

TITAN SE



TITAN 2 SE / TITAN 3 SE USER MANUAL

USCutter 

Thank you for your purchase of this new Titan SE Vinyl Cutter

Congratulations on purchasing a quality USCutter product!

This manual applies to Special Edition Titan 2 SE and Titan 3 SE models.

Please read these operating instructions carefully before using the product. We reserve the right to amend technical data and product characteristics without prior notice. USCutter assumes no liability for direct or indirect damage or injury resulting from the use of this product.



CAUTION IS STRONGLY ADVISED WHEN USING THIS EQUIPMENT



Device requires installation. Operation of this device requires use of sharp blades and caution should be taken to make sure that fingers do not get caught in moving gears during operation.



Disconnect power during assembly, service and maintenance. Vinyl cutters are subject to static build-up. Use of anti-static devices including mats and anti-static vinyl systems may be required in some environments.



Vinyl cutting is a creative medium and can be an enjoyable hobby or classroom learning experience, but this vinyl cutter is not a toy and should not be used by children without supervision.

Safety Precautions

Please read these instructions and safety precautions carefully before using your Titan SE product for the first time!



Do not place any magnetic objects in the vicinity of the cutting head; otherwise uniform contact pressure is not ensured.



Do not remove the connection cable to the computer while plotting is in progress.



Relieve the pressure on the pressure rollers when not in use by moving the pressure lever up.



Do not reach into the unit with your hands when the power is connected.



Never open the housing or attempt to modify the unit yourself.



Ensure that liquids and metal objects do not get into the inside of the cutter.



Ensure that the wall socket used is grounded and protected with a ground fault switch.



Ensure that the connected voltage (110V) does not deviate by more than $\pm 10\%$. Otherwise install a voltage stabilizer.



Disconnect the power cord when the unit is not used for a longer period of time.



Never reach into the unit in the vicinity of the blade holder during the cutting operation!



Discontinue any printing jobs in progress before readjusting the blade holder!



Always ensure that the vinyl cutter is out of reach of children during operation and never leave the unit or individual parts of it switched on without supervision.



Do not touch the tip of the sliding blade to avoid injury.











Always place the unit on a stable base to prevent it from falling down.

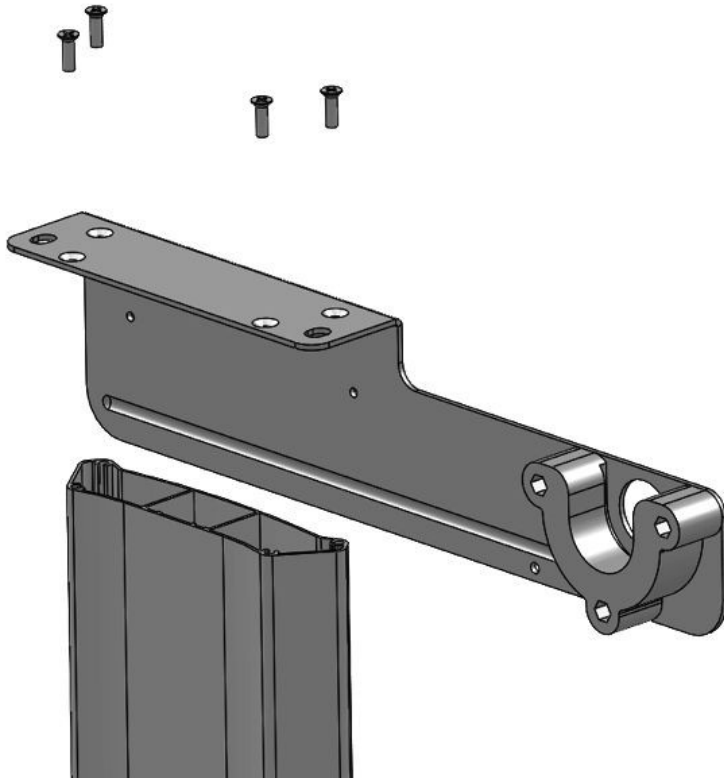


Do not operate the unit during thunderstorms; it can be damaged or destroyed by lightning.

Items Included

Before starting work, please check whether the following items are all present:

Article	Quantity	
Vinyl Cutter	1	
Power cable	1	
USB connection cable	1	
Blade holder	1	
Pen holder	1	
30°/45°/60°Drag knife kit	1	
Pen head	1	
Registration card with Vinyl Master software license key	1	
Stand with roll mount and catch basket	1	

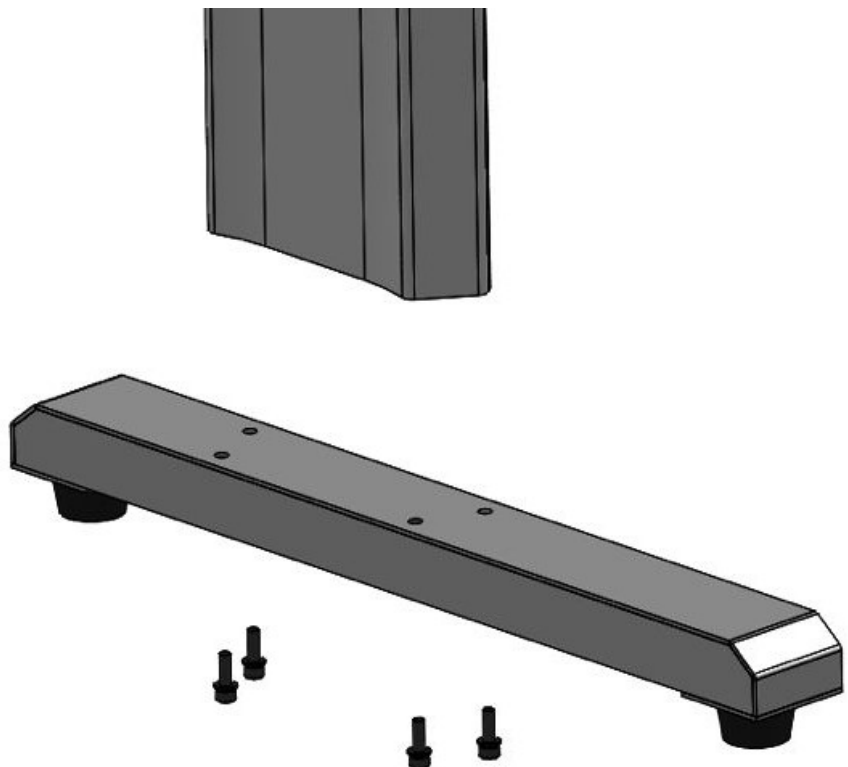


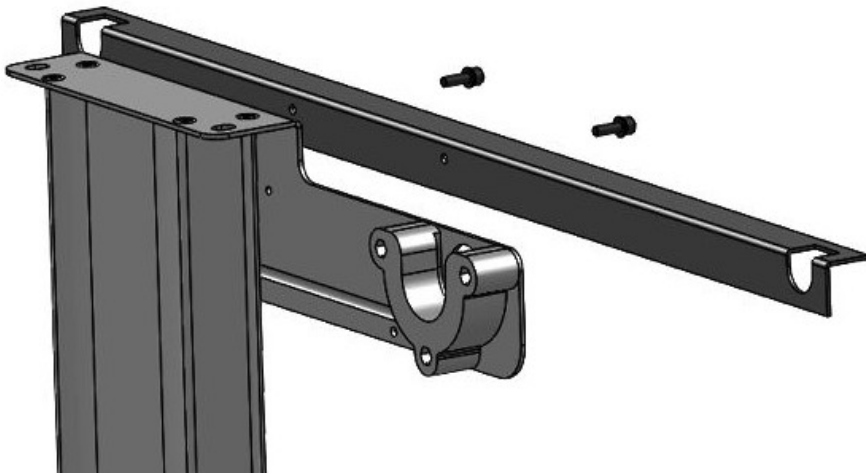
STEP 1

Using 4 screws, attached the media holder to the leg as shown here. Repeat the same procedure for the leg on the opposite side.

STEP 2

Using 4 screws and the allen key, attached the foot to the bottom of the leg as shown here. Repeat the same procedure for the leg on the opposite side



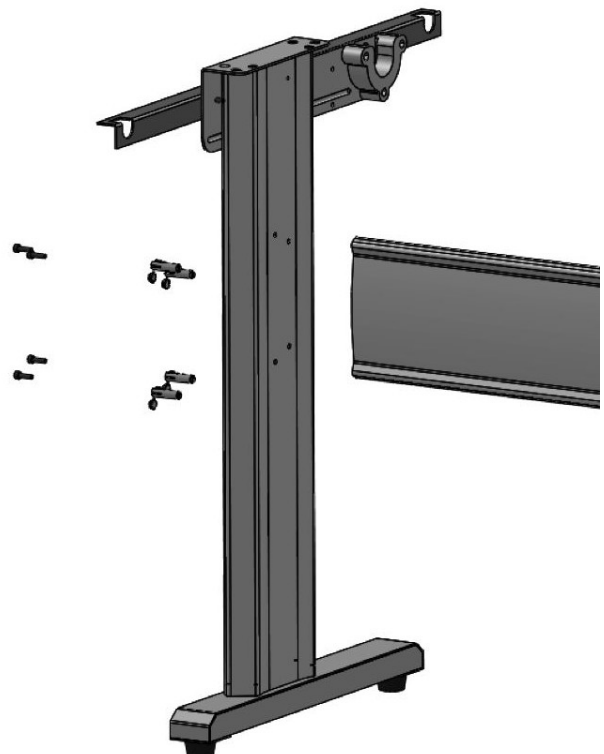


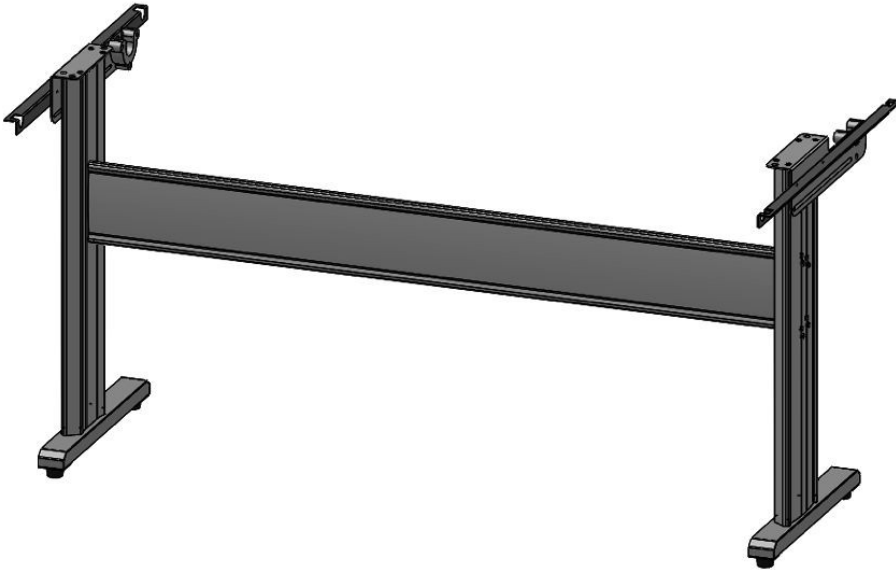
STEP 3

Using 2 screws and the allen key, attach the angle bracket to the side of stand as shown here. Repeat the same procedure for the opposite side of the stand.

STEP 4

Next, using the black screw guides provided provided, insert screws into guides and with the allen key attach the cross beam to both as shown in the diagram.





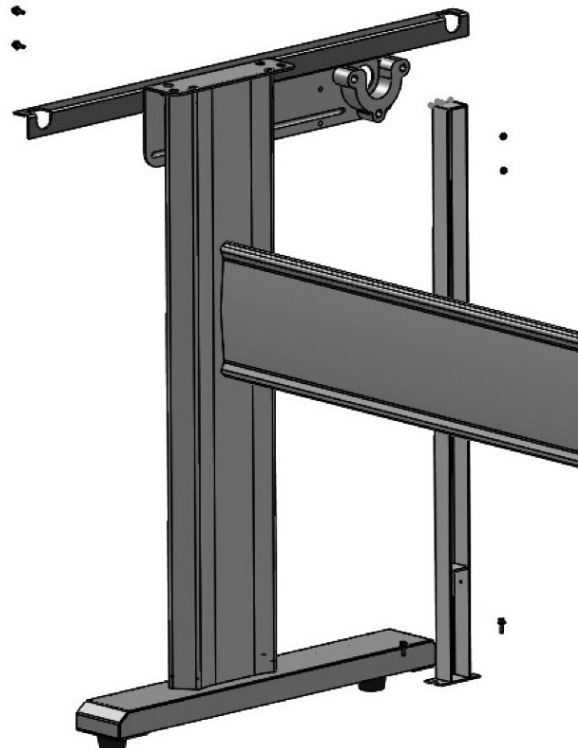
STEP 5

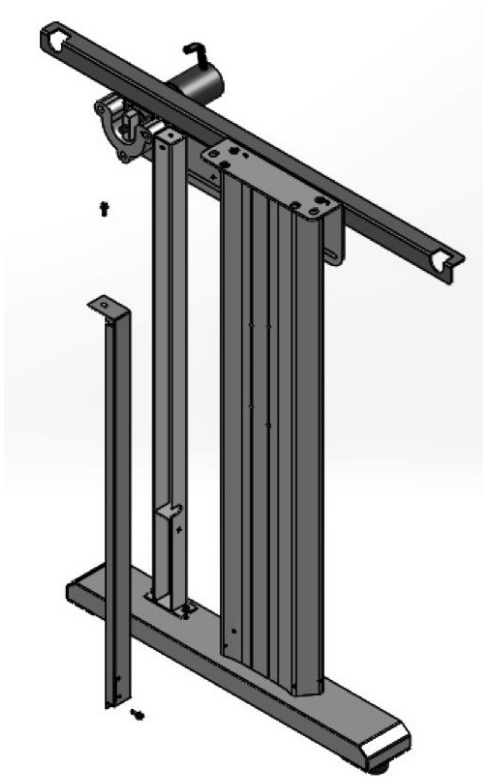
Your cutter stand should now be able to stand on its own as shown in the diagram.

ONLY IN THE CASE OF THE 68" MODEL, WHEN OPTIONAL FILM SENSOR HAS BEEN PURCHASED, THE FOLLOWING STEPS ARE ALSO NEEDED:

STEP 6

Using the provided screws, attach the secondary support leg as shown



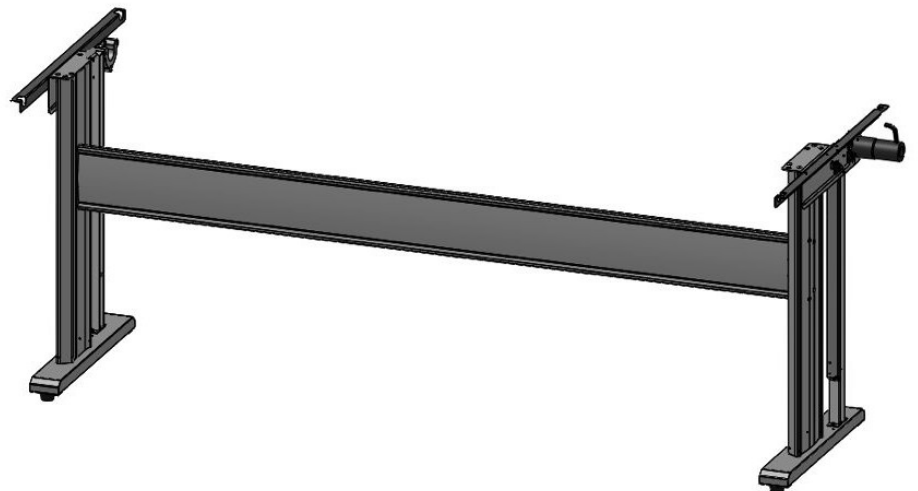


STEP 7

Attach the secondary support to the stand as shown

STEP 8

For 68" model with optional automatic vinyl feeding mechanism, when assembled correctly the stand should appear as shown.



Cutter Parts and Their Function



- a) Cutting head, laser (ARMS model adds optics)
- b) Control panel
- c) Blade holder
- d) Pressure lever for all pressure rollers
- e) USB and serial interfaces
- f) Media feed roller (68" model adds optional film sensor)
- g) Pressure rollers
- h) Stand with catch basket
- i) Power supply, powerswitch



SET KEY - Press and Hold SET key for 5 seconds to access configuration menu. Please read instructions before adjusting any settings within configuration menu.



PAUSE KEY - Allows you to pause an active cut job so you can adjust speed or force and then resume cutting by pressing OK



TEST KEY - Cuts a small triangle inside a square to test that the blade depth and pressure are set correctly for the thickness of material being cut

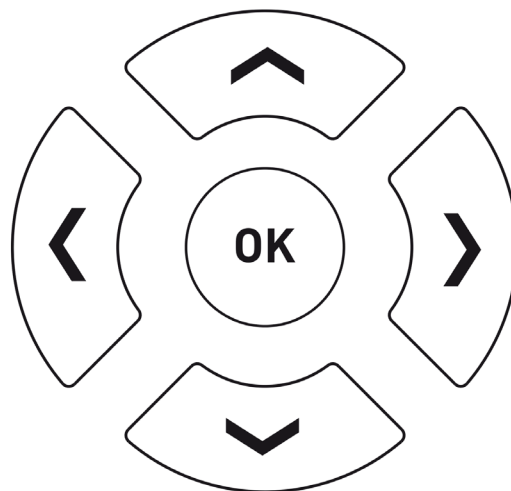


SPEED KEY - Pressing top or bottom of this key allows the user to increase or decrease the cutter speed as desired



FORCE KEY - Pressing the top or bottom of this key allows the user to increase or decrease the force (pressure) of the blade on the material being cut.

NAVIGATION KEYS - Allow user to move the vinyl forward/backward or control head left/right in the cutter. Pressing OK will set a new X/Y zero point at the current location.



OK KEY - Sets a new X/Y zero point at the current location, or if in configuration menus, exits config menu and resumes ready state

Starting-up the Titan SE and Software

To ensure a smooth set-up, you should install Vinyl Master before connecting your cutter

Installing VinylMaster Software

Your Titan SE vinyl cutter includes a license card and instructions of how to download VinylMaster software . This software needs to be activated online. In cases where the computer you are using VinylMaster with a PC that has no internet access, the help tabs within the Vinyl Master program can explain how to activate an offline PC.

VinylMaster operates on Windows Vista, Windows XP, Windows 7, Windows 8, Windows 8.1 and Windows 10 (older versions of Windows are not supported) VinylMaster will also run on a Mac by using Boot Camp. (note that Boot Camp installations are not supported by USCutter)

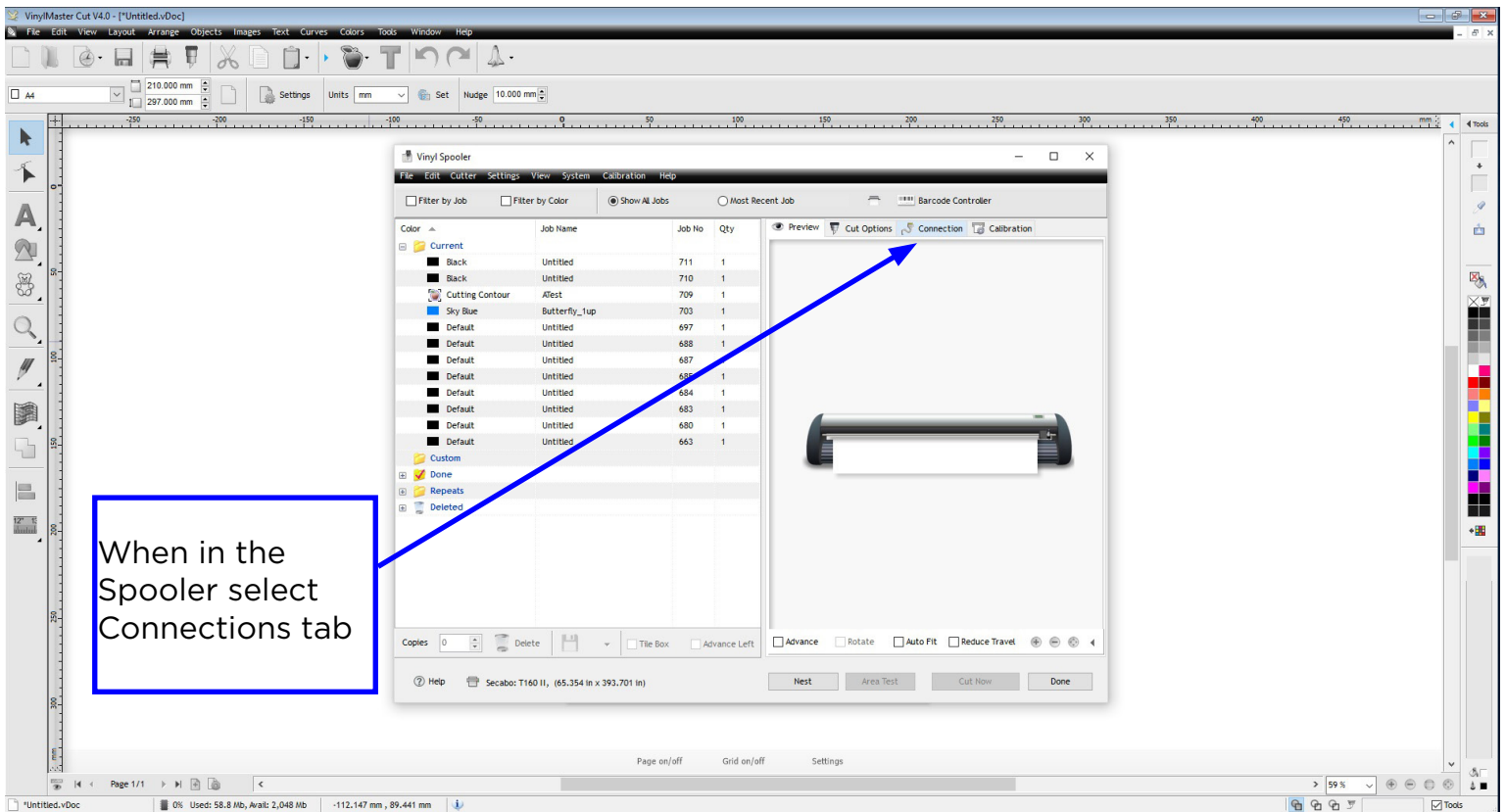
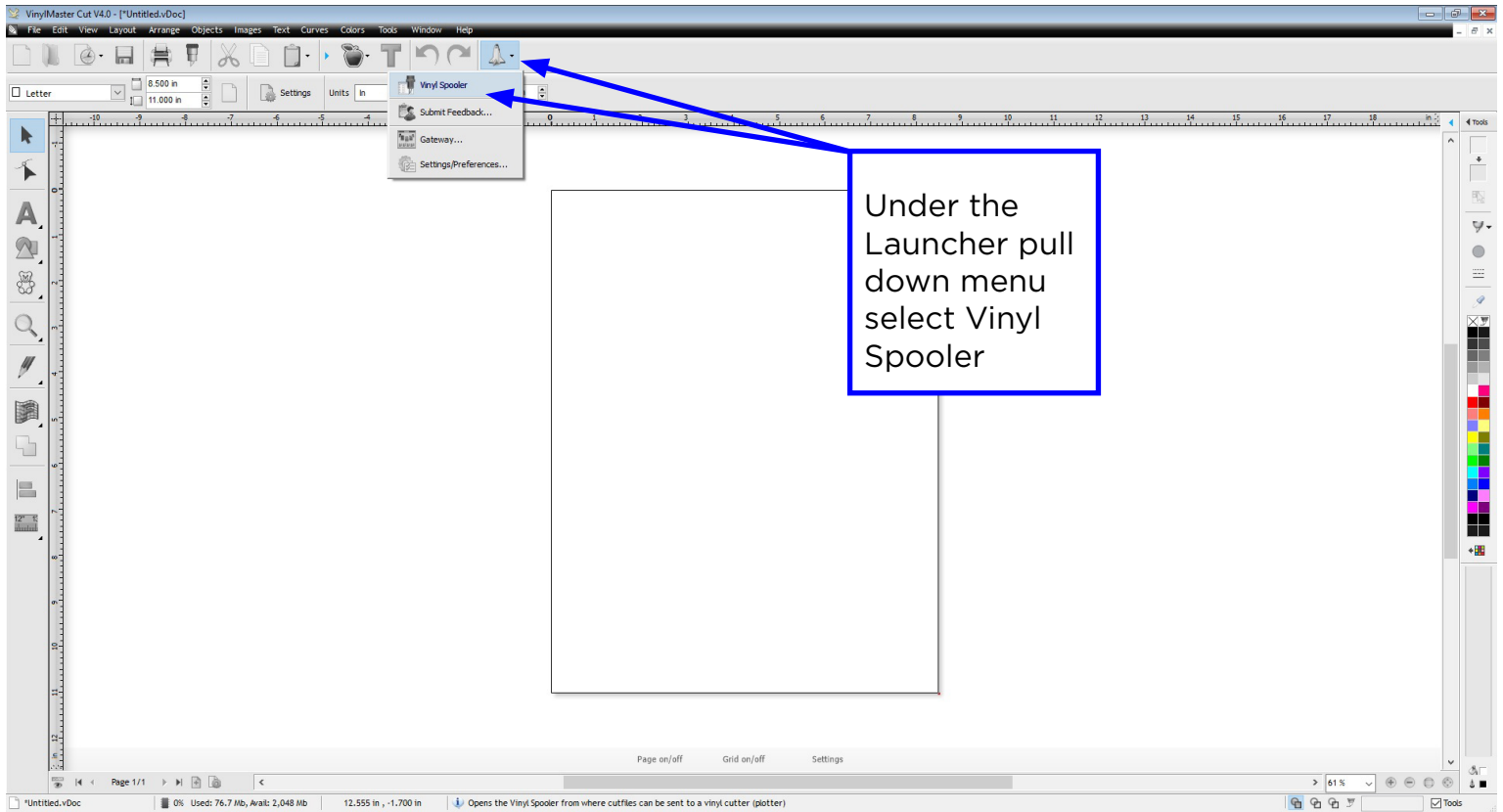
To install the software on a Windows PC:

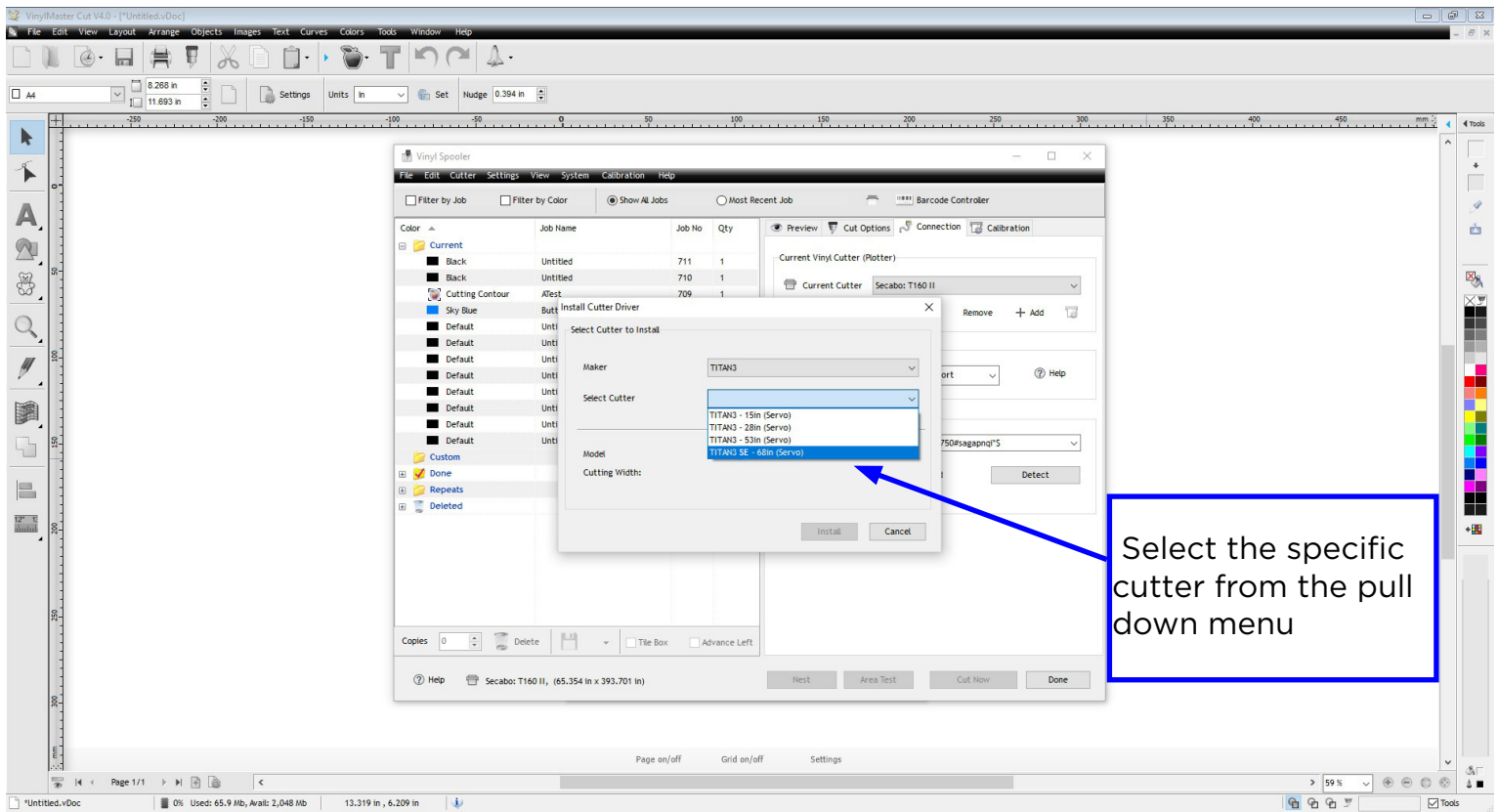
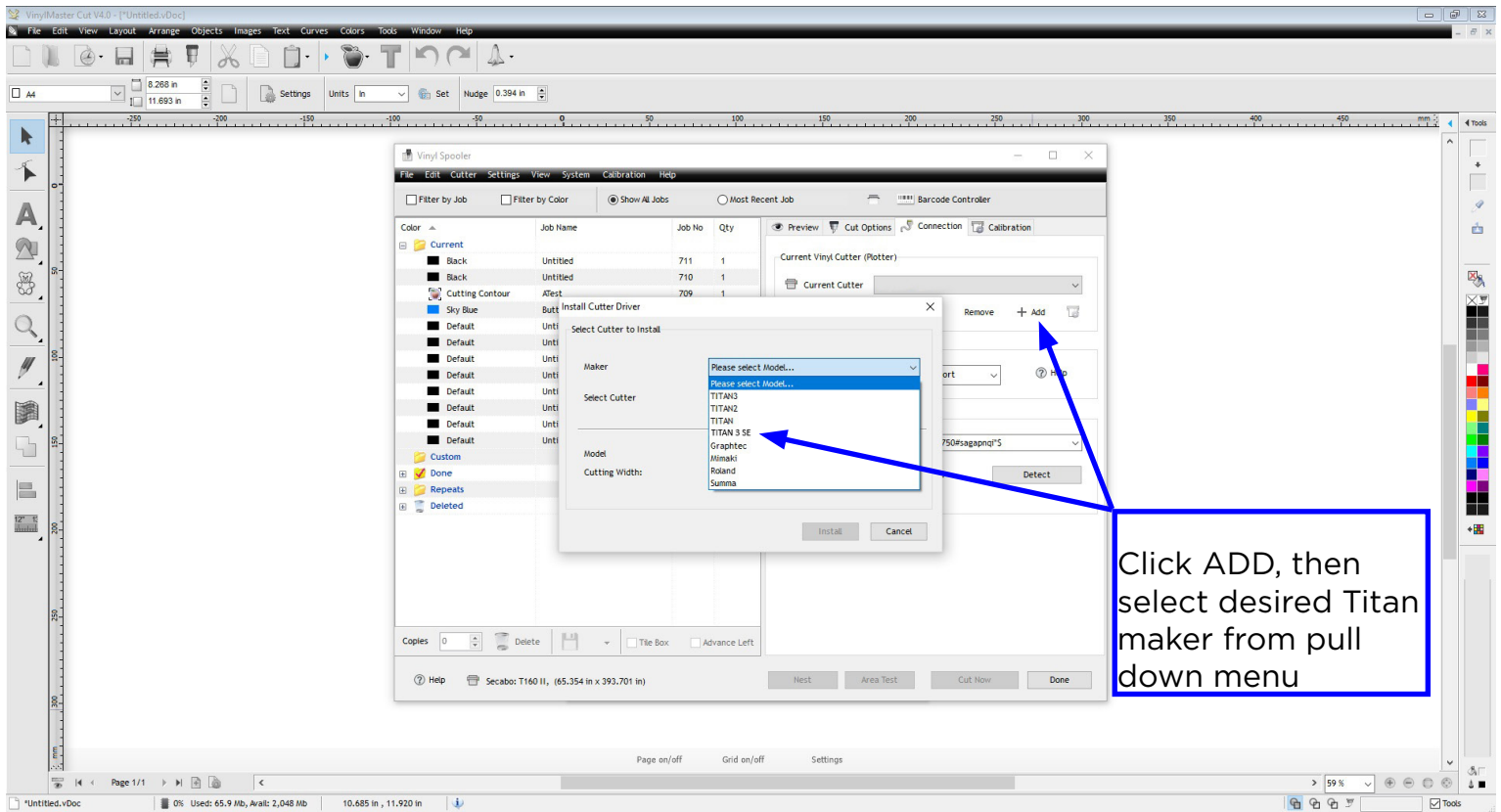
- Prior to installation it is recommended that you temporarily de-activate your Windows-firewall and all used anti-virus-software or any other program that may block online authorization.
- Download the current version of VinylMaster at: **<http://www.uscutter.com/download>** and click the link to download VinylMaster
- Your 26-digit VinylMaster serial number can be found on the supplied printed sheet. During SW installation, when prompted, please enter the 26 digit code.
- After online code authentication your VinylMaster software will now be activated for use.

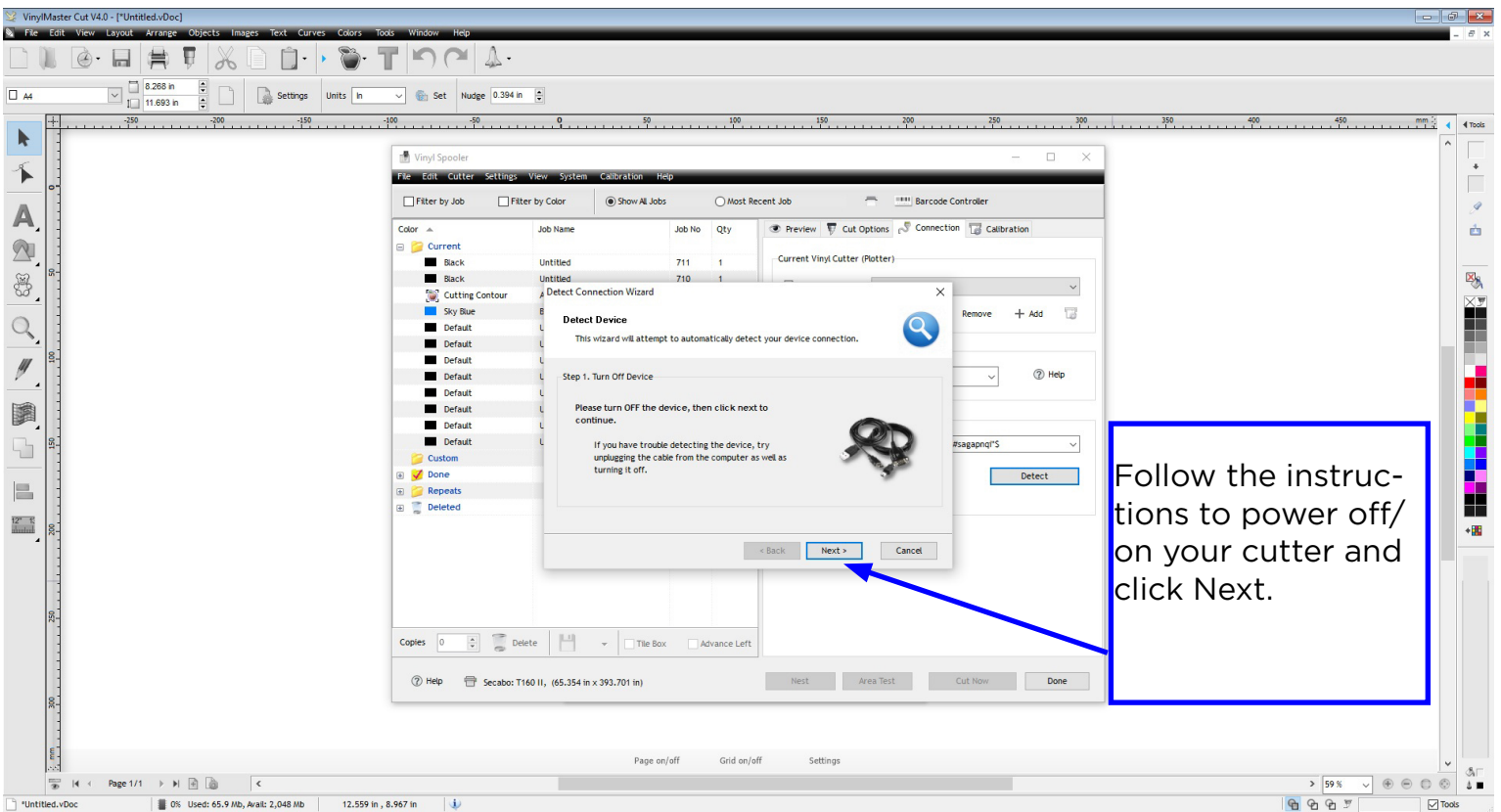
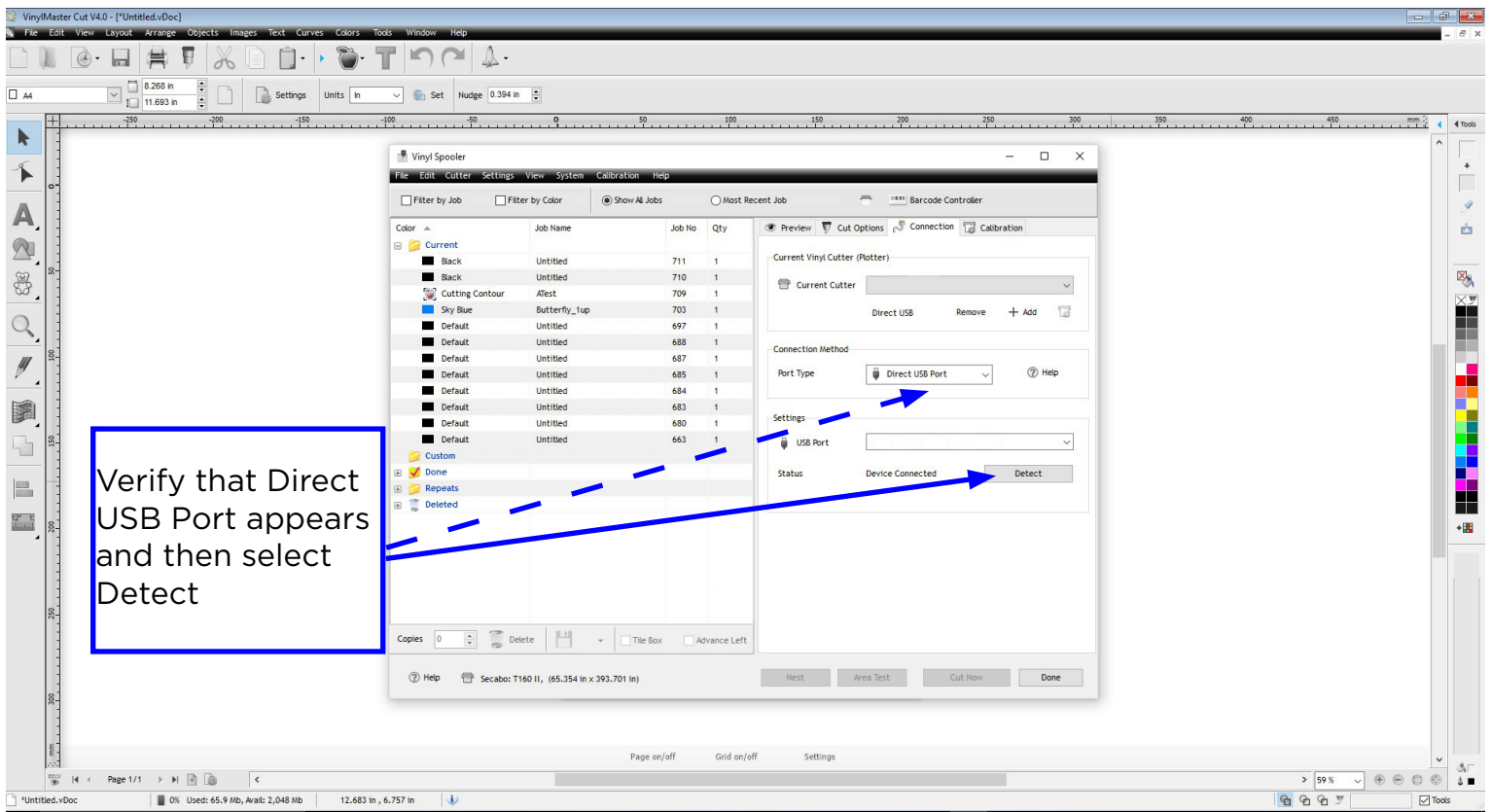
Important - keep your product 26 digit key in case you ever need to re-install VinylMaster.

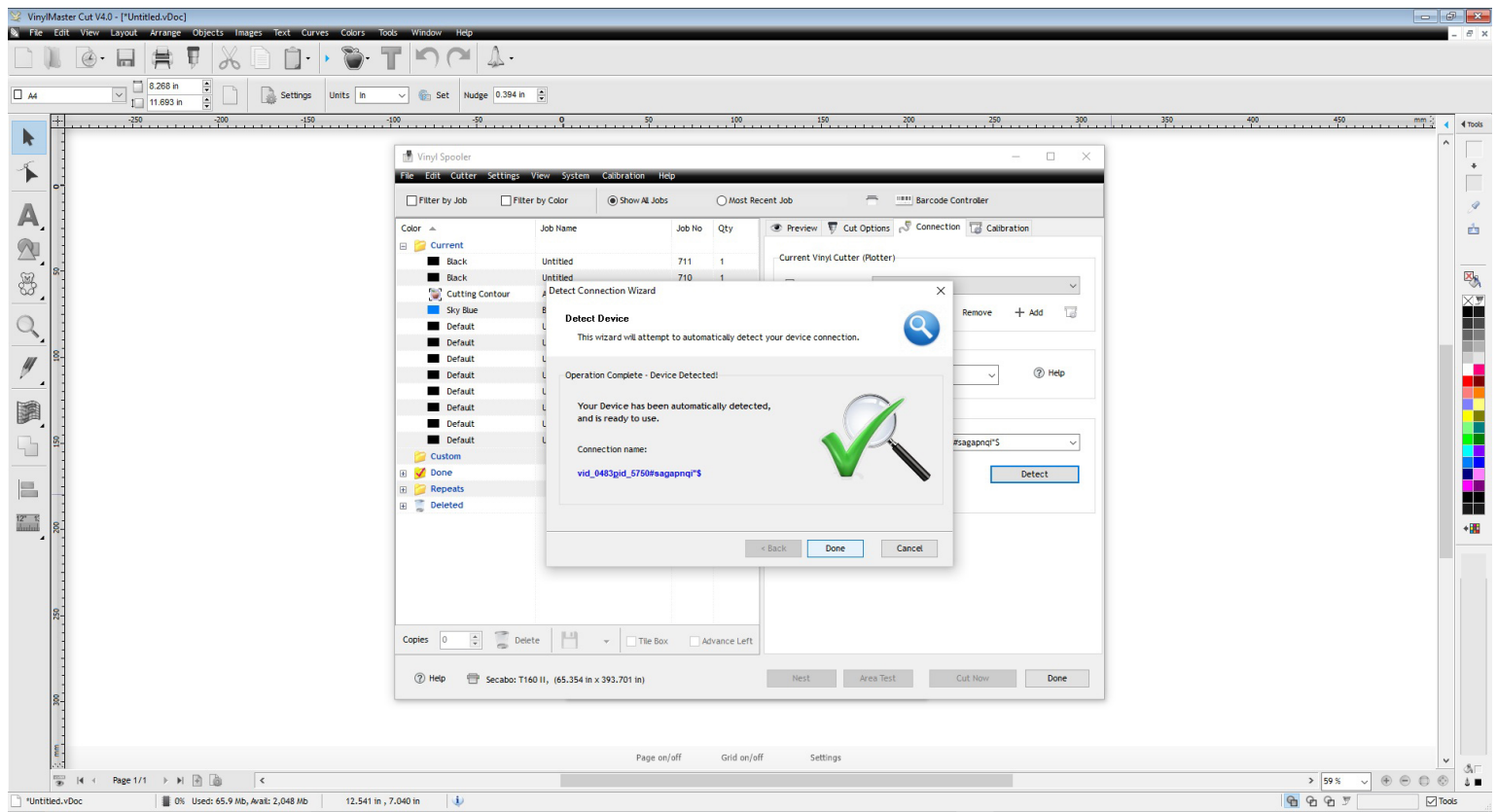
Installing Titan SE vinyl cutter PC drivers with VinylMaster

- Connect your computer to the internet. Launch Vinyl Master.
- Connect your vinyl cutter to your computer using the provided USB-cable.
- Switch on the cutter.
- Your vinyl cutter will be detected. Windows will search for the correct drivers and install them automatically. This may take a few minutes to complete.
- Your cutter should now be recognized as a valid USB device by your PC.
- Vinyl Master should now recognize your cutter whenever it is attached and powered on.







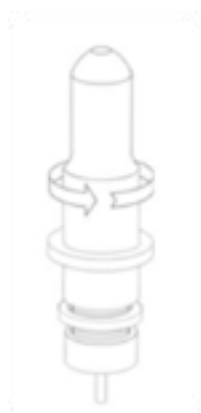


The latest release of Vinyl Master Cut has a new installation wizard that may already have installed the correct cutter driver for you. If your cutter driver is already installed and functional via the wizard, you may use the above instructions whenever you wish to add a new cutter model.

Newer versions of Vinyl Master Cut also have extensive help menus and context sensitive videos that will help train you and help guide you through any software issues you may experience.

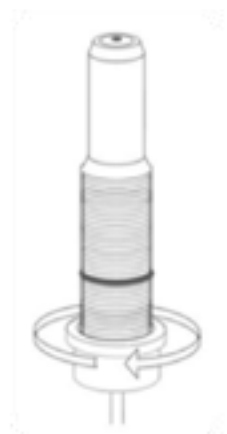
1

Unscrew the cap from the Blade Carriage.



2

Set Brass Ring on Blade Carriage to the fully down position.



3

Remove the protective cover from a new blade.



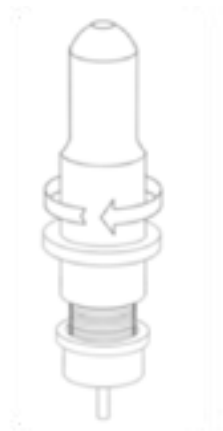
4

Insert the blade into the top of the Blade Carriage.



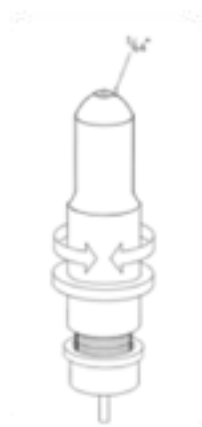
5

Screw the cap back onto the Blade Carriage.



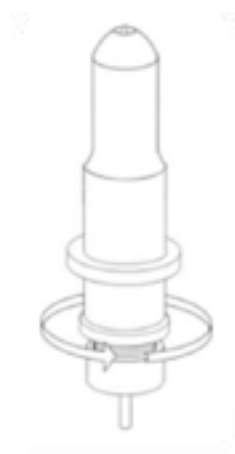
6

Adjust the carriage cap until the blade is protruding approximately 1/64th of an inch.



7

Adjust the Brass Ring until it fits snug against the Cap. This will help keep the cap in place during operation.



Blades should be replaced every 6 months. Your blade may need to be replaced more often if you are cutting thicker material such as flock, glitter, or reflectives.

Installing and adjusting the blade

- Take one of the supplied cutting blades and place it in the blade holder so that the sharp side extends at the front. The blade is held by a magnet in the blade holder.
- Adjust the cutting depths by turning the front cap in relation to the brass ring
- The depth is initially set correctly when you can carefully move your fingertip across the blade and feel only a light scratching (approx 1/2 the width of a credit card).

Since the depth adjustment for the blade depends on the material, it may be necessary to adjust it when using certain materials.

- Secure the blade by turning the blade adjustment screw
- Press the pin on the rear of the blade holder to remove and replace the blade at any time.

Caution – Injury hazard!

The various material thicknesses require different blade settings or even special blades; it may therefore be necessary to repeat the adjustment described above.

Blades

Blades are sensitive, sharp and dangerous precision tools.

- Always keep the blades away from children!
- Exercise care when handling blades to prevent injuries.

Treat the cutting blades carefully and always store them with the associated protective cap when not in use. If the tip of a blade hits against a hard material such as glass or stone, tiny chips can break off the tip rendering the blade unusable. Please observe the following notes to prevent unnecessary wear to your blades and achieve the maximum possible service life.

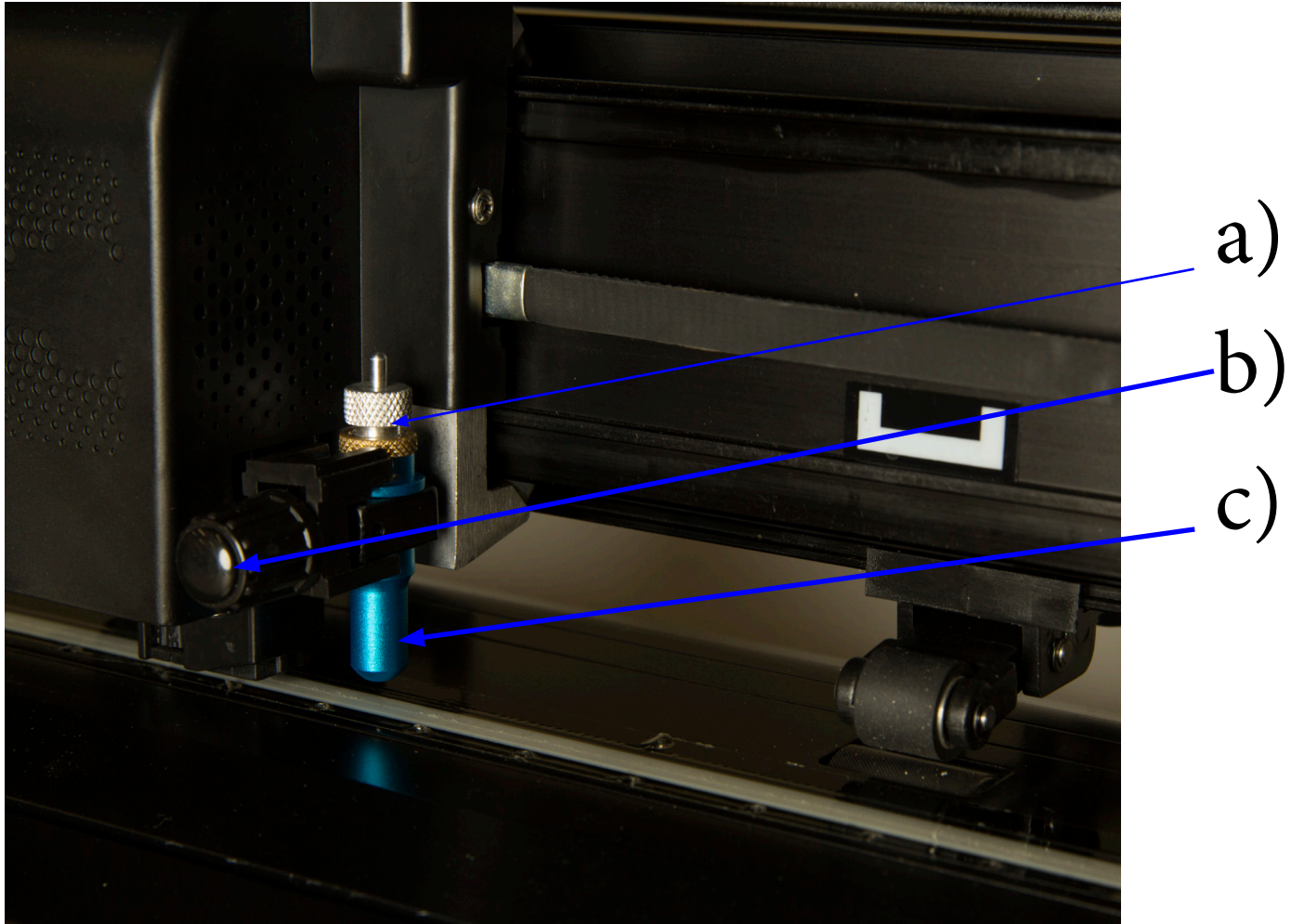
- Always avoid cutting into the backing material on the vinyl. Wear to the blades is increased if you set them to cut the backing material and not just the vinyl.
- Adjust the cutting depth of the blade so that only the vinyl is cut through cleanly.

Excessive extension of the blade reduces blade life and does not improve cutting results at all

- Use specially designed blades for thicker material (e.g. flock blades for flock).
- Ragged edges after cutting the vinyl indicate that the blade is dull. Replacing a dull blade with a sharp one will solve this problem. Blades should be replaced every 6 months or whenever they are no longer sharp.

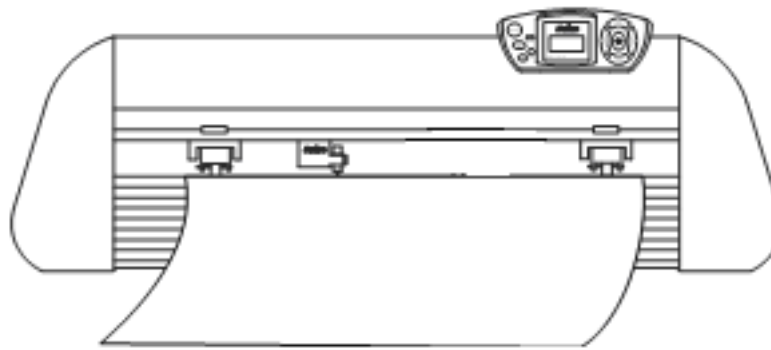
Inserting the Blade Holder

- Loosen the lock nut until there is sufficient room to insert the blade holder.
- Insert the blade holder so that the brass colored ring is just above the lock nut holder. Tighten the lock nut to secure the blade holder.

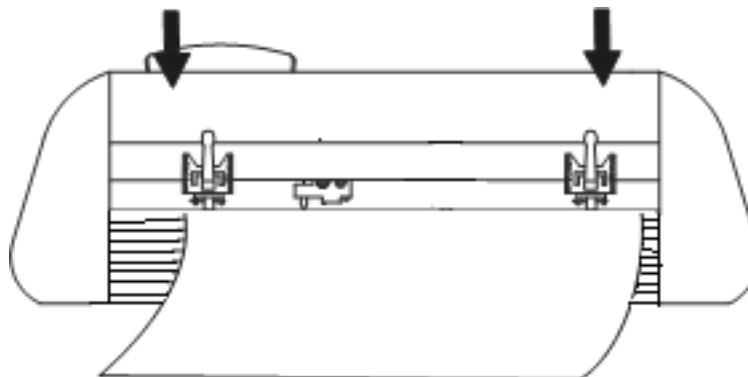


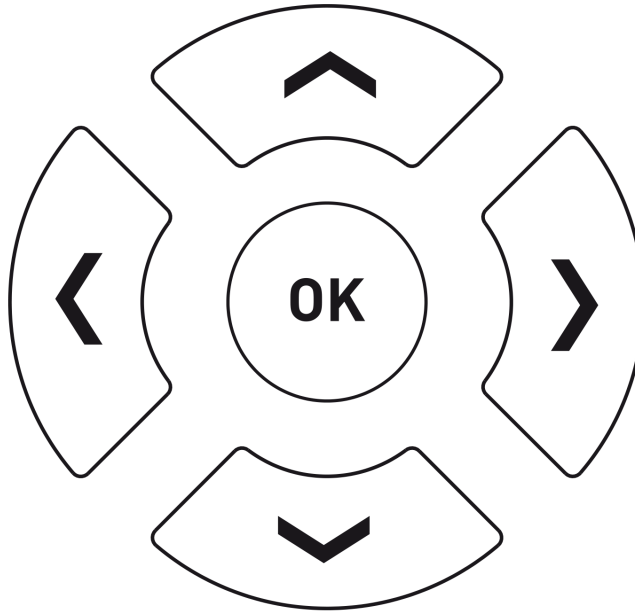
a) Blade adjustment screw b) Lock nut c) Blade holder

- Always insert the material to be cut into the unit from the rear.
- Pull the vinyl up to the cutting bar in order to correctly set the zero point.
- If you use a roll of vinyl instead of vinyl sheets, the vinyl can be rolled off cleanly with the aid of the roll holder supplied.
- When inserting the material, please ensure that the vinyl/material is inserted straight so that tearing of the vinyl/material is prevented. The scaling guides at the front and back will help to ensure this. **If the vinyl/material is inserted only a fraction of an inch short of straight this could result in serious alignment problems later on.**



- You can slide the material to any position in the unit, provided that the pressure rollers are within the white/black squares on the crossbar.
- Lock the two pressure rollers by turning down the pinch roller lever on the outer edges of the material (about 1/2 inch indented), so that the material is positioned and a maximum cutting area is guaranteed.
- The pinch rollers can be adjusted by tensioning the spring to the desired pressure.



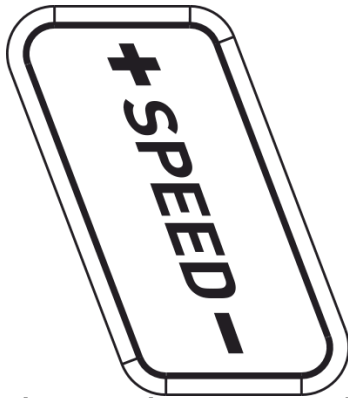


Moving the Cutting Head

The cutting head can be moved left and right by pressing the left/right navigation keys as well as forwards or backwards by pressing the up/down Keys. The corresponding X/Y coordinates are shown on the LCD display.

Setting the Origin Point

The X/Y origin point (also known as the zero point) is saved by pressing OK after moving the control head via navigation keys. The origin point is where the cutter blade will start to cut. Note that cutter can be set to compensate for the distance between the laser and the blade to allow for using the laser as a visual guide for desired origin point. This is done in Vinylmaster.

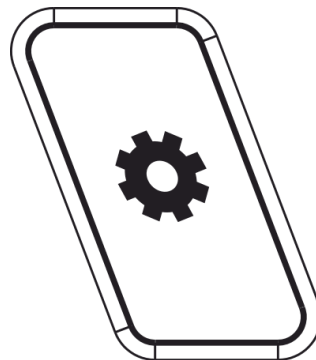


Press PAUSE key to change speed or pressure while a job is in progress. OK to resume

Change Speed and Pressure

The SPEED and FORCE keys can be used to change the speed of the cutting head and the downward pressure applied by the blade. These settings can be adjusted prior to running a job, or by pressing the PAUSE key during a job and then pressing OK to resume. Note that Vinyl Master software can also adjust these values if the user wants to have control from their PC.

A typical cutting speed is 500mm/s, and a typical cutting force is 100g, however these values may need to be changed depending on the thickness and type of material you are cutting.



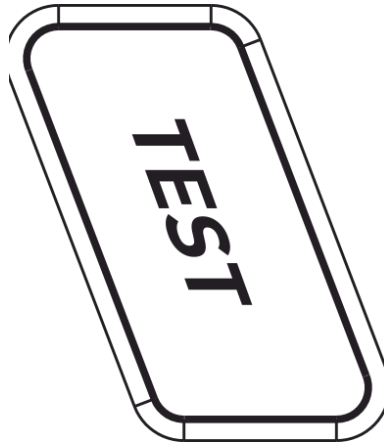
SET KEY

SET Key - Configuration menu (Caution - for advanced users only)

Pressing the SET key for 5 seconds allows the user to view configuration menus.

- The baud rate can be set, however this is only necessary if using a serial cable
- XP/YP show the stored XP and YP values used to correct object scaling should the cutter be subject to wear and tear over time where objects cut larger/smaller than expected. **XP/YP settings are factory calibrated - do not change them unless instructed by a qualified technician.**
- Tool Offset shows the stored distance between blade and laser. This setting is used when contour cutting. Vinyl Master software is used to configure this setting.
- Sensitivity controls the contrast as perceived by the optical sensor. Lower values for shiny materials, higher for matte materials. In most cases you will not need to adjust this setting
- Fan On/Off. Turning on the fan enables a vacuum to help hold down the material. This is particularly useful when material is so thin that it may otherwise tear if not held down properly.
- Reset setting. Press and hold the right arrow key for 3 seconds to reset to factory settings.

Note that this will also clear factory calibrated settings for XP/YP scale. **Not advised.**



- Initiate a test cut by clicking the “Test” button. The vinyl cutter will cut a triangle with a rectangular border at the saved zero point.
- A test cut allows you to check the adjustment of the blade depth as well as the pressure setting. The objective is to execute the test cut so that the vinyl has been cut but the backing carrier is lightly scored, but not cut.
- If the outer square won't weed, you may need to expose the blade more or increase the down-force pressure. The thickness and type of material will dictate whether or not it is better to expose more blade or increase pressure. For most applications, however, the blade only needs to be exposed half the width of a credit card. A common rookie mistake is for first-time users to expose too much blade. Become a pro and keep your blade at minimal depth.

Creating Your First Cutting Job

- Launch VinylMaster software. Select File->New to create a new project.
- Create a circle with the help of the General Power Shapes Tool (Circle/Triangle/Square icon on the left side of your screen).



When complete, click on the blade holder symbol icon in the menu bar near the top left of your screen.



- The menu “send to vinyl cutter” appears, click on the “Cut”-button on the right bottom
- The Vinyl spooler pop-up will appear with a preview of the plot on the right side. Click the “Cut”-button and confirm your selection with “Yes”
- The cutter will now cut your job as shown on your PC screen.

Tip: Some users prefer to insert the plotter pen instead of the cutter blade holder until they are comfortable that they are ready to proceed with an actual cut.

Making Your First Test Cut

A Basic Guide To Vinyl Cutting

Now that you've got your system fully assembled let's take a moment to test it and also take moment to learn a bit about how to "fine tune" the machine so that it will do quality cuts on the different materials you'll be cutting. To do this we'll do a standard test cut, which when completed will a simple triangle inside of a square. Load the material roll and adjust the pinch rollers. Remember to make sure the top roller is placed so that there is a bottom roller (called the "grit roller") beneath it. Remember to line the material up so that it is moving straight through the feed area, and resist the temptation to run the material close to the edge of the cutter feed area or you increase the risk of a mis-feed that will wrinkle your vinyl. (See the graphic on the top of pg. 21 for an example.)

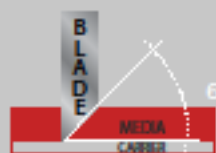
Assuming you're cutting standard signage vinyl, you'll want to use your 45° blade. If you received vinyl along with your cutter package, chances are very good it's a standard GreenStar or Oracal signage vinyl. Now, find the TEST button on the cutter control pad and press it. It should cut a pattern that looks like this:



This Test Cut will help you to calibrate the machine for this material. Examine this cut and use a weeding tool or exacto knife to weed the square out while keeping the triangle on the paper. ("Weeding" is the word for removing the cut vinyl in the design.) Use this simple diagram to make adjustments. There's a certain amount of trial and error to it at first, but you'll quickly get a feel for it.

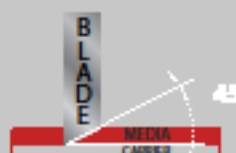
CHOOSE BLADE

For thin and regular sized media, use a 45° blade.



For thicker materials, such as Siser StripFlock, Siser Glitter, and Hexis CutFlex 600 Reflective, a 60° blade is needed.

60°



Load the blade so that the length of the blade shown is not longer than the media is thick.



1

2

LOAD MATERIAL



Most vinyl products are loaded from over the top.

CUT SPEED

This setting determines how fast the design is cut out and is usually measured in centimeters per second.

small intricate
designs



DECREASE CUT
SPEED

large simpler de-
signs



INCREASE
CUT SPEED

3

4

FORCE/PRESSURE

This setting determines how hard the blade comes down onto the material.



Test Cut

outer square
won't weed



INCREASE
FORCE

blade digging too far
into carrier



DECREASE FORCE

weeds easily with a light-
ly scored carrier



PERFECT!

ADVANCED FEATURES

Automatic Media Detection (Titan3 SE model only)

Your Titan3 SE cutter can be set to auto-detect the width of the material in the cutter. This is achieved by the software instructing the optical sensor to move across the inserted media and then adjust the width of the job accordingly. This feature is controlled by Vinyl Master software and is available as the Poll Media function under the Cut Options submenu within the Vinyl Spooler tab.

Contour Cutting with ARMS (Titan3 SE model only)

The Titan 3 SE model has an advanced feature called ARMS which allows for contour cutting. Contour cutting involves the optical sensor of the cutter reading special alignment marks that have been printed at the edges of the print/cut job so that a precise contour of the printed image may be cut. Contour cutting can be further simplified by using the bar code feature, which prints bar codes along with alignment marks, so that longer media can be cut accurately, jobs can be loaded upside down, or jobs can be processed at different locations by simply sending the bar code file to a remote location.

Media Feed Tension Sensor - (Titan3 SE 68 inch model only - optional attachment)

The media feed tension sensor allows for more precise travel of the media through the cutter. This becomes more important as the length of the material being cut increases. The 68 inch model has an optional sensor that monitors the film and then dynamically adjusts the tension of the input material to keep it at the correct tension. This option needs to be purchased separately. See assembly section for instructions on how to attach to the stand.

MODEL	TITAN2 SE 28 inch	TITAN3 SE 28 inch	TITAN3 SE 53 inch	TITAN3 SE 68 inch
Max Media Width	28"	28"	53"	68"
Max Cut Width	24"	24"	50"	65"
Interfaces	USB 2.0 / RS232	USB 2.0 / RS232	USB 2.0 / RS232	USB 2.0 / RS232
Display	Backlit LCD	Backlit LCD	Backlit LCD	Backlit LCD
Max Speed	960 mm/sec	960 mm/sec	960 mm/sec	960 mm/sec
Downforce	50g - 750g	50g - 750g	50g - 750g	50g - 750g
Mechanical Resolution	0.01254mm	0.01254mm	0.01254mm	0.01254mm
Repetition Accuracy	< +/-0.01mm	< +/-0.01mm	< +/-0.01mm	< +/-0.01mm
Motor	High Accuracy Servo	High Accuracy Servo	High Accuracy Servo	High Accuracy Servo
Weight	26lbs / 49lbs with packaging+stand	26lbs / 49lbs with packaging+stand	49lbs / 71lbs with packaging+stand	110lbs / 142lbs with packaging+stand
Dimensions W / H / D	36"x12"x10"	36"x12"x10"	63"x12"x10"	76"x12"x10"

PROBLEM

SOLUTION

The cutter performs erratically during cuts, stops cutting before the cut is finished, or cuts lines that do not appear in the design.

Some computers do not work well when connected via the USB port of the cutters. If you are having problems while cutting and are using the USB cable to connect from your cutter to computer, you may wish to try the serial cable connection to avoid further problems. If a serial cable connection is not available on your computer, you can try a third party USB to serial connector or a PCI card serial adapter for your computer.

After the first cut is made, subsequent cuts are made over the top of the original, or vinyl is fed backwards until it loses contact with the rollers.

After a cut is made, you will need to reset the origin of the cutter. If the origin is not set again, the first origin will remain in the cutter and the cutter will return to this position before making any further cuts. To reset the origin; from the main screen of the cutter, press the Offline/Pause button on and then press the Origin button.

Cuts are jagged or inconsistent.

The Blade may be dulled or damaged. Replace with a new blade and try again. Make sure that the blade can turn freely (by attempting to turn it with your fingers while the release button of the Blade Carriage is pressed).

Adjust the blade depth of the Blade Carriage (page 17) and Force setting on the cutter (page 8) until you are getting solid, uniform cuts. Start with a blade depth of around 1/64th of an inch and a pressure setting of 100g and try an increased pressure setting before attempting to increase the blade depth.

Slashes are made across the vinyl from the blade movement during cutting.

If the blade is protruding too far from the Blade Carriage then it can score and cut material during normal operations. If this is occurring, the blade needs to be adjusted so that it is protruding a minimal distance from the carriage.

Vinyl not feeding straight and the rightmost Pinch Roller will not move.

Sometimes, during shipping or movement of the machine, the right pinch roller will become stuck on a screw located on the back of the machine. If this occurs and is affecting your cutting, press forcefully against the pinch roller until it becomes dislodged from its position. If needed, remove the screw to reposition the pinch roller in the desired position.

Cuts are warped and inconsistent.

Sometimes, during shipping or movement of the machine, the Carriage Arm can be dislodged from its track. Make sure that the 2 white wheels behind the carriage arm are both resting securely on top of (not in front) of the track. If the wheels are not on the track, gently lift the carriage arm and press back until both wheels are resting on the track.

ISSUE

Cut has dashes or looks perforated.

EXAMPLE



CAUSE

Damaged cutting strip (groove in strip) or too much blade is exposed (friction build up).

SOLUTION

Replace the cutting strip or decrease the blade depth.

ISSUE

Cut line tapers and not cutting towards the end.

EXAMPLE



CAUSE

Dull blade or blade holder isn't secured properly in slot.

SOLUTION

Replace blade, check the blade force, and secure the blade holder.

ISSUE

Blade is skipping turns and corners.

EXAMPLE



CAUSE

Part of the blade is dragging on its side during turns.

SOLUTION

Clean the inside of the blade holder by coating the blade with WD40 and moving it in and out of the blade holder. Clean off any debris that comes out. Replacement blade holder may be needed.

ISSUE

Corners are not cutting correctly.

EXAMPLE

ROUNDED CORNERS

CORNERS WITH FLAGS



CAUSE

Offset setting is incorrect.

SOLUTION

Change the offset setting.



RAISE OFFSET

LOWER OFFSET

USCUTTER WARRANTY POLICY STATEMENT FOR THE UNITED STATES
TITAN SE SERIES VINYL CUTTER WITH VINYL MASTER CUT SOFTWARE
(Limited Warranty)
USCUTTER GUARANTEES TITAN SE CUTTERS AND ASSOCIATED SOFTWARE
PROVIDED IN ACCORDANCE WITH THE PROVISIONS STATED BELOW

USCutter will repair or replace parts and equipment found to be defective in materials or workmanship during the warranty period subject to the following:

The standard Titan SE series warranty is 1 year from day the product is received. In the event of a purchase of an extended warranty, extended warranty begins day after last day of initial warranty period. Extended warranties must be purchased during the time initial warranty is in effect.

On Cutter equipment, USCutter will supply new or rebuilt parts to replace parts that are found to be defective within the warranty period instead of replacing the equipment outright. USCutter will ship these parts via FedEx ground shipping with no cost to the customer as long as the shipment is within the United States. Full telephone based support will be given by USCutter representatives to aid the customer in the replacement of any parts sent.

If USCutter, at its sole discretion, determines that the equipment is not able to be repaired, then an RMA number will be assigned and the customer authorized to return the equipment for replacement.

Any equipment older than 30 days may be replaced with a certified refurbished unit at our discretion.

Software: The warranty on this product covers the software diskette/CD, not the software application. This copyright protected software shall be warranted as free of material defects and shall conform to current published specifications for a period of 90 days after original purchase only. If the disc is determined to be defective a digital download for the item may be supplied at the discretion of USCutter. This warranty covers only customers and products delivered within the United States. It will not be honored outside of the 48 contiguous US States, Hawaii and Alaska.

USCutter reserves the right to discontinue the sale of "Extended 1 Year Warranty" as part of original purchase or purchase during warranty period at any time and for any reason.

Warranty and Exchange Process:

If you are having issues with a product or service purchased from the company, please contact the support department at USCutterSupport.com. The site features the latest contact information, links to our knowledge base, live chat, troubleshooting documents and a system for submitting a "ticket" to request customer and product support services or to obtain a product return authorization.

Cross-Ship Method: For items being exchanged or replaced the most common method of replacement is "cross-shipment." Using this method, USCutter is able to verify the item being exchanged or replaced has been received at a shipping facility for return. USCutter will apply the value of the returned item toward the cost of the item being shipped to the customer. If no additional payments are required the item will be shipped to the customer on the current business day if confirmed before the 2:30pm (PST) ground shipping cut off. Returns confirmed after the shipping cut off it will be shipped on the next business day. Expedited shipping is available at additional cost. (Call for details.) The shipping cut off for expedited shipping is 2:00pm pacific time. Returns must be verified by USCutter using a verified tracking number before replacement will be shipped.

If for any reason customer chooses not to follow the cross ship process, the customer may opt to pay full price for a replacement item, and once the returned items are received and inspected a refund for the due amount will be processed.

All returns must be authorized by an USCutter representative before the product shipped. The USCutter representative will issue a Return Merchandise Authorization (RMA) number that must be put on the outside of the returned item packaging.

Any item being returned to USCutter (excluding items over 70 lbs which require freight shipping) are eligible for a flat rate ground shipping label at the market rate. Items determined to be defective within first 30 days or improperly shipped will receive this label free of charge. The customer may choose their own shipping method as long as tracking information is communicated to and acknowledged by USCutter.

US Cutter will not be responsible for any item sent back without an RMA in place. In the event that an item is sent without an RMA, it may be returned to customer only if they will be responsible for any shipping costs.

Items should be returned in their original packaging. Items returned in other than the original packaging may be assessed additional restocking fees of up to 50% and USCutter will not be responsible for any damage of returned items that is a result of improper shipping methods.

Restocking Fees: Any item returned as defective or under warranty will be assessed a 10% restocking fee if returned for cash refund. Any other returned item will be assessed a 20% restocking fee that will be deducted from the refund amount.

Items returned for refund will be processed within 3 business days of the time the item is received at our warehouse. Once a refund is processed it will usually be returned to the originating account within 2-3 business days, depending on the customer's bank.

Warranty Exclusions and Verification:

Warranty does not include coverage of "consumables" or any item that is commonly subject to wear and tear. This would include blades, blade holders, cutting strips and vinyl once packaging is opened.

Defective Items: If any item arrives in unusable condition, USCutter must be notified within 30 days or receiving the product or replacement may not be provided.

USCutter reserves the right to request proof in the form of photos as proof of defects or to document failure of parts replaced under warranty.

USCutter DOES NOT COVER ANY INDIRECT DAMAGES OR LOSS OF PRODUCT OR REVENUE. Repair or replacement of defective parts or components is under the terms of this warranty is the EXCLUSIVE REMEDY. USCutter is not liable for any incidental, consequential, or indirect damages of any kind, including without limitation personal injury, death, property damage, environmental damage, theft or loss of product, loss of revenue or profits, business interruption, or any other business or commercial loss. USCutter is not liable for any claims or lawsuits asserted against our customers or any claims or lawsuits related to the unlawful or fraudulent use of our product.

Damage suffered to equipment due to neglect, abuse, misuse, power surge or act of nature is not covered.

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**WE RECOMMEND USAGE OF THE FOLLOWING VINYL
WITH YOUR NEW CUTTER:**



Decorative Films

"The Image of Experience"



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