



PRICE GUN WARRANTY

For 12 months from date of purchase, your price gun is covered for parts and labour. If your price gun requires service, we aim to have it repaired within 5-10 working days. The full terms and conditions can be viewed below.

Summary of Cover

Terms and conditions of the complimentary Pricemark 12 month return-to-base warranty.

- The warranty begins from date of purchase
- Any repair or replacement under warranty will not extend the period of the warranty
- You must provide proof of purchase in the form of a receipt/invoice before any work can be carried out on your price gun. Without this proof, all services will be chargeable.

Important information

- Before using your price gun for the first time, please read the operation manual and keep for future reference.
- Ensure you clean your price gun frequently.
- Our standard service charge is \$25 plus GST. Parts are charged separately.
- Call out fee for small problems such as adjustments and cleaning is \$50.

What is Covered

The repair or replacement of your price gun if it is found to be defective due to faulty workmanship, materials, or function within 12 months of purchase.

What is Not Covered

Pricemark will not be liable for costs of repair or replacement as a result of:

- Normal wear and tear (e.g. ink roller)
- Accidental damage, faults caused by misuse or care, and careless operation or handling of the machine which is not in accordance with the manufacturer guide or Pricemark care guide
- Neglect by not cleaning the price gun, not adjusting the print head, or not loading labels correctly
- Use of parts and accessories other than those recommended by Pricemark
- External sources such as transit damage or weather
- Repairs or alterations carried out by parties other than Pricemark technicians
- Freight to and from Pricemark

Remember

If your price gun will not operate, first check:

1. There are no labels stuck inside the price gun
2. There is a new ink roller if the print is faint
3. All consumable items have been installed correctly
4. The label stock has slits in the backing paper
5. The print head has been adjusted in accordance with the operation manual

Cleaning Your Machine

1. Open all baseplates so you can see through the machine
2. Use a rag and citrus base cleaner/methylated spirits* to clean the baseplates, tractor wheel, and anywhere else the labels come into contact with

*Please use correct protective garments when using chemicals

If you have any enquiries, please call Pricemark on 03 9899 9190 or email info@pricemark.com.au. Loading instructions, videos and general care guides are available on our website at www.pricemark.com.au