



Shanco Thermal Printer 3-Year Warranty Policy & FAQ

Warranty Coverage

Shanco offers a 3-year warranty on all thermal printers:

- 1 Year Standard Warranty - Covers Parts & Labor (Full Coverage)
- 2 Years Extended Warranty - Parts Free, Labor Chargeable

What's Covered in the Extended Warranty?

Parts Covered (FREE for 3 Years):

- Printer Head
- PCB (Printed Circuit Board)

Labor/Service Charges:

- First Year: Completely Free (Parts + Labor)
- Year 2 & 3: Parts are Free, but Labor is Chargeable

What's Not Covered?

- Physical damage, mishandling, or accidental breakage Power Adapter, Rollers, and other consumables
- Damage due to power surges, liquid spills, or unauthorized repairs
Repairs done by unauthorized service centers

How to Activate the Extended Warranty?

- Visit www.shanco.in/driverdownload
- Upload invoice & serial number within 30 days of purchase
- Receive confirmation of extended warranty activation

Warranty is RTB (Return to Base) - Customers must send products to authorized service centers.

FAQ: Shanco 3-Year Warranty

What is the benefit of the 3-year warranty?

Shanco offers 3 years of protection for key printer components (Printer Head & PCB). This gives you long-term reliability and peace of mind.

What's free and what's chargeable?

- Year 1: All repairs & parts are completely free.
- Year 2 & 3: Parts (Printer Head & PCB) are FREE, but Labor Charges apply.

How much are the labor charges after Year 1?

Labor charges depend on the repair type and will be informed at the time of service.

What if I don't register my product?

If you don't register within 30 days of purchase, you will only get 1 year of warranty (Extended warranty will not apply).

What should I do if my printer needs service?

Raise a service request at www.shanco.in/helpdesk1 and follow the instructions.

Can I get on-site support?

No, this is an RTB (Return to Base) Warranty. The customer must send the product to an authorized service center.

Contact Us

For more details, visit www.shanco.in or contact our support team at +91 75 410 410 75.