

# **GRAPHTEC**

## **GRAPHTEC AMERICA, INC.**

### **Graphtec America Doubles Warranty Coverage and Announces New Extended Service Programs**

Graphtec cutters are known to be best-in-class machines with unsurpassed cutting quality and an unmatched feature set that perfectly suits a wide variety of applications. However, Graphtec doesn't just have the best cutters on the market; we aspire to have the best customer support as well.

Effective immediately, Graphtec America has doubled the warranty coverage for current FC2250 Series and FC4200 Series flatbed cutters from one year to two years, upon product registration. Also effective immediately, Graphtec announces an On-Site Service Program and an Annual Service Choice Program for current FC8000, CE5000, FC2250 and FC4200 series cutters.

The On-Site Service Program puts a trained technician at the customer's door to resolve the issue in person rather than shipping the product to an authorized repair center. This program is the most cost effective and quickest way to resolve the issue and get the customer back into production.

The Graphtec Service Choice Program gives the customer maximum flexibility with respect to their service plan. Service Choice Programs are annual contracts that may be purchased any time within the standard warranty or during an existing service contract period. This program is an extension of the standard warranty program and covers parts and labor.

Graphtec America, Inc. is a wholly owned subsidiary of Graphtec Corporation in Yokohama, Japan. Graphtec produces plotters, vinyl cutters, color printers, scanners, digitizer tablets, intelligent recording instruments, and data acquisition systems. Recognized as a technological leader, Graphtec has engineering, manufacturing, distribution, and service operations in Japan and the United States of America. In addition, Graphtec products are sold and serviced via business partners and distributors worldwide. For more information on Graphtec America products, please call (800)854-8385 or visit the web site at [www.graphtecamerica.com](http://www.graphtecamerica.com)

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