

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.

GRAPHTEC STANDARD WARRANTY

GRAPHTEC MODEL	STANDARD WARRANTY	EXTENDED WARRANTY
SERIE CE7000 / SERIE FC9000	1 YEAR	3 YEARS
FCX2000 SERIES / FCX4000 SERIES	1 YEAR	2 YEARS
FMARK2	1 YEAR	1 YEAR

ONLINE REGISTRATION WITHIN THE FIRST 3 MONTHS
AFTER DATE OF PURCHASE IS REQUIRED
TO VALIDATE THE EXTENDED WARRANTY



Use the QR CODE or enter
the LINK below to register:
www.graphtecamerica.com/registro

PLEASE KEEP RECEIVED CONFIRMATION OF THIS
REGISTRATION IN A SAFE PLACE FOR VALIDATION

GRAPHTEC
Graphtec America, Inc.

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

GRAPHTEC

STANDARD WARRANTY

Graphtec America, Inc. warrants that covered products will be free from defects in materials and workmanship for the Warranty Period. GAI will repair or replace, at GAI's option, any failure of the covered products during the warranty period at no cost to the Eligible Purchaser, except as specified below.

Eligible Purchaser: This warranty is limited to the original purchaser in MEXICO, CENTRALAMERICA, SOUTHAMERICA and CARIBBEAN of a covered product for use on MEXICO, CENTRAL AMERICA, SOUTH AMERICA and CARIBBEAN. This warranty is not transferable or 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 an Authorized Graphtec Distributor (DGA) for commercial use in MEXICO, CENTRAL AMERICA, SOUTH AMERICA & CARIBBEAN.

Warranty Period: This warranty begins on the invoice date as a result of the original purchaser's purchase from a DGA in MEXICO, CENTRALAMERICA, SOUTH-AMERICA and CARIBBEAN. The standard warranty will be 1 year for the CE7000/FC9000/ roller cutting plotters, F-MARK2 and for the FCX4000/FCX2000 flat beds. In the case of registering within the first 3 months of your purchase, the warranty will be extended to 3 years in the CE7000/FC9000 roller plotters, 2 years in the FCX4000 and FCX2000 flatbeds and 1 year on the F-MARK. The warranty for other GRAPHTEC products other than those listed above ends on the 1st anniversary of the date of purchase. Despite the above warranty coverage some CE7000 and FC9000 series friction wire drive components such as grit rollers, push rollers, accessories such as stands, media brackets and outer wire drives terminate on the 1st anniversary of the date of purchase.

THIS WARRANTY IS VOID IF IT CONTRADICTS THE TERMS OF ELIGIBLE BUYER, PRODUCT COVERED AND EXCEED THE SUPPORT TIME FOR DISCONTINUED PRODUCTS (5 YEARS)

Obtaining Repair / Replacement: If you have any claim under this warranty, contact your DGA who will be responsible for evaluating and consulting with GAI on the options to follow in your claim. Describe your problem and present the proof of purchase to the DGA to create a case with GAI, if necessary, you are requested to deliver the Covered Product to the DGA who will send it to GAI, freight and insurance prepaid, with the packaging original, if available, to proceed with clearance of the warranty from GAI to DGA for delivery to the original purchaser.

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

- Damage or failure due to transportation, fire, flood or other acts of God.
- Damage to or failure of a covered product that has been altered in any way or whereby the manufacturer's identification and serial numbers (GAI) 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 handling, or failure to follow GAI's most current published instructions for proper use of the Covered Product.
- Damage or failure which GAI concludes in its reasonable judgment has been caused by or related to the use of consumables other than those supplied or specifically recommended by GAI.
- Damage or failure that GAI concludes in its reasonable judgment has been caused by or related to the use of any other hardware, peripherals, 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 country to country. No other person may hold GAI or Graphtec Corporation and its affiliates liable for any liability or obligation with respect to covered products beyond the provisions of this warranty.

ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE APPLICABLE TO A COVERED PRODUCT IS LIMITED TO THE DURATION OF 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 ANY DIRECT OR CONSEQUENTIAL DAMAGES RESULTING FROM BREACH OF THIS WRITTEN OR ANY IMPLIED WARRANTY.

*Some countries 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.

Graphtec Video Tutorials

<https://www.graphtecamerica.com/videos>

GRAPHTEC

STANDARD WARRANTY

CONSUMABLE PRODUCTS

Graphtec America, Inc. (GAI) warrants that all Consumable Products sold by GAI and purchased either from GAI or one of its distributors authorized in the Mexico, Central America, South America and the Caribbean for commercial use in places mentioned above, shall be free from defects in material and workman ship under normal and appropriate conditions of use. This warranty is subject to the conditions stipulated here and will be in force for a maximum of 30 days after the date of purchase for use within the Mexico, Central America, South America and the Caribbean. The products Consumables are defined in English as the following: cutting mat strips, plates, ink jet cartridge cleaning trays, ribbons, inks, ribbon cartridges, ink cartridges, pens, thermal stylus pens, blades, knives, blade holders, paper, vinyl, film, and others materials that require periodic change as part of regular maintenance when using the equipment normally and commonly.

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, notwithstanding the procedure for obtaining coverage under this Warranty Limited may vary on Mexico, Central America, South America and the Caribbean . Information Additional information regarding obtaining coverage under this Limited Warranty is available.

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