obtain a return material authorization ("SN") from Brady, which will include an SN number that must be prominently displayed on the outside of the shipping container. Returns without an SN number will be rejected by Brady and immediately returned to end user, freight collect.
2. Provide satisfactory proof of the purchase of the printer.
3. Ship the items being returned to Brady, freight prepaid, together with a written description of the claimed defect.
4. Pack the items being returned in the original packing carton or equivalent. Damage in transit is end user's responsibility and may be cause to void the warranty claim.

F. Transportation Costs. For covered products, Brady will pay freight only to return product to Distributor/End User.

G. Brady's Obligation Under Warranty & Disclaimer of all other Warranties. Brady's sole obligation under the above warranty shall be to repair or replace products and parts during the warranty period. Brady does not assume responsibility for delays in replacement or repair of products or parts. Products and parts repaired or replaced by Brady under warranty shall be warranted for the balance of the original warranty period or ninety (90) days, whichever is longer. NO OTHER WARRANTIES, EXPRESS OR IMPLIED, ARE GIVEN, AND BRADY EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES, INCLUDING AND WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply to particular end users.

H. Limitations. No salesperson, representative, or agent of Brady is authorized to make any guarantee, warranty or representation that contradicts the terms contained in this Limited Warranty. Any waiver, alteration, addition, or modification to the warranties contained herein must be in writing and signed by an executive officer of Brady to be valid, binding, and enforceable. The Limited Warranty shall not apply to the use or compatibility of any Brady product or part with other equipment. All statements, technical information, or recommendations relating to the products or parts are based upon tests believed to be reliable, but do not constitute a guarantee or warranty. BRADY SHALL NOT UNDER ANY CIRCUMSTANCES WHATSOEVER BE LIABLE TO ANY PARTY FOR LOSS OF PROFITS, DIMINUTION OF GOOD WILL, OR ANY OTHER SPECIAL, CONSEQUENTIAL, PUNITIVE, OR INCIDENTAL DAMAGES WHATSOEVER WITH RESPECT TO ANY CLAIM IN CONNECTION WITH BRADY PRODUCTS AND/OR PARTS. Brady's maximum liability for warranty claims is limited to the invoice price of the product claimed defective. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to particular end users, but, in such event, all other terms and conditions of this Limited Warranty shall remain in full force and effect.

2. LOANER PRINTER USAGE. In the event there is a warranty claim made pursuant to the terms of this Agreement, Company may request the use of a loaner printer pursuant to the following:

- a. Dispatch of Loaner Printer. If it is determined, in Brady's sole discretion, that a Company's Printer is in need of a depot repair after Brady Technical Support tried to correct an issue with due diligence over the phone; Company may request a loaner printer from Brady

Technical Support.

- b. Loaner Printer Configuration. Loaner printers will ship with default settings and power cord only. The loaner sent will be the base model version of the covered printer with no additional accessories or optional "bolt-ons"
- c. Use of Loaner Printer. Company will be responsible for any repair costs associated with negligence, misuse or abuse of the loaner printer
- d. Return of Loaner Printer to Brady. Company will be responsible for return shipping of loaner unit at Brady's expense. Loaner must be returned in original packaging and the power cord must be included. Printer loaner must be shipped to Brady within fourteen (14) working days of receipt of Company's repaired printer. In the event of a late return, Company may be charged at Brady's then current Printer rental rate

3. BRADY Australia STRESS FREE SYSTEM SETUP. Brady Australia Stress Free System Setup is an "over the phone" basic setup and orientation service available through Brady's Technical Support department in certain countries. This service can be scheduled by using the Contacting Brady Tech Support chart in section 5 of this warranty document.

4. CONTACTING BRADY TECHNICAL SUPPORT. Brady Technical support may be contacted by phone or email. The chart below is subject to change. Certain countries may be excluded from tech support and/or the provisions of this Warranty; contact Brady Australia for details.

Country	Telephone	eMail	Hours
Australia	1-800-644-834	autech@bradycorp.com	8am-5:30pm EST, M-F

5. LIMITATION OF LIABILITY. In no event shall Brady be liable to Company or any other third party for special, indirect, incidental, consequential or punitive damages of any kind or nature whatsoever, whether arising under contract, warranty, or tort (including negligence and strict liability) or any other theory of liability even if the possibility of such damages were disclosed to Brady or could have reasonably been foreseen by Brady. Brady's liability under this Agreement shall never exceed the fees received by Brady from Company. The limitations specified in this Section 7 will survive and apply even if any limited remedy specified in the Agreement is found to have failed of its essential purpose.

6. GOVERNING LAW. This Agreement and the transactions contemplated by it are governed by and construed in accordance with the laws of the State of New South Wales, Australia without regard to its conflicts of laws rules, and the Parties irrevocably submit to the exclusive jurisdiction of the courts in that State of Australia.

7. FORCE MAJEURE. Other than for payment, neither party shall be liable for delays in performance or nonperformance in whole or in part due to any causes that are beyond its reasonable control, such as acts of God, fire, strikes, embargo, acts of government or other similar causes.

8. SEVERABILITY. If any provision of this Agreement is held by a court of competent jurisdiction to be contrary to law, the remaining provisions of this Agreement shall remain in full force and effect.

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