



## INX Digital International Co. Worldwide Ink Durability Warranty for Triangle™ Inks

### What INX Digital International Co. Warrants

INX Digital's Worldwide Ink Durability Warranty is granted by INX Digital to the original purchaser of its Triangle™ branded solvent and UV curable inks manufactured by INX Digital International Co.

INX Digital warrants that their Triangle™ inks, when properly used in accordance with the terms and conditions of this warranty shall perform for the warranted outdoor durability (l) period stated in the applicable INX Digital Warranty Table in effect at the time of product purchase without significant pigment fading. To avoid doubt, outputs failing for reasons other than the pigment durability, such as poor adhesion or abrasion resistance, cracking, are not covered under this Warranty.

"Outdoor Durability" for the purpose of this warranty is defined as no appreciable visual deterioration of the printed image when viewed from its intended viewing distance.

### Guarantee Against Performance Failure

During the warranty period set forth in the corresponding Warranty Table, in the event that the graphics manufactured using Triangle™ inks fail to perform as guaranteed in this warranty, INX Digital and/or its authorized Triangle™ agent or distributor will replace the inks used without charge (or issue a credit for this component where, in INX Digital's sole discretion, replacement is not reasonably possible).

All statements, technical information and recommendations about INX Digital products are based upon tests believed to be reliable but do not constitute a guarantee or warranty. All INX Digital products are sold with the understanding that Purchaser has independently determined the suitability of such products for its purposes. It is expressly agreed and understood that INX Digital's sole obligation and Purchaser's exclusive remedy under this warranty, or under any other warranty, express or implied or otherwise, shall be limited to replacement of defective ink without charge.

### Notification of Claim

This Worldwide Ink Durability Warranty requires that INX Digital and/or its authorized Triangle™ agent or distributor be notified in writing of any claims within fourteen (14) days of failure.

In order to make a warranty claim, the following items must be submitted:

- Completed [Technical Support Form](#) through the INX Digital web site to start an internal tracking of the issue at INX Digital.
- Completed Proof of Ink Conversion and Warranty Registration (see Appendix A)
- Completed Job Form (see Appendix B)
- Original Sample Print (produced by printer at start of print job)
- Photo of installed print (digital files are acceptable)
- Durability Warranty Claim Form (see Appendix C)

INX Digital reserves the right to inspect all reported claims. Failure to comply constitutes a waiver of all rights under this Worldwide Ink Durability Warranty.

### Conditions to Warranty

This warranty will apply to failures resulting from normal use of Triangle™ inks and it will apply only if:

- All Triangle™ inks were directly supplied by INX Digital or any of its Triangle™ authorized distributors.
- Triangle™ inks were stored at all times prior to their using the recommended storage conditions (see individual bottle labels for specific ranges).
- All Triangle™ inks are used within 6 months of delivery.
- All Triangle™ inks are used in accordance with all specifications, recommendations, instructions and manuals provided by INX Digital or any of its Triangle™ distributors.
- Graphics are being washed with neutral agents using non abrasive methods.
- Output is subject to normal weather and exposure conditions only.



- Customer uses substrates from INX Digital's list of approved medias. Alternate materials may be tested and qualified at INX Digital's sole discretion upon request in writing.
- Customer has not failed to timely complete any payment due to INX Digital or any authorized Triangle™ distributor.

**Warranty Limitations**

**Limitation of Product Misuse.** This warranty does not cover graphic products or finished graphics that are modified or damaged through misuse, abuse, accident, vandalism, neglect or mishandling of processed or unprocessed materials by Purchaser or any other person. Before using for any other application, user shall determine the suitability of the product for its intended use and user assumes all risk and liability in connection therewith.

**Limitation of Weathering Effects.** Degradation of materials and graphics over time is considered normal wear. Triangle Digital INX Co. warrants that at the end of the warranty period, the graphics will be in commercially acceptable service condition from normal viewing distances.

NO EXPRESS WARRANTIES AND NO IMPLIED WARRANTIES, WHETHER OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR USE, OR OTHERWISE, EXCEPT AS SET FORTH ABOVE (WHICH IS MADE EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES) SHALL APPLY TO THE PRODUCTS DESCRIBED HEREIN. INX DIGITAL SPECIFICALLY DISCLAIMS AND EXCLUDES ALL OTHER SUCH WARRANTIES. NO WAIVER, ALTERATION, ADDITION OR MODIFICATION OF THE FOREGOING SHALL BE VALID UNLESS MADE IN WRITING AND SIGNED BY AN AUTHORIZED REPRESENTATIVE OF INX DIGITAL.  
 IN NO EVENT SHALL INX DIGITAL BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, LOSS OF PROFIT, LOSS OF USE OR PRODUCTION OR LOSS OF CAPITAL. INX DIGITAL'S LIABILITY ON ANY CLAIM OF ANY KIND SHALL IN NO CASE EXCEED THE AMOUNT EXPRESSLY PROVIDED FOR IN THIS WARRANTY. THIS LIMITATION APPLIES REGARDLESS OF WHETHER THE DAMAGES ARE SOUGHT BASED ON BREACH OF WARRANTY, BREACH OF CONTRACT, NEGLIGENCE, STRICT LIABILITY IN TORT, OR ANY OTHER LEGAL THEORY.

**Warranty by Zone** (subject to footnotes I, II, III, IV, V, VI)

Zone 1 100%	Zone 2 75%	Zone 3 50%	Zone 4 25%
Exposed at sites under altitudes of 1000 meters and in the following regions:	Exposed at sites under altitudes of 1000 meters and in the following regions:	Exposed at sites under altitudes of 1000 meters and in the following regions:	Exposed at sites above altitudes of 1000 meters and in the following regions:
			South Africa (central region)
Scandinavia	Italy (north of Rome)	Mediterranean Islands	Middle East
United Kingdom	Germany	Spain	North Africa (including Sahara)
Benelux	France	Greece	Argentina
	Switzerland	Turkey	Mexico
	Austria	Italy (south of Rome)	Caribbean islands
	Eastern Europe	Australia (southeast of Brisbane/Adelaide)	Australia (northwest of Brisbane/Adelaide)
	North America*	New Zealand	Ecuador
	South America**	South Africa (coastal area- sea level)	Venezuela
		Asian Countries	Colombia
		India	Brazil
		Paraguay	Bolivia
		Uruguay	Peru
			AZ, NV, TX, NM, CA (south of Fresno, CA)
			Central America (Guatemala, Honduras, El Salvador, Belize, Panama, Nicaragua, Costa Rica)

\* Except for the States within the United States of America listed under "Zone 4".  
 \*\* Except for the countries that are located in South America and are listed under "Zone 3" or "Zone 4".

- I. Outdoor durability for the above listed extremely severe areas will be: 25% less (Zone 2), 50% less (Zone 3), or 75% less (Zone 4) the durability published in the corresponding Warranty Table.
- II. Assuming vertical exposure. 50% of the durability published in the appropriate Warranty Table when exposure is non-vertical.
- III. Liquid clearcoat application must be done using a qualified clearcoat system for warranty consideration. Does not apply to UV curable printed output.
- IV. This is an expected durability warranty only. The printer maintains the ultimate responsibility for proper processing, ink drying, and print quality.
- V. Horizontal applications are not warranted, recommended, and do not have any expectations of durability.
- VI. Printer assumes all responsibility for using the appropriate media for the intended job application, according to the media manufacturer's recommendations.

**WARRANTY TABLE: Minimum Printer Requirements by Print Head Type**

Print Head Type	Printer Type	Min. Print Res.	Cooley Approved Medias	Avery Approved Medias	Arlon Approved Medias	3M Approved Medias	MACTac Approved Medias	Number of Years Warranted*, **
<b>Hitachi</b>								
	VUTEk x300	300	Coolflex	MPI 1005, 1005EZ, 1007 EZ, 2010, 2003EZ	DPF 6000 DPF4500G DPF4000	Controltac RG180-10  Controltac IJ180-10	JT5629 JT5628 JT5929 JT5928	3
	Scitex TURBOjet	448	Coolflex	MPI 1005, 1005EZ, 1007 EZ, 2010, 2003EZ	DPF 6000 DPF4500G DPF4000	Controltac RG180-10  Controltac IJ180-10	JT5629 JT5628 JT5929 JT5928	3
	Idanit Novo		Coolflex	MPI 1005, 1005EZ, 1007 EZ, 2010, 2003EZ	DPF 6000 DPF4500G DPF4000	Controltac RG180-10  Controltac IJ180-10	JT5629 JT5628 JT5929 JT5928	3
<b>Spectra</b>								
	ISI Bluestreak	360	Coolflex	MPI 1005, 1005EZ, 1007 EZ, 2010, 2003EZ	DPF 6000 DPF4500G DPF4000	Controltac RG180-10  Controltac IJ180-10	JT5629 JT5628 JT5929 JT5928	3
	HP Scitex XP5300		Coolflex	MPI 1005, 1005EZ, 1007 EZ, 2010, 2003EZ	DPF 6000 DPF4500G DPF4000	Controltac RG180-10  Controltac IJ180-10	JT5629 JT5628 JT5929 JT5928	3
	VUTEk x360	360	Coolflex	MPI 1005, 1005EZ, 1007 EZ, 2010, 2003EZ	DPF 6000 DPF4500G DPF4000	Controltac RG180-10  Controltac IJ180-10	JT5629 JT5628 JT5929 JT5928	3
	VUTEk 150	360	Coolflex	MPI 1005, 1005EZ, 1007 EZ, 2010, 2003EZ	DPF 6000 DPF4500G DPF4000	Controltac RG180-10  Controltac IJ180-10	JT5629 JT5628 JT5929 JT5928	3
	Mutoh Toucan	360 x 720	Coolflex	MPI 1005, 1005EZ, 1007 EZ, 2010, 2003EZ	DPF 6000 DPF4500G DPF4000	Controltac RG180-10  Controltac IJ180-10	JT5629 JT5628 JT5929 JT5928	3
	Leggett & Platt VIRTU36	360						3
<b>Xaar 128</b>								
	Nur Fresco 4C	360	Coolflex	MPI 1005, 1005EZ, 1007 EZ, 2010, 2003EZ	DPF 6000 DPF4500G DPF4000	Controltac RG180-10  Controltac IJ180-10	JT5629 JT5628 JT5929 JT5928	3
	Nur Fresco 8C	720	Coolflex	MPI 1005, 1005EZ, 1007 EZ, 2010, 2003EZ	DPF 6000 DPF4500G DPF4000	Controltac RG180-10  Controltac IJ180-10	JT5629 JT5628 JT5929 JT5928	3
	Scitex Grandjet	370	Coolflex	MPI 1005, 1005EZ, 1007 EZ, 2010, 2003EZ	DPF 6000 DPF4500G DPF4000	Controltac RG180-10  Controltac IJ180-10	JT5629 JT5628 JT5929 JT5928	3
	Scitex XLjet	370 X 740	Coolflex	MPI 1005, 1005EZ, 1007 EZ, 2010, 2003EZ	DPF 6000 DPF4500G DPF4000	Controltac RG180-10  Controltac IJ180-10	JT5629 JT5628 JT5929 JT5928	3
<b>Konica</b>								
	Seiko ColorPainter 64s and 100s	720	Coolflex	MPI 1005, 1005EZ, 1007 EZ, 2010, 2003EZ	DPF 6000 DPF4500G DPF4000	Controltac RG180-10  Controltac IJ180-10	JT5629 JT5628 JT5929 JT5928	3

	HP 9000, 10000 Designjet Series	720	Coolflex	MPI 1005, 1005EZ, 1007 EZ, 2010, 2003EZ	DPF 6000 DPF4500G DPF4000	Controltac RG180-10  Controltac IJ180-10	JT5629 JT5628 JT5929 JT5928	3
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Epson							
	Mutoh Rockhopper	1440 X 2880***	MPI 1005, 1005EZ, 1007 EZ, 2010, 2003EZ	DPF 6000 DPF4500G DPF4000	Controlltac RG180-10 Controlltac IJ180-10	JT5629 JT5628 JT5929 JT5928	1
	Mutoh Toucan Lt	720 x 1440***	MPI 1005, 1005EZ, 1007 EZ, 2010, 2003EZ	DPF 6000 DPF4500G DPF4000	Controlltac RG180-10 Controlltac IJ180-10	JT5629 JT5628 JT5929 JT5928	1
	Mimaki JV3 Series	720 X 1440***	MPI 1005, 1005EZ, 1007 EZ, 2010, 2003EZ	DPF 6000 DPF4500G DPF4000	Controlltac RG180-10 Controlltac IJ180-10	JT5629 JT5628 JT5929 JT5928	1
	Mimaki JV33 Series	720 X 1440***	MPI 1005, 1005EZ, 1007 EZ, 2010, 2003EZ	DPF 6000 DPF4500G DPF4000	Controlltac RG180-10 Controlltac IJ180-10	JT5629 JT5628 JT5929 JT5928	1
	Mimaki JV5 Series	720 X 1440***	MPI 1005, 1005EZ, 1007 EZ, 2010, 2003EZ	DPF 6000 DPF4500G DPF4000	Controlltac RG180-10 Controlltac IJ180-10	JT5629 JT5628 JT5929 JT5928	1
	Roland SC Series	1440***	MPI 1005, 1005EZ, 1007 EZ, 2010, 2003EZ	DPF 6000 DPF4500G DPF4000	Controlltac RG180-10 Controlltac IJ180-10	JT5629 JT5628 JT5929 JT5928	1
	Roland XC Series	1440***	MPI 1005, 1005EZ, 1007 EZ, 2010, 2003EZ	DPF 6000 DPF4500G DPF4000	Controlltac RG180-10 Controlltac IJ180-10	JT5629 JT5628 JT5929 JT5928	1

\* Epson print head technology requires a minimum of 50% density for warranty coverage by INX Digital.

\*\* Above listed warranty requires INX Digital or Avery Approved Laminate System. Does not apply to UV Curable printed output.

\*\*\* Epson print head technology requires a minimum of 4 passes to qualify as a warranted print. INX Digital recommends 6 passes for optimal performance.



# Proof of Ink Conversion and Warranty Registration



## END USER

Company: \_\_\_\_\_

Contact: \_\_\_\_\_

Site Address: \_\_\_\_\_  
\_\_\_\_\_

Phone: \_\_\_\_\_

Fax: \_\_\_\_\_

E-mail: \_\_\_\_\_

Date of ink conversion: \_\_\_\_\_

Printer Make: \_\_\_\_\_

Printer Model: \_\_\_\_\_

## AUTHORIZED TRIANGLE™ INK DEALER

Company: \_\_\_\_\_

Authorized Technician: \_\_\_\_\_

Branch Location Address: \_\_\_\_\_  
\_\_\_\_\_

Technician Phone: \_\_\_\_\_

Technician e-mail: \_\_\_\_\_

Serial Number: \_\_\_\_\_

Firmware Version: \_\_\_\_\_

Age of Printer: \_\_\_\_\_

**\*\* NOTE: This form must be completed by the authorized technician at the time of the ink conversion. \*\***

### On-site Conversion Checklist

- Two sets of pre-conversion Nozzle Tests/Test Draws printed
  - Two sets of benchmark prints printed  
File name(s) \_\_\_\_\_ Print Quality (Resolution/# Passes) \_\_\_\_\_
  - Two sets of post-conversion Nozzle Tests/Test Draws and benchmark prints printed
- Any print quality issues prior to conversion?  Yes  No If **Yes**, please describe: \_\_\_\_\_

Please describe any issues during the conversion process: \_\_\_\_\_  
\_\_\_\_\_

- One set of pre- and post-conversion prints left for end-user
- One set of pre- and post-conversion prints sent to INX Digital Americas offices (2125 Williams Street, San Leandro, CA 94577) with completed *Proof of Ink Conversion and Warranty Registration*

If there are any issues during the conversion process, the authorized Triangle™ technician should contact INX Digital's Technical Support department immediately at 1-800-895-8001 (press 4 at the prompt) for assistance. For technical support after the ink conversion, please contact your authorized Triangle™ ink dealer for support.

The dealer is responsible for contacting INX Digital for additional support or to initiate any warranty-related claim. Dealer is solely responsible for the ink conversion. In no event should INX Digital be responsible for any damage arising from improper ink conversion performed by the dealer, either indirectly or directly. This includes, but is not necessarily limited to, damages arising from improper and inaccurate conversion procedures. The only warranties provided by INX Digital are those described in the **INX Digital International Co. Ink Train Warranty for Triangle™ Inks** and the **INX Digital International Co. Worldwide Ink Durability Warranty for Triangle™ Inks**. Dealer is not authorized to make any warranties or representations on INX Digital's behalf as related to any INX Digital products or services. No express warranties and no implied warranties, whether of merchantability or fitness for any particular use, or otherwise, except as set forth above referenced warranties (which is made expressly in lieu of all other warranties) shall apply to the products described herein. INX Digital specifically disclaims and excludes all other such warranties. No waiver, alteration, addition or modification of the foregoing shall be valid unless made in writing and signed by an authorized representative of INX Digital. In no event shall INX Digital be liable for any incidental or consequential damages including, but not limited to, loss of profit, loss of use or production or loss of capital. INX Digital's liability on any claim of any kind shall in no case exceed the amount expressly provided for in this warranty. This limitation applies regardless of whether the damages are sought based on breach of warranty, breach of contract, negligence, strict liability in tort, or any other legal theory.

I have received a copy, read, understand and agree to the terms and conditions stipulated on this **Proof of Ink Conversion and Warranty Registration**. I understand that using any non-Triangle brand fluids in the ink train or on the print head(s) will void this warranty.

\_\_\_\_\_  
End User Name (printed)

\_\_\_\_\_  
Authorized Technician (printed)

\_\_\_\_\_  
End User Signature

\_\_\_\_\_  
Authorized Technician Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

Before you start a print job, please complete this form and print the required images. These procedures must be followed for any future claim regarding the INX Digital Worldwide Ink Durability Warranty for Triangle™ inks to apply.

Job name or number (reference): \_\_\_\_\_

**Document the following:**

Ink	Lot #	Date Received		Lot #	Date Received
C	_____	_____		Lc	_____
M	_____	_____		Lm	_____
Y	_____	_____		Ly	_____
K	_____	_____		Lk	_____

**Printer Settings**

Printer Manufacturer \_\_\_\_\_  
 Resolution of print \_\_\_\_\_  
 Ink Restrictions \_\_\_\_\_  
 Ink Layers \_\_\_\_\_  
 Date sample was printed \_\_\_\_\_

Printer Model \_\_\_\_\_  
 Uni or Bi directional \_\_\_\_\_  
 Passes \_\_\_\_\_  
 Heat Settings \_\_\_\_\_

**Media**

Manufacturer \_\_\_\_\_  
 Code # \_\_\_\_\_  
 Lot # \_\_\_\_\_

**Environment**

Temperature \_\_\_\_\_  
 Humidity \_\_\_\_\_

**Laminate**

Manufacturer \_\_\_\_\_  
 Clear Coat \_\_\_\_\_  
 Method of Application \_\_\_\_\_

**UV Lamps**

Right \_\_\_\_\_  
 Left \_\_\_\_\_

In addition to the information provided above, there are two items that you need to print.

Print a 8 1/2x11 inch sample of the job along side the density bars on the Printer and Media that are going to be used for the job. Please request the density bar file from [techsupport.americas@inxdigital.com](mailto:techsupport.americas@inxdigital.com)

On the sample printout, record the job name as a reference. You may want to print a second set of sample prints for your files since any claim will require your sending in one original set of sample prints.

Keep this form, the sample prints, and density bars, filed for the life of the job. They will be required by your dealer at time of any Warranty Claim.

Proof Print with Printer Settings  
 8 1/2 x 11 A4  
 (Just like what you make for Customer Approval)

Substrate Data Sheet  Left  Proof Print  Photo's of Failure at Location 
Ink Code \_\_\_\_\_ Ink Configuration \_\_\_\_\_ Customer Job Name \_\_\_\_\_

Batch #'s \_\_\_\_\_
\_\_\_\_\_

**WE PUT THE "LARD"  
IN BUTTER**

RIP data from software-Date/media/profile/Ink config/Job name



### Durability Warranty Claim Form

Today's Date: \_\_\_\_\_  
Date of Claim: \_\_\_\_\_

Triangle Dealer Information	End-user Information
Company Name: _____	Company Name: _____
Contact: _____	Contact: _____
Address: _____	Address: _____
City, State, Zip: _____	City, State, Zip: _____
Country: _____	Country: _____
Tel: _____	Tel: _____
Fax: _____	Fax: _____
Email: _____	Email: _____

**All information listed below must be completed for warranty consideration.**

Ink	Lot #	Date Received	Ink	Lot #	Date Received
C	_____	_____	Lc	_____	_____
M	_____	_____	Lm	_____	_____
Y	_____	_____	Ly	_____	_____
K	_____	_____	Lk	_____	_____

Media Manufacturer: _____	
Code#: _____	
Lot# _____	Date received into inventory: _____
Laminate Manufacturer: _____	
Product #: _____	
Lot#: _____	Date received into inventory: _____

Date print was made:	_____
Description of problem:	_____
Customers input to why the problem exists:	_____
What's the requested outcome of the claim?	_____
Requested follow up contact person:	_____

**INSTRUCTIONS:** Complete all information and send this form with all necessary samples of claim material to:

**INX Digital International Co.**  
**ATTN: WARRANTY CLAIM**  
**2125 Williams Street**  
**San Leandro, CA 94577 USA**

Tel: +1 510 895 8001  
 Fax: +1 510 895 8080  
 Email: [techsupport.americas@INXDigital.com](mailto:techsupport.americas@INXDigital.com)  
 Web: [www.INXdigital.com](http://www.INXdigital.com)

Please be reminded, that the original print samples, along with the Job Form is required to process any claim. See INX Digital's Worldwide Ink Durability Warranty for Triangle™ inks or "Claim Package" for specific information that must be listed on the target file.