

General Information



Below is a chart that describes the warranty length for Datamax products under normal use and service for Datamax Dealer / Distributor Partners.

DATAMAX PRODUCT	WARRANTY LENGTH
E-CLASS PRINTERS & OPTIONS Excluding Printhead. See Thermal Printhead Warranty.	1 YEAR OR 1 MILLION LINEAR INCHES WHICHEVER COMES FIRST
I-CLASS PRINTERS & OPTIONS Excluding Printhead. See Thermal Printhead Warranty.	3 YEARS OR 3 MILLION LINEAR INCHES WHICHEVER COMES FIRST
S-CLASS PRINTERS & OPTIONS Excluding Printhead. See Thermal Printhead Warranty.	3 YEARS OR 3 MILLION LINEAR INCHES WHICHEVER COMES FIRST
W-CLASS PRINTERS & OPTIONS Excluding Printhead. See Thermal Printhead Warranty.	5 YEARS OR 4 MILLION LINEAR INCHES WHICHEVER COMES FIRST
ALLEGRO, PRODIGY, OVATION, & PE FAMILIES; DMX 400, 600, 800; XL	1 YEAR OR 1 MILLION LINEAR INCHES WHICHEVER COMES FIRST
VERIFICATION PRODUCTS PARTS/SPARES	1 YEAR 90 DAYS
PRINTHEAD, BELTS, and PLATEN ROLLERS	1 YEAR OR 1 MILLION LINEAR INCHES WHICHEVER COMES FIRST
ALL CUTTERS	1 YEAR OR 500,000 CUTS WHICHEVER COMES FIRST AS LONG AS MEDIA COMPLIES WITH CUTTER SPECIFICATION
REPAIRED/REPLACEMENT PARTS UNDER WARRANTY	LONGER OF 90 DAYS OR BALANCE OF ORIGINAL PRODUCT WARRANTY
REPAIRED/REPLACEMENT PARTS NOT UNDER WARRANTY (Includes Printed Circuit Boards)	90 DAYS

The Datamax limited warranty does not cover equipment or parts that have been misused, altered, neglected, handled carelessly, or used for purposes other than those for which they were manufactured. This warranty also does not cover loss, damages resulting from accident, acts of nature (lightning), or damages resulting from unauthorized service

Thermal Printhead Warranty

The thermal printhead warranty is limited to 1 year (365 days) or 1,000,000 linear inches, whichever comes first.

If you are a trained, Datamax Certified Repair Facility (CRF) and the product is still under warranty,

Datamax may exchange or repair printheads or circuit boards at no charge, pending a warranty evaluation by Datamax.

This warranty does not cover printheads that have been misused, altered, neglected, handled carelessly, or damaged due to improper cleaning or unauthorized repairs.