Warranty Terms and Conditions

CobraFlex DTF and UV Printers

Models covered by this document

Model	CobraFlex SKU	Description
13" DTF Mini (DTF-T30)	CF-13-DTF-Mini-1H-Package	13" DTF Mini Package
13" DTF All-In-One, 1-head	CF-13-DTF-E30Printer	13" DTF All-In-One Printer 1-Head
13" DTF Combo, 2-head	CF-13-DTF-Combo-2H-Package	13" DTF All-In-One Printer 2-Head White/Black Package
24" DTF, 2/4/6-head	CF-24-DTF-2HT652 / CF-24-DTF-4HT654 / CF-24-DTF-6HT656	24" DTF Printers White/Black and their packages
24" Stealth, 4-head	CF-24-4Head-Stealth (Package)	24" Printer Stealth 4-Head Package
63" King Cobra, 5/6-head	CF-63-DTF-5H-KingCobra / CF-63-DTF-6H-KingCobra	63" DTF Printer 5-Head / 6-Head White/Black Packages
63" Venom, 15-head	CF-DTF-15H-Venom-Package	Venom 15-Heads Printer/Shaker Package
63" Venom XL, 24-head	CF-DTF-24H-Venom-XL-Package	Venom XL 24-Heads Printer/Shaker Package
UV DTF printers	CF-13-UV-DTF / CF-24-UV-DTF	13" and 24" UV DTF Printers
UV flatbed and roll-to-roll	CF-UV-Printer-CCD-Camera / CF-63-UV-Roll-to-Roll-Printer	UV CF06090 flatbed and UV S1600 roll-to-roll printers

Document	Warranty
Revision	2026-11
Prepared by	CobraFlex Printers LLC, 906 S. Priest Drive, Suite 104, Tempe, Arizona 85281
Service	service@cobraflexprinters.com · (602) 930-1858
Based on	Warranty Terms and Conditions, CobraFlex Printers LLC

These terms apply to CobraFlex printers (the "Machine"). CobraFlex Printers has the right to change this warranty at any time. The current published warranty is at https://cobraflexprinters.com/policies/terms-of-service.

CobraFlex Service and Support

Email: **service@cobraflexprinters.com** Phone: (602) 930-1858

Support hours: Monday–Friday, 8:00 AM–4:00 PM Arizona time

Need help? Submit a service ticket: https://cobraflexprinters.zohodesk.com/portal/en/newticket

You can also email service@cobraflexprinters.com (this link opens a pre-filled email for the All CobraFlex Printers, SKU CF-ALL-PRINTERS).

Please include your company name, the machine serial number, a description of the problem, and photos or a short video. For printers, also attach a current nozzle check print.

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1. Training

After purchase, CobraFlex or its dealers will provide training on proper operation and common practices, along with a digital user manual or user's guide for the proper operation of the Machine. CobraFlex will train the customer on proper printer operation, provide a training checklist, and cover maintenance and the replacement of consumable parts.

Caution: Customers who do not take part in training void all warranties.

CobraFlex will also give the customer all instructions for the proper use of printer consumables and the proper handling of the end products created by the Machine. It is the customer's responsibility to operate the Machine properly and follow these instructions, and to give proper handling instructions to the end users of the products created by the Machine (see Section 4, Liability).

2. Service

- CobraFlex provides remote technical service and support (phone and virtual assistance) for the Machine for 12 months from the installation date, with an optional extended warranty and service package for an additional 12 months. Extended coverage must be purchased before the original term expires, through CobraFlex or an authorized dealer.
- Remote service call-backs average within 6 business hours. CobraFlex is not responsible for delays caused by factors beyond its control, including manufacturer delays, shipping to a regional service facility, or acts of God.
- Support hours are Monday–Friday, 8:00 AM–4:00 PM Arizona time. Emergency and after-hours support must be scheduled in advance through the CobraFlex Help Desk and is handled case by case.
- After the 12- or 24-month service window, remote service is billed to the customer at CobraFlex's standard rate. The warranty does not cover on-site service or travel expenses to the customer's site.
- Customers may purchase an extended service warranty after the initial warranty expires.

Caution: Service and support are strictly tied to the use of CobraFlex-approved inks and chemicals for the full 24 months. If a customer uses third-party chemicals or products on CobraFlex equipment, service is billed at standard rates, because performance cannot be guaranteed under those conditions.

3. Limited Warranty

CobraFlex warrants to the original purchaser that the CobraFlex printer is free from defects in material and workmanship under normal use and service for a period of one (1) or two (2) years, depending on the model and purchase agreement, from the original date of purchase, excluding wear-and-tear items and consumable parts. This warranty is non-transferable and applies only to the customer who purchased directly from CobraFlex or an authorized CobraFlex dealer. During the warranty period, CobraFlex will, at its sole discretion, repair, substitute, or replace any part that is defective and covered by this limited warranty.

- The limited warranty covers one print head, prorated over 12 months. The print-head warranty does not cover clogging caused by the head drying out — the wet-cap and cleaning procedure must be used daily.
- The print head can be replaced once during the first year; coverage ends after 12 months. Damage or clogging from improper use, or from a head strike on the film, is not covered.

- Every returned print head is fully tested. If it is found to be clogged because of improper maintenance or use, or damaged by a head strike, the customer is responsible for the repair cost.

Items Not Covered by the Limited Warranty

The limited warranty does not cover consumable items subject to normal wear, such as dampers, filters, pump/capping stations, ink, ink lines, the ink train, the encoder strip, the head carriage, and anything that comes into contact with ink or the capping station. It also does not cover damage from accident, misuse, forces of nature, or service or modification performed by anyone other than a certified CobraFlex service technician. The print head is not covered if it is damaged by the head surface striking the media.

The limited warranty does not cover, or provide service support for, defects, damage, or failure of the printer or its components or accessories caused by or resulting from:

1. Extended downtime of more than 1 week without completely flushing the printer and leaving cleaning solution in the ink path. The wet-cap system keeps the print head from drying and clogging, but ink pigments settle throughout the printer over time. Contact CobraFlex to flush the printer if it will be unused for more than 2 weeks — failing to do so is considered neglect and improper or inadequate maintenance, which is not covered under warranty.
2. Improper site preparation, or site conditions that do not conform to the machine site specifications.
3. Improper use, or operation outside the product's specifications.
4. Unauthorized modification.
5. Unauthorized maintenance or repair, other than operator maintenance or warranty repair through the help desk.
6. Abuse, neglect, improper use or maintenance, accident, fire or water damage, electrical disturbances, loss or damage in transit, work or modification by anyone other than CobraFlex employees or subcontractors, or other causes beyond CobraFlex's control.
7. Use of non-CobraFlex media, ink, supplies, or other products.
8. Software, interfacing, or supplies provided by the customer or a third party.
9. Improperly established communication between the Machine and the customer's chosen computer. Refer to the product specifications for the system requirements needed to run the Machine properly.
10. Operators who are not properly trained and certified. Make sure every operator has a training certification on file with CobraFlex — damage caused by untrained users or employees is not covered under warranty.
11. Abuse of CobraFlex support staff. CobraFlex maintains a strict policy against abuse or threats; foul language, cursing, threats, or other harm directed at a support person may result in cancellation of service and voiding of all warranties in this document.
12. Moving the equipment without notifying CobraFlex or its dealer. This voids the warranty immediately — a proper shutdown and start-up procedure must be followed.

4. Liability

CobraFlex and its affiliates, subcontractors, suppliers, subsidiaries, and agents are released from any liability for consequential, incidental, or special damages, including but not limited to: bodily injury or harm caused by the printer or its operation; bodily injury or harm caused by the use of consumables (adhesives, powders, or ink); bodily injury or harm caused by the end product created with the printer or its consumables (white inks, adhesives, CMYK, or fluorescent ink); loss of or damage to the property of the customer, the facility owner, or the end user of products created by the Machine; damage or loss due to not following the supplied instructions;

loss of use, loss of business, downtime costs, or loss of profits; charges for time and effort; damages relating to the procurement of substitute products or services ("cost of cover"); damages for loss of data or software restoration; or any other legal theory.

Caution: CobraFlex makes no implied warranty of fitness for any particular purpose. It is up to the customer to fully identify and test that CobraFlex products are right for their application. Never sell or book production work until 10 days after installation.

5. Return Policy

After ink has been put into the Machine, there are no returns.

CobraFlex provides a Dead-on-Arrival (DOA) period of 10 business days after installation, starting when the customer signs off on the printer. If the product or parts fail during this period, CobraFlex will cover ground shipping to replace the product or parts. After 10 business days, the customer is responsible for shipping charges under the warranty agreement.

It is the customer's responsibility to return parts to CobraFlex Printers safely. The warranty does not cover parts damaged in shipping because of inadequate packing.

Proper Operating Environment

Set up the equipment in conditions that match the requirements below. Each requirement is taken from the CobraFlex documentation named in brackets. Operating outside the machine's site specifications is not covered by the warranty.

Requirement	Specification
Location	Place the printer on a stable, level surface in a climate-controlled environment. Avoid direct sunlight, moisture, and excessive dust. [CobraFlex DTF Printer User Manual]
Room temperature	60–80 °F (16–27 °C) — CobraFlex standard.
Humidity	No numeric range is stated. Low humidity in the workshop is a common cause of partial ink breakage on the test strip. [PrintX T/S Series Maintenance Manual]
Ventilation and fire safety	Make sure the work area has adequate ventilation, and keep a fire extinguisher rated for electrical fires nearby. [CobraFlex DTF Printer User Manual]
Electrical power	Use a properly grounded power outlet. Do not modify or bypass the power cord's grounding pin. Turn off and unplug the printer before any maintenance, cleaning, or hardware adjustment. [CobraFlex DTF Printer User Manual]
Computer and network	Gigabit (1000M) Ethernet network adapter — the printer supports only a Gigabit Ethernet card; 64-bit operating system; mainstream, current-generation hardware. [CobraFlex printer installation manuals]
Inks and chemicals	Use only inks and cleaning solutions approved for this printer. Unapproved chemicals can damage the ink path and void the warranty. [CobraFlex DTF Printer User Manual]
Idle periods	If the printer will sit unused for more than 1 week, flush it completely and leave cleaning solution in the ink path. Contact CobraFlex to flush the printer if it will be unused for more than 2 weeks. [CobraFlex Warranty Terms and Conditions]
Site and relocation	Site conditions must conform to the machine site specifications. Do not move the equipment without notifying CobraFlex or your dealer; follow the proper shutdown and start-up procedure. [CobraFlex Warranty Terms and Conditions]

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