

# **Guidelines for Getting Support When You Purchase a Used AnaJet Printer**

**1. Refurbished direct-to-garment printers purchased directly from AnaJet** come with a full accessory pack, initial ink supplies, and a full factory warranty, just like a new unit. You are also entitled to FREE full training. Refer to the AnaJet Warranty.

**2. When purchased from a third party:** The AnaJet printer warranty does not transfer to a new owner. Therefore, you have no warranty even if the original owner's warranty is still in effect. See Warranty clauses. Below are some Q&As to address these used printers.

**Q. Why does the warranty not transfer?**

Direct-to-Garment printing is still an evolving technology and AnaJet puts a great deal of effort to training and supporting customers. When a person buys a used unit, the new owner/operator has to be trained for proper support and the printer needs to be refurbished for optimal performance as often the used printers being sold were not maintained or were poorly maintained. For these reasons, we cannot transfer the warranty as spelled out in the warranty card.

**Q. Is there a way to buy a warranty and get support when I buy a used printer?**

Absolutely. When you purchase a used printer you should plan to send in the printer for complete refurbishment and get yourself fully trained at AnaJet University. When you purchase a used printer, please make allowance for these expenses, including most likely a new print head. You should also make allowance for the cost of accessory items, inks and supplies, as these items are often incomplete or missing in a used printer.

**Q. Can I just purchase a warranty before refurbishment so that I can save money?**

No. You can purchase an extended warranty only after your printer is completely refurbished at AnaJet factory and you are fully trained at AnaJet University.

**Q. What are the costs associated with refurbishment and training?**

Refurbishment cost can vary widely depending on the condition of the machine, but they are generally below \$2,000. In most cases you may need a new print head (\$875). Also budget for The training at AnaJet University (\$250 per person), and an extended Warranty for one year (\$1,475 for SPRINT model and \$1,250 for FP-125 model).

**Q What is the value of ink and supplies included in a new printer if they are missing?**

Approximately \$1,875. If the EKprint Studio Program Serial Number is missing, it will cost \$1,200.

**Q. How do I go about getting my printer refurbished and trained?**

First, call the AnaJet Technical Support Department at 714-662-3200. The representative will guide you through the proper way to get the refurbishment of the printer and get you trained. If your shipping box is missing, you'll need to get the proper shipping box. Request an RMA number issued to you prior to sending in the printer.

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