

SSI Incorporated Smart Printhead™ Warranty

Smart Printhead™ warranties have nothing to do with time; it's all about the number of inches printed.

A Smart Printhead™ never needs to be returned for a warranty evaluation.

Every customer should get what they pay for.

Every Smart Printhead™ should be interrogated for the possibility of a pro-rated warranty credit.

When a Smart Printhead™ eventually fails, don't throw it out. When it is convenient, remember, time has no bearing so you don't have to rush; interface the Smart Printhead™ to an Internet capable computer via a mini-USB cable.

Bring up the www.SmartPrinthead.com web site and follow the instructions on how to upload the "encrypted" data file from the memory of the computer that is stored on the Smart Printhead™. From this data, it will be clear as to whether the Smart Printhead™ exceeded the warranty expectation in linear inches.

If the warranted number of inches has been printed, then the client needs to re-order. If the warranted number of inches is not met, then the customer can proceed with the warranty process by taking a digital picture of the used printhead along with a sample printed label to show failed element locations. The customer then e-mails these pictures to the Smart Printhead™ website for a SSI technician to evaluate for warranty validation. If the warranty claim is valid, a pro-rated warranty is issued to the client/distributor against the replacement printhead that is then immediately shipped to the distributor/client.

It's that simple.

No shipping used printheads back to the manufacturer.

No inventory of used heads to be maintained.

The differences in a SSI warranty are integrity, quick response, minimized overhead and fairness.