

## CX1200/FX1200 Service Plan

### Warranty Service

One year warranty service is included with the price of the unit (CX1200 or FX1200). This includes parts labor and return shipping. The customer is responsible for cost to ship the unit to Primera. The repair will typically take two weeks to complete including shipping time.

Sending the entire unit in for repair is not necessary. Most repairs will only require shipping the defective module to Primera for repair. For the CX1200 a module is an unwinder, rewinder, tension station or a print engine. For the FX1200 a module is the cutter mechanism or touch screen.

### Out of Warranty Factory Service

Parts, Labor and return shipping costs will be charged. Labor is \$100 per hour. The cost of parts will vary depending on the problem. The customer is responsible for the cost to ship the unit to Primera. The repair will typically take two weeks to complete including shipping time. This repair includes a 90 day repair warranty.

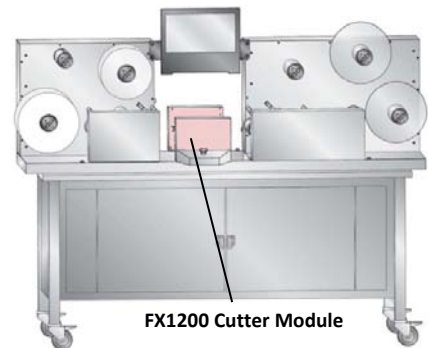
Sending the entire unit in for repair is not necessary. Most repairs will only require shipping the defective module to Primera for repair. For the CX1200 a module is an unwinder, rewinder, tension station or a print engine. For the FX1200 a module is the cutter module or touch screen.

### On-Site Service

Primera does not provide on-site service.

### Hot Swap Warranty Program

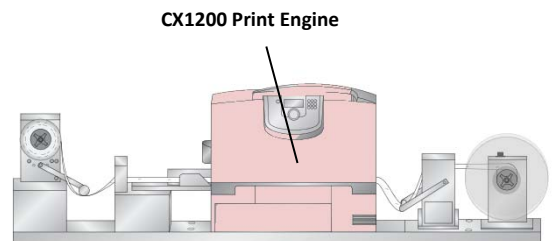
The goal of this warranty is to minimize any down time you might have due to the failure of the unit. When you buy this warranty you buy speed. If your unit fails, we will send you the replacement module required to get back up and running so you do not have to wait for a repair. The entire unit will not be replaced. Only the failed module will be replaced. This is done to improve shipping speed and convenience because the shipping crates required for the entire unit cannot be sent via Fed Ex overnight. Module replacement is quick and easy. It requires removing a few screws and/or cable connections. In most cases, a replacement module will arrive by the next business day if you call before 12 noon PM Central Time. However, print engines ship via FedEx Ground (2-4 days) to avoid shipping damage.



### What does it cover:

| CX1200                       | FX1200                      |
|------------------------------|-----------------------------|
| -Print Engine <sup>1,2</sup> | -Cutter Module <sup>1</sup> |
| -Unwinder                    | -Dancer Arm Assemblies      |
| -Rewinder                    | -Touch Screen               |
| -Tension Station             |                             |

<sup>1</sup>Most commonly replaced. <sup>2</sup> Ships via FedEx Ground to prevent damage



### Hot Swap instructions:

1. Call Primera's Technical Support Department at **763-475-6979**.
2. If Primera Tech Support cannot resolve your issue over the phone and determines that factory service is necessary, tell them you have a hot swap warranty.
3. After verifying your purchase of the hot swap option we will ship you a replacement module.
4. In order to ship out your replacement module without first getting the defective module back, we will need to authorize a \$1,000 as collateral on a major credit card. Authorization does not charge anything to your card. Instead it reserves this amount on your card and reduces the total available balance. Once the defective module is returned to Primera, the authorization is removed.
5. Primera will send an RMA document for returning the defective module. We will also send packing instructions. The replacement module is yours to keep. We will not be returning your original module to you once it has been received.

### Costs

| Part  | Description   | Price              |
|---|---|--------------------|
| 090261  | First year FX1200 Hot Swap Warranty*                        | \$2,000.00         |
| 090262  | Second year FX1200 Hot Swap Warranty + Extended Warranty*   | \$3,000.00         |
| 090263  | First year CX1200 Hot Swap Warranty **                      | \$2,000.00         |
| 090264  | Second year CX1200 Hot Swap Warranty + Extended Warranty ** | \$3,000.00         |
| <b>Total for two years Hot Swap coverage on both units.</b> |   | <b>\$10,000.00</b> |

### Notes

- The hot swap warranty can be purchased at any time during the first year of warranty.
- Only the defective module will be replaced – not the entire unit. For the CX1200 a module is an unwinder, rewinder, tension station or a print engine. For the FX1200 a module is the cutter mechanism, the touch screen, and right or left dancer assembly. This is done to improve the speed and convenience of the service. Print engines will ship via FedEx Ground (2-4 days) to avoid shipping damage. All other items will ship overnight. Simple instructions for replacing modules will be provided.
- In some cases circuit boards or other components cables, motors, springs, etc. that are not part of module will fail. In these cases only those parts necessary to fix the problem will be sent as long as they are not part of module. Detailed guided telephone/videoconference instructions will be provided.

\* Excludes supplies including wear strips, die cutting blades, blade housings. Customer must return defective module. Return shipping label is included with replacement unit (USA customers only). May be redeemed multiple times in the same year. Overnight shipping is only available to continental USA customers.

\*\*Excludes supplies including Toner Cartridges, ITU, Fuser and waste toner box. Customer must return defective module. Return shipping label is included with replacement unit (USA customers only). May be redeemed multiple times in the same year. Overnight shipping is only available to continental USA customers. See knowledgebase [article 44849](#) for supplies replacement policy.

### Other Exclusions

The hot swap warranty or factory warranty may not be valid if any of the following are true:

1. The unit is used with non approved material that has exposed adhesive edges that can cause internal adhesive buildup within the printer.
2. The unit is used in a manner that is not consistent with its intended use.

## Purchasing Replacement Components

CX1200 Print Engines and FX1200 Cutter Module are available for purchase for backup or replacement purposes. See pricing below:

| Part      | Description                     | Price      |
|-----------|---------------------------------|------------|
| 668100-12 | Back-Up New Print Engine (110v) | \$8,000.00 |
| 074337    | Back -Up FX1200 Cutter Module   | \$5,000.00 |

## Spare Parts

You may also purchase spare parts for any repair that you would like to complete yourself. Tech support will provide guidance on which parts to purchase and how to install them. Search for spare parts by SKU number or key word at the link below. If you are covered by the original warranty, extended warranty or Hotswap warranty you may also choose to have spare parts shipped to you free of charge if the broken part is not included in one of modules listed above.

<http://www.primerastore.com/parts.html>