

Remember to include a copy of your original sales receipt/ proof of purchase when returning completed form.

E-mail copy of this completed warranty to:  
[support@thermal-copier.com](mailto:support@thermal-copier.com)

Post warranty to:  
Warranty Registrations  
PO Box 175  
NARRABEEN NSW 2101

Thank you for your purchase of an A4 Thermal-Copier 'Series 2' model.

Please register your warranty immediately to receive priority phone/ e-mail support and where any product notices or upgrades become available you will be advised.

In addition should any support or assistance be required, the information below ensures you receive priority service over the life of your warranty for:

- ✓ Lifetime product support
- ✓ Product upgrades, software updates or technical notices

**Originals are not required, scan and e-mail copies then store the originals. Please complete details below and return with Proof Of Purchase details to :**

E-mail: [support@thermal-copier.com](mailto:support@thermal-copier.com)

Mail: Warranty Registration, PO Box 175, NARRABEEN NSW 2101, Australia

Studio/ Company: \_\_\_\_\_

Mr/Mrs/Ms First Name: \_\_\_\_\_ Surname: \_\_\_\_\_

Postal Address: \_\_\_\_\_

Suburb: \_\_\_\_\_ State: \_\_\_\_\_ Post Code: \_\_\_\_\_

Contact Phone H/W: (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_ Mobile: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

E-mail: \_\_\_\_\_

This is not a mailing list subscription or updates service, e-mail is only used for direct warranty support.

Place of purchase: \_\_\_\_\_

Date Purchased: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

**IMPORTANT:** Proof of purchase details (such as original invoice or sales receipt) are required to validate your warranty, or where a warranty claim has been requested within the warranty period. We recommend attaching a copy of purchase receipt to this warranty form when returning.

Attached right is your machines Warranty Validation Sticker.  
Do not remove, return with copy of this form.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonable foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. Should you wish to make a claim under the Australian Consumer Law, please contact us using the details set out below.

- A major failure may include, but is not limited to, DOA (dead on arrival) operation.
- Acceptable quality examples may include, but are not limited to, broken glass or heat lamp on receipt due to transport damage, delivery marking/ indentations/ lumps/ dents on the product, damaged carriers, damaged carton or product labelling.
- Sufficient use of the product may be determined, but is not limited to, markings or discolouration on the internal rollers. As per Our Warranty the machine must be operated using only an authorised Carrier which protects and leaves no marks on the roller. Any markings or discolouration on the roller will have deemed the machine warranty expired through improper usage (inside the original warranty period) or sufficient use by the customer (outside the original warranty period) and the part is a consumable in need of replacement outside of warranty support.

*Note: For claim of acceptable quality of the product on receipt, contact your place of purchase immediately for prompt resolution. All claims for acceptable quality should be made BEFORE the product has been used. Where the product has been used we may determine you have accepted the quality of the product and forgo the need for a repair/ replacement to be issued.*

### Our Warranty

This product contains consumable items including heat lamp, rollers, control PCB, parts and accessories that require ongoing maintenance and/or replacement after a period of usage, or when displaying signs of wear/ damaged. This product is covered by manufacturers warranty set out in this document (Our Warranty). Our Warranty is for a period of twelve (12) months from the original date of purchase or where sufficient usage has been obtained by the customer in which case the 12 month warranty will have expired, which ever may occur first, and is in addition to (and does not exclude, restrict or modify) any rights or remedies to which you may already be entitled to under the Australian Consumer Law or any other relevant law relating to this product.

Our Warranty (which is subject to the 'Warranty Conditions' below) covers rectification of any fault arising from defective materials or product components, or faulty workmanship. The product will be repaired or replaced at the option of NEHOC Australia, and all costs of cleaning, removal, cartage, freight, travelling expense and insurance are to be paid by the claimant.

In order to obtain a warranty service you may be required to return the product to NEHOC Australia for inspection and evaluation, along with evidence of purchase (including this warranty form with original serial number label, the place of purchase and the original date of purchased) for a determination.

- If you have been asked by NEHOC Australia to return the product and the product is defective and covered under the applicable warranty period, NEHOC Australia shall provide the appropriate warranty service and reimburse you the reasonable shipping costs (excluding overnight freight costs, insurance costs, import documentation/ customs/ duty/ quarantine/ fumigation costs)
- If the warranty does not apply due to improper usage, sufficient usage, negligence or the warranty period has expired, you will not be reimbursed and NEHOC Australia may charge you to repair and return the product to you (if you instruct us to do so).

Should you wish to make a claim under Our Warranty, contact Customer Support on (02) 9979 9700, or support@thermal-copier.com

### Warranty Conditions

Our Warranty is subject to the following conditions:

1. That the product was purchased from an authorised NEHOC Australia distributor.
2. The customer carefully follows all manuals, instructions and guides provided with the product relating to the proper unpacking, unlocking, installation, usage, cleaning and maintenance as outlined in warranty form 'Machine Service Schedule', cooling, storage and care of the product and does not use the product for any purpose other than the use for which it has been designed.
3. The customer complies with all relevant electrical wiring regulations when installing and using the product, including the use of a device to protect against electrical over-voltages or surges that may damage the product PCB and electrical components.
4. The product is allowed to cool after each use, with the automated cool down process completing, prior to removal from mains power.
5. The product is removed from all power outlets when not in operation for longer periods of time, including overnight, as per the manufacturers operating guide.
6. Our warranty does not extend to, or include, improper use which includes, but is not limited to;
  - a) Defects caused by normal wear and tear, accident, negligence, tampering or removal of machine labelling, alteration, abuse, misuse or by any cause unrelated to defective materials and/or workmanship.
  - b) Damage caused by insufficient cooling both during and after use, or where machine is turned off and cooling not allowed to occur after use, including but not limited to activation of Red LED Service Mode.
  - c) Damage to surfaces coatings caused by using products not recommended in the instructions or website.
  - d) Dust, paper or objects inside the machine resulting in roller/ glass/ heat lamp damage or failure resulting from improper cleaning, improper usage or failure to follow the Weekly Maintenance of the Machine Service Schedule.
  - e) Product is designed for use with an approved NEHOC Carrier only (either code CS04 or R-TCA4). Use of homemade or other branded carriers, or failure to use a carrier within the warranty period is deemed improper usage by the customer.
  - f) Any product dismantled, opened, repaired or serviced by any person other than an authorised employee of NEHOC Australia.
7. The provision of service under Our Warranty is limited by the boundary of the nearest service agent. Where a local service agent is unavailable, all warranty claims must be returned to NEHOC Australia Service Department Sydney Warehouse.

Imported and serviced by NEHOC Australia Pty Ltd  
 PO Box 175, Narrabeen NSW 2101 | Phone: (02) 9979 9700  
 E-mail: support@thermal-copier.com



Please complete the following details when you have unpacked the products and retain a copy with the purchase invoice/sales docket.

Retailer ..... Model: A4 Thermal-Copier (A4AU-\_\_\_\_)

Invoice/ Docket No ..... Date of Purchase: ..... NTCA4-W-121:05:PDF

This product contains consumable parts including heat lamp, rear roller, glass roller, carriers, PCB relay switch, parts and accessories that require ongoing maintenance and/or replacement after a period of use. Regular product cleaning and scheduled maintenance forms part of the Warranty Conditions and is required to maintain the warranty for a period of twelve (12) months from the original date of purchase.

*Failure to perform regular cleaning will cause the machine performance to degrade and/ or part failures requiring replacement. Failures caused by improper maintenance and/or improper usage are not covered by warranty (see Warranty Conditions).*

### Weekly Maintenance - General Cleaning

Regular cleaning of your machine is required to remove dust and contaminants inside the machine that will reduce the quality of your results, may mark or damage the Glass Roller or cause a failure to the Heat Lamp (this is not covered by warranty).

Item	Action	Self Service/ Authorised Service Centre	Parts/ Items
Outer Case	Clean with soft cloth	Self - see Operation Guide	n/a
Inner Case	Remove all dust/ lint and foreign debris from inside the machine.	Self - see Operation Guide	n/a
Glass Roller	Clean - see Operation Guide	Self - see Operation Guide	R-A4-GLASS
Carriers	Clean - see Operation Guide	Self - see Operation Guide	CS04 (Teflon Long Life) R-TCA4 (High Resolution)

### 12 Month Intervals - Minor Service

- A yearly service and inspection should be performed to ensure internal components are free of dust/ debris, glass roller, carriers and rubber roller are all clean and the machine is performing normally.
- Outer case does not require opening. Lift lid to clean inside the machine.

Keep track of service schedule using the list below. Write due date of service and cross out when performed.

12 Month Due: \_\_/\_\_/\_\_    24 Month Due: \_\_/\_\_/\_\_    36 Months Due: \_\_/\_\_/\_\_    48 Month Due: \_\_/\_\_/\_\_

Item	Action	Self Service/ Authorised Service	Parts/ Items
Glass Roller	Inspect and clean. Replace if marked/ damaged.	If replacement required contact NEHOC.	R-A4-GLASS
Carriers	Inspect and clean. Replace if marked/ damaged.	Contact your supplier for replacements	CS04 (Teflon Long Life) R-TCA4 (High Resolution)
Rear Roller	Inspect and replace if damaged.	If replacement required contact NEHOC.	R-A4-ROLLER

### 5 year/ 60 month - Major Service Recommended

It is recommended consumable parts inside the machine receive a Major Service after 5 years of use.

- Failure to perform Major Service may result in mechanical failure of the machine resulting in fire or electrical shock.
- We do not recommend or support self install for a Major Service as opening the machine voids all warranties.

Please contact Service on phone (02) 9979-9700 or e-mail: support@thermal-copier.com.au

*Note: Major service replacement is optional where a new part has been installed in the previous 24 months.*

Item	Action	Self Service/ Authorised Service Centre	Parts/ Items
Glass Roller	Inspect and clean. Replace if marked/ damaged.	Self install will void all warranties. Return to NEHOC for authorised repair.	R-A4-GLASS
Rubber Roller	Replacement required.	Self install will void all warranties. Return to NEHOC for authorised repair.	R-A4-ROLLER
Heat Lamp	Inspect and clean. Replace if marked/ damaged.	Self install will void all warranties. Return to NEHOC for authorised repair.	R-A4-L1350
Software PCB with Relay Switch	Replacement required.	Self install will void all warranties. Return to NEHOC for authorised repair.	R-A4-S2BRD