

# AMANO® | WARRANTY & SUPPORT INFORMATION (END USERS)\*\*\*

## Time Clocks, Terminals, Time & Attendance Software

PRODUCT	WARRANTY / SUPPORT
<b>Hardware</b>	
Time Clocks (Side Printers, Calculating Clocks, etc)	1 year from date of purchase
ATVS Hardware (PIX-3000XNT, XN)	1 year from date of purchase; 1yr support contract available thereafter
Terminals (MTX-10/15/20)	1 year from date of purchase; 1yr support contract available thereafter
Hand Punch (All Models)	1 year from date of purchase; 1yr support contract available thereafter
<b>Software</b>	
ATVS software – Standard	INITIAL: 30 days from installation AFTER: must purchase Support Contract*
ATVS software – Enterprise	Must purchase Support Contract*
MTX-15 SDK	Call Support for assistance
TruTime 6.0	Must purchase Support Contract*
Time Guardian (Software)	Must purchase Support Contract*
Time Guardian Pro	Must purchase Support Contract*
<b>Accessories</b>	
Full Power Reserve	90 days if purchased as a part
Signal Kit	90 days if purchased as a part
Ribbons	None (Contact Amano for out of the box issues)
<b>Service</b>	
Parts (includes labor)	90 days from repair date

\* **Time and Attendance**  
 - Software: Option for Per-Incident Support Available (Price Varies)  
 - Hardware: 1 year from date purchase  
 - Call Technical Support for a support contract  
 Limited warranty applies. Call Amano for more details.

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