

# Brother AiRScouter One Year Limited Warranty and Replacement Service

**Who is covered:**

- This limited warranty ("warranty") is given only to the original end-user purchaser (referred to in this warranty as "Original Purchaser") of the accompanying product (referred to in this warranty as "this Product").
- If you purchased a Product from someone other than Brother or a Brother Authorized Dealer, or if the Product was used (including but not limited to refurbished product) 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 and may include Consumable and Accessory Items. The Machine consists of a Display Unit and a Control Box. Consumable and Accessory Items may include but are not limited to AC Adapter, Battery, Head Band, Pads, Flexible Arms, Eye Cup, Case, Bag, and Video Input Cable.
- Except as otherwise provided herein, Brother warrants that the Product 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 shipping outside the United States).

**What is the length of the Warranty Periods:**

- Machines: one year from the original purchase date.
- Consumable and Accessory Items: 90 days from the original purchase date or the rated life of Consumable, whichever comes first.

**What is NOT covered:**

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 or software used with this Product (including but not limited to damage resulting from use of non Brother-brand parts and Accessory Items); and
- (4) Problems arising from other than defects in materials or workmanship.

This limited 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 Brother 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 our Customer Service Hotline at 1-800-947-2109 within the applicable warranty period. Supply with a copy of your dated bill of sale showing that this Product was purchased within the U.S.

**What Brother will ask you to do:**

After contacting Brother, you may be required to deliver or send the Product properly packaged, freight prepaid, to Brother together with a photocopy of your bill of sale. You are responsible for the cost of shipping, packing Product, and insurance (if you desire). You are also responsible for loss or damage to this Product in shipping.

**What Brother will do:**

If the problem reported concerning your Machine and/or accompanying Consumable and Accessory Items is covered by this warranty and if you first reported the problem to Brother within the applicable warranty period, Brother will repair or replace the Machine and/or accompanying Consumable and Accessory Items at no charge to you for parts or labor. The decision as to whether to repair or replace the Machine and/or accompanying Consumable and Accessory Items is made by Brother in its sole discretion. Brother reserves the right to supply a refurbished or remanufactured replacement Machine and/or accompanying Consumable and Accessory Items and use refurbished parts provided such replacement Products conform to the manufacturer's specifications for new Product/parts. The repaired or replacement Machine and/or accompanying Consumable and Accessory Items will be returned to you freight prepaid.

If the Machine and/or accompanying Consumable and Accessory Items are not covered by this warranty (either stage), you will be charged for shipping the Machine and/or accompanying Consumable and Accessory Items back to you and charged for any service and/or replacement parts/products at Brother's then current published rates.

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

**What happens when Brother elects to replace your Machine:**

When a replacement Machine is authorized by Brother, Brother will send to you a replacement Machine with the understanding that you will, after receipt of the replacement Machine, supply the required proof of purchase information, together with the Machine that Brother agreed to replace. You are then expected to pack the Machine that Brother agreed to replace in the package from the replacement Machine and return it to Brother using the pre-paid freight bill supplied by Brother in accordance with the instructions provided by Brother. Since you will be in possession of two machines, Brother will require that you provide a valid major credit card number. Brother will issue a hold against the credit card account number that you provide until Brother receives your original Product and determines that your original Product is entitled to warranty coverage. Your credit card will be charged up to the cost of a new Product only if:

- (i) you do not return your original Product to Brother within five (5) business days;
- (ii) the problem with your original Product are not covered by the limited warranty;
- (iii) the proper packaging instructions are not followed and has caused damage to the Product; or
- (iv) the warranty period on your original Product has expired or has not been sufficiently validated with a copy of the proof of purchase (bill of sale). The replacement Machine you receive (even if refurbished or remanufactured) will be covered by the balance of the limited warranty period remaining on the original Product, plus an additional thirty (30) days. You will keep the replacement Machine that is sent to you and your original Machine shall become the property of Brother.

Retain your original Accessory Items and a copy of the return freight bill, signed by the courier.

**Limitations:**

Brother is not responsible for damage to or loss of any equipment, media, programs or data related to the use of this Product. Except for that repair or replacement as described above, Brother 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 Limited Warranty is the only warranty that Brother is giving for this Product. It is the final expression and the exclusive and only statement of Brother's obligations to you. It replaces all other agreements and understandings that you may have with Brother or its representatives.
- This warranty gives you certain rights and you may also have other rights that may vary from state to state.
- This Limited Warranty (and Brother's obligation to you) may not be changed in any way unless you and Brother 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 and (3) agree to make that change.

*Important: We recommend that you keep all original packing materials, in the event that you ship this Product.*

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— Please detach here and save this portion for your records —

## Brother Product Registration Form

First Name	Last Name	
Company Name		
Address		
City	State	Zip Code
Telephone Number	Model Number	
Fax Number	Serial Number	
Store Where Purchased	Purchase Date (MM - DD - YYYY)	
E-Mail Address		

**Would you like to receive information from Brother?**

Special offers, rebates and discounts?	<input type="radio"/> YES	<input type="radio"/> NO
New software, drivers and service related updates?	<input type="radio"/> YES	<input type="radio"/> NO
Newsletters and surveys?	<input type="radio"/> YES	<input type="radio"/> NO
Website updates and enhancements?	<input type="radio"/> YES	<input type="radio"/> NO

Please make sure you FILL in your choices completely.

To view our privacy policy, go to [www.registermybrother.com](http://www.registermybrother.com)





## Product Registration

Thank you for purchasing this Brother product. Please take a few minutes to complete the attached information card so we can be sure you receive the following benefits:

### Purchase Confirmation

Your product will be officially registered with Brother International Corporation, serving as confirmation of purchase date should you lose your receipt.

### Proof of Ownership

In case of an insurance loss due to such causes as fire, flood, theft, etc., your registration can serve as proof of ownership.

### Future Enhancements

Your registration helps us notify you of enhancements to your product and special offers that you are qualified for.

#### Save time – Register On-Line

Don't stand in line at the post office or worry about lost mail. Visit us on-line at

**www.registermybrother.com**

Your product will immediately be registered in our database and you can be on your way!

Also, while you are there, look for contests and other exciting information!

To View Our Privacy Policy go to [www.registermybrother.com](http://www.registermybrother.com)

Thanks for taking the time to fill out this questionnaire. Your answers will be used for market research studies and reports.  
Printed in Japan Please seal with tape. Do not staple. ©2017 All rights reserved.

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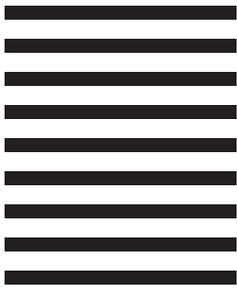


BARTLETT, TN 38184-9804  
P.O. BOX 341332

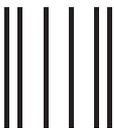
BROTHER INTERNATIONAL CORPORATION

POSTAGE WILL BE PAID BY ADDRESSEE

FIRST-CLASS MAIL PERMIT NO. 9365 BARTLETT, TN  
**BUSINESS REPLY MAIL**



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES



Customer Service  
Brother International Corporation  
P.O. Box 341332  
Bartlett, TN 38184-1332



## Important Information

Should you have any questions, or need information about your Brother Product, we have a variety of support options for you to choose from

### USA-Customer Service

Customer Service  
**1-800-947-2109**

Customer Service  
**1-901-379-1210 (fax)**

World Wide Web  
**www.brother-usa.com/AiRScouter**

Please record your model and serial number and your date and location of purchase below for your records. Keep this information with your proof of purchase (bill of sale) in case your product is lost, stolen, or requires service.

Model # \_\_\_\_\_

Serial # \_\_\_\_\_

Date of purchase: \_\_\_\_\_

Store where purchased: \_\_\_\_\_

Location of store: \_\_\_\_\_

Important: We recommend that you keep all original packaging materials, in the event that you ship this product.



BROTHER INTERNATIONAL CORPORATION  
200 Crossing Boulevard, Bridgewater, NJ 08807