



Hewlett-Packard Española S.A
Inkjet Commercial Division
Avda. Graells 501
08190 Sant Cugat del Valles
(Barcelona)
Spain

Subject

**HP DesignJet 4000 or 4000PS Printers
and
TECHSAGE SpinJet 4000**

WARRANTY AND SUPPORT PROCEDURES

Responsibilities of HP and TECHSAGE in connection with the Warranty and Support procedures for HP DesignJet 4000 or 4000PS Printers used in conjunction with the TECHSAGE SpinJet 4000.

Summary

HP Warranty and HP Support Contracts coverage for HP DesignJet 4000 or 4000PS Printers will not be voided, subject to the limitations and conditions described in this Document

Revision

March 24, 2006

Solution Description

The complete TECHSAGE Dual-sided Imposition Proofing solution includes the following components:

1. An HP DesignJet 4000 or 4000PS Printers , plus
2. A TECHSAGE SpinJet 4000 system, composed of:
 - 2.1. A SpinJet 4000 duplexing unit, installed onto the HP DesignJet 4000 or 4000PS Printers. It enables automatic dual-side media loading, and includes the hardware plus the control software.
 - 2.2. A host-based SpinJet 4000 Software to manage the print jobs queue, interfacing with the SpinJet 4000 system and HP DesignJet 4000 or 4000PS Printers

The connectivity software applications (Print Drivers and/or Raster Image Processors) should be provided by the SpinJet 4000 System Distributors. HP will provide only its standard connectivity solution for the HP DesignJet 4000 or 4000PS Printers (the applications that are accessible in the "Drivers" section of the <http://www.hp.com> website), but nothing for managing the TECHSAGE SpinJet 4000 system.

The SpinJet 4000 systems may be distributed either under the TECHSAGE brand name or under the brand name of other companies buying them from TECHSAGE and reselling them under their own brand name. The conditions contained in this document apply to non-modified SpinJet 4000 systems (either distributed under the TECHSAGE brand or another third party name) that will be identified by the serial number originally assigned to them by TECHSAGE. TECHSAGE will be responsible for maintaining an adequate serial number tracking process.

HP Warranty

HP Warranty Statement

The installation or use of a TECHSAGE SpinJet 4000 system in conjunction with an HP DesignJet 4000 or 4000PS Printers does not affect either the Warranty of the HP Printer or any



Hewlett-Packard Española S.A
Inkjet Commercial Division
Avda. Graells 501
08190 Sant Cugat del Valles
(Barcelona)
Spain

Dec 15th, 2005
Page 2

HP Support Contract with the customer related to such printer¹.

Warranty Liabilities

HP

- HP Warranty and Support liability will be limited only to printer failures or damages covered under the HP Standard Warranty or HP Support Contract. Nevertheless, the TECHSAGE SpinJet bundled with the HP Printer 4000 or 4000PS does not void the HP Standard Warranty or HP Support Contract of the printer.
- HP assumes no obligation to promote or perform any physical service and support on the SpinJet 4000 system.

TECHSAGE

- TECHSAGE and the companies reselling such SpinJet 4000 system are solely responsible for failures or damages related to the SpinJet 4000 system.
- For customers information purposes, TECHSAGE is obliged to add one copy of the "HP Customer Warranty and Support Notice" document provided by HP to the documentation package included with of each SpinJet 4000 system sold.
- TECHSAGE has to communicate in advance to implementation any changes in the SpinJet 4000 product that could affect its interaction with the DesignJet 4000 or 4000PS Printers ; to get written change approval from HP.

Limitations

If printer failure or damage is attributable to the use of the TECHSAGE SpinJet 4000 system in conjunction with the Printer 4000 or 4000PS (or any other third party component or accessory), HP will be responsible for solving the failures and damages that may be caused, except for :

- Printhead-media crashes, including but not limited to media-jams and printhead failures
- Media loading, including but not limited to paper jams or skew.
- Dual-sided printing, including but not limited to media cockle and ink marks or smudges.

HP maintains the right to terminate this extension of the HP Warranty and Support within a 30-day notice. In this case, written termination notice would be sent by HP to TECHSAGE, and after the 30-day period TECHSAGE would no longer be allowed to include the "HP Customer Warranty and Support Notice" document in the documentation package included with of each SpinJet 4000 system sold.

Support Procedures

In order to identify whether a Printer failure or damage is attributable to the use of a SpinJet 4000 System (and consequently whether the HP Warranty and Support Services should not be provided for free to the owner of the HP DesignJet 4000 or 4000PS Printers used in conjunction with a SpinJet 4000 System), the procedure below will be followed:

1. The first level of support will be provided by:

¹ HP only guarantees the fulfillment of all the DesignJet 4000 or 4000PS Printer specifications when the printed is operating standalone, without any non-HP accessory attached to it.



Hewlett-Packard Española S.A
Inkjet Commercial Division
Avda. Graells 501
08190 Sant Cugat del Valles
(Barcelona)
Spain

Dec 15th, 2005
Page 3

- HP, when the issue is related to the DesignJet 4000 or 4000PS Printers, or
 - TECHSAGE when the issue is related to the SpinJet 4000 system.
2. The support of the interaction problems between the SpinJet 4000 system and the HP DesignJet 4000 or 4000PS Printers is provided by either TECHSAGE or a SpinJet 4000 system distributor. This interaction covers both the hardware and the connectivity (software applications) aspects.
 3. The Warranty and Support Service for HP DesignJet 4000 or 4000PS Printers used in conjunction with a SpinJet 4000 system will be provided only by:
 - SpinJet 4000 System distributors that have been qualified as HP Authorized Support Providers for DesignJet printers, or
 - The HP Support Organization.

Support services provided by any other company are not covered under the HP Warranty or HP Support Contracts.

4. In case either TECHSAGE or a SpinJet 4000 system distributor detects that the cause for the HP DesignJet 4000 or 4000PS Printers failure is attributable to the HP Printer itself or any printer accessory or component supplied by HP:
 - a) If the SpinJet 4000 system distributor has been qualified as an HP Authorized Support Provider for DesignJet printers, such distributor will proceed according to the HP procedures established for the HP Authorized Support Providers for DesignJet printers.
 - b) If the SpinJet 4000 system distributor has not been qualified as an HP Authorized Support Provider for DesignJet printers, such distributor:
 - (i) will contact the HP Support Organization², and
 - (ii) in case the printer needs an on-site repair, will remove the cable connecting the SpinJet 4000 control box to the HP DesignJet 4000 or 4000PS Printers connection port, and remove any other SpinJet 4000 system part that, depending on the problem, may interfere on the HP printer repair, prior to the on-site visit of the HP Support technician to ensure a proper printer-isolated repair.

It is understood that HP Support Technicians cannot be educated or trained as to, or otherwise acquainted with, the impact of the SpinJet 4000 system on the operation of the HP DesignJet 4000 or 4000PS Printers; consequently, such technicians may decline to proceed with service if they encounter an HP DesignJet 4000 or 4000PS Printers with

- (i) the SpinJet 4000 system is still installed and interfering with the printer parts that require servicing, or
- (ii) damage as a result of either the removal or the operation of a SpinJet 4000 system.

Upon HP's receipt of notice regarding such a situation, HP will cooperate with TECHSAGE or the distributor to clarify whether the problem is covered by HP Warranty or Support Contract.

The HP Support Organization and the HP Authorized Support Providers for DesignJet printers will provide the appropriate support assistance to address the printer failure by either phone or on-site repair, subject to HP's Warranty or Support Contract. In case the printer is not covered under the HP Warranty or HP Support Contract terms, the

² The list of the worldwide HP Support Centers is included with the standard documentation package delivered with the printer.



Hewlett-Packard Española S.A
Inkjet Commercial Division
Avda. Graells 501
08190 Sant Cugat del Valles
(Barcelona)
Spain

Dec 15th, 2005
Page 4

customer will be charged for the standard time and materials costs to service the printer.

5. In case the SpinJet 4000 system distributor detects that the cause for the HP DesignJet 4000 or 4000PS Printers failure is attributable to the SpinJet 4000 system, the distributor will follow the procedures agreed between the distributor and TECHSAGE. Such procedures will ensure that the customer receives appropriate support service in accordance with HP's support service standards.
 6. In case the SpinJet 4000 distributor detects that the cause for the printer failure is attributable to any other accessory or component supplied by a third party (e.g. third party software not supported by HP and/or TECHSAGE), the distributor will refer the customer to the supplier of such accessory.
-