

Repair and Warranty Policy

TERMS OF WARRANTY

If any technical issue arises with the product while being normally used as instructed in the operator's manual, etc. during the warranty period (one year after the invoice date), we shall either repair the product or replace it with another properly functioning product without charging any fee.

OUT-OF-WARRANTY CASES

The warranty does not cover any of the following cases even if it is still within the warranty period:

- 1) if any falsification is found as to the object of the warranty;
- 2) if the object of the warranty is not the actual product that is covered under the warranty;
- 3) if the serial number that was marked on the product is missing or has been falsified;
- 4) if the product has been modified or adjusted by another party or if any parts replacement has been performed on the product by another party instead of ours;
- 5) if any non-genuine part manufactured by another party instead of ours is found to be in use;
- 6) if the requested service is repair or replacement of any spare parts (as specified in the operator's manual);
- 7) if the technical issue is a malfunction or damage caused as a result of misuse or connection to external equipment (i.e., PLC, etc.); or
- 8) if the technical issue is a malfunction or damage caused as a result of an external factor during use (i.e., the product having been dropped, impacted, electrically loaded, exposed to a liquid foreign object, etc.).

REPAIR SERVICE FOR A FEE

- 1) If the warranty period has already expired or the service being requested cannot be covered under the warranty, we can perform repair service for a fee instead. If there is a need for repair service for a fee, please fill out the 'TIR' attached hereto and send it to us.
- 2) If the product for which repair service is being requested will be sent to us, the shipping cost must be incurred by the customer. Also for the return shipment, we shall either ship it back to the customer collect or separately bill the customer for the shipping cost after the repaired product has been shipped.
- 3) When sending the product to us, the customer is requested to ship it in the box and packing material in which the product was delivered at the time of purchase, to prevent any damage to the product while being transported. The customer is also asked to use a forwarder that offers insurance on the product while in transit and also shipment tracking service. We shall not be held responsible for any

accident that may occur while the product is being transported. The customer must avoid using EMS or any other similar international express mail service.

- 4) If repair service is being requested for a fee, we shall perform the service only after presenting a cost estimate to, and obtaining the approval of, the customer that is requesting the service. If the customer decides that it does not want us to repair the product after having been presented the cost estimate, we shall send the product back without performing any service on it but still shall separately charge the investigation fee (USD150.00) and the return shipment cost.
- 5) If repair service on the controller is being requested, the customer must back up all data, files, etc. on its own before sending it to us, as any files, data, etc. being stored on the controller will be erased by us while performing the repair service. we do not provide any warranty on any such data and files.
- 6) We shall dispose of any old part of the product or entire product that has been replaced with a new one, etc. as appropriate, which won't be returned to the customer.
- 7) The warranty period for the repaired product shall be three (3) months from the time the product is shipped back.

Send any inquiry to: 4025 Spencer St., Suite 401, Torrance, CA 90503
Tocho Marking Systems America, Inc.

Technical Issue Report *Detail description is required.

Date: mm / dd / yyyy

Company Name		Contact Person	
Email		Dealer name	
Start date of use	mm / dd / yyyy		

Machine Configuration	<input type="checkbox"/> MB3315 <input type="checkbox"/> MB8020 <input type="checkbox"/> MB1010 <input type="checkbox"/> MB2015 <input type="checkbox"/> Patmark-mini <input type="checkbox"/> Patmark <input type="checkbox"/> Patmark-plus <input type="checkbox"/> Patmark-desktop <input type="checkbox"/> HL-B-20 series S/N No. [XXXXXXXXXX]
Controller	<input type="checkbox"/> MB1 [black] <input type="checkbox"/> MB2 [white] <input type="checkbox"/> MB2S [silver] <input type="checkbox"/> MB3 [Dark Gold] S/N No. [XXXXXXXXXX]
Rotary device	<input type="checkbox"/> Chuck rotary S/N No. [XXXXXXXXXX]
Solenoid type	<input type="checkbox"/> Standard <input type="checkbox"/> BSD
Accessory, if any is used	

Head mounting direction	<input type="checkbox"/> Standard (marking vertical) <input type="checkbox"/> Horizontal marking <input type="checkbox"/> Upside-down (marking vertical) <input type="checkbox"/> Portable use
How to use?	<input type="checkbox"/> Automation <input type="checkbox"/> Standalone <input type="checkbox"/> Semi-automation *In case of automation, select which communication mode is used. <input type="checkbox"/> RS232C <input type="checkbox"/> D.I/O <input type="checkbox"/> USB <input type="checkbox"/> LAN <input type="checkbox"/> Other[XXXXXXXXXX]
Specific symptom	*If any photo and/or video of the symptom can be also provided, the company may be able to provide a more detailed response.