Thermal Printer Installation, Warranty and Support Agreement

Installation: The Credit Union may install the printers on their own or through a 3rd party consultant. A good working knowledge of Unix and Ultrafis is required to complete the installation of the printers. To install the Thermal Printer, follow the same procedures that you would for any other new printer in the ULTRADATA system. The Landmark Image will provide the Set.Printer and Printer.Control settings that are specific to the Thermal Printer. Also, for additional reference, we can offer setup notes that have been provided by ULTRADATA credit unions that have successfully installed our Thermal Printers. If additional help is required, The Landmark Image staff is available for a flat fee of $350.00, which includes a guarantee to get your printer up and running AS LONG AS YOU ARE SET UP IN ONE OF OUR SUPPORTED CONFIGURATIONS.

Configurations Supported by The Landmark Image are HP or IBM using Jet Direct or Annex print servers.

Printer Warranty: A two-year warranty with Epson covering parts and labor is included with the purchase price of the printer. If a printer requires repair, it may be returned to an Epson repair facility – Credit Union pays for the shipping both ways. There will be no charge for the repair if the printer is less than 2 years old.

After the two-year warranty period expires, the Credit Union will pay for the cost of repair for the failed unit, including shipping costs. The cost of the repair will be determined on a case-by-case basis. The maximum charges that will apply for repair of an out of warranty printer is $445.00 for a complete printer re-build. Most repair costs will be less and we will call you with an estimate for repair.

Paper supplies must come from an authorized Epson paper distributor. If a printer is returned for repair and it's determined that the paper caused the repair problem and the paper was not supplied by an authorized Epson paper distributor, the Credit Union will be billed for the repair or printhead replacement.

NOTE: We recommend the purchase a backup printer that you can use in case a printer fails and has to be returned for repair.

Support: The most important thing to remember about the Thermal Printers is to NEVER test the printers with anything other than a voucher transaction and NEVER send anything to the printer other than a voucher transaction. Either of these actions will send unprintable characters to the printer that will cause the printer to lock up and may permanently damage the custom firmware. In the event that your printer stops working, use the Troubleshooting Steps that are provided with the confirmation of your order. If additional support is required, Landmark staff is available at $125.00 per hour.

Contact Ray Goodson for additional information by email or call 1-800-735-8560