

## LIMITED WARRANTY FOR BRAVO PRODUCTS SOLD IN THE UNITED STATES

### COVERAGE

This **non-transferrable** limited warranty covers products sold in the United States of America by Melco for use within the United States of America. For products that are purchased or located outside the United States, Melco’s international warranty applies. Copies are available upon request.

Melco warrants that the covered product will be free of defects in material or workmanship during the warranty period described below. Melco will, at its discretion, repair or replace any product that is found to be defective during the warranty period. Warranty work must be performed by an authorized Melco technician. Warranty work on new embroidery machinery during the time periods specified in table below is covered for parts and labor. Travel expenses for Melco technicians, related to onsite warranty work, are covered up to the time period specified in the table below as well. In all other cases, **this limited warranty covers parts and labor only, and does not include travel expenses** incurred by Melco’s technicians for onsite work.

### WARRANTY PERIOD

Melco’s limited warranty applies for the periods specified below. The warranty period begins on the date of shipment as indicated on the packing slip or invoice, unless otherwise specified below. Repair or replacement parts provided under warranty do not extend the original factory warranty period specified below.

PRODUCT	WARRANTY PERIOD
New Embroidery Machinery	<b>BRAVO X</b>
Primary drive train components*	3 Years
All other components**	18 Months
Technician travel expenses	90 Days
Refurbished Embroidery Machinery**	1 Year
Accessories (hoops, cap frames and drivers, clamps, etc.)**	90 Days
Consumable Components (see below)	90 Days

**\* Primary drive train components  
(on new embroidery machines):**

- Bearings (Ball, Needle) except bearings that are part of OEM motor subassemblies
- Bronze Bushings except bushings that are part of needle case 4Packs
- Shafts..... Bobbin Shaft, Z Shaft, Y-Drive Shaft, Reciprocator Shaft, and Presser Foot Shaft
- Rails..... Y-Guide Rails, Take-Up Lever Rail, and Upper Arm V Rail
- Pulleys
- Timing Belts
- X-Carriage Subassembly (Carriage and Roller Bearings) except incorporated threaded attachment features
- X-Beam Subassembly... X-Beam with Rails, Left and Right Y-Rail Block Subassemblies

**\*\* Except for Consumable Components:**

Components that are subject to wear and tear under normal operating environments or at greater risk for damage due to misuse, such as (but not limited to): needles, presser feet, felt pads, rotary hooks, bobbin cases, thread feed rollers, needle plates, trimmer knives, selectors, ACA trimmer front module assembly, rotary hook supports/covers, under thread pressers, grabber trap assemblies, grabber blades, thread tree pads, thread feed pinch rollers, thread feed front covers, thumb screws, thread cone stabilizers, and needle clamp set screws.

## NOT COVERED UNDER THIS WARRANTY

Melco is not responsible for:

- Any product that has been altered or modified in ways not approved by Melco.
- Parts, supplies (consumables) or accessories, including ink, not supplied by Melco.
- Service not authorized by Melco.
- Damage/defects caused by failure to attend appropriate training, improper installation, digitizing, embroidery applications, use of parts, supplies (consumable components) or accessories, including ink, not supplied by Melco, or other user negligence.
- Depreciation or damage caused by normal wear, lack of proper maintenance, or failure to follow operating and maintenance instructions, such as: proper lubrication, proper setting of the rotary hook, thread tension, needle orientation/needle depth, and proper ink flow system maintenance.
- External factors such as environment, neglect, abuse, or electrical supply problems.
- Software of any type except as expressly set forth in the applicable Melco License Agreement for Melco Software.
- Computer and networking hardware not supplied by Melco.
- Products for which Melco has not received payment.
- Expedited shipping expense for parts under warranty.
- General machine maintenance and Preventive Maintenance Inspections (PMI).
- Operator Training.

THIS WARRANTY WILL BE VOID if the machine has been tampered with or modified without Melco's prior written approval, or if Melco's factory serial number has been altered or removed. This warranty does not apply to software. Melco's sole warranties for software are contained in the applicable License Agreement for Melco Software.

Melco's liability under this warranty is limited to repair or replacement of the defective parts or machine, and MELCO'S LIABILITY WILL IN NO CASE EXCEED THE PURCHASE PRICE OF THE MACHINE(S) AS TO WHICH A CLAIM IS MADE. THIS LIMITED WARRANTY IS EXCLUSIVE. ALL OTHER WARRANTIES EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY EXCLUDED. ANY IMPLIED WARRANTIES THAT MAY NOT BE EXCLUDED UNDER APPLICABLE LAW, ARE HEREBY LIMITED TO THE DURATION OF THIS LIMITED WARRANTY. IN NO EVENT WILL MELCO BE LIABLE FOR ANY INDIRECT, SPECIAL OR CONSEQUENTIAL DAMAGES (INCLUDING LOST PROFITS OR DATA), EVEN IF MELCO HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. This warranty gives the purchaser specific legal rights. The purchaser may also have other rights, which vary by jurisdiction. Some jurisdictions do not allow limitations on implied warranties or consequential damages, so some of the above limitations may not apply to a particular purchaser.

## HOW TO CONTACT MELCO FOR WARRANTY SUPPORT

To secure warranty support, you must contact MelcoTech before the warranty expires at 1-888-710-8053 or [service@melco.com](mailto:service@melco.com). Please provide machine serial number(s), if applicable, and your Melco Customer number, if available.

For onsite warranty work on the embroidery machinery beyond the covered technician travel expense, a one-way travel charge will be applied based on mileage between the purchaser and the closest available Melco technician. Travel charges will be based on Melco's then current travel billing policy. The purchaser will be charged for any service not covered under the warranty. For depot repair under warranty a one-way shipping charge (plus adequate insurance) will apply based on distance of equipment location to depot repair facility.

For part or product returns under warranty, Melco will issue a Return Materials Authorization (RMA) number. You must return the parts using proper packaging, with the RMA number clearly indicated on the outside of the box. Please refer to Melco's Parts Return Policy, available upon request. Melco will return the repaired or replacement parts to you at Melco's expense. You must ship the parts to Melco within 15 business days of the date that the RMA number is issued. Failure to return parts within the allotted time may result in charges being assessed to your account for the purchase price of any replacement materials shipped to you.

If Melco determines that the problem is not covered under this warranty, Melco will notify you and inform you of service alternatives that are available to you on a fee basis.

Parts used in performing warranty repairs may be new or refurbished. Refurbished parts are equivalent to new in performance. Replacement parts, except consumables, are covered for the remainder of the original warranty period. Parts removed in performing repairs become the property of Melco. If a machine needs to be replaced, Melco may choose to replace it with a refurbished or a new production machine, and the replacement machine is covered for the remainder of the original warranty period or 1 year, whichever is greater.

## HOW TO PURCHASE AN EXTENDED WARRANTY

Extended warranties are available for all machinery products. The extended warranties come with their own terms and conditions. Please call Melco Sales at 1-800-799-8313 for more information.