

November 2, 2011

Bulletin No- 20111021C

Requirements for the Return of Linx Parts

Parts returned to Linx are inspected upon receipt and tested to confirm all failures. Recently it was announced that upon inspection Linx can invalidate warranty claims and invoice for parts that are not returned properly or are found not to be defective. To minimize the possibility of being invoiced after a part has been returned please provide a copy of this bulletin to the appropriate personnel and ask that they review the following along with the pictures on the pages that follow.

- **All the parts must be intact and complete, i.e. all sub-parts or sub-assemblies must be present.**
For example, in the case of printheads, neither the nozzle nor the 3-way connector must be removed; the blanking plate must be fitted to the 3-way connector; the printhead cover must be securely fitted...
- **Parts must not be physically damaged.**
- **Returned printheads must be flushed and cleaned.**
- **PCBs must be handled following antistatic precautions and returned in antistatic packaging.**
- **Pumps must be ‘capped’ (that is, the inlet and outlet ports must be blanked off), or a pipe should be fitted between the inlet and outlet ports to prevent fluid drying inside the pump.**
- **Parts that handle ink or solvent are to be clean of ink and flushed with the appropriate solvent whenever possible.**
- **Any time that caps or plugs are used to seal ports on a replacement part there are to be transferred to the part that is being returned under warranty.**
- **To insure that quality control and testing personnel at Linx have as much detail as possible, legible notes documenting the reason for the return must be attached to the part or to the outside of the antistatic packaging.**
 - **This applies even if the details were supplied for the RMA number.**
 - **This should also be done with all exchange parts in case the part is sent out for testing and to help with documenting and track out of warranty failures.**
- **Parts must be packaged appropriately to prevent damage in transit.**

Please note that Diagraph’s receiving personnel are not responsible for checking that all of these requirements have been met. Should Linx deny warranty Diagraph will receive the details for the denial and when applicable the failure analysis. At that time the responsible party will be contacted to review this information and determine what costs will be passed on.

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Examples of correct and incorrect returns

Correctly packaged electronic part in anti-static bag with *Parts Return Response form* enclosed.



Electronic part packaged with correct anti-static lining.



Part with incorrect packaging: PCB with no antistatic packaging.



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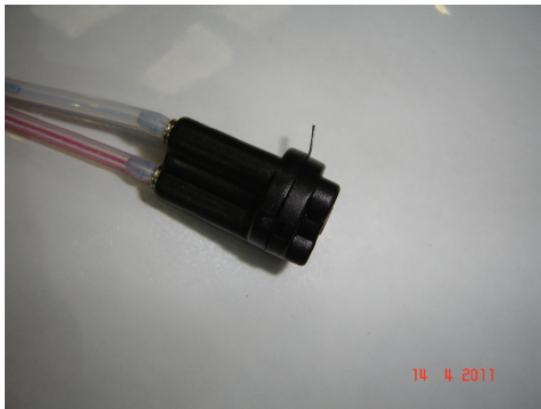
Printhead with 3-way connector missing.



3-way blanking plate missing.



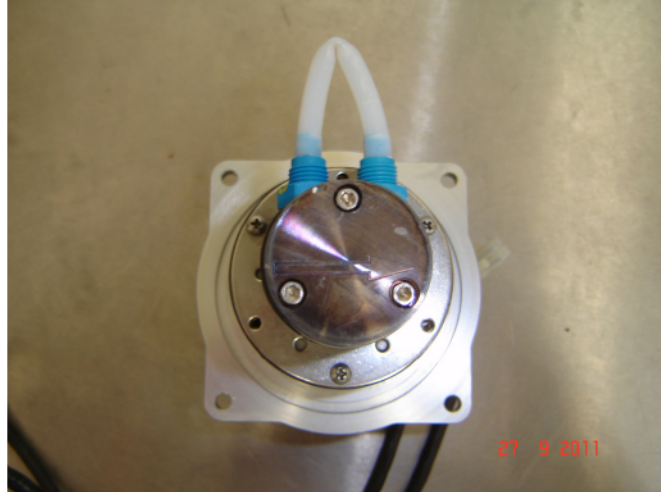
3-way blanking plate fitted.



**** The 3-way plate with barb fittings that is normally shipped with replacement printheads is also acceptable provided it is secured with the gasket and caps on all three barbs.**

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Pump correctly sealed with pipe connecting the inlet and outlet ports.



Pump not sealed.

