

## Toshiba America Business Solutions, Inc. Statement of Limited Warranty - Label and Receipt Printers

This Statement of Limited Warranty for Toshiba America Business Solutions Label and Receipt Printers includes

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## Part 1 – General Terms

For purposes of this Statement of Limited Warranty, “TABS” means the Toshiba America Business Solutions entity that provided your printer to you or to your reseller. The warranties provided by TABS in this Statement of Limited Warranty apply only to “Product” per – Part 3 - Product Warranty Table you purchase for your use, and not for resale. This warranty applies to a Product in the countries specified for such Product in the Warranty Information. Your point of purchase may provide additional or different warranties or services; TABS is not responsible for any such additional or different warranties or services provided by your point of purchase. If you have any questions concerning this limited warranty, please refer to your point of purchase. The term “Product” means TABS printers, its parts or supplies, conversions, upgrades, elements, or accessories, or any combination of them. The term “Product” does not include any software programs, whether pre-loaded with the Product, installed subsequently, or otherwise.

**NOTHING IN THIS STATEMENT OF LIMITED WARRANTY AFFECTS ANY STATUTORY RIGHTS OF CONSUMERS THAT CANNOT BE WAIVED OR LIMITED BY CONTRACT**

### What Does Your Warranty Cover?

Toshiba America Business Solutions, Inc. ("Toshiba") warrants that the Toshiba branded product you purchased for your end use ("Product") is free from defects in materials and workmanship under normal use during the Limited Warranty Period. This Limited Warranty covers the Product for warranty service only within the country where the Product was originally purchased and only covers Products purchased as new.

### How Long Does This Warranty Last?

Please refer to [Part 3 – Product Warranty Table](#)

### What Will Toshiba Do?

If the Product fails to work as warranted, you may deliver the Product, securely packaged in its original container or an equivalent, along with Proof of Purchase, to your Toshiba Distributor, Value-Added Reseller, Toshiba Dealer or Toshiba Independent Software Vendor. Toshiba will, in its sole discretion, repair or replace the Product or part with a new or remanufactured product/part that is at least equivalent to the original Product/part without charge for parts or labor. Toshiba will pay for shipment of the replacement Product to you via standard ground service.

In lieu of replacement, the item replaced becomes Toshiba property. Replacement parts or products are warranted to be free from defects in materials and workmanship for the remainder of the Limited Warranty Period. Replacement products will use

Toshiba standard configurations with factory settings of switches, jumpers, firmware and software.

**TOSHIBA IS NOT RESPONSIBLE FOR (1) DAMAGE TO OR LOSS OF ANY PROGRAMS, DATA, OR INFORMATION ON THE PRODUCT BEING SERVICED, OR (2) THE RESTORATION OR REINSTALLATION OF ANY PROGRAMS OR DATA OTHER THAN FIRMWARE INSTALLED BY TOSHIBA WHEN THE PRODUCT WAS MANUFACTURED.**

## **What Are Your Obligations?**

You must retain proof of purchase showing price, date, location of purchase and Product description which will be required for warranty service ("Proof of Purchase"). If applicable, always keep a backup copy of the data on your Product before sending it in for repair and remove all confidential, proprietary or personal information.

## **What Does this Warranty Not Cover?**

- On-site service/repair, or service made necessary due to Product or parts damaged by accident, misuse, abuse, neglect, improper installation/maintenance, from use of the product outside the Americas, modifications, the addition of third-party parts, components, consumables, media other than those on Toshiba's tested media list, peripheral devices added to the product after its shipment from Toshiba, fire, theft, acts of God, power failures, surges or electric shortages, lightning, or repairs by non-Toshiba authorized service providers, use outside of the environmental or operating parameters, or use with incompatible third party products.
- Restoration of customer data.
- Any color change or fading of prints, or reimbursement of materials or services required for reprinting.
- Any damage caused by using improper packaging materials or improper packaging and shipping.
- Product purchased "AS-IS" or "with known faults, defects or problems."
- Service of Product on which the label or logo, rating label or serial number have been defaced or removed. Preventive maintenance, cosmetic damage or wear and tear, or replacement of missing, lost or discarded parts.

This warranty is not transferable. If a claimed defect cannot be identified or reproduced in service, you will be held responsible for costs incurred.

**TOSHIBA EXPRESSLY DISCLAIMS ALL WARRANTIES NOT STATED IN THIS LIMITED WARRANTY. ALL OTHER EXPRESS AND IMPLIED WARRANTIES FOR THIS PRODUCT, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND/OR NONINFRINGEMENT OF THIRD PARTY RIGHTS, ARE HEREBY DISCLAIMED. ANY IMPLIED WARRANTIES THAT MAY BE IMPOSED BY LAW ARE LIMITED IN DURATION TO THE TERM OF**

**THIS EXPRESS LIMITED WARRANTY. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE EXCLUSIONS OR LIMITATIONS MAY NOT APPLY TO YOU.**

**IN NO EVENT WILL TOSHIBA, ITS AFFILIATES OR SUPPLIERS BE LIABLE TO YOU OR ANY THIRD PARTY FOR ANY DAMAGES IN EXCESS OF THE PURCHASE PRICE OF THE PRODUCT. THIS LIMITATION APPLIES TO DAMAGES OF ANY KIND WHATSOEVER INCLUDING (1) DAMAGE TO, OR LOSS OR CORRUPTION OF, YOUR RECORDS, PROGRAMS, DATA OR REMOVABLE STORAGE MEDIA, OR (2) ANY DIRECT OR INDIRECT DAMAGES, LOST PROFITS, LOST SAVINGS OR OTHER SPECIAL, INCIDENTAL, EXEMPLARY OR CONSEQUENTIAL DAMAGES, WHETHER FOR BREACH OF WARRANTY, CONTRACT, TORT OR OTHERWISE, OR WHETHER ARISING OUT OF THE USE OF OR INABILITY TO USE THE PRODUCT AND/OR THE USER GUIDES AND/OR MANUALS, EVEN IF TOSHIBA, OR AN AUTHORIZED TOSHIBA REPRESENTATIVE, AUTHORIZED SERVICE PROVIDER OR RESELLER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES OR OF ANY CLAIM BY ANY OTHER PARTY. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR SOME PRODUCTS, SO THE EXCLUSIONS OR LIMITATIONS MAY NOT APPLY TO YOU. TOSHIBA, ITS AFFILIATES AND SUPPLIERS DO NOT WARRANT THAT OPERATION OF THIS PRODUCT WILL BE UNINTERRUPTED OR ERROR FREE.**

Remedies: Your exclusive remedy and Toshiba's entire liability for a material breach of this Agreement will be limited to a refund of the price paid for the Toshiba products covered by this Agreement. Any action for breach of warranty must be brought within 3 months of the date of expiration of this warranty. Toshiba is not liable for performance delays or for nonperformance due to causes beyond its reasonable control. Except as provided in this written warranty, neither Toshiba nor its affiliates shall be liable for any loss, inconvenience, or damage, including direct, special, incidental or consequential damages, including lost profits, cost of substitute equipment, downtime, claims of third parties, including customers, or injury to property, resulting from the use or inability to use the Toshiba products, whether resulting from a breach of warranty or any other legal theory. Some jurisdictions do not allow limits on warranties or remedies for breach in certain transactions. In such jurisdictions, the limits in this paragraph and the preceding paragraph may not apply. In Canada, warranties include both warranties and conditions. Arbitration, Governing Laws: Any disputes arising out of this Agreement will be settled by arbitration before a single arbitrator to be conducted in Los Angeles, California, in accordance with the commercial Arbitration Rules of the American Arbitration Association, and judgment upon the award rendered by the arbitrator may be entered in any court having jurisdiction thereof. This Agreement shall be construed in accordance with the laws of the State of California, except this arbitration clause which shall be construed in accordance with the Federal Arbitration Act.

## Part 2 – Warranty Information

### Statement Inside Product Packaging Box

TOSHIBA AMERICA BUSINESS SOLUTIONS, INC. (TABS) warrants this product to be free from defects in materials and workmanship per below Warranty Coverage List depending on the model from the date of original shipment by TABS to the end user directly or through one of its Value-Added Resellers. Certain components such as thermal print heads and cutter assemblies have a usage limitation per below Warranty Coverage List. For details, please contact TABS office or TABS Authorized Local Warranty Providers. This warranty is limited to the original purchaser, and to TABS products that are sold and used within the United States and Latin America countries (per Latin America Toshiba America Business Solutions (TABS) Authorized Local Warranty Providers). Software is specifically excluded from coverage under this warranty.

This Limited Warranty applies only to TABS, products which do not function properly under normal use, within the manufacturer's specifications. It does not apply to products that, in the sole opinion of TABS, have been damaged as a result of accident, misuse, neglect, or improper packing or shipping. This warranty is void if the TABS label or logo, or the rating label or serial number have been removed or defaced, or the product has been modified or serviced by other than TABS, or an authorized TABS Service Center or TABS Value Added Resellers.

During the stated warranty period, TABS will repair or replace, at its option, any defective product with no charge for parts or labor.

TABS's liability hereunder shall be limited to repair or replacement of the defective part or parts and such correction shall constitute a fulfillment of its warranty hereunder.

**TOSHIBA AMERICA BUSINESS SOLUTIONS, INC. MAKES NO WARRANTIES, EXPRESS OR IMPLIED, INCLUDING MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, EXCEPT AS EXPRESSLY STATED HEREIN. UNDER NO CIRCUMSTANCES SHALL TABS BE LIABLE TO THE PURCHASER OR ANY USER FOR ANY DAMAGES, INCLUDING INCIDENTAL OR CONSEQUENTIAL DAMAGES, EXPENSES, LOST PROFITS, LOST SAVINGS OR OTHER DAMAGES ARISING OUT OF THE USE OF OR THE INABILITY TO USE THIS PRODUCT.**

To obtain warranty information, instructions, other specific terms and Authorized Local Warranty Providers, please visit our website: <http://business.toshiba.com/>

## Warranty Options

DEPOT	ADVANCED EXCHANGE
<ul style="list-style-type: none"> <li>• For all label, mobile and receipt printers</li> <li>• Depot warranty period depends on the product included in the selling price</li> <li>• Option available for additional years with purchase</li> <li>• Customers ship the printer back before shipping out a repaired or replacement</li> </ul>	<ul style="list-style-type: none"> <li>• For US and Canada and receipt printer only</li> <li>• Additional cost required</li> <li>• Hot swap with customer credit card or hardcopy PO on file at Hytec</li> <li>• If after 30 days, defective unit is not sent back to Hytec, customer's credit card will be charged</li> </ul>

## Warranty Terms Summary - United States and Canada

Option	Shipping US and Canada	Label & Mobile	Receipt	
<b>Depot on Finished Goods</b>	Ground inbound - will be paid for by the customer  Outbound – will be paid for by Toshiba  Overnight shipment will be paid for by the customer	1-Year Included  Additional years available with purchase	HSP100	2-Year
			HSP150	4-Year
			HSP200L	2-Year
<b>Parts</b>		90-Days	Whole unit replacement only	
<b>Advanced Exchange</b>	Ground inbound and air outbound Option for overnight, second day, or saver, both paid by Toshiba	Not Available	Available with additional cost in US and Canada only	

Warranty Terms Summary – Latin America

Option	Label & Mobile	Receipt	
Local Authorized Service Provider to Perform the Warranty Service	1-Year Included Additional years available with purchase	HSP100	2-Year
		HSP150	4-Year
		HSP200L	2-Year

## Part 3 - Product Warranty Table

Label and Receipt printer warranty length is covered in the following manner.

- Invoices from vendor must be made available when requested. Must supply Maintenance Counter/Parameter Settings print out from printer for Print Head and Cutters when requested.
- Toshiba America Business Solutions does not warrant ribbons, consumables and other related supply items.

## Warranty Coverage List

Model	Warranty Coverage	
BV400 Series B-FV4 B-EV4	Main Unit	1 Year
	Original Print Head	1 Year or 25km (~1 million inches) whichever comes first from date of purchase.
	Replace Print Head	6 months, 25km (~1 million inches) or balance of new printer warranty, whichever is greater.
	Options (except cutter)	1 Year
	Cutters	1 Year or 250,000 cuts whichever comes first
	Parts	90 days from vendor's invoice
B-452 B-SA4 BA400 B-SX6 B-SX8 B-SX600 B-852 CB-416-T3	Main Unit	1 Year
	Original Print Head	1 Year or 25km (~1 million inches) whichever comes first from date of purchase.
	Replace Print Head	6 months, 25km (~1 million inches) or balance of new printer warranty, whichever is greater.
	Options (except cutter)	1 Year
	Cutters	1 Year or 500,000 cuts whichever comes first
	Parts	90 days from vendor's invoice
B-EP2 B-EP4 B-FP2 B-FP3	Main Unit	1 Year
	Original Print Head	1 Year or 25km (~1 million inches) whichever comes first from date of purchase.
	Replace Print Head	6 months, 25km (~1 million inches) or balance of new printer warranty, whichever is greater.
	Options (except batteries)	1 Year
	Batteries	Original: 1 Year, Replacement: 30 Days
	Parts	90 days from vendor's invoice
B-SX4 B-SX5	Main Unit	1 Year
	Original Print Head	1 Year or 25km (~1 million inches) whichever comes first from date of purchase.
	Replace Print Head	6 months, 25km (~1 million inches) or balance of new printer warranty, whichever is greater.
	Options (except cutter)	1 Year
	Cutters	1 Year or 500,000 cuts whichever comes first
	Parts	90 days from vendor's invoice
B-EX4T1 B-EX4T2 B-EX6	Main Unit	1 Year
	Original Print Head	1 Year or 76.2km (~3 million inches) whichever comes first from date of purchase.
	Replace Print Head	6 months, 76.2km (~3 million inches) or balance of new printer warranty, whichever is greater.
	Options (except cutter)	1 Year



	Cutters	1 Year or 500,000 cuts whichever comes first
	Parts	90 days from vendor's invoice

HSP Series	HSP150	<p>4-Year Depot (Whole unit replacement only)</p> <ul style="list-style-type: none"> <li>Thermal Print Head Life and Auto Cutter Life are guaranteed only with the use of papers on the Toshiba qualified paper list. You can locate it here:  <a href="http://business.toshiba.com/downloads/KB/f1Ulds/18549/Tardis_supported_paper_list_Rev05.pdf">http://business.toshiba.com/downloads/KB/f1Ulds/18549/Tardis_supported_paper_list_Rev05.pdf</a></li> <li>Use of non-qualified paper sources may result in a shorter lifespan and may result in a billable service call if printer failures are determined by Toshiba to be the result of using these papers, regardless of the existence of a service contract or product warranty..</li> </ul>
	HSP100	<p>2-Year Depot (Whole unit replacement only)</p> <ul style="list-style-type: none"> <li>Thermal Print Head Life and Auto Cutter Life are guaranteed only with the use of papers on the Toshiba qualified paper list. You can locate it here:  <a href="http://business.toshiba.com/downloads/KB/f1Ulds/18549/Tardis_supported_paper_list_Rev05.pdf">http://business.toshiba.com/downloads/KB/f1Ulds/18549/Tardis_supported_paper_list_Rev05.pdf</a></li> <li>Use of non-qualified paper sources may result in a shorter lifespan and may result in a billable service call if printer failures are determined by Toshiba to be the result of using these papers, regardless of the existence of a service contract or product warranty.</li> </ul>
	HSP200L	<p>2-Year Depot (Whole unit replacement only)</p> <ul style="list-style-type: none"> <li>Thermal Print Head Life and Auto Cutter Life are guaranteed only with the use of papers on the Toshiba qualified paper list on business.toshiba.com</li> <li>Use of non-qualified paper sources may result in a shorter lifespan and may result in a billable service call if printer failures are determined by Toshiba to be the result of using these papers, regardless of the existence of a service contract or product warranty.</li> </ul>

	Model	Warranty Coverage
Kiosk Printers	KOP3S06-E31A – Thermal Kiosk Printer, USB, Ethernet	1-Year Depot
	KOP3S02-B31A – Thermal Kiosk Printer, USB, Vertical Orientation	
	KOP3S02-J31A – Thermal Kiosk Printer, USB, Horizontal Orientation	
	KOP3S01-001A – Thermal Kiosk Printer, USB, Presenter	

## Part 4 - Warranty Checklist and Process for United States and Canada

Customers, please reference the checklist below to confirm warranty coverage and procedures to claim warranty:

1. Is this item from a qualifying Product model or option according to Part 3 - Product Warranty Table?
2. Do you have the correct Date of Purchase?
3. Do you have the correct Product or option serial number?
4. Was Product or option purchased within the time frame listed in Part 3 - Product Warranty Table?
5. For Label Printer Only - If the claim is for an original print head (purchased with Product), was it purchased within the last 12 months and has it been used less than 25km (~1 million inches)?
6. For Label Printer Only - If claim is for a replacement print head (purchased after Product), was it purchased within the past 6 months, has been used less than 25km (~1 million inches) or is within balance of new printer warranty?

If your answer was NO to any of the questions above, then the item is not covered under our warranty terms and conditions.

Procedures for items covered under warranty:

1. Who to contact?
  - a. Call Toshiba America Business Solutions InTouch Center at 1-888-879-8247 for label and mobile printers
  - b. Check <https://www.hytecrepair.com/ToshibaPrinterWarranty> for receipt printers
2. In Touch Center or Hytec will verify your serial number to confirm support level and will troubleshoot the issue
3. If it is determined that repair is required and device is under warranty, InTouch Center will log a warranty repair with our warranty repair center.
4. Additional onsite service is not covered under warranty
5. Invoices must be made available when requested. Maintenance Counter/Parameter Settings print out from printer for Print Head and Cutter may be required
6. Toshiba America Business Solutions does not warrant ribbons, consumables and other related supply items.

## Part 5 - Warranty Checklist and Process for Latin America

TABS Internal Process with Toshiba Global Commerce Solutions (TGCS) Distributors and Toshiba America Business Solutions (TABS) Authorized Local Warranty Providers:

1. After the sales is rendered by TGCS and shipment is done by TABS, if there is a product issue where the warranty service is needed, customers please contact your local TABS Authorized Warranty Providers which can be located from Part 6 - Latin America Toshiba America Business Solutions (TABS) Authorized Local Warranty Providers
2. Each printer will also come with a Warranty Statement in the box on how to contact Toshiba warranty service and process warranty
3. Customer to confirm if the Products are under warranty by referencing Part 3 - Product Warranty Table
4. TABS Authorized Warranty Providers will make an assessment on what kind of repair or if the replacement is needed. TABS Authorized Warranty Providers will contact TABS Parts Department with an order
5. Customer will pay the freight to and from TABS Authorized Local Warranty Providers
6. TABS will ship parts to TABS Authorized Local Warranty Providers to enable them for local warranty and service
7. TABS Authorized Local Warranty Providers will send TABS a "Warranty Claim Form" with all requested documentations to the assigned TABS e-mail address
8. TABS Operations team will process the Warranty Claim and the labor
9. TABS will reimburse the fee back to TABS Authorized Local Warranty Providers. Comp rate may vary by product and country. TABS Authorized Local Warranty Providers please submit a warranty request for parts and labor for processing, shipment and payment.
10. TABS Authorized Local Warranty Providers will use their best efforts to perform -
  - a. Label and Mobile Printer – repair and return using the parts provided by TABS. If the Product is unrepairable, TABS will ship a replacement unit to the TABS Authorized Local Warranty Providers.
  - b. Receipt Printers – whole unit replacement by TABS Authorized Local Warranty Providers

TABS Authorized Local Warranty Providers can upsell support or service plan directly to the customer. The additional support and service plan can include expedited repair, onsite service or contracted repair.

Latin America customers please reference the checklist below to confirm warranty coverage and procedures to claim warranty:

1. Is this item from a qualifying Product model or option according to Part 3 - Product Warranty Table?
2. Do you have the correct Date of Purchase?
3. Do you have the correct Product or option serial number?
4. Was Product or option purchased within the time frame listed in Part 3 - Product Warranty Table?
5. For Label Printer Only - If the claim is for an original print head (purchased with Product), was it purchased within the last 12 months and has it been used less than 25km (~1 million inches)?
6. For Label Printer Only - If claim is for a replacement print head (purchased after Product), was it purchased within the past 6 months, has been used less than 25km (~1 million inches) or is within balance of new printer warranty?

If your answer was NO to any of the questions above, then the item is not covered under our warranty terms and conditions.

## Part 6 - Latin America Toshiba America Business Solutions (TABS) Authorized Local Warranty Providers

Country	Business Name	Address				Website	Contact E-Mail
Argentina	Ranko S.A.	Av. Gaona 3353 – Piso 5 A y B	Zip code: C1416D SI	Buenos Aires, Argentina	011 (54)11 4859-5900	<a href="http://www.ranko.com.ar">www.ranko.com.ar</a>	<a href="mailto:aperero@ranko.com.ar">aperero@ranko.com.ar</a>
Antigua	Campbells Bus.	133 Bath Road	Roseau, Commonwealth of	Dominica	(767) 448-2618	N/A	<a href="mailto:cedric.phillip@campbells.dm">cedric.phillip@campbells.dm</a>
Aruba/Curaçao/Bonaire	Beanfield, Ltd.	Datustraat #10	Pontón	Aruba, Dutch Caribbean	(297) 582-8111		<a href="mailto:lourdes.maduro@deltablue.aw">lourdes.maduro@deltablue.aw</a>
Bahamas	Micronet Ltd.	#11 Madeira St.	Palmdale	Nassau, Bahamas	(242) 328-3040	<a href="http://www.micronet.bs">www.micronet.bs</a>	<a href="mailto:dmorely@micronet.bs">dmorely@micronet.bs</a>
Barbados	CC Office Sol.	Humphreys Complex, Dayrell's Rd.	Christ Church,	Barbados, BB15156	246-228-3540		<a href="mailto:charles.cox@officesolutionsbarbados.com">charles.cox@officesolutionsbarbados.com</a>
Bermuda	Copifax, Ltd.	#2 Wilkinson Avenue	Hamilton Parish CR 04	BERMUDA	(441) 292-8658		<a href="mailto:copifax@ibl.bm">copifax@ibl.bm</a>
Bolivia	Corporación Copimax SQI	Ave Arenales 2636	Lima 14, Peru		511-440-0756	<a href="http://www.copimaxsac.com">www.copimaxsac.com</a>	<a href="mailto:gerencia@copimaxsac.com">gerencia@copimaxsac.com</a>
Brazil	AUTOMAC AO COMERCIAL LTDA	Rua Agnaldo Satumino	Rocha, 289	SAO Paulo, Brazil	011-99418-3243	<a href="http://www.sqiautomacao.com.br">www.sqiautomacao.com.br</a>	<a href="mailto:raphael@sqiautomacao.com.br">raphael@sqiautomacao.com.br</a>
Cayman Islands	OES, Ltd.	POB 579 KY1-1303	Grand Cayman, Cayman Island.	7-Shorelink Terrace WB	345-946-1349	<a href="http://www.oescayman.com">www.oescayman.com</a>	<a href="mailto:marcus@oescayman.com">marcus@oescayman.com</a>
Chile	TBS-Chile	Eliodoro Yañez, 2525	Providencia, Santiago	Chile 751-0457	011-562-370-4400		<a href="mailto:alex.tobar@tbsla.toshiba.com">alex.tobar@tbsla.toshiba.com</a>
Colombia	Claricon	Transversal 93 No.53-32 Bodega 013	Parque Empresarial el Dorado	Bogota-Colombia	011-57-1-547-3589	<a href="http://www.clary.com.co">www.clary.com.co</a>	<a href="mailto:alejandro@claryla.com">alejandro@claryla.com</a>
Costa Rica	MTM	400 E Y 50 Sur Del Mall Paseo	Metropoli, Guadalupe	Cartago, Costa Rica	506-2552-6216	<a href="http://www.copiadorasmtm.com">www.copiadorasmtm.com</a>	<a href="mailto:minor@copiadorasmtm.com">minor@copiadorasmtm.com</a>
Dominica	Campbells Bus.	133 Bath Road	Roseau, Commonwealth of	Dominica	(767) 448-2618	N/A	<a href="mailto:cedric.phillip@campbells.dm">cedric.phillip@campbells.dm</a>
Dominican Republic	Distosa S.A.	Calle Eugenio Deschamps	# 11, La Castellana	Santo Domingo, Dominican Republic	809-563-8249	<a href="http://www.distosa.com">www.distosa.com</a>	<a href="mailto:mmunoz@distosa.com">mmunoz@distosa.com</a>

<b>Ecuador</b>	<b>Intermaco S.A.</b>	Av Pampite y Padre Carlos	Edificio Officente r PB of 100	Quito Ecuador	011-593-2 6022305	<a href="http://www.intermacoca.com">www.intermacoca.com</a>	<a href="mailto:fchiriboga@intermacoca.com">fchiriboga@intermacoca.com</a>
<b>El Salvador</b>	<b>Rilaz S.A.</b>	Ave. Bella Vista #6, Polígono 1 Calle Principal, Santa Elena.	Antiguo Cuscatlán,	Dpto. La Libertad. El Salvador.	503-2-226-5518	<a href="mailto:ventasrilaz@rilaz.com.sv">ventasrilaz@rilaz.com.sv</a>	<a href="mailto:cristina.galvez@rilazinternacional.com">cristina.galvez@rilazinternacional.com</a>
<b>Guatemala</b>	<b>Rilaz S.A.</b>	Ave. Bella Vista #6, Polígono 1 Calle Principal, Santa Elena.	Antiguo Cuscatlán,	Dpto. La Libertad. El Salvador.	503-2-226-5518	<a href="mailto:ventasrilaz@rilaz.com.sv">ventasrilaz@rilaz.com.sv</a>	<a href="mailto:cristina.galvez@rilazinternacional.com">cristina.galvez@rilazinternacional.com</a>
<b>Haiti</b>	<b>Keijzer Computers</b>	Delmas 56 Stello Plaza	Port-au-Prince, Haiti HT6140		011-509-3476-5777	<a href="http://www.keijzercomputer.com">www.keijzercomputer.com</a>	<a href="mailto:matthew@keijzercomputer.com">matthew@keijzercomputer.com</a>
<b>Honduras</b>	<b>Imagen Elec.</b>	Barrio Los Andes	15 Ave 3 y 4 Calle N O	San Pedro Sula, Honduras	011-504-2-516-0821	<a href="http://www.iesahn.com">www.iesahn.com</a>	<a href="mailto:etorres@iesahn.com">etorres@iesahn.com</a>
<b>Jamaica</b>	<b>Tech Pro Bus. Sol.</b>	2B Derrymore Road	Kingston, Jamaica		806-906-0239		<a href="mailto:psmith.ja@gmail.com">psmith.ja@gmail.com</a>
<b>Mexico</b>	<b>TEC Electronica</b>	Dr. Marquez 19,	Col. Doctores, Cauhtémoc,	Mexico City , Mexico	011-52-55-4-160-4200	<a href="http://www.tecelectronica.com.mx">www.tecelectronica.com.mx</a>	<a href="mailto:mrodriguez@tecelectronica.com.mx">mrodriguez@tecelectronica.com.mx</a>
<b>Nicaragua</b>	<b>Rilaz S.A.</b>	Ave. Bella Vista #6, Polígono 1 Calle Principal, Santa Elena.	Antiguo Cuscatlán,	Dpto. La Libertad. El Salvador.	503-2-226-5518	<a href="mailto:ventasrilaz@rilaz.com.sv">ventasrilaz@rilaz.com.sv</a>	<a href="mailto:cristina.galvez@rilazinternacional.com">cristina.galvez@rilazinternacional.com</a>
<b>Panama</b>	<b>Office Pro Panama</b>	URB INDUSTRIAL ORILLAS SECTOR PUEBLO NUEVO, **, 00000, PA	EDIFICIO BANDAG	ENTRADA TRASERA LOCAL 4A	507-209-8857	<a href="http://officepro.com.pa/">http://officepro.com.pa/</a>	<a href="mailto:acabrera@officepro.com.pa">acabrera@officepro.com.pa</a>
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## Version Control

- SOLW-LRP01: September 2020
- SOLW-LRP02: October 2020
- SOLW-LRP03: December 2020 (added BV400 series)
- SOLW-LRP04: February 2023 (added Kiosk Printers)
- SOLW-LRP05: July 2023
- SOLW-LRP06: October 2024 (added HSP200L)