



Service Program

Squid Ink offers a service and repair program to service our printing systems. While we encourage customers to protect their investment with spare parts kits, not all will choose to do so. In the event that a customer's printing system goes down, they have two choices:

- Return components for repair
- Order new replacement component for overnight shipment

All repairs are rigorously tested for optimum operation and print performance and warranted to be, under normal and proper use, free from defects in material and workmanship for a period of 90 days from the date of service.

Repair and service is available for the following components:

- Printheads – Cleaning, complete overhaul and adjustments for optimum print quality.
- Controller – Electronics inspection, replacement of components and/or pump when necessary. Repair service will be billed at time plus materials.

Pricing

Contact your Squid Ink sales representative or Squid Ink customer service at 1-800-877-5658 for service and repair pricing information.

Lead Times

Standard lead time for equipment repair is 1 week from the day the equipment is received until the day the unit is shipped. Standard shipping service is UPS Ground. Overnight shipping service is available at the customer's expense.

Service Procedures

To receive service and repair work, contact Squid Ink at 1-800-877-5658. They will assign a Return Authorization Number (RA#) to you. Equipment should be packaged properly (preferably in its original shipping container) and shipped to the following address:

Squid Ink Manufacturing, Inc.
Attn: RA# (using the RA# assigned)
7041 Boone Avenue
Brooklyn Park, MN 55428

Service Warranty

Squid Ink warrants all repairs to be, under normal and proper use, free from defects in material and workmanship for a period of 90 days from the date of service. Use of inks and fluids which do not meet the OEM fluid specifications void any warranty or liability on the part of Squid Ink.

SQUID INK MANUFACTURING, INC.

7041 Boone Ave. N. • Brooklyn Park, MN 55428
1-800-877-5658 • (763) 795-8856 • Fax (763) 795-8867
info@squidink.com • www.squidink.com