

STATEMENT OF LIMITED WARRANTY

OYO Instruments, LP (“OYO”) warrants its imagers (excluding printheads) for twelve (12) months. OYO warrants its printheads for three (3) months. The purchaser of the imager may extend the printhead warranty to twelve (12) months via the execution of a film supply contract.

This warranty commences on the date of original shipment from OYO. Any part of the imager manufactured or supplied by OYO and found in reasonable judgment by OYO to be defective in material or workmanship will be repaired or replaced by an OYO authorized service center without charge for parts and labor.

To obtain warranty coverage, a Return Material Authorization (RMA) number must be obtained and the imager, including any defective parts, must be returned to an authorized service center within the warranty period. Failure to follow the RMA procedure may void the warranty.

This warranty does not cover any imager that has been subject to misuse, neglect, negligence, accident, or any imager that has been operated in any way contrary to the imager cleaning procedures (as specified in the OYO Operator’s Manual). This warranty does not apply to damage resulting from improper maintenance or from damage caused by imager modifications made by user.

This warranty does not extend to repairs made necessary by (i) normal wear or (ii) by the use of parts, accessories, or media not distributed by OYO. The use of such uncertified items, especially media, may adversely affect the imager’s operation, performance or durability and therefore void this warranty.

OYO reserves the right to change or improve the design of any imager without assuming any obligation to modify any product previously manufactured.

ALL IMPLIED WARRANTIES ARE LIMITED IN DURATION TO THE APPLICABLE WARRANTY PERIOD. ANY SUCH IMPLIED WARRANTIES INCLUDING MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR OTHERWISE, ARE DISCLAIMED IN THEIR ENTIRETY AFTER THE EXPIRATION OF THE APPLICABLE WARRANTY PERIOD. OYO’S OBLIGATION UNDER THIS WARRANTY IS STRICTLY AND EXCLUSIVELY LIMITED TO THE REPAIR OR REPLACEMENT OF DEFECTIVE PARTS, AND OYO DOES NOT ASSUME OR AUTHORIZE ANYONE TO ASSUME FOR THEM ANY OTHER OBLIGATION. SOME STATES AND COUNTRIES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY MAY LAST, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

OYO ASSUMES NO RESPONSIBILITY FOR INCIDENTAL, CONSEQUENTIAL OR OTHER DAMAGES INCLUDING, BUT NOT LIMITED TO, EXPENSE OF RETURNING THE IMAGER TO AN AUTHORIZED SERVICE CENTER, SERVICE PERSONEL’S TRAVEL TIME, TELEPHONE AND FACSIMILE CHARGES, RENTAL OF A LIKE PRODUCT DURING THE TIME WARRANTY SERVICE IS BEING PERFORMED, TRAVEL, LOSS OR DAMAGE TO PERSONAL PROPERTY, LOSS OF REVENUE, LOSS OF USE OF THE PRODUCT, LOSS OF TIME, OR INCONVENIENCE. SOME STATES AND COUNTRIES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

To locate your nearest OYO service center dial:
(800) 747-7651 or (713) 937-5800 in the United States
(01582) 573980 in the United Kingdom
Or send e-mail to support@oyo.com

IMAGER CLEANING PROCEDURES

To increase the reliability and useful life of your imager, OYO has designed the following cleaning procedures. The regular use of these procedures is required to ensure compliance with OYO's warranty protection for both the imager and the printhead. The use of any other procedure may void the warranties offered by OYO.

The thermal printhead, rollers, media conditioner, and interior of the unit should be cleaned after use of every roll of media, or sooner if required.

Printhead Cleaning Instructions:

- Wear only latex (non-powder) disposable gloves (part # 540V1106001). When handling and cleaning the printhead, the use of latex gloves is required to keep salts and oils present on the operator's hands from depositing onto the printhead surface.
- Use only 98% isopropyl alcohol cleaning wipes (part # 160V1106001). A mixture containing a greater percentage of water may act as a carrier for salts (ions) which may lead to printhead corrosion.
- With the cleaning wipe, rub the entire length of the printhead.
- After cleaning, dispose of all cleaning material. Do not reuse.
- Make sure surface of printhead is completely dry before closing unit.

Imager Cleaning Instructions

- In order to remove any contaminants and/or residue from the rubber platen roller and metal idler roller, these components of the imager unit should also be cleaned with 98% isopropyl alcohol cleaning wipes. All surfaces should be completely dry before closing the unit.
- The inside of the imager unit, including the media conditioner, should be vacuumed thoroughly before loading the next roll of media.
- The back and side filters should be checked and vacuumed monthly (or replaced, if necessary) to ensure adequate airflow across the thermal printhead.

Other Precautions

- The printhead should never come into direct contact with the platen roller (black drive roller). Either a piece of mylar or film should be placed between the printhead and the roller if no media is loaded in the imager.
- Do not place media or media hubs directly on the floor or on any other unclean surface. Doing so may cause contaminants to be picked up and introduced into the imager and cause printhead damage.
- Avoid using the first and last wraps of media on the roll. This portion of the media may contain contaminants due to handling. The manufacturer provides extra media on each roll to compensate for this procedure.
- The front panel of the imager should be opened every three months and shavings from the cutter removed with a vacuum.

RMA PROCEDURES

OYO provides warranty support and service through its facilities in Houston, Texas. To obtain warranty support and service, please take the following steps:

1. To determine the extent of warranty support and service necessary, contact your OYO Technical Support Department at (800) 747-7651 or (713) 937-5800 between 8:30 AM and 5:30 PM CST, Monday through Friday, or by facsimile at (713) 937-1161. Or e-mail OYO at support@oyo.com and indicate your daytime telephone number (including area code) and business address. If the OYO support technician determines that your imager should be returned to OYO for repair, obtain a Return Material Authorization (RMA) number from your OYO support technician.
2. Complete a copy of the attached RMA form. Additional copies of RMA forms can be obtained from OYO's Technical Support Department.
3. Return the imager or appropriate imager component to OYO within 30 days, freight prepaid, in either its original packaging or packaging affording an equal degree of protection. OYO can provide approved packaging for a charge.
4. Remove all media from the imager and place a sheet of acetate over the rubber platen roller, also covering the closed loop wheel in the film path (figure1). Film or media, power cord, hubs, and cabling do not have to be returned with the imager.
5. Use a plastic sheet large enough to wrap around the entire imager when placing the imager in a box. When lifting the imager, place lift straps around each end of the imager from the bottom for 2-person lift (figures 2 & 3).
6. Enclose in the package a completed copy of the RMA form.
7. Indicate your RMA number on the outside of the package and on any shipping documentation. The customer is responsible for the cost of shipping and insurance when sending products to OYO for warranty service or repair.
8. Deliver all packages to:

OYO Instruments, LP
Attn: Service Department
9777 West Gulf Bank Road
Suite 10
Houston, TX 77040

In the case of repairs covered by OYO's warranty, OYO will pay for shipping costs associated with the return of the imager or components to the customer's site, utilizing any shipping services it deems appropriate. The customer is responsible for any incidental expenses such as import duties. All repairs will be warranted for ninety (90) days or the remainder of the original warranty period, whichever is longer. **Failure to follow these procedures may void your warranty coverage or significantly delay warranty repairs.**

Returned Material Authorization (RMA) Form

CUSTOMER INFORMATION:

YOUR NAME: _____ COMPANY NAME: _____

COMPANY ADDRESS: _____

COMPANY PHONE: _____ COMPANY E-MAIL: _____

IMAGER/PLOTTER INFORMATION:

MODEL: _____ OYO RMA #: _____

DATE: _____ SERIAL NUMBER: _____

DETAILED REASON FOR RETURN:

Provide (i) a printout of print set-up from control panel on imager and (ii) a film sample showing problematic area.

WHAT EVENT LED UP TO THE FAILURE? DESCRIBE HOW TO REPRODUCE THE PROBLEM.

Additional Notes: (OYO Use Only)

Complete and fax this form to OYO at 713-937-1161 for RMA # assignment. OYO will return this RMA form to you via facsimile, indicating the assigned RMA # and any necessary instructions. When shipping the imager or parts to OYO, please return a copy of this form in your shipping package.

To be filled out by OYO Technical Support Department:

RMA Number Assigned: _____ **Authorized by:** _____

Thermal Media

OYO's thermal imaging products ("imagers") are precisely aligned and adjusted at the factory for proper operation. The use of OYO certified media and accessories, as well as regular maintenance and cleaning is essential to ensure the optimum performance of the imager.

Depending on the environment and usage, the imager may require cleaning even after short periods of operation. Follow the cleaning and maintenance procedure given in Chapter 7 of the Operation Manual.

Changing from paper media to film media requires the user to pay extra attention to the cleaning process. It is imperative that all paper dust is removed from the imager to ensure optimum performance.

The following types of thermal media are supplied by OYO for use in the Imager.

1. **Report Grade Thermal Paper** - This lightweight paper is susceptible to scratching. It cannot be erased without marring the image. This paper leaves residue, but proper cleaning, as described in the cleaning procedures, will prevent excessive wear.
2. **Presentation Grade Thermal Paper** - This heavy top-coated paper is resistant to scratching. It can be erased without marring the image. This paper leaves residue, but proper cleaning, as described in the cleaning procedure, will prevent excessive wear.
3. **Thermal Film** - OYO supplied film has been specially formulated and certified for use with OYO's imagers. Some film may leave residue, but proper cleaning, as described in the cleaning procedure, will prevent excessive wear.
4. **Thermal Proofing Media** - OYO supplied proofing media has been approved for use with OYO's imagers. Some proofing media may leave residue, but proper cleaning, as described in the cleaning procedure, will prevent excessive wear.

Contact your OYO sales representative at (800) 747-7561 or (713) 937-5800, or contact us via e-mail at sales@oyo.com to obtain the part number and price of OYO's certified media products for your imager.