



## HellermannTyton Printer Warranty

TT130SMC, TT230SM, TT230SMC, TT230SM with LCD, TT230SMC with LCD, TTM430, TTM430 with Cutter, TTM460, TT4030, TRAKMARK DS

Part numbers: 556-00250, 556-00254, 556-00257, 556-00230, 556-00240, 556-00256, 556-00239, 556-04037, 556-00430, 556-00460, 556-00443

### REGISTER YOUR PRINTER AND:

- **Extend your warranty to 3 years.**
- **Get a FREE thermal transfer ribbon.**

The HellermannTyton Printer Warranty covers the performance of our desktop thermal transfer printers for a period of two years from the date of purchase from an authorized HellermannTyton distributor.\*

**All printers are serviced in-house, for fast turnaround of your repair.**

Standard 2-year warranty on the above listed benchtop models covers:

	TT130 & TT230 Series	TTM430/460 Series, TT4030, TRAKMARK
Printer (excluding wear parts such as belts and drive rollers) – 24 months. **	•	•
Print head (shipped with printer) – 12 months or 1 million inches, whichever comes first.	•	
Print head (shipped with printer) – 2 million linear inches (1 million inches if used in direct thermal mode with no ribbon).		•
Platen roller (shipped with printer) – 12 months or 2 million inches, whichever comes first.	•	
Automatic cutter (shipped with printer and spare part) – 12 months or 200,000 cuts, whichever comes first. ***	•	
Free lifetime technical support via phone or email.	•	•
Repair parts and labor.	•	•
Free return shipping on any warranty repair.	•	•
Free lifetime printer firmware updates.	•	•
Free lifetime TagPrint® Pro software updates.	•	•

### To request repair under warranty:

Contact HellermannTyton customer service at 800-558-5416 to process your request and receive an RMA number and shipping instructions.

Return printer in original box and packing materials if possible. Otherwise, use a sturdy shipping carton and suitable packing materials.

YOU MUST WRITE THE RMA NUMBER ON THE OUTSIDE OF THE PACKAGE OR IT WILL BE REJECTED. RMA will be active for 30 days; after that, it will be voided, and package will be refused.

Customer is responsible for shipping charges to HellermannTyton, and HellermannTyton will cover UPS Ground shipping return service. Any claims for shipping damage shall be between the shipper and the customer.

**To request repair after warranty has expired:**

Contact HellermannTyton Support to discuss your options. Once your repair is evaluated, HellermannTyton will quote the price of the repair prior to starting the work.

Email: [idsolutions@htamericas.com](mailto:idsolutions@htamericas.com)

(833) 635-4315

\*Equipment purchased on eBay, other online auctions or non-HellermannTyton distribution channels is not covered under warranty.

\*\* HellermannTyton warrants to Customers that under normal use and service, the above products and parts purchased hereunder shall be free from defects in material and workmanship for the periods listed above from the date of invoice to the Customer or, if the Customer is not able to provide proof of invoice, then the date of shipment from a HellermannTyton-authorized distributor. User must keep a copy of the original invoice to qualify for warranty repair.

\*\*\*Warranty does not cover damage caused by the user due to neglect, failure to conduct regular cleaning, maintain the machine or failure to use HellermannTyton-approved labels and media. Cutter warranty void if cutting through glue. Expect reduced life when cutting through adhesives.

The Warranties and remedies contained herein are exclusive and in lieu of all other warranties whether express, implied or statutory, including any liability arising under any warranty of merchantability or fitness for a particular purpose, statutory or otherwise. This warranty gives the purchaser specific legal rights, which may vary from state to state.

In no event shall HellermannTyton be liable for any incidental, special, indirect or consequential damages, whether resulting from the use, misuse or inability to use the product for any reason including defect. Some states do not allow the exclusion of incidental or consequential damages, so the above limitation may not apply in all areas.

HellermannTyton retains the exclusive right within all warranty periods to repair, replace the product or offer a full refund of the purchase price at its sole discretion. Such remedy shall be the purchaser's sole and exclusive remedy for any breach of warranty.

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