

ColorBlast® TruDTF™ Ink

2-Year Head Limited Warranty Program

Effective Date: June 15, 2025



1 | Program Overview

ColorBlast® TruDTF™ ink is engineered for high-performance direct-to-film (DTF) printing. This Limited Warranty protects end-users against ink-related defects and printhead damage attributable to the ink, provided the product is stored, handled, and used in accordance with ColorBlast guidelines.

2 | Warranty Duration

Covered Item	Warranty Period
Unopened TruDTF ink	24 months from invoice date (shelf-life guarantee)
Opened TruDTF ink	6 months from first break-seal date (ink performance guarantee)
DTF Printheads (Epson I3200, I1600, 4720, TFP, DX5, DX7, XP600) when used exclusively with ColorBlast TruDTF ink	24 months from printer installation or 12 months from first ink use (whichever ends later, not to exceed 30 months total)

3 | Coverage Details

- Ink Quality Defects** – Color, viscosity, or particle-size deviations that result in clogging, banding, nozzle dropout, or abnormal odor/precipitation.
- Ink-Induced Printhead Failure** – Chemical or physical damage to compatible piezo printheads proven to be caused by ColorBlast TruDTF ink under normal operating conditions.
- Remedies** – At ColorBlast’s sole discretion:
 - Replacement of defective ink (like-for-like liters).
 - Credit toward future ink purchases, prorated by time-in-service.
 - Replacement or prorated credit for one (1) printhead per printer within the warranty period.
- Freight** – Ground shipping costs for warranty replacements are covered by ColorBlast (standard service). Expedited freight is available at customer’s expense.

4 | Exclusions & Limitations

- Mixed or Third-Party Inks – Any use of non-ColorBlast inks in the same fluid path voids printhead coverage.
 - Improper Storage – Exposure below 5 °C / 41 °F or above 35 °C / 95 °F, or to direct UV/sunlight.
 - Expired or Contaminated Ink – Use past shelf-life or failure to reseal open bottles/pouches.
 - Inadequate Maintenance – Neglecting daily nozzle checks, capping-station cleaning, or OEM-recommended flush cycles.
 - Mechanical & Electrical Damage – Head strikes, abrasion from media, ribbon cable shorts, power surges.
 - Normal Wear – Natural nozzle erosion or end-of-life deterioration unrelated to ink chemistry.
 - Consequential Losses – Production downtime, labor, lost profits, or other indirect damages are excluded. Total liability is limited to the replacement value of the ink or printhead as outlined above.
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5 | Customer Warranty Claim Process

1. **Initial Notification** – Submit a claim via support@goisw.com or +(314) 641-1122 within 14 days of defect discovery.
 2. **Documentation Required**
 3. Proof of purchase (invoice/receipt) showing lot numbers and purchase date.
 4. Printer make/model, serial number, and printhead type.
 5. Photos or scans of nozzle checks, affected prints, and product labels.
 6. Maintenance logs (flushes, cleanings, environmental readings).
 7. **Troubleshooting & Verification** – ColorBlast Tech Support will review data, may request a live video diagnostic, and guide corrective actions.
 8. **RMA Issuance** – If preliminarily approved, an RMA number and shipping instructions will be emailed. Defective items must be returned within 30 days.
 9. **Evaluation** – Returned ink or printhead is inspected at a 3rd party lab. Findings are communicated within 10 business days of receipt.
 10. **Resolution** – Upon approval, replacement product or credit is issued. If claim is denied, a detailed explanation is provided, and the customer may request return of the examined parts (at cost).
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6 | Contact Information

ColorBlast TruDTF Inks – C/O ISW Warranty Department
15720 Westport Commerce Drive
Suite 500
St. Louis, MO 63146
support@goisw.com
(314) 641-1122
