



Neuralog NT1000 Truck Printer – Standard Warranty

1. Warranty Coverage

Neuralog LP ("Manufacturer") warrants that the NT1000 Truck 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, maintained, and serviced 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 items, including—after the initial Warranty Period—the printhead.
3. Damage resulting from shipping, mishandling, misapplication, faulty installation, incompatible network configuration, improper maintenance, power faults, maladjustment of user controls, or failure to follow Manufacturer instructions.
4. Cosmetic damage.
5. Damage caused by accident, negligence, misuse, abuse, or acts of God.
6. Any modification or alteration performed by anyone other than Manufacturer.

The End User must follow all operational guidelines outlined in the NT1000 User Guide.

3. Printhead Coverage

The printhead is covered only during the initial twelve (12) month Warranty Period. After that period, the printhead is classified as a consumable item and is excluded from any extended warranty coverage.

4. 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's liability for any damages shall not exceed the original purchase price of the Printer. Manufacturer shall not be liable for any direct, consequential, incidental, exemplary, or special damages arising from the Printer or its use, even if advised of the possibility of such damages.

5. Technical Support & Troubleshooting

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

The End User must supply all information requested by technical support to facilitate proper troubleshooting. Manufacturer may require diagnostic steps or additional testing before authorizing repair.

Before returning a printer for service, the End User must obtain a Return Merchandise Authorization ("RMA") number. The RMA must be clearly displayed on the outside of the returned package and on the accompanying packing list. Manufacturer cannot be held responsible for any package returned without an RMA number.

6. Repair Procedure

If repair is required, the Printer must be shipped to Manufacturer for evaluation. The End User is responsible for packaging and shipping the Printer to Neuralog. Manufacturer will cover shipping costs for the repaired or replacement 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.

7. Software & Driver Support

The NT1000 includes:

- **NeuraView PE Printing Software**
- **NT1000 Printer Firmware**
- **NT1000 Windows Printer Driver**

Software licenses, updates, and technical support for both components are included during the Warranty Period. Firmware updates released by Manufacturer during the Warranty Period are also included.

8. 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 may include any of the following:

- Technical support
- Repair services
- Software updates for NeuraView PE
- Firmware updates for the printer
- Driver updates for the NT1000 Windows Printer Driver

The printhead remains excluded from extended warranty coverage.

9. Response Times

Manufacturer will provide an initial troubleshooting evaluation within one business day. If repair is required, Manufacturer will strive to complete repairs within approximately three business days after receiving the Printer.

Repair timelines may be affected by supply chain disruptions, shipping delays, or adverse weather conditions. Manufacturer will keep the End User informed of repair status.

10. Contact Information

For warranty questions or service assistance, contact:

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

4800 Sugar Grove Blvd, Suite 200
Stafford, TX 77477 USA