

IMPORTANT NOTICE

...TO GULTON THERMAL PRINTHEAD CUSTOMERS

Printhead Product Warranty

Gulton Incorporated will repair or replace, at their option, any printhead which fails within 3 months from date of shipment due to defects in workmanship or material. Failure is defined as the inability to obtain legible print out in a properly adjusted system or the total absence of print out from one or more printing elements. This warranty specifically excludes failures due to operation exceeding specified limits, failure due to abrasive wear of the printing elements and/or conductors due to foreign particles, failure due to lack of preventative maintenance such as not cleaning paper residue build-up over the heating elements or as otherwise specified and damage due to improper handling, assembly and/or installation which causes the printhead to fail.

CAUTION

DELICATE ELECTRONIC
COMPONENT -

HANDLE WITH EXTREME CARE

THESE PRINTHEADS CONTAIN GLAZED PRECISION PRINTING AND CONDUCTOR SUBSTRATE SURFACES THAT MUST BE CAREFULLY PROTECTED FROM MECHANICAL DAMAGE. Extreme care must be exercised during handling and installation to prevent scratching, chipping, denting or otherwise damaging the exposed substrate surface, particularly in the resistor (printing element) area. A small clean piece of cardboard should be used to protect the substrate during installation if there is a possibility of accidental damage.

THESE PRINTHEADS ARE STATIC SENSITIVE DEVICES. Please take all precautionary measures against static discharge and handle them only at Static Safe Workstations.

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INITIAL OPERATION

The operating conditions given on the applicable data sheets are not continuous ratings but are for normal duty cycles. **THE RESISTOR ELEMENTS CAN BE DAMAGED BY OVERPOWERING OR OVERHEATING.** It is therefore advisable to determine that the printhead driver circuitry is functioning properly before applying fully power to the printhead. After this has been established overstressing the unit can be avoided by limiting the applied pulse voltage at or below the maximum allowed, or by simply setting the pulse voltage low initially and then increasing it slowly to obtain normal printing performance. **IT IS A COMMON TENDENCY TO OVERPOWER THE PRINTHEAD TO MAKE UP FOR DEFICIENCIES IN THE MECHANICAL ALIGNMENT OF THE SYSTEM.** The alignment should be optimized with the unit operating below normal where its sensitivity to alignment error is greater, and then the power increased as described above.

CLEANING

Isopropyl Alcohol may be used to periodically remove paper residue from the printhead. Apply with cotton swab or soft cloth, using due care. Frequency of cleaning depends upon paper type and mechanical factors, and should be evaluated in a prototype system under normal operating conditions. Do not use abrasive materials in cleaning. Only clean when printhead has been de-energized and cooled to room ambient to avoid thermal shock damage.

RETURN AUTHORIZATION PROCEDURE

The warranty period is for three months from date of shipment. If it becomes necessary to return printheads under the terms of the warranty, it is mandatory to first obtain an RMA (Return Material Authorization) number from Gulton. To do this, call Gulton Customer Service at (908) 791-4622 to discuss the units under question. It is then most important to adhere to the following procedure in returning the units:

1. Include a specific reason for rejecting each printhead. Attach reject reason to units or list reason by serial number appearing on all units.
2. **IF UNSATISFACTORY PRINT OUT IS THE REJECT REASON, BE SURE TO ENCLOSE A SAMPLE OF YOUR OWN PRINT OUT AND THE TEST CONDITIONS UNDER WHICH IT WAS TAKEN.** Prior to returning such units, you should first try to correlate your print out with the sample of Gulton's final test print out enclosed with each printhead (100% tested at specified standard conditions).
3. **INDIVIDUALLY** pack each printhead being returned to prevent damage in transit -- note how they were originally packed by Gulton.
4. Return to Gulton Incorporated, 116 Corporate Blvd., South Plainfield, NJ 07080, Attention: QA Department. Please reference your purchase order number(s), the Gulton RMA number, and if at all possible, the Gulton factory order number and the date units were received.

NOTICE

IT IS MANDATORY THAT SPECIFIC REASONS(S) FOR REJECTING THE PRINTHEADS BE INCLUDED WITH THE RETURNED UNITS AS DISCUSSED ABOVE, OR ELSE THE UNITS WILL BE RETURNED TO THE CUSTOMER WITHOUT INSPECTION AND RETEST, AND NO CREDIT WILL BE ISSUED.

IF THE UNITS ARE TO BE RETURNED OUTSIDE OF THE WARRANTY TO DETERMINE REPAIRABILITY, THIS SHOULD FIRST BE ARRANGED WITH THE CUSTOMER SERVICE DEPARTMENT. A RETEST AND ANALYSIS CHARGE WILL ORDINARILY BE CHARGED. THE CUSTOMER SERVICE DEPARTMENT WILL ADVISE YOU ABOUT THE AMOUNT AND OTHER REQUIREMENTS.

THANK YOU,
Gulton Incorporated
116 Corporate Blvd.
South Plainfield, N.J. 07080

Phone: 908-791-4622
Fax: 908-791-4627
Web Site: www.gulton.com
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Note: Gulton Reserves the right to change this policy.