

LIMITED WARRANTY AGREEMENT & COVERAGE TERMS

DTF Station North America General Limited Warranty

Applicable Models:

This warranty applies to DTF Station North America–branded general-category products not governed by a separate product-specific warranty policy. See Section A for the full list of applicable models

Jurisdiction	United States Only
Document Version	1.0
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Please read this warranty policy carefully to fully understand your rights and obligations.

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SECTION A — INTRODUCTION

DTF Station North America is pleased to offer a limited warranty on DTF Station North America general-category Equipment. This warranty is provided subject to the terms, conditions, and limitations set forth herein.

As a primary condition of coverage, proper maintenance must be performed in strict accordance with the guidelines specified in the product documentation accompanying your Equipment. Failure to maintain the equipment as required may affect or limit warranty eligibility.

This warranty applies to purchases made within the United States only and is governed by applicable U.S. federal and state laws.

Applicable Models

This warranty applies to DTF Station North America-branded general-category products, including but not limited to:

- **Prisma Heat Press machine Series:** Prisma Mini, Prisma Auto, Prisma Dual and Prisma Hex
- **Phoenix Curing Oven Series:** Phoenix Air 16x20, Phoenix 16x20, Phoenix A3, Phoenix A2
- **Fume Extractor Series:** L2, L4
- **PrintPro Table Series:** S, M, Miro16, Miro24
- **FoldFlex 100 Folding Machine, Mars 136, Eddy 2, Seismo S20**
- Other DTF Station North America-branded products not governed by a separate product-specific warranty policy requiring mandatory On-Site Training or Virtual Training.

Future Products — This warranty automatically extends to any new DTF Station North America-branded product released after the Effective Date of this Agreement that does not require mandatory training as a condition of warranty activation, unless a separate product-specific warranty policy is issued.

Excluded Products — This warranty does not apply to the Prestige Large-Format DTF Printer, Prestige Small-Format DTF Printer, Prestige Industrial DTF Printer, Aries UV DTF Printer, Arc Flatbed Cutter, or DTF Station North America Shaker Dryer Units, each of which is governed

SECTION B — DEFINITIONS

For the purposes of this warranty, the following terms shall have the meanings set forth below:

Term	Definition
"Warrantor"	DTF Station North America, the manufacturer of the Equipment and the sole party providing the limited warranty coverage set forth in this Agreement. All warranty obligations, eligibility determinations, and warranty claim approvals are the exclusive responsibility of DTF Station North America.
"Fulfillment Partner"	DS Logistics, the authorized third-party logistics provider engaged by DTF Station North America to perform warranty-related fulfillment services on its behalf. These services include, without limitation, outbound shipment of Equipment and replacement parts, return shipment processing under the Return Policy (Section H), and the dispatch of warranty replacement components under Section J. DS Logistics acts solely as an agent of DTF Station North America for fulfillment purposes and is not itself a warrantor of the Equipment.
"Owner" / "Customer"	The original end-user purchaser of the Equipment from DTF Station North America or an authorized dealer.
"Equipment"	Any DTF Station North America-branded product covered under this warranty, as identified in the Applicable Models list in Section A, including all future DTF Station North America-branded products released after the Effective Date of this Agreement, unless governed by a separate product-specific warranty policy.
"Warranty Period"	The duration during which warranty coverage is active, as determined by the applicable warranty type and fulfillment of required conditions.
"General Warranty"	A 12-month (1-year) limited parts warranty for Non-Consumable Parts, automatically activated on the date of physical shipment of the Equipment.
"DTF-Bundled Purchase"	A purchase in which the Equipment is acquired together with another DTF Station North America product, whether or not that

	starting point for the 30-day Return Window described in Section H and for any other time periods in this Agreement that are measured from delivery.
"DOA" (Dead on Arrival)	A unit of Equipment that, upon initial unboxing and setup at the Owner's location, fails to power on or fails to perform its essential functions due to a defect existing at the time of delivery, and where such failure is not attributable to shipping damage, operator error, improper installation, or use of non-approved consumables. A DOA determination is made by DTF Station North America in its reasonable discretion following diagnostic review.
"Authorized Technician"	A technician employed by or certified by DTF Station North America to perform service, installation, and repairs on the Equipment.



- **Proactive support outreach** — DTF Station North America can contact registered Owners directly with important product updates, safety notices, and maintenance reminders specific to their Equipment model.
- **Access to maintenance resources** — Registered Owners receive timely access to updated maintenance charts, setup documentation, and product-specific troubleshooting guides.
- **Expedited service** — In the event of a warranty claim or technical issue, registered Owners benefit from streamlined verification and prioritized service response.

IMPORTANT — Register Your Equipment Now

The General Warranty is active from the moment your Equipment ships — but registration ensures you can actually use it when you need it. DTF Station North America strongly recommends completing registration immediately upon receipt of the Equipment, before installation begins.

Registration requires your contact information, proof of purchase, and Equipment serial number.

- **Register Online:** https://qrco.de/my_warranty
- **Or Scan the QR Code to Register:**



F.4 Optional Paid On-Site Training (Individual Purchases)

For individual (non-DTF-Bundled) purchases of the Equipment, On-Site Training is not required to activate the General Warranty.

DTF Station North America provides all resources necessary for successful self-installation, operation, and maintenance:

- **Knowledge Base & Setup Guides:**

Equipment-specific setup guides, operation instructions, maintenance charts, and troubleshooting procedures: <https://help.dtfstation.com/portal/en/home>



- **Quick Start Guides:**

<https://help.dtfstation.com/portal/en/kb/help-center/quick-start-guides>

Or scan the QR code to access:



- **Discord Support:**

DTF Station North America's Discord channel provides access to technical assistance, community support, product documentation, and maintenance resources. Discord access information is provided with the product



DTF Station North America's Discord support channel is also available for ongoing technical assistance and community support.

These resources are designed to support confident, successful self-installation and to help Owners maintain their Equipment properly throughout the Warranty Period. Owners who prefer in-person guidance may elect optional paid On-Site Training as described in this Section.

G.3 Dealer Limitation of Authority

Authorized Dealers are not authorized to modify, expand, or waive any term of this warranty on behalf of DTF Station North America. Any representation by a dealer that expands or contradicts the warranty terms set forth in this Agreement is not binding on DTF Station North America.

G.4 Dealer Warranty Claims

Warranty claims must be submitted directly to DTF Station North America by the Owner. Authorized Dealers may assist Owners in initiating claims, but DTF Station North America retains sole authority to approve, deny, or fulfill warranty remedies.

H.6 Return Shipment Timeline

Once refund terms have been agreed upon, the Owner or authorized dealer must ensure that the Equipment is shipped or in active transit within fifteen (15) business days. Proof of shipment or transit status must be provided to DTF Station North America or the applicable dealer upon request. Returns not shipped within this timeframe may be subject to review and could forfeit eligibility for the agreed refund.

I.5 Unauthorized Service or Repair

Any service, repair, modification, or alteration performed by a technician not authorized by DTF Station North America will void all warranty coverage. All warranty-related service must be performed exclusively by Authorized Technicians.

I.6 Summary of Void Conditions

Void Condition	Effect
Use of any non-approved consumable material, including third-party Consumable Parts	All warranty coverage voided immediately
Ownership transfer or resale	All warranty coverage terminated
Serial number/label removal or alteration	All warranty coverage voided
Failure to perform required maintenance	Warranty coverage may be voided
Unauthorized service or repair	All warranty coverage voided

Please retain your original proof of purchase, as it is required for all warranty claims. For warranty inquiries or to initiate a claim, please contact DTF Station North America or your authorized dealer.

** This warranty policy is subject to change at DTF Station North America's discretion. Any amendments will be communicated through official DTF Station North America channels.*

federal Electronic Signatures in Global and National Commerce Act (15 U.S.C. §§ 7001 et seq.) and applicable state law, digital acceptance is legally equivalent to a physical signature.

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