

# TOSHIBA WARRANTY

## Summary

This document details the warranty provided by Toshiba on thermal printers including terms and conditions.

## Toshiba Warranty

The warranty for all Toshiba printers is split into two parts with a warranty for the printer unit and a separate warranty for the thermal print head. These are the [Printer Warranty](#) and the [Print Head Warranty](#). These provide their own and separate cover for on-site repair and return to base repair.

## Registering Warranty

All hardware has to be registered in order to validate both warranties. The registration is handled by Progressive ID Ltd and takes up to 5 working days.

## After the Warranty

After the Printer Warranty has expired Toshiba provide a range of service options to provide maintenance cover. These take the form of on-site and return to base cover.

No additional cover is provided for the print head as it has its own warranty period.

# TOSHIBA

## DOCUMENT DETAILS

### Products

All Toshiba Products

### Article updated

23 December 2009

### Website location

[www.progressive-id.co.uk/service](http://www.progressive-id.co.uk/service)

### Support contact

[support@progressive-id.co.uk](mailto:support@progressive-id.co.uk)  
01892 837722

## How to request a repair

All requests for an on-site call out or a return to base repair are administered by Progressive ID Ltd. When booking please state the following information:

1. Your name, company and contact number
2. Serial number(s) for the printer(s)
3. Brief details of the fault

Call **01892 83 77 22** or email [support@progressive-id.co.uk](mailto:support@progressive-id.co.uk) to request either an on-site visit or a return to base repair.



# TOSHIBA WARRANTY

## Toshiba Printer Warranty

The Printer Warranty includes the costs of all call outs, labour and parts used in the repair of the printer - excluding print heads.

On-site call out response time is 8 working hours (best endeavours) based upon the standard working week of Monday to Friday, 9:00am to 5:30pm - excluding public holidays.

Return to base turnaround is 5 to 7 working days (best endeavours) from receipt of the printer to the Toshiba workshop.

Model	On-site	Return to base
B-SX4 and B-SX5	3 months	21 months
B-SX6 and B-SX8	3 months	21 months
B-852	3 months	9 months
B-SA4	3 months	21 months
B-SX600	3 months	21 months
B-SV4	Not applicable	12 months
B-EV4	Not applicable	12 months
B-EP	Not applicable	12 months
B-SP2	Not applicable	12 months
BX range	3 months	21 months

## Terms and Conditions

1. Warranty is only applicable to machines that are registered.
2. Warranty does not cover the supply of consumables such as thermal print heads, thermal ribbons, printhead cleaners, label stocks, memory cards or batteries.
3. Warranty does not cover the use of the equipment with any materials or supplies that have not been approved by Toshiba TEC.
4. Warranty does not apply if the user keeps or uses the equipment in environmental conditions that do not comply with the specifications of the equipment.
5. Warranty does not cover any service call/repair due to damage caused by accident, misuse, negligence, inadequate maintenance, operator error, label jam, software errors, fire, theft or break in.
6. Warranty does not apply if the end user allows any person (other than a person authorised by Toshiba TEC) to undertake any repair, adjustment or modification of the equipment.
7. Warranty does not cover failure of the equipment due to incorrect software set-up.
8. Warranty does not cover external software and third party hardware.
9. Warranty does not cover the running of the machine outside of the specifications of the equipment.
10. Warranty cover begins once registration is complete.

# TOSHIBA WARRANTY

## Toshiba Print Head Warranty

Print Head Warranty covers the failure of the thermal print head during the lifetime of the print head (in months) or the distance of label feed through the printer (in kilometres) - whichever is sooner.

The warranty duration is also dependent on which method of printing is used. Typically Thermal Transfer printing carries double the warranty period than Direct Thermal printing.

All print head warranty claims are assessed by Toshiba at their main workshop. Evidence for the claim must be sent to the workshop. Toshiba will then process the claim within 31 days of receipt of the evidence.

### Note

Please note printers covered by an ad-hoc service will affect any print head warranty claim. Claims will only be successful if the platen is replaced at the same time as the print head. The platen is chargeable at the current rate.

Model	Thermal Transfer	Direct Thermal
B-SX4 and B-SX5	6 months / 100 km	3 months / 50 km
B-SX6 and B-SX8	6 months / 50 km	3 months / 25 km
B-852	6 months / 50 km	3 months / 25 km
B-SA4	6 months / 50 km	3 months / 25 km
B-SX600	6 months / 30 km	3 months / 15 km
B-SV4	6 months / 25 km	3 months / 12.5 km
B-EV4	6 months / 25 km	3 months / 12.5 km
B-EP	6 months	3 months / 12.5 km
B-SP2	Not Applicable	3 months / 25 km
BX range	6 months / 50 km	3 months / 25 km

### Terms and Conditions

- Warranty is only applicable to machines that are registered.
- Always ensure that the ribbon is wider than the label and backing paper. Ensure ribbon is at least 6mm wider than the width of the backing paper.
- Toshiba TEC only recommend the use of approved ribbons. Please note that the Toshiba TEC references for these products are AW3, SW1, AG2, AG3, AG4, AG5, RG2, RS1, SG2, AS1, AS2, AS3 and SS1. Problems arising from the use of non-approved ribbons will be recharged by Toshiba TEC to users. Use of non-approved thermal transfer ribbon will invalidate warranty claims on print heads, and may result in future charges for call out and labour.
- Do not store the media and ribbon for longer than the manufacturers recommended shelf life. Store media rolls on the flat end. Do not store them on the curved sides as this might flatten that side causing erratic media advance and poor print quality. Store the media in plastic bags and always reseal after opening. Unprotected media can get dirty and the extra abrasion from the dust and dirt particles will shorten the printhead life. Store the media and ribbon in a cool, dry place. Avoid areas where they would be exposed to direct sunlight, temperature, high humidity, dust or gas.
- Always avoid use of adhesives, which may "bleed" onto working parts of the printer, including the printhead.
- Perforated media must have the perforations punched away from the printing surface of the stock. If the perforations are punched towards the printing surface, the resulting rough surface will cause premature print head failure. This is not covered by the print head warranty. For guide see [Toshiba Print Head Warranty - Perforated Media](#)
- Toshiba TEC approved cleaning materials should be used. Do not use sharp or metal objects to clean the printhead.
- The print head voltage (temperature) should be set to 0. Use of settings up to 2 or 3 are acceptable however prolonged use of temperatures exceeding 3 should be avoided as this may lead to premature failure and invalidate the warranty.
- Thermal Direct stocks must be printed at lower speeds compared to printing with Thermal Transfer ribbon. For plain coated direct thermal stock print speed must not exceed 5 ips and preprinted thermal coated stocks must not exceed 3 ips.
- Warranty cover begins once registration is complete.