

#### **cab 系列產品保固條款適用條件:**

1. 保固條款系適用 cab 直接銷售之客戶，以備品更換提供保固服務。非直接銷售之客戶維修保固，須向原購貨廠商要求保固。如循 cab 原廠保修，將酌收檢測維修費用及回運運費等相關延伸費用。
2. 保固期間內保固更換備品，其保固間延續至原品保固期滿為止。原損壞之不良品皆須寄回原廠以更換備品。
3. 保固維修方式系以原包裝寄回 cab 維修更換，維修完畢貨運寄回。雙方各負擔單程運費。維修機器需以完善包裝寄回以避免運輸損壞，運輸損壞不適用保固條款。
4. 保固期間須提供以下產品資料
  - 產品型號及料號
  - 產品序號
  - 產品問題描敘
  - 條碼印表機狀態列印頁 Status print
5. 保固期間依各產品說明
  - 5.1 **條碼印表機 EOS、Mach4S、A+、SQUIX、XD、XC、Hermes + 系列產品:**

全系列條碼印表機產品，在正常使用狀態下發生故障時，提供自 cab 出貨日起 24 個月保固期。
  - 5.2 **打印頭:** 在正常使用狀態下發生故障時，隨條碼印表機出貨搭載之打印頭，提供自 cab 出貨日起 25 公里列印長度或是 6 個月(以優先達到者為標準)保固期; 單獨購買之打印頭，提供自 cab 出貨日起 25 公里列印長度或是 6 個月的保固期(以優先達到者為標準)。
  - 5.3 **貼標機產品保固條款(適用 Hermes+ 系列手臂機種及 S-1000):**

在正常使用狀態下發生故障時，提供自 cab 出貨日起 12 個月保固期。消耗性零件除外，如: 吹管，墊片膠膜及空氣淨新濾管。
  - 5.4 **配件:** 在正常使用狀態下發生故障時，提供自 cab 出貨日起 12 個月保固期。

**裁刀 CU、PCU、ST4 系列及 EOS、Mach4S 系列用裁刀:** 本裁刀僅適用於裁切不含黏膠的標籤紙及規格內厚度材質，在正常使用狀態下發生故障時，提供自 cab 出貨日起 12 個月保固期。消耗性零件除外，例如刀片。
  - 5.5 **Maestro 系列產品:**

在正常使用狀態下發生故障時，提供自 cab 出貨日起 12 個月保固期。備註: 消耗性零件除外，例如: 皮帶、上下圓刀及下直刀。
6. 保固除外條款
  - 6.1 產品經自行改裝後則不再提供保固。
  - 6.2 產品在非正常使用、超出產品使用規範、不正確維修保養或是連接使用非 cab 原廠認證之外接模組而造成的品質異常皆不在保固範圍。
  - 6.3 打印頭、刀片與消耗性零件(如: 皮帶、滾軸、培林、軸承等)不列入此保固範圍。
  - 6.4 保固內更換之打印頭及條碼機狀態列印頁(Status print) 須送回原廠檢測，以判定是否屬合理使用及符合保固條件。印字頭外部損傷刮痕及不當清潔等、超額負載加壓加熱使用、或使用不合規格之標籤碳帶耗材則不為保固範圍內。

## TERMS AND CONDITIONS OF WARRANTY

1. The following terms and conditions of warranty shall apply to the direct sale of the products from cab Technology Co., Ltd. ("cab Asia") to the purchaser. During the warranty period and provided that the product was used under normal conditions, you will be entitled to the repair service and replacement parts, free of charge, arising from defects in the materials and workmanship of the product. If not buying from cab Asia directly, please contact original supplier for warranty service, otherwise inspection or repair service will be charged to verify the malfunction of product, as well as shipping freight and other cost if occurred.
2. During the warranty period, defect parts shall be sent back for repair or replacement. Products or parts, which are repaired or replaced by cab Asia under warranty, shall be warranted for the balance of the original warranty period.
3. Original cab packaging should be used for shipping. With improperly packaging the warranty claim might be endangered by potential transport damages. cab Asia is not responsible for further damage caused to the unit due to inadequate packaging. All returned items shipped to cab Asia must be freight prepaid and cab Asia will prepay the return freight.
4. To verify a warranty claim, cab Asia needs the following details:
  - device designation, model name and part number.
  - serial number of product
  - detailed description of the malfunction.
  - print head with Status print for printing system
5. The following divergent warranty periods form the basis of the respective product line:
  - 5.1 Label printing systems, including EOS · Mach4S · A+ · SQUIX · XD · XC · Hermes + printer series - 24 months.
  - 5.2 Printheads label printing systems - 6 months or 25 km in printing length, whatever comes first.  
( Remarks: Label/Ribbon material is to be authorized by cab in advance)
  - 5.3 Applicator, including S-1000 and Hermes+ applicator series - 12 months.
  - 5.4 Option accessories and parts - 12 months (not including Blade of CU · PCU · ST4 · EOS · Mach4S cutter).
  - 5.5 PCB Separator, including Maestro series and Hector series - 12 months (not including Upper/Lower/Linear Blade).
6. Exclusion from warranty
  - 6.1 Product is modified.
  - 6.2 If a defect as to quality results from the connection of a contractual product with a product not made by cab or otherwise results from bad maintenance, assembly error, improper use or storing warranty is excluded.
  - 6.3 Wear parts (e.g. drive roller, brake, slipping clutch) and consumable parts (e.g. blade, Regulator filter, sliding foil/foam) are excluded from the warranty.
  - 6.4 External damages of the printhead surface (e.g. scratches), deficient cleaning or overheating of the printhead is not covered by warranty. The assembly of a new printhead has to correspond to the EMV-regulations for the time being.