

MUTOH

Mutoh ValueCut2 Limited Warranty





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Thank you and congratulations on your purchase of a new Mutoh ValueCut2 Cutter. The ValueCut2 Cutter is designed to consistently deliver high speed, high quality cuts on a wide range of media.

The Mutoh ValueCut2 Cutter includes a two year, parts and labor depot repair limited manufacturer's warranty (please retain original packaging in the event your cutter needs to be returned for service; customer pays shipping to Mutoh, Mutoh repairs and pays shipping back). Mutoh warrants to the original purchaser that the ValueCut2 Cutter will perform according to the manufacturer's specifications and be free from defects in materials or workmanship for a period of two years from the date of original purchase (proof of purchase required) if purchased and used in the United States or Canada. This warranty is non-transferable.

Please register your cutter at time of installation – no warranty work can be scheduled on non-registered cutters. Record your cutter's serial number here _____ and always have your cutter serial number available when requesting service.

Warranty does not cover:

1. Components classified as consumable items, or components required to be replaced in the course of routine maintenance, as defined in the user manual, are not covered by the manufacturer warranty.
 - a. Life expectancy of consumable and routine maintenance items is based on normal cutting; defined as 8 hours per day, 5 days per week.
 - b. Cutting conditions greater than normal will require consumable and maintenance items to be replaced at a more frequent or accelerated schedule.
2. Damage caused by neglect or improper user level maintenance as defined in the user guide or supplemental information shipped with your cutter. The following procedures are required user maintenance:
 - a. Inspect and clean the laser head and surrounding areas periodically
 - b. Inspect and replace cutting strip as required
 - c. Inspect and clean pressure rollers
3. Damage and/or problems arising from environmental location and operation of the printer. Refer to installation guide for proper environmental locations and requirements
4. Damage caused through use of third party parts, components and/or interfaces
5. Damage from service performed by non-Mutoh authorized personnel
6. Damage caused by shipping, abuse, misuse, improper installation, improper maintenance, neglect, facility power and/or electrical system
7. RIP, network and connectivity issues, color management, application issues



Service and Support

To obtain service/support for your ValueCut2 Cutter, please contact your Mutoh authorized dealer. Have your cutter serial number available and be prepared to answer diagnostic questions your dealer may ask. Your dealer will resolve or guide you to the proper sources for RIP, network, or application related issues as well as cutter hardware issues.

On rare occasions, and at its sole discretion, Mutoh may decide to exchange a cutter. In such cases, the original unit and its parts become the property of Mutoh America and the new cutter or parts fulfill the remaining warranty period for the original product. Parts may be new or reconditioned to Mutoh factory specifications. Additionally, if Mutoh elects to exchange a cutter, the replacement unit will consist of the cutter only – accessories, manuals, software, stand, cables and promotional materials are not included. It is the customer's responsibility to receive and install the new unit, as well as to prepare and package the original unit and alert Mutoh that the status is ready for pick-up. Units not ready for return within 5 business days will be invoiced at then prevailing rates for the replacement cutter.

DISCLAIMER OF WARRANTIES: The warranty and remedy contained herein is exclusive and in lieu of all other warranties – expressed or implied. Unless stated in this document, all other representations or statements made by other person(s) or companies are null and void.

REMEDIES: Mutoh is not liable for nonperformance or performance delays due to causes beyond Mutoh's reasonable control. Unless provided in this written warranty, neither Mutoh nor its affiliates shall be liable for any loss (including profits), suffering, inconvenience, damage or claims of third parties whether directly or indirectly involved.