



PF-03 /PF-04 Print head Warranty Claim Form V2.0

Please complete this form and together with your print head return to the address printed on page 2. Please ensure you return all the required information as specified in the Print head Warranty Claim Returns Checklist on page 2 of this form. Failure to do may mean that your claim cannot be processed.

Customer Contact information

Company Name: _____

Business Address: _____

Postal Code / ZIP Code _____

Country: _____

Contact Name: _____

Contact Telephone _____

Email Address: _____

Please note that this address will be used delivery of the replacement warranty print head should the claim be valid.

Status Print details

Select the STATUS PRINT page from the User Mode on your machine to obtain the following information.

Machine Type: _____

Machine Serial Number: _____

Firmware Version: _____

Printhead Lot Number: _____

Single print head – PF-03 (iPF500/600/700/605/610/710/720/810/820)

Single print head – PF-04 (iPF650/655/750/755)



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Left print head (iPF 5000/5100/6000S/6100/6200/8000/8000S/9000/9000S/8100/9100)

Right print head (iPF 5000/5100/6000S/6100/6200/8000/8000S/9000/9000S/8100/9100)

Status Print details cont'd

Life TTL (m2): _____

After Installation Date: _____

Return Address

NSO to complete CONTACT NAME and ADDRESS for all print head warranty returns.

Print head warranty claim CHECKLIST

This information is required before your claim can be assessed. Failure to provide the required information may mean your claim will not be processed.

- Status Print: (Status Print matching the returned print head)
- Details of Image Quality Problem (Phenomenon of defect)
- Details of Error Code: (Actual Error Code Displayed on the Control Panel)
- Print Sample showing the defect.
- Print head enclosed
- Print head nozzle check pattern (matching the returned print head)**

Important note:

When returning the faulty print head, please ensure that suitable packaging is used so that the print head arrives undamaged.



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Terms and Conditions

Please read the terms and conditions available from the Large Format Print Head Warranty web page.



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