



Callisto Well Log Printer – Standard Warranty

1. Warranty Coverage

Neuralog LP (“Manufacturer”) warrants that the Callisto Well Log Printer (“Printer”) will be free from failures caused by defects in materials or workmanship for a period of twelve (12) months from the invoice date (“Warranty Period”). This warranty applies only when the Printer is installed, operated, repaired, maintained, and used in accordance with Manufacturer’s published instructions.

All other warranties, express or implied—including warranties of merchantability or fitness for a particular purpose—are expressly disclaimed.

2. Warranty Exclusions

This Warranty is void if the Printer is used with non-Neuralog parts or consumables, or if it is operated outside normal intended use. The Warranty does not apply to:

1. Units without a valid serial number.
2. Consumable parts such as ink cartridges and the service tray.
3. Damage resulting from shipment, mishandling, misapplication, faulty installation, incompatible network setup, improper maintenance, line power faults, maladjustment of user controls, installation or setup adjustments, or failure to follow Manufacturer instructions.
4. Cosmetic damage.
5. Damage caused by accident, negligence, misuse, abuse, or acts of God.
6. Modification of the Printer by anyone other than Manufacturer.

The End User must follow all operational guidelines outlined in the *CallistoPrinter_WellLog_UserGuide*.

3. Warranty Remedies

If a defect covered under this Warranty occurs, Manufacturer’s sole obligation—and the End User’s exclusive remedy—is repair or replacement of the Printer.

Manufacturer shall not be liable for any defects, damages, claims, or injuries caused by, arising out of, or related to the use or performance of the Printer or related services, except to the extent Manufacturer may be liable for actual damages not exceeding the original purchase price of the Printer. Manufacturer shall not be liable for any direct, consequential, incidental, exemplary, or other special damages, even if advised of the possibility of such damages.

4. Technical Support & Troubleshooting

All support requests must be submitted to support@neuralog.com or by phone at **+1 (281) 240-2525**. Manufacturer will provide an initial response within one business day.



Technical support may require the End User to provide additional information, perform diagnostic steps, or complete testing to assist in troubleshooting. The End User is responsible for ensuring that technical support personnel have access to the Printer when required.

5. Repair Procedure

If repairs are required, Manufacturer will determine whether repairs can be performed on-site or whether the Printer must be returned to the manufacturing facility.

- **On-site repairs:** If Manufacturer concludes that on-site service is appropriate, a technical support specialist will be dispatched to the End User's location.
- **Return-to-factory repairs:** If Manufacturer concludes that the Printer must be returned for repair, the End User is responsible for packaging and shipping the Printer to Neuralog. The Printer **must be shipped on a pallet**. Manufacturer will cover shipping costs for the repaired unit returned to the End User.

If the Printer cannot be repaired:

- A replacement unit of the same model will be provided, or
- If unavailable, a comparable model will be supplied, or
- The End User may receive a prorated credit toward the purchase of a new printing solution.

6. Software & Driver Support

The Callisto Well Log Printer includes:

- **NeuraView PE Printing Software**
- **Callisto Printer Firmware**
- **Callisto Windows Printer Driver**

Software updates and technical support for these components are provided during the Warranty Period.

7. Optional Extended Warranty

Optional one-year and two-year extended warranties may be purchased to extend coverage beyond the initial Warranty Period.

Extended warranty coverage includes:

- Technical support
- Repair services
- Updates and support for NeuraView PE
- Updates for the Callisto Firmware
- Updates and support for the Callisto Windows Printer Driver



8. Response Times

Manufacturer will provide an initial troubleshooting evaluation within one business day.

If on-site repair is required, Manufacturer will dispatch a technician within two business days following the support assessment.

If the Printer must be returned for repair, Manufacturer will strive to complete repairs within approximately three business days after receiving the unit. Repair timelines may be affected by supply chain disruptions or adverse weather conditions. Manufacturer will keep the End User informed regarding repair status.

9. Printhead Maintenance Clause

To ensure optimal performance and longevity, regular usage of the Printer is required. The printhead relies on consistent ink flow to function properly. If the Printer is left unused for extended periods, ink may dry within the printhead, causing clogging or permanent damage.

Important Notice:

- Failure to print with authentic Neuralog products and media will **void this warranty**.
- Failure to leave the Printer in a capped state when not in use may result in ink drying in the printhead. This condition is considered improper maintenance and is not covered under the standard warranty.
- If the printhead cannot be capped, contact NeuralLabel support immediately.

10. Contact Information

For warranty questions or service assistance, contact:

Neuralog Support Phone: +1 (281) 240-2525 Email: support@neuralog.com

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