

Warranty Terms for Print Heads 199-06-06-XXX

The DOD print heads article no. 199-06-06-XXX are parts under 6 months warranty coverage.

The following exclusion clauses apply to the warranty:

1. Any damage to the coated nozzle plate at the bottom of the print head (scratches)
2. Improper cleaning of the print heads, e.g.
 - a. cleaning the heads with excessive pressure
 - b. use of cleaning cloths other than the ones recommended by Hapa or repeated use of dirty/contaminated cloths which can lead to mechanical damage to the print heads (scratch marks)
 - c. use of cleaning agents* other than the ones recommended by Hapa
 - d. excessive cleaning (several times per hour)
3. No/insufficient protection from ambient light and/or UV/LED light e.g.
 - a. excessive light exposure (in dose and intensity) of the print heads, especially in systems which are not permanently installed in Hapa machines
 - b. incorrect integration of the printing system, which allows reflections from the UV/LED lamp to the print head
 - c. missing protective caps or covers around the print head
4. Damage to the print head due to
 - a. contact with the coated nozzle plate surface (non-wetting plate) of the print head, e.g. the operator, print media or other objects touching the print head.
 - b. missing collision protection in front of the printer (leads to scratching)
 - c. printed material getting stuck under the print head
5. Electrostatic charge
 - a. static charging of the product or the surfaces above 1 kV, usually caused by transport of the material
 - b. false setting of the head tension
6. Use of ink other than the ones tested and approved by Hapa, or use of expired, reused or contaminated ink or cleaning solution
7. Clogging of print head by foreign bodies or water in the ink
8. Exposure of print head to an ambient temperature outside 15 ° to 30 °, humidity outside 40-60% RH, especially in conjunction with condensation of water
9. Continuous exposure to dust that can get onto the nozzle plate and inside the print head
10. No decommissioning arrangements made during machine standstill times of more than "4 days" (approximated time)

*Please follow the care and maintenance advice set out in the machine handbook and use only these cleaning agents tested and recommended by Hapa for the print heads:

Article number	Description
199-24-90-024	Cleaning cloth
199-16-04-071	Cleaning agent (only for external cleaning of the print head)
199-16-04-078	Flush/preservation/cleaning agent