

# PLEASE SAVE SHIPPING CARTON AND ALL PACKAGING INSERTS

Your warranty will be voided if the machine is transported without its provided box and inserts. Protect your investments and avoid unnecessary costs by storing this shipping carton in a safe place.

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## GRAPHTEC STANDARD WARRANTY

GRAPHTEC MODELS	STANDARD WARRANTY
FC9000 SERIES	3 YEARS
CE7000 • FCX2000 • FCX4000 • F-MARK2	2 YEARS
CE-LITE50 • OPTIMA V250 • LCX603 • DLC1000	1 YEAR

### ▶ **ONLINE REGISTRATION REQUIRED:**

Get a **COUPON** for a **SPECIAL DISCOUNT** on Genuine Graphtec accessories from our store when you register.

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Use the **QR CODE** or enter website **LINK** to register at [www.graphtecamerica.com/warranty-registration](http://www.graphtecamerica.com/warranty-registration)



### EXTEND YOUR WARRANTY FOR UP TO 5 YEARS!



### GRAPHTEC PROTECTION PLAN

FOR MORE INFORMATION, PLEASE CONTACT YOUR LOCAL AUTHORIZED DEALER OR GRAPHTEC TECHNICAL SUPPORT

**GRAPHTEC**  
Graphtec America, Inc.

17462 Armstrong Ave. Irvine, CA 92614 • 800-854-8385

# GRAPHTEC

## STANDARD WARRANTY

Graphtec America, Inc. (GAI) warrants that Covered Products will be free of defects in workmanship and materials for the Warranty Period. GAI will repair or replace, at GAI's option, any failure of the Covered Products during the Warranty Period without charge to the Eligible Purchaser, except as specified below.

**Eligible Purchaser:** This warranty is limited to the original purchaser in the United States of America or Canada of a Covered Product for its business use in the United States of America or Canada. This warranty may not be transferred nor is it available to any subsequent purchaser of a Covered Product.

**Covered Product:** This warranty covers products manufactured by Graphtec Corporation, and its affiliated manufacturers, and distributed by GAI, which are purchased by an Eligible Purchaser from GAI or an authorized GAI reseller for business use in the USA or Canada.

**Warranty Period:** This warranty begins on the invoice purchase date from an Authorized GAI reseller or from GAI directly. Warranty coverage for the FC9000 Series Friction Feed Cutting Plotter products ends on the 3-year anniversary. Warranty for the CE7000 Series Friction Feed Cutting Plotter products, FCX Flat Bed Cutting products, and F-MARK2 ends on the 2-year anniversary. Warranty for Graphtec products other than the aforementioned, ends on the 1-year anniversary of the invoice purchase date. Notwithstanding the above, warranty coverage of the Friction Feed mechanism components such as grit rollers and pinch/push rollers equipped on the FC9000 & CE7000 series cutting plotters products, and accessories such as stands, media brackets and external media feed mechanisms, ends on the 1-year anniversary of the invoice purchase date.

**Obtaining Repair/Replacement:** If you have any claim under this warranty, contact GAI at 1-800-854-8385, 17462 Armstrong Ave, Irvine, CA 92614. Describe your problem and submit proof of purchase to obtain a "warranty authorization number" as required by GAI. Then contact a Graphtec Authorized Service Center (ASC) to arrange repair. Graphtec America ASC locations may be found at [www.graphtecamerica.com](http://www.graphtecamerica.com). You will ship the product to the ASC, with freight and insurance prepaid, using the original shipping container. GAI will pay to have the Covered Product repaired and returned to you in the United States of America or Canada via surface freight, with freight and insurance charges prepaid.

**What is Not Covered:** This warranty does not cover any damage to or failure of Covered Product arising from or related to the following:

- Damage or failure due to shipment, fire, flood or other acts of God.
- Damage to or failure of a Covered Product which has been

altered in any manner, or for which the manufacturer's or GAI's identification marks or serial numbers have been removed or altered.

- Damage or failure related to improper installation or maintenance.
- Damage or failure related to neglect, abnormal physical or electrical stress, misuse, abuse, improper operation, or failure to follow the most current instructions published by GAI for proper use of the Covered Product.
- Damage or failure that has been caused by or is related to the use of consumable supplies other than those supplied or specifically recommended by GAI.
- Damage or failure that has been caused by or is related to use of any other hardware, peripheral device or software in connection with the Covered Product.

**Other Terms:** This warranty gives the Eligible Purchaser specific legal rights and you may have other rights, which vary from state to state. No other person may obligate GAI or Graphtec Corporation, and their affiliates, for any liability or obligation with respect to Covered Products beyond the provisions of this warranty.

**ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE APPLICABLE TO A COVERED PRODUCT IS LIMITED IN DURATION TO THE WARRANTY PERIOD UNDER THIS WRITTEN WARRANTY. PERFORMANCE OF REPAIRS OR REPLACEMENT OF COVERED PRODUCTS IS THE EXCLUSIVE REMEDY UNDER THIS WRITTEN WARRANTY OR ANY IMPLIED WARRANTY. GAI AND GRAPHTEC CORPORATION SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM BREACH OF THIS WARRANTY OR ANY IMPLIED WARRANTY.\***

Please see separate warranty statement for consumable items

\*Some states do not allow limitations on how long an implied warranty will last or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

**Order Replacement Consumable Items & Accessories at:**  
[www.graphtecamericastore.com](http://www.graphtecamericastore.com)

**E-mail orders to:** [cp.sales@graphtecamerica.com](mailto:cp.sales@graphtecamerica.com)

**Service Questions Contact Technical Service at:**  
(888) 318-3247  
8:00 AM to 4:30 PM  
Pacific Standard Time

**E-mail:** [technicalsupport@graphtecamerica.com](mailto:technicalsupport@graphtecamerica.com)

**Website Support & Downloads:**  
[www.graphtecamerica.com/support](http://www.graphtecamerica.com/support)

# GRAPHTEC

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## STANDARD WARRANTY

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### CONSUMABLE PRODUCTS

Graphtec America, Inc. (GAI) warrants that all Consumable Products sold by GAI and purchased either from GAI or its authorized resellers in the United States of America and Canada for business use in the United States of America and Canada, will be free of defects in material and workmanship under normal and proper use. This limited warranty is subject to the conditions set forth herein and shall remain in effect for a period of thirty (30) days from the date of purchase for use in the United States of America and Canada. Consumable Products are defined as cutting mat strips, platens, ink jet cartridge cleaning trays, ribbons, inks, ribbon cartridges, ink cartridges, pens, thermal stylus pens, blades, knives, blade holders, paper, vinyl, film, and other material that require periodic replacement as regular maintenance in the ordinary course of equipment operation and use.

To make a claim under this Limited Warranty, the original purchaser must first obtain a Return Material Authorization (RMA) number from GAI, then must return the defective Consumable Product to the place of original purchase with freight prepaid and insured. Consumable Products are to be returned in the original shipping container or equivalent with the RMA number clearly placed on the container. The shipper shall bear the cost of shipping and risk of loss in transit. The returned Consumable Product must be accompanied by a written receipt clearly indicating the date of purchase.

THIS LIMITED WARRANTY IS THE SOLE AND EXCLUSIVE WARRANTY PROVIDED BY GAI FOR THE CONSUMABLE PRODUCT, AND GAI PROVIDES NO OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY OF FITNESS FOR A PARTICULAR USE.

GAI shall not be responsible or liable for any special, incidental or consequential damages or loss arising from the use of Consumable Products.

This Limited Warranty applies to all Consumable Products sold by GAI, however the procedure for obtaining coverage under this Limited Warranty may vary outside the contiguous United States. Additional information on obtaining coverage under this Limited Warranty is available.

# GRAPHTEC

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## GARANTÍA ESTÁNDAR

### PRODUCTOS CONSUMIBLES

Graphtec America, Inc. (GAI) garantiza que todos los Productos Consumibles vendidos por GAI y comprados ya sea de GAI o alguno de sus distribuidores autorizados en los Estados Unidos de Norte America, Canada, Mexico, Centroamerica, Suramerica y el Caribe para uso comercial en los lugares anteriormente mencionados, estaran libres de defectos de material y elaboración ante condiciones de uso normales y apropiadas. Esta garantía esta sujeta a las condiciones aqui estipuladas y estara vigente hasta un maximo de 30 dias despues de la fecha de compra para uso dentro de Estados Unidos de Norte America, Canada, Mexico, Centroamerica, Suramerica y el Caribe. Los Productos Consumibles se definen en ingles como los siguientes : cutting mat strips, platens, ink jet cartridge cleaning trays, ribbons, inks, ribbon cartridges, ink cartridges, pens, thermal stylus pens, blades, knives, blade holders, paper, vinyl, film, y otros materiales que requieran cambio periódico como parte del mantenimiento regular al usarse el equipo normal y comunmente.

Para hacer un reclamo bajo esta Garantia Limitada, el comprador original debe primeramente obtener un numero de garantia autorizada (RMA) de GAI. Luego se debe devolver el Producto Consumible defectuoso al lugar de compra original con el flete prepagado y asegurado. Los Productos Consumibles deben ser devueltos en su caja original o equivalente, con el numero de RMA claramente indicado en el exterior de la caja. El cargador asumira el costo de envio y toma el riesgo de perdida en transito. El Producto Consumible debe ser devuelto acompanado de su factura de compra correspondiente donde se especifique claramente la fecha de compra.

ESTA GARANTIA LIMITADA ES EXCLUSIVAMENTE PROPORCIONADA POR GAI PARA EL PRODUCTO CONSUMIBLE, Y GAI NO PROPORCIONA OTRA GARANTIA, EXPLICITA O IMPLICITA, INCLUSIVE Y SIN LIMITARSE A GARANTIAS IMPLICITAS MERCANTILES DE PROPIEDADES PARTICULARES ALUSARSE.

GAI no se hara responsable por cualquier tipo de dano ocasionado ya sea accidental o consecuencia def uso de un Producto Consumible.

Esta Garantia Limitada se aplica a todos los Productos Consumibles vendidos por GAI, no obstante el procedimiento para obtener cobertura bajo esta Garantia Limitada puede variar fuera de los Estados Unidos de Norte America. Informacion adicional referente a la obtencion de cobertura bajo esta Garantia Limitada esta disponible.

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8-01-20