

**J.J. Kagan Company, Inc.**  
**Manufacturer's One-Year Limited Warranty**  
**(United States Only)**

**We stand behind what we make.**

**Who is Covered**

This limited warranty ("warranty") is given to the original end-use/retail purchaser (referred to in this warranty as "Original Purchaser") of the accompanying product (referred to in this warranty as "product"). If you purchased a product from someone other than an authorized J.J. Kagan Company reseller in the United States or if the product was used (including but not limited to floor models or refurbished products – with the exception of products that are factory refurbished by J.J. Kagan Company) prior to your purchase you are not the original purchaser and the product that you purchased is not covered by this warranty.

**What is Covered**

This product includes a machine, consumables and accessory items. Except as otherwise provided herein, J.J. Kagan Company warrants that the machine will be free from defects in materials and workmanship when used under normal conditions. This warranty applies only to products purchased and used in the United States. For products purchased in, but used outside, the United States, this warranty covers only warranty service within the United States (and does not include shopping outside the United States).

**What is the length of the Warranty Period**

The warranty period is (1) year from the original purchase date for the machine.

**What is NOT covered by this Warranty**

This warranty does **not** cover:

- 1) Physical damage to this product;
- 2) Damage caused by improper installation, improper or abnormal use, misuse, neglect or accident (including but not limited to transporting this product without the proper preparation and/or packaging);
- 3) Damage caused by another device used with this product (including but not limited to damage resulting from use of non-factory produced or authorized parts, consumables or accessory items);
- 4) Consumables or accessory items;
- 5) Problems arising from other than defects in materials or workmanship; and,
- 6) Other items requiring periodic maintenance repair or replacement with ordinary wear and tear.

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*This warranty is VOID if this product has been altered or modified in any way (including but not limited to attempted warranty repair without authorization from J.J. Kagan Company and/or alteration/removal of the serial number).*

**What to do if you think your Product is eligible for Warranty Service**

Report your issue to J.J. Kagan Company within the applicable warranty period. Supply J.J. Kagan Company with a copy of your dated bill of sale showing that this product was purchased within the United States from an authorized J.J. Kagan Company reseller.

**What J.J. Kagan Company will ask you to do**

After contacting J.J. Kagan Company, you may be required to deliver or send the product, properly packaged and freight prepaid, to J.J. Kagan Company together with a copy of your dated bill of sale. Freight collect shipments will be refused. You are solely responsible for the cost of shipping, packaging and insurance (if any). You are also responsible for loss or damage to this product in transit. Our shipping address is:

**J.J. Kagan Company, Inc.**

Attn: Warranty  
12734 Branford Street, Unit 11  
Arleta, California 91331

**What J.J. Kagan Company will do**

If the problem reported concerning your machine is covered by this warranty, and if you first reported the problem to J.J. Kagan Company within the applicable warranty period, J.J. Kagan Company will repair or replace the machine at no charge to you for parts or labor. The decision as to whether to repair or replace the machine is made by J.J. Kagan Company at its sole discretion. J.J. Kagan Company reserves the right to supply a refurbished or remanufactured replacement machine and use refurbished parts provided such products conform to the manufacturer's specifications for new products/parts. The repaired or replacement machine will be returned to you freight prepaid, or made available for you to pick up at our factory location.

*The foregoing are your sole (i.e. only) and exclusive remedies under this warranty.*

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**What Happens when J.J. Kagan Company elects to Replace Your Machine**

When a replacement machine is authorized by J.J. Kagan Company, and you have delivered your machine to us, J.J. Kagan Company will send to you a replacement machine after receipt of the required proof of purchase information and the machine that J.J. Kagan Company agreed to replace.

The replacement machine you receive (even if refurbished or remanufactured) will be covered by the balance of the warranty period remaining on the original product, plus an additional (30) days. You will keep the replacement machine that is sent to you and your original machine shall become the property of J.J. Kagan Company. Please retain a copy of the return shipping bill, signed by the courier.

**Limitations**

J.J. Kagan Company is not responsible for damage to or loss of any equipment, media, property or data related to the use of this product. Except for that repair or replacement as described above, J.J. Kagan Company shall not be liable for any direct, indirect, incidental or consequential damages or specific relief. Because some states do not allow the exclusion or limitation of consequential or incidental damages, the above limitation may not apply to you.

***THIS WARRANTY IS GIVEN IN LIEU OF ALL OTHER WARRANTIES, WRITTEN OR ORAL, WHETHER EXPRESSED BY AFFIRMATION, PROMISE, DESCRIPTION, DRAWING, MODEL OR SAMPLE. ANY AND ALL WARRANTIES OTHER THAN THIS ONE, WHETHER EXPRESS OR IMPLIED, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE HEREBY DISCLAIMED.***

This warranty is the only warranty that J.J. Kagan Company is giving for this product. It is the final expression and the exclusive and only statement of J.J. Kagan Company's obligations to you. It replaces all other agreements and understandings that you may have with J.J. Kagan Company or its representatives. This warranty gives you certain rights and you may also have other rights that may vary from state to state.

This warranty and J.J. Kagan Company's obligation to you may not be changed in any way unless you and J.J. Kagan Company sign the same piece of paper in which we (1) refer to this product and your bill of sale date, (2) describe the change to this warranty in detail and (3) agree to make that change.

**Contact Us**

If you have any questions about our manufacturer's warranty, contact us at **818.896.8370** or email us at **warranty@jjkagan.com**.