

Graphtec is proud to announce its new Protection Plans, which will provide extended warranty coverage of up to 5 years. Protect your investments by upgrading within 90 days of the cutting plotter's purchase date.

To Purchase: Please contact your local dealer. Authorized Graphtec dealers are listed on our website.

To Inquire: Please first view our FAQ on this page. Further inquiries may be emailed to TechnicalSupport@graphtecamerica.com.



GRAPHTEC

Graphtec America, Inc.

GRAPHTEC PROTECTION PLAN

The Graphtec Protection Plan is an extension of the product's standard warranty - covers parts & labor.

	CE7000 Series	FC9000 Series	FCX2000 / FCX4000 Series
5 Year Warranty	\$400	\$650	\$1,200



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GRAPHTEC ON-SITE PROTECTION PLAN

The On-Site Service Program puts a trained technician at your door to resolve the issue in person rather than shipping the product to an Authorized Service Center. This program upgrades your existing standard warranty to offer on-site repair, as well as extending the total warranty up to 5 years.

	CE7000 Series	FC9000 Series	FCX2000 / FCX4000 Series
4 Year Warranty	n/a	\$680	\$1,280
5 Year Warranty	n/a	\$980	\$1,730

1. What regions do annual **Graphtec Protection Plans Programs** cover?

- Graphtec Protection Plan:
 - Contiguous US and Canada, excluding Hawaii, Montana, New York
- Graphtec On-Site Protection Plan
 - Contiguous US and Canada excluding Hawaii, Montana, New York and Alaska

These excluded states have complicated laws covering Service Programs and Graphtec is investigating the requirements to be able to offer Service Programs in these states.

2. For the **On-Site Protection Plan**, how quickly will a technician visit a customer site?

- Graphtec will find an Authorized Service Center (ASC) technician who can most quickly travel to your location and service the machine. The average time is three days; however every reasonable effort will be made to lessen the wait time.

3. What products are covered by **Graphtec Protection Plans**?

- CE7000 cutter series
- FC9000 cutter series
- FCX2000 cutter series
- FCX4000 cutter series

4. How will a customer know they have purchased an authorized Graphtec Protection Plan?

- Graphtec will register your information and dedicate a unique Protection Plan Code # for your machine. This confirmation will be sent through email.

5. What information is on the confirmation email?

- The confirmation will include the following information:
 - Certificate Number
 - Company Information
 - Covered Product and Serial Number
 - Coverage Period
 - Program Coverage Type (Protection Plan or On-site Protection Plan)
 - Terms and conditions

6. Are either Protection Plans transferable?

- Protection plans may only be purchased and utilized through the original owner of the cutting plotter.

7. Are the Protection Plans refundable?

- Protection Plan contracts are refundable within 20 days of purchase.

8. What is the **Standard Warranty Coverage** for current Graphtec Cutters?

- CE7000 Series 2 year parts and labor
- FC9000 Series 3 year parts and labor
- FCX2000 Series 2 year parts and labor
- FCX4000 Series 2 year parts and labor
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9. What is NOT covered under the Graphtec Protection Plan?

- Consumables subject to wear and tear such as blades, blade holders, & push roller wheels.
- When sending a machine to an ASC for repair under the Graphtec Protection Plan, it must be shipped in its original carton box. A new box and inserts will not be provided – so it is important to save these pieces.
- For shipment under the Graphtec Protection Plan, the customer will pay for the shipment to the ASC, and the ASC will pay for the return shipment once the unit has been repaired.

This Graphtec Extended Service Program Agreement is entered into between the Business User identified below (“Business User”) and Graphtec America, Inc. (“GAI”) for the purpose of providing the services of GAI to Business User as described below (“Protection Plan”) in consideration of Business User’s purchase of and payment for the Protection Plan. This Agreement incorporates and uses certain terms which are defined below as indicated in bold typeface.

Effective Date: The effective date of the Protection Plan will be the date the Covered Product is purchased from an authorized Graphtec dealer.

Business User: Business User is engaged in the conduct of a business in the United States of America (other than in the States of Hawaii, Montana, or New York) or in Canada at the location stated in the Protection Plan Registration and intends to use the Covered Product solely for commercial purposes in connection with that business, and not for any personal, family, or household purposes. Business User as specifically identified in the Service Program Registration is the only person entitled to the rights of Business User hereunder.

Covered Product: The Service Program applies to the Covered Product, which is a Graphtec brand printer/plotter product manufactured by Graphtec Corporation, the parent company of GAI, and identified by its unique serial number, as conclusively stated in the Protection Plan Registration. The Covered Product has been purchased by Business User from an authorized GAI dealer.

Coverage Period: The Coverage Period of the Protection Plan depends on the coverage Business User has purchased, as conclusively stated in the Protection Plan Registration.

The Protection Plan provides the following Program Coverage, as conclusively stated in the Protection Plan Registration:

(Both available within 90 days of originally purchasing the Covered Product):

(1) Protection Plan: GAI will restore to normal operating condition or will replace, at GAI’s sole option and expense and without charge to you, the Covered Product or any part(s) thereof which fails due to a defect in material or workmanship, subject to the exclusions and limitations stated below.

(2) On-Site Protection Plan:

As a matter of convenience to Business User, GAI will perform all of the original Graphtec warranty obligations (which are incorporated herein by this reference) and the Extended Service for the Covered Product at the office of Business User in the United States of America (excluding Alaska and Hawaii). Business User must request authorization and provide information for On-Site Service to GAI. GAI will confirm the technical necessity for On-Site Service and schedule authorized On-Site Service during normal business hours of 8:00AM to 5:00PM (local time), Monday through Friday exclusive of holidays. GAI will use its best efforts to schedule On-Site Service within 72 business hours of Business User’s request, subject to availability of technicians.

Business User Responsibilities: Business User is responsible for all maintenance recommended by the manufacturer of the Covered Product to keep the Covered Product in normal operating condition, including without limitation work-surface cleaning, regular replacements of maintenance parts and lubrication of moving parts. Loss or damage resulting from any failure to provide this recommended maintenance is not covered by the Protection Plan. Please refer to the user’s manual for information on the proper use and care of the Covered

replace cosmetic or structural items including, but not limited to, housings, cabinets or parts thereof, consumable items (such as blades, cutting mats and push roller wheels), or for normal wear and tear. The Protection Plan does not cover loss or damage to a Covered Product (i) which has been operated under conditions for which it was not designed or intended to be used, (ii) resulting from external causes such as, but not limited to, defective or inadequate wiring, outgases as a result of public utility company action or inaction, lightning, theft, misuse or abuse, or connection with products not recommended for interconnection by the manufacturer of the Covered Product, or (iii) resulting from any other causes of the type described as not covered by the original Graphtec warranty. In no event, will GAI be liable for indirect, incidental or consequential damages, including, but not limited to, those resulting from any delay in rendering services under the Service Program, or from loss of use of the Covered Product.

If GAI, in its sole discretion, determines that a Covered Product is not repairable (e.g., when parts are no longer available), GAI may replace the Covered Product with a product of like kind, quality and functionality. In such event, unless otherwise precluded by law, GAI will be excused from further performance of its obligations under the Service Program as to the Covered Product, which will become the property of GAI. Genuine factory parts typically will be used for repairs under the Protection Plan but use of refurbished parts may be made where judged appropriate by GAI.

Maximum Liability of GAI: The maximum liability of GAI to Business User under the Service Program for the Covered Product will be the purchase price paid by Business User for the Covered Product.

Service Program Registration: Business User must provide information at the time of payment for the Service Program, as required by the GAI selling dealer, for registration of the Covered Product in the Protection Plan. This information will be provided by the GAI selling dealer to GAI, which will make the registration within approximately one week. Registration will confirm the Effective Date of the Service Program, the name, office address and contact information of Business User in the United States or Canada, the model name, serial number, and date and place of original purchase of the Covered Product, the Program Coverage, and the starting and ending dates of the Coverage Period of the Service Program. Upon conclusion of the registration, GAI will issue a certificate to Business Owner evidencing all of this information and a registration number for the Covered Product under the Service Program. Business User should keep the certificate as a business record to obtain service under the Service Program.

Miscellaneous: This Agreement sets forth the entire agreement between GAI and Business User relating to the Protection Plan and supersedes all other communications and agreements with respect hereto, whether oral or written. This Agreement may not be cancelled, amended or modified without the written consent of both parties, except that Business User may cancel this Agreement by written contact to Graphtec America and the GAI selling dealer within 15 days of receipt of the certificate, provided Business User has made no claim under this Agreement. No provision hereof will be construed in favor of or against either party based on the writing thereof. If any provision is held to be unenforceable it will be deleted and the remainder of this Agreement will survive. Communications relating to this Agreement can be directed to GAI and to Business User using the contact information provided in the Service Program registration, as either party may update from time to time.