

SHANGHAI YUCHANG INDUSTRIAL CO., LTD.

CYCJET After-Sales Service Policy

Standard Equipment Warranty, Service Terms & Global Support Guidelines

I. SCOPE OF APPLICATION

This warranty policy applies to all **CYCJET** coding and marking equipment sold directly by **Shanghai Yuchang Industrial Co., Ltd.** If the customer has signed a special written warranty agreement with our company, the stamped written agreement between both parties shall prevail.

Statutory Alignment: In accordance with relevant national laws and regulations, if the statutory minimum warranty period in the local region is longer than that stipulated herein, the local laws and regulations shall govern.

II. STANDARD WARRANTY TERM & EQUIPMENT COVERAGE

The standard warranty period for all CYCJET series equipment is **12 months**, calculated from the earlier of the following two dates:

- The date of factory shipment of the equipment; or
- The date of on-site installation and acceptance of the equipment.

The warranty only covers manufacturing defects in raw materials and original workmanship. Normal consumable wear, man-made damage, and damage caused by improper use are excluded.

Breakdown Warranty Terms by Machine Model

Equipment Model	Warranty Coverage & Terms	On-Site Service
CYCJET Fly Laser Printer	Complete machine & all accessories covered for 12 months. Free repair or new parts dispatched. All round-trip freight, parts, and labor borne by CYCJET.	CHARGEABLE
CYCJET UV High-Resolution Digital Inkjet Printer (PIJ)	All accessories covered for 12 months <i>except printhead</i> . Printheads are precision wearable parts; failures covered ONLY if manufacturing defect is confirmed upon first ink filling.	CHARGEABLE
CYCJET Large Character (DOD), TTO & TIJ Series	Complete machine and all accessories covered for 12 months against original manufacturing defects. Free repair or accessory replacement with all round-trip freight covered by CYCJET.	CHARGEABLE
CYCJET Small Character Continuous Printer (CIJ)	All components covered for 12 months <i>except filters</i> (standard consumable wearing parts). Free part replacement and two-way freight covered by CYCJET for manufacturing defects.	CHARGEABLE

Warranty for Separate Spare Parts

- **Non-consumable parts:** 12-month warranty from shipment date.
- **Consumables/Wearing parts:** (Filters, printheads, ribbons, ink, lenses, belts, rollers) Guaranteed free of factory defects upon shipment only.
- **Used / Refurbished parts:** 90-day warranty from shipment date.

Consumables & Software Coverage

- **Consumables:** Free of defects prior to "Best Before Date". Expired or improperly stored opened items excluded.
- **Supporting Software:** Earlier of 90 days after installation or 120 days after shipment. Third-party/Beta software provided "AS IS".

■ III. AFTER-SALES SERVICE RULES DURING WARRANTY PERIOD

1. Fault Reporting Requirements:

Customers must first report faults via our 400 hotline or WeChat, followed by formal email submission of a filled *CYCJET Equipment Repair Application Form* with required materials (model, serial number, invoice, photo/video evidence) uploaded to our service system. CYCJET reserves the right to suspend free services if registration or valid proof is missing.

2. Standards for Free Repair & Replacement Services:

Upon confirmation of manufacturing defects and compliant equipment usage, CYCJET covers repair, parts, and two-way courier logistics:

- **Remote Faults:** Free remote video guidance by technical engineers.
- **Accessory Replacement:** Brand-new accessories sent free of charge for self-installation; freight covered by CYCJET.
- **Factory Overhaul:** Issued a unique RMA return number; round-trip courier fees fully covered by CYCJET.

3. Chargeable On-Site Service Terms:

On-site installation, commissioning, and training are chargeable for all models. On-site troubleshooting incurs travel and labor fees:

- **Domestic Regions:** Discounted service within 50 miles of service centers during working hours (8:00–16:30). Beyond 50 miles, mail-in repair is prioritized. If on-site service is requested, customer covers engineer transport, lodging, and labor.
- **Overseas Regions:** Customer covers round-trip airfare, lodging, local transport, visa, plus an engineer service fee of **USD 120 per day**. Standard cycle is within 3 working days; extensions incur USD 120/day.

4. Solutions for Unrepairable Warranty Equipment:

If defects cannot be eliminated after reasonable attempts, CYCJET will at its discretion: (i) Provide a new/refurbished replacement unit upon return, or (ii) Refund the depreciated purchase price. This constitutes the customer's exclusive remedy.

■ IV. WARRANTY EXCLUSIONS

Free warranty service will be void if damage occurs due to any of the following:

- Collision, drops, water ingress, lack of maintenance, overload, or operation beyond specification.
- Fire, flood, lightning, earthquake, or other force majeure natural disasters.
- Power, air source, temperature/humidity, or dust environment failing official manual standards.
- Failure to perform scheduled maintenance, leading to ink/dust accumulation and system blockage.
- Unauthorized disassembly, repair, or modification by non-CYCJET personnel.
- Use of non-CYCJET original ink, fluids, filters, printheads, or ribbons causing damage/burnout.
- Unauthorized external equipment connection, circuit modification, or program tampering.
- Altered, defaced, or missing equipment serial numbers and nameplates.
- Natural wear of standard consumable parts (filters, rollers, belts, lenses, printhead aging).

■ V. WARRANTY FOR COMPLETED REPAIR SERVICES

All on-site or factory repairs carry a **30-day service warranty** covering only the specific fault addressed. Recurring manufacturing defects within 30 days receive free secondary overhaul. New faults from improper operation are excluded.

■ VI. WARRANTY DISCLAIMER & LIMITATION OF LIABILITY

This policy supersedes all oral or implied warranties. CYCJET's total liability shall not exceed the original purchase price of the equipment or service. CYCJET is not liable for indirect, incidental, or consequential damages (e.g., production downtime, lost orders).

■ VII. LIFETIME SERVICE COMMITMENT AFTER WARRANTY EXPIRY

- **Free Lifetime Support:** Remote technical guidance and consultation remain free forever.
- **Cost-Price Parts:** Post-warranty spare parts supplied at cost price; minimal labor/travel fees for on-site visits.
- **Long-Term Supply:** Guaranteed stable supply of original parts and consumables.

■ VIII. AFTER-SALES SUPPORT CHANNELS

Service Hotline: +86 400-6830-811 / +86 21 5997 0419

24H Mobile / WhatsApp: +86 13917631707

Email Support: service@cycjet.com

Company Address:

1/F, Building 4, No.333 Huagao Road, Huating Industrial Zone, Jiading District, Shanghai, China

CYCJET (Shanghai Yuchang Industrial Co., Ltd.) reserves the final right of interpretation of all terms within this service policy.