

# UltraCoverPlus



**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.



Ultra Electronics Card Systems  
[www.magicard.com](http://www.magicard.com)



TRUSTED IDENTITY FOR A SAFER WORLD

# No quibble warranty



\*Available in the EU, North America and other selected countries. Elsewhere 2 years limited 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:

- 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

## 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 customers' money.




## Customer support

 **Ultra Electronics Card Systems**  
Hampshire Road, Weymouth,  
Dorset DT4 9XD, United Kingdom

**Customer support:** +44 (0) 1305 762 115  
**Email:** support@magicard.com

**Tel:** +44 (0) 1305 767 100  
**Fax:** +44 (0) 1305 777 904

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

**Customer support:** (425) 556 9708 Ext 2002  
**Email:** americas-support@magicard.com

**Toll free:** 877 236 0933 Ext 2002  
**Tel:** +1 (425) 556 9708  
**Fax:** +1 (425) 556 3962

## 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.
    - b) If customer service cannot solve the problem, and your product is defective, a Return Merchandise Authorization (RMA) will be issued to you. 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 organisation carries out the replacement using a locally held spare printhead assembly, then that organisation (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.
  - 5. Warranty limitations:**  
**The warranty does not apply to Magicard printers that have been:**
    - Damaged through physical or electrical mishandling.
    - Damaged through operation in environments which are outside normal office conditions in terms of corrosive atmosphere, temperature, humidity, shock or vibration.
    - Improperly installed or interfaced to other products which may exhibit software problems or expose the Magicard printer to improper voltages or control signals.
    - Used with consumables from any source other than Magicard.
    - Serviced or interfered with by anyone other than a Magicard authorised service provider.
- NB. If your printer is not covered by UltraCoverPlus, it may still be covered by our standard warranty. See your getting started guide.