

UltraCoverPlus

**Best Warranty &
Best Support
in the Industry**



FREE 3 year Warranty and Support
with all new professional series card printers.

- **FREE** replacement of a damaged printhead no matter what the cause of failure
- **FREE LOANER** if a printer is shipped to our service center for repair
- **EASY** access to Support Team by phone or email
- **PERSONAL** guidance on printer use



It's our promise to keep you printing!



www.magicard.com

MAGICARD

Secure ID card printers

No-quibble warranty



Ultra will:

- Provide a loaner if a printer must be repaired in one of our service centers
- Replace **FREE** a damaged printhead whatever the cause of failure
- Repair **FREE** a failed printer
- Pay for all shipments to the customer

You should:

- Keep your warranty card in a safe place
- Contact the service line indicated on the card if you have a problem
- If advised, promptly ship to Ultra:-
 - A failed printhead for replacement
 - A failed printer for repair
 - A loaner printer following the return of your repaired item
- Pay for all shipments to Ultra

About our Support Team



Excellent and approachable

Our technicians are highly trained and experienced, averaging more than five years experience supporting Magicard printers.

Our Mission

We will help our customers to succeed in their business by providing them with well supported products featuring enhanced levels of performance and security.

We will deal ethically with our end-user and reseller customers and will always try to promote their interests and protect their confidences.

We will provide the highest level of responsive and courteous support to our customers, through direct verbal contact whenever possible and appropriate.

We will strive to go that extra mile to delight our customers and to win acceptance of Ultra as their preferred supplier of ID printers and consumables.

Above all, we will strive to provide better value for our customer's money.



Terms and Conditions

- 1. Availability.** UltraCoverPlus is included with our professional range printers for 3 years from the date of original purchase by the user. UltraCoverPlus is available only to customers in the EU, North America and selected other countries. UltraCoverPlus is provided free for 3 years from the time of original purchase of the Magicard product to which it relates. Extended UltraCoverPlus warranties are available to cover printers up to 4 years from original purchase date.
 - 2. Making a Claim.**
 - a) If your product is exhibiting a problem and is covered by UltraCoverPlus, then please contact our customer service team for help in solving your problem over the phone. The number is on the UltraCoverPlus warranty card, our website and this brochure.
 - b) If customer service cannot solve the problem over the phone, and your product is defective, a Return Merchandise Authorization (RMA) will be issued to you by email or fax. To enable us to help you as much as possible, please have the product's model and serial number ready.
 - c) Once it has been confirmed your printer is covered by UltraCoverPlus, you will qualify for a loaner printer if needed. On receipt of the loan unit, please install it and verify it is working properly.
 - d) PROMPTLY ship your defective machine to the Magicard Service Center address referenced on the RMA form. Your printer must be received by our service center within two weeks to avoid a rental charge.
 - e) The product should be packed in its original packaging with a note describing the problem and quoting the RMA number. Please also mark the RMA number on the outside of the shipping carton.
 - f) Once your product has been repaired it will be dispatched back to you. On receipt, please return the loan unit within two weeks. After a period of two weeks, unless agreed in writing by Ultra, a rental charge will become payable.
 - g) Insurance and shipping costs incurred in sending the original product for service and returning the loan unit are the responsibility of the customer. Ultra will bear the cost of sending the loan unit out and returning the repaired item.
 - 3. Printhead Failure.**
 - a) If a printhead protected by UltraCoverPlus fails, for any reason, the printhead assembly should be removed from the printer and sent to the specified Ultra Service Center. Ultra will ship a replacement printhead assembly using expedited delivery as soon as the printhead assembly arrives at the Service Center.
 - b) If a third party such as an OEM, Systems Integrator, Dealer or contract repair organization carries out the replacement using a locally held spare printhead assembly, then that organization (or the user) must inform Ultra in writing of the serial numbers of the printer and the replacement printhead.
 - c) Any claims for replacement where the failed head is not returned may be refused by Ultra.
 - 4. Exceptions.** Each UltraCoverPlus warranty is specific to one product and one original or replacement printhead as defined by the respective and unique serial numbers. UltraCoverPlus service will be provided when all outstanding payments have been received by Ultra. Ultra will use its best efforts to ensure that an adequate supply of loan units are available. However, in circumstances of exceptional demand, it may be necessary to delay shipment or to substitute an alternative model.
- NB. If your printer is not covered by UltraCoverPlus, it may still be covered by our standard warranty. See your Quickstart Guide.

Contact us:

Ultra Electronics Card Systems
North American Sales & Support Center,
6711-176th Avenue NE
Redmond, WA 98052 USA

Tel: (425) 556 9708

Toll FREE: (877) 236 0933 X250

Fax: (425) 556 3962

Customer Support: (425) 556 9708 X250
email: USsupport@UltraMagicard.com



Ultra Electronics Card Systems
Waverley House, Hampshire Road,
Granby Estate, Weymouth,
Dorset, DT4 9XD United Kingdom

Tel: +44 (0) 1305 784 738

Fax: +44 (0) 1305 777 904

email: UKsales@UltraMagicard.com

Customer Service: +44 (0) 1305 784 738
email: customer_service@Ultra.com



www.magicard.com

MAGICARD
Secure ID card printers