



# wacom<sup>®</sup> Cintiq Pro



## Important Product Information (DTH-1320/DTH-1620)

### PRECAUTIONS

#### PRECAUTIONS ON USE AND HANDLING

To ensure the safe operation of the product, be sure to follow all instructions, cautions, and warnings found within this guide. Failure to do so could cause damage to the product, damage to your computer, or loss of data. Failure to do so could also void your warranty, in which case Wacom shall have no responsibility to repair or replace the product.

#### PHYSICAL LOCATION

##### WARNING

The product is solely for normal office environments but may be used also as center consoles in climate controlled environments. The product was tested by Wacom for the usage in a normal office environment only and there was no particular inspection with regards to its compatibility in medical and military application areas.

In addition, the interactive product is neither waterproofed nor explosion resistant. It serves and can be used solely as a passive display and input device.

In all applications that are not designated for its sole usage, no information on the functionality and possible malfunctions of the interactive product can be supplied due to inadequate execution of tests. The adoption of the interactive product in other application areas than normal office environments is at the user's risk.

##### CAUTION

Do not use or store the product where:

- Temperature changes are severe or exceed specifications (e.g. outdoors or inside a vehicle).
- The product and, the pen, are exposed to direct sunlight or heat from an appliance, or are exposed to water or any other kind of liquid.

Do not use the product in a dusty environment; this may damage it.

#### USAGE

##### WARNING

Only use a power adapter specified for use with the product. If a different type of power adapter is used, the product will not work properly or may be damaged. Using a different type of power adapter also has the potential to result in fire. Use of a different power adapter will void your warranty.

Regularly remove dust build-up from the power plug. The addition of moisture, etc., to accumulated dust may create a fire hazard.

Do not damage, forcibly bend, or bundle the power cord. Do not place heavy objects on the cord or expose it to excessive heat. Ignoring this warning may result in fire, electrical shock, or product failure.

Do not connect or disconnect the power adapter with wet hands. Ignoring this warning may result in electrical shock or product malfunction.

Do not insert foreign material into the USB port, video connector ports, or any other opening of the product. If a metal object or foreign material is inserted into a port or other opening of the product, it may cause product malfunction, fire, or electrical shock.

##### CAUTION

Do not connect or disconnect the cable or power cables while the product or your computer is turned on; this may damage the display or computer video card. In this case, Wacom shall have no responsibility to repair or replace the product.

The product is for use with the bundled cables. Using inappropriate cables may damage the product.

Set up the AC adaptor and the product in a well-ventilated place. If used in a poorly ventilated place it may overheat and cause it to malfunction, decreasing the product life cycle.

When not using the product for long periods of time, unplug the power adapter from the AC outlet.

Take care of the following points to protect the health of your eyes when using the product:

- When using the product, only use it in a well lit room and view the display from a suitable distance.
- Take regular breaks when using the product for extended periods of time.

Take care of the following points in regards to the LCD display.

Do not push down forcibly with the pen on the LCD display. Pushing down forcibly on the display may cause ripple like striped patterns to temporarily appear on the display (the ripples disappear when you stop pushing down with the pen). The following conditions are characteristics of LCD displays and do not indicate damage or malfunction to the product.

- Depending on the displayed contents, uneven brightness may be produced.
- Depending on the displayed contents, a small portion of lit and unlit red or blue dots may be visible.
- When displaying objects with delicate patterns, flicker or striped patterns may be produced.
- After displaying the same still image for an extended period of time, a residual image may be produced. (Residual images will gradually disappear over time.)
- Changes to the condition of the back light over the period of using the display will gradually affect the condition of the display.
- Depending on the angle that from which the display is viewed, the colors and hues may appear changed.



## HANDLING

### WARNING

**High Voltage.** Do not open or disassemble the product. There is a risk of electrical shock when the casing is open. This will also void your warranty and Wacom shall have no responsibility to repair or replace the product.

Do not place the product on any wet surface or table. The product may slip, allowing the product to fall from the surface.

When moving the product, ensure all cables are fully disconnected from the power outlet, computer, and other areas. Tripping over loose cables can cause physical damage or personal injury.

Do not place the product on any unsteady surface or table. Do not place it on slanted areas, unstable areas, or areas where vibration is present. Physical damage or personal injury may result if the product falls from an unsuitable surface.

Do not sit on, or hang from, the table or other surface where the product is placed. The product may fall and cause physical damage or personal injury. Take extra care where children are present.

If the LCD screen has been damaged, DO NOT touch any liquid that may be leaking from it; this liquid is an irritant. In case of contact with skin, eyes, or mouth, rinse immediately with running water for at least 15 minutes. If contact is made with the eyes or mouth, consult a physician.

**Choking hazard.** Prevent children from swallowing the pen tip or side switch. The pen tip or side switch may accidentally be pulled out if children are biting on them. Prevent children from playing with any packing materials or wrapping, as a choking or suffocation hazard may exist.

Refrain from using the product during thunder or electrical storms. Disconnect the product also from the AC power source during such weather. Using the product during thunder or electrical storms may cause product malfunction, fire, or electrical shock.

Do not disassemble the pen. This may cause the device to malfunction. In this case, Wacom shall have no responsibility to repair or replace the pen.

Do not strike hard objects with the pen, such as repeatedly tapping the pen against a desk surface. Doing so may cause damage to the pen.

Do not apply excessive pressure or stress to the movable portion. This may cause premature failure or malfunction.

Only use a replacement pen tip (nib) specified for the pen by Wacom.

This product has parts made of metal. If you show symptoms of metallic allergy during use, stop using the product, and consult a doctor immediately.

Do not scratch the display screen. Avoid placing sharp objects on the display screen surface.

Do not use the Felt nib. It may scratch the display screen.

Avoid intensive shock or vibration to the product, the product stand, or the pen. Hitting or dropping the product may damage the display screen or other components.

Do not put heavy objects on the product or push against it with a strong force; this may damage the display screen or break the product stand mechanism.

Do not place heavy articles on the product cabling, repeatedly bend the cables sharply, or apply heavy stress to the cable connectors; this may damage the product or cabling.

Do not store the product on a surface that would excessively bend or crimp the cable.

If your product has a coated surface, a worn pen nib that is sharp or angular may cause damage. Replace the pen tip if necessary.

Do not use any organic solvent (e.g. alcohol) or even mild detergent to clean the display screen. Use of these cleaners can damage the display screen. Damage of this kind is not covered by the manufacturer's warranty.

- Before cleaning, always disconnect the product from the AC power source.
- To clean the display screen, use an anti-static cloth or a slightly damp cloth. When cleaning, apply only a light amount of pressure to the display screen and do not make the surface wet.
- To clean the product casing, the product stand, or the pen, use a slightly dampened (with water) soft cloth.

Always disconnect the product from the AC power source if the product appears to be malfunctioning, has been damaged by a fall, or in some other manner.

Touching the same part of your body to the product (LCD panels and other areas) for extended periods of time may cause low temperature burns. Avoid touching the product with the same part of your body for extended periods of time.

Do not place metallic objects on the product when using the product. Doing so may cause malfunction or damage to the product.

Placing other tablets or other devices near the product may affect the product's operation and cause malfunctions. If this happens, place the interfering devices to the side or further away from the product.

Move the product periodically to another place on your work surface to avoid permanently discoloring or altering the appearance of the surface.

If you lift the product, hold the product with both hands.

## PRODUCT SPECIFICATIONS

### GENERAL SPECIFICATIONS

Dimensions (W x H x D)	DTH-1320 : 360 x 235 x 13.9 mm (14.1 x 9.2 x 0.5 inch), approximate (excluding protruding portion) DTH-1620 : 410 x 265.5 x 17.5 mm (16.1 x 10.5 x 0.7 inch), approximate (excluding protruding portion)
Weight	DTH-1320 : 1,150 g (40.5 oz), DTH-1620 : 1,500 g (52.9 oz)
Operating temperature & humidity	5 to 35 degrees C, Humidity: 20% to 80% RH (non-condensing)
Storage temperature & humidity	-10 to 60 degree C, Humidity: 20% to 90% RH (non-condensing) (Maximum storage humidity is 38% at a temperature of 60 degree C, and maximum storage temperature is 42 degree C at a humidity of 90%.)
Stand	integrated stand
Interface Cables	USB Type C
Cover plate	AG etching cover glass direct bonding with LCM
Input voltage	20 VDC
Power Management	VESA DPMS
Power Consumption (with AC adaptor)	DTH-1320 : 20 W (Full load) 0.5 W or less in OFF mode it is CE regulation. DTH-1620 : 33 W (Full load) 0.5 W or less in OFF mode it is CE regulation.
USB HUB	3 USB Type C port

### DISPLAY

Display Panel	a-Si Active Matrix TFT LCD (IPS)
Screen Size	DTH-1320 : 13.3 inch (293.76 x 165.24 mm (11.5 x 6.5 inch)) DTH-1620 : 15.6 inch (345.6 x 194.4 mm (13.6 x 7.7 inch))
Aspect ratio	16:9
Number of pixels	DTH-1320 : 1920 x 1080, DTH-1620 : 3840 x 2160
Input Video Connector	USB Type C
Input Video Signal	Display port
Output Video Connector	USB Type C
Output Video Signal	Display port
Supported Resolution	DTH-1320 : 1920 x 1080, DTH-1620 : 3840 x 2160
White Luminance Uniformity	DTH-1320 : 65 % (min.), DTH-1620 : 62.5 % (min.)
Pixel Pitch	DTH-1320 : 0.153 (H) x 0.153 (V) mm, DTH-1620 : 0.09 (H) x 0.09 (V) mm
Viewing Angles @ CR>10 (horizontal/vertical)	DTH-1320 : 160(80/80) / 160(80/80) (min.), DTH-1620 : 178(89/89) / 178(89/89) (min.)
Display Colors	16,777,216 colors
Contrast Ratio	DTH-1320 : 800:1 (typ.), DTH-1620 : 1000:1 (typ.)
Luminance (maximum)	DTH-1320 : 360 cd/m2 (typ.), DTH-1620 : 350 cd/m2 (typ.)
Response Time (Tr + Tf)	DTH-1320 : 30 ms (typ.), DTH-1620 : 25 ms (typ.)
OSD Manual Control	OSD is controlled by DDC/CI command from PC with special APP. (Brightness, Contrast, Color Temperature(5000K, 6500K, 9300K, USER), Scaling(Full/Aspect), Reset)
Plug and Play	DDC 2B, DDC/CI
LCD quality	Each LCD panel is produced under very stringent quality standards. Production techniques cannot guarantee an absolutely perfect TFT display. Wacom does not allow any pixel to be always white or always black. A small number of pixels are allowed to show a wrong color for some parts of the color spectrum. This does not mean the display is defective.

## PEN TABLET

Reading Technology	Electro-magnetic resonance technology
Active Area	DTH-1320 : 293.76 x 165.24 mm, DTH-1620 : 345.6 x 194.4 mm
Resolution	0.005 mm/point (5080 lpi)
Accuracy	± 0.5mm (center), the edge area 1 (20mm wide from edge of display area) to be ± 2.0mm, the edge area 2 (3mm wide from edge of display area) to be ± 4.0mm
Reading Height	5 mm or more (Center)
Accuracy Assurance Height	0 mm from cover plate
Maximum Report Rate	170 points/sec
Pen Tilt Range	60 degrees (all pens)
Pressure levels	8192 levels
Communication Interface	USB
Stylus Pen	KP-504E

## TOUCH SENSOR SPECIFICATIONS

Technology type	Projected capacitive
Active Area	DTH-1320 : 299.04 x 170.88 mm, DTH-1620 : 351.72 x 200.29 mm
Resolution	0.025 mm/point
Coordinate Accuracy	± 1mm (Center)
Maximum Report Rate	100 point/sec

## POWER ADAPTER

Input voltage	100 to 240 VAC, 50/60Hz
Output voltage	20V DC

## WACOM PRO PEN 2 (KP-504E)

Physical size (L x D)	157 x 15 mm (6.1 x 0.59 inch)
Weight	15 g (0.52 oz)

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This Agreement and all matters arising out of or relating to this Agreement will be governed by the internal laws of Japan without giving effect to any choice of law rule. This Agreement will not be governed by the United Nations Convention on Contracts for the International Sales of Goods, the application of which is expressly excluded. In the event of any controversy, claim or dispute between the parties arising out of or relating to this Agreement, such controversy, claim or dispute may be tried solely in the Tokyo District Court, located in Japan, and Wacom and You each hereby irrevocably consent to the jurisdiction and venue of such court.

### 5.2 Limitation of Liability.

In no event will either party be liable for any indirect, incidental, special, consequential or punitive damages, or damages for loss of profits, revenue, business, savings, data, use or cost of substitute procurement, incurred by either party or any third party, whether in an action in contract or tort, even if the other party has been advised of the possibility of such damages or if such damages are foreseeable. In no event will Wacom's liability for damages hereunder exceed the amounts actually paid by You for the Product. The parties acknowledge that the limitations of liability in this Section 5.2 and in the other provisions of this Agreement and the allocation of risk herein are an essential element of the bargain between the parties, without which Wacom would not have entered into this Agreement. Wacom's pricing of the Products reflects this allocation of risk and the limitation of liability specified herein. Notwithstanding the above, nothing in this Agreement limits Wacom's liability to You in the event of: (i) death or personal injury to the extent resulting directly from Wacom's negligence or that of its employees or agents; or (ii) any fraudulent act or omission of Wacom or that of its employees or agents; or (iii) to the extent arising out of any willful or grossly negligent misconduct on the part of Wacom.

### 5.3 Severability.

If any provision of this Agreement is held to be illegal, invalid or otherwise unenforceable, such provision will be enforced to the extent possible consistent with the stated intention of the parties, or, if incapable of such enforcement, will be deemed to be severed and deleted from this Agreement, while the remainder of this Agreement will continue in full force and effect.

### 5.4 Compliance with Laws.

You will comply fully with all applicable laws and regulations, including export laws and local laws of the country or region in which You reside or use the Software. Without limiting the generality of the foregoing, You will not, and You will require Your representatives not to, export, direct or transfer the Software, or any direct product thereof, to any destination, person or entity restricted or prohibited by the applicable law.

### 5.5 Entire Agreement; General.

This Agreement constitutes the entire agreement between the parties and supersedes all prior or contemporaneous agreements or representations, written or oral, concerning the subject matter of this Agreement. This does not, and shall not be construed to, create any partnership, joint venture, employer-employee, agency or franchisor-franchisee relationship between You and Wacom. Any heading, caption or section title contained herein is inserted only as a matter of convenience, and in no way defines or explains any section or provision hereof. The waiver by either party of any default or breach of this Agreement may only be made in writing and will not constitute a waiver of any other or subsequent default or breach.

## LIMITED WARRANTY

(U.S.A. AND CANADA)

### WHO MAY USE THIS WARRANTY?

Wacom extends this limited warranty to the original consumer purchaser only. It does not extend to any subsequent owner or other transferee of the product.

### WHAT DOES THIS WARRANTY COVER?

This limited warranty covers defects in materials and workmanship of Wacom products, except for excluded products described below, for a period of two (2) years from the date of original retail purchase ("Warranty Period"), as evidenced by a copy of the receipt and registration with Wacom within 30 days of purchase.

### WHAT IS EXCLUDED FROM THIS WARRANTY?

Software and consumable items such as the battery, pen cartridges, tablet surface sheet and nibs are excluded from this limited warranty. In addition, this limited warranty does not cover any damage due to: accident, abuse, misuse, negligence, or unauthorized modification or repair, or if it has been handled or stored other than in accordance with Wacom's storage instructions.

### WHAT ARE THE REMEDIES UNDER THIS WARRANTY?

Wacom will pay for return shipping by United Parcel Service or by an equivalent service as chosen by Wacom. Wacom's sole obligation and entire liability under this limited warranty shall be, at Wacom's option, either the repair or replacement of the defective product or parts thereof of which Wacom is notified during the Warranty Period; provided, however, that you are responsible for (i) the cost of transportation of the product to the designated service location and (ii) any loss or damage to the product resulting from such transportation.

### HOW CAN YOU OBTAIN WARRANTY SERVICES?

Upon discovery of a defect in a covered product within the Warranty Period, you should contact Wacom Technical Support via telephone, email, or fax to obtain an RMA (Return Merchandise Authorization) number and instructions for shipping the product to a service location designated by Wacom.

To obtain Warranty service within the U.S. or Canada contact:

Wacom Customer Care Center

Phone: 1.360.896.9833

Email Inquiry form: [www.wacom.com](http://www.wacom.com)

You should send the product, shipping charges prepaid, to the designated service location, accompanied by the RMA, your name, address and telephone number, proof of purchase date, and a description of the defect.

### DISCLAIMER; LIMITATION OF LIABILITY

Any descriptions, drawings, specifications, samples, models, bulletins, or similar material, used in connection with the sale of the product, shall not be construed as an express warranty that the product will conform or comply with your requirements.

EXCEPT FOR THE LIMITED WARRANTY DESCRIBED ABOVE, THERE ARE NO OTHER WARRANTIES MADE BY WACOM ON ANY COVERED PRODUCT. NO ORAL OR WRITTEN INFORMATION OR ADVICE GIVEN BY WACOM, ITS DEALERS, DISTRIBUTORS, AGENTS, OR EMPLOYEES SHALL CREATE A WARRANTY OR IN ANY WAY INCREASE THE SCOPE OF THIS WARRANTY, AND YOU MAY NOT RELY ON ANY SUCH INFORMATION OR ADVICE. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE. WACOM LIMITS THE DURATION OF ANY LEGALLY IMPLIED WARRANTIES INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, TO THE DURATION OF WACOM'S EXPRESS WARRANTY. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. NEITHER WACOM NOR ANYONE ELSE WHO HAS BEEN INVOLVED IN THE CREATION, PRODUCTION, OR DELIVERY OF THIS PRODUCT SHALL BE LIABLE FOR ANY DIRECT, CONSEQUENTIAL, OR INCIDENTAL DAMAGES (INCLUDING DAMAGES FOR LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION AND THE LIKE) ARISING OUT OF THE USE OF OR INABILITY TO USE SUCH PRODUCT, EVEN IF WACOM HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

In the event that any of the above limitations are held unenforceable, Wacom's liability for any damages to you or any party shall not exceed the purchase price you paid, regardless of the form of any claim. This Limited Warranty is governed by the laws of the United States of America and the State of Oregon. This Limited Warranty is valid for and only applies to products purchased and used inside the United States (and its territories or possessions) or Canada.

## CONTACT US

Should you have any questions about this Limited Warranty, or if you desire to contact Wacom for any reason, please contact in writing:

Wacom Technology Corporation  
1455 NW Irving Street Suite 800  
Portland OR 97209  
USA

## LIMITED WARRANTY

(CENTRAL AMERICA, SOUTH AMERICA AND THE CARIBBEAN)

Wacom warrants the product, to the original consumer purchaser, except for the Software and consumable items such as the battery, pen cartridges, tablet surface sheet and nibs, to be free from defects in materials and workmanship under normal use and service for a period of two (2) years, from the date of original retail purchase, as evidenced by a copy of the receipt and registration with Wacom within 30 days of purchase.

The Software is licensed "as is." Wacom makes no warranty with respect to its quality or performance. Wacom cannot guarantee you uninterrupted service or the correction of any errors.

Upon discovery of a defect in the product, except in the Software, within the Warranty Period, you should contact Wacom Technical Support via telephone, email, or fax to obtain an RMA (Return Merchandise Authorization) number and instructions for shipping the product to a service location designated by Wacom. You should send the product, shipping charges prepaid, to the designated service location, accompanied by the return authorization number, your name, address and telephone number, proof of purchase date, and a description of the defect. Wacom will pay for return shipping by United Parcel Service or by an equivalent service as chosen by Wacom.

Wacom's sole obligation and entire liability under this warranty shall be, at Wacom's option, either the repair or replacement of the defective product or parts thereof of which Wacom is notified during the Warranty Period; provided, however, that you are responsible for (i) the cost of transportation of the product to the designated service location and (ii) any loss or damage to the product resulting from such transportation.

Wacom shall have no responsibility to repair or replace the product if the failure of the product has resulted from accident, abuse, misuse, negligence, or unauthorized modification or repair, or if it has been handled or stored other than in accordance with Wacom's storage instructions.

Any descriptions, drawings, specifications, samples, models, bulletins, or similar material, used in connection with the sale of the product, shall not be construed as an express warranty that the product will conform or comply with your requirements.

EXCEPT FOR THE LIMITED WARRANTY DESCRIBED ABOVE, THERE ARE NO OTHER WARRANTIES MADE BY WACOM ON THIS PRODUCT. NO ORAL OR WRITTEN INFORMATION OR ADVICE GIVEN BY WACOM, ITS DEALERS, DISTRIBUTORS, AGENTS, OR EMPLOYEES SHALL CREATE A WARRANTY OR IN ANY WAY INCREASE THE SCOPE OF THIS WARRANTY, AND YOU MAY NOT RELY ON ANY SUCH INFORMATION OR ADVICE. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM COUNTRY TO COUNTRY.

WACOM LIMITS THE DURATION OF ANY LEGALLY IMPLIED WARRANTIES INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, TO THE DURATION OF WACOM'S EXPRESS WARRANTY. SOME COUNTRIES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

NEITHER WACOM NOR ANYONE ELSE WHO HAS BEEN INVOLVED IN THE CREATION, PRODUCTION, OR DELIVERY OF THIS PRODUCT SHALL BE LIABLE FOR ANY DIRECT, CONSEQUENTIAL, OR INCIDENTAL DAMAGES (INCLUDING DAMAGES FOR LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION AND THE LIKE) ARISING OUT OF THE USE OF OR INABILITY TO USE SUCH PRODUCT, EVEN IF WACOM HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. SOME COUNTRIES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

In the event that any of the above limitations are held unenforceable, Wacom's liability for any damages to you or any party shall not exceed the purchase price you paid, regardless of the form of any claim.

This Limited Warranty is governed by the laws of the United States of America and the state of Washington.

This Limited Warranty is valid for and only applies to products purchased and used inside Central America, South America or the Caribbean.

## WARRANTY SERVICE

To obtain Warranty service within Central America, South America or the Caribbean contact your local dealer or distributor.

Wacom Customer Care Center

Spanish: <http://www.wacom.com/sp/productsupport/email.cfm>

Portuguese: <http://www.wacom.com/pr/productsupport/email.cfm>

Should you have any questions about this Agreement, or if you desire to contact Wacom for any reason, please contact in writing:

Wacom Technology Corporation  
1455 NW Irving Street Suite 800  
Portland OR 97209  
USA

## LIMITED WARRANTY

(EUROPE, AFRICA AND MIDDLE EAST)

WACOM warrants to you, as the initial purchaser, (hereinafter referred to as "you" or "the customer") that the product hardware will remain free from defects in materials and workmanship under normal use and service for a warranty period of TWO (2) YEARS, and in case of Cintiq products for a warranty period of THREE (3) YEARS, commencing from the purchase date and provided that the product was not used at the time of purchase. Defects in wear parts (e.g. pen nibs, tablet surfaces and batteries) resulting from normal wear and tear are exempt from the warranty. Furthermore, WACOM warrants that the data carriers delivered with the product are free from defects in materials and workmanship under normal use for a period of SIX (6) MONTHS from the date of purchase. If during the applicable warranty period the product, excluding any software, is discovered to be defective, it should be returned immediately to the place of purchase in its original packaging together with your name, address, and telephone number, a description of the problem, and a copy of the original receipt. The customer shall be liable for any possible damage or loss of the product during transit to the place of purchase for this purpose.

WACOM's sole obligation and entire liability under this warranty shall be, at WACOM's option, either the repair or the replacement of the product or parts thereof that prove defective and that were returned within the applicable warranty period. WACOM does not warrant to repair or replace the product if: (a) the damage to the product results from accident, misuse, improper use, negligence or unauthorized alteration or repair; (b) the product was not handled or stored according to the instructions provided by WACOM; (c) the damage resulted from normal wear and tear of product parts; or d) the serial number affixed by WACOM has been removed or rendered unintelligible. Any descriptions, drawings, specifications, samples, models, notifications or similar material provided in connection with the purchase of the product cannot be taken as an explicit guarantee that the product corresponds to or fulfills your requirements. The warranty guaranteed by law remains unaffected. You can claim defects of the product in accordance with the relevant legal provisions.

WACOM shall only be liable for itself and its vicarious agents if a material contractual obligation has been culpably breached in a manner jeopardising the purpose of the contract or the damage is due to intentional acts or omissions or gross negligence. A material contractual obligation is an obligation which is essential to the proper performance of the contract on which the other party will typically rely. In case that the culpable infringement of such a material contractual obligation is not due to intention or gross negligence, the liability of a party shall be limited to such damages being typical for the contract and which were reasonably foreseeable at the time of the closure of the contract. Where these Terms and Conditions preclude or limit liability, this also applies to the personal liability of the executive officers of the party concerned, its employees, agents and subcontractors. The provisions of the product liability law (Produkthaftungsgesetz) remain unaffected. If, when a claim made under this warranty is checked, it emerges that it is outside the permitted time period or is not covered by the warranty or that the product is not defective, the customer will reimburse WACOM for associated costs. This limited warranty shall apply if the registered office of the vendor is situated in the EU or Iceland, Norway, Jersey, Switzerland, Russia, the Ukraine, Croatia, Serbia, Tunisia, Turkey, Syria, Lebanon, Jordan, Israel, Egypt, the United Arab Emirates, Iran or South Africa. This warranty is subject to German law. However, the applicability of the United Nations Convention on Contracts for the International Sale of Goods is explicitly excluded. The city of Dusseldorf Germany, is the sole place of jurisdiction for all claims arising from this contractual relationship and all disputes between the parties resulting from the formation, handling or termination of the contractual relationship, provided that the customer is a trader, a legal entity or fund under public law. The jurisdiction agreement shall also apply for customers who do not have a general place of jurisdiction in Germany. The jurisdiction agreement shall not apply if, due to legal provisions, a different sole place of jurisdiction must be established for the case. Furthermore, WACOM is authorised to file a lawsuit against the headquarters of the customer. Should one of the provisions of this limited warranty be or become void, the validity of the other provisions shall not be affected, in full or in part. Should a provision be invalid, the legally permissible regulation most closely resembling the invalid regulation shall apply in its place. If you have any questions about this agreement, or would like to contact WACOM for another reason, please write to us at this address:

Wacom Europe GmbH  
Völklinger Straße 1  
40219 Düsseldorf  
Germany

## CINTIQ EXCHANGE POLICY

(EUROPE, AFRICA AND MIDDLE EAST)

Should your Cintiq interactive pen display become defective during the warranty period, Wacom Europe GmbH offers an exchange program. Please follow the procedure described below and note the restrictions:

- The Cintiq exchange program is only offered for countries of the European Union with the exception of Malta, Cyprus, the Canary Islands, and the French Overseas Territories.



- You must have registered your Cintiq interactive pen display in the support section at <http://support.wacom.com/> if you want to take advantage of the exchange program.
- If you believe your Cintiq interactive pen display is defective, please contact our Technical Support Staff (contact form under [www.wacom.eu/contact](http://www.wacom.eu/contact)). Please have the serial number of the defective unit, an error description and a copy of your original invoice at hand.
- If our support staff agrees that your Cintiq is defective, you will be asked to give your address for picking up the defective unit.
- You will receive a refurbished Cintiq display unit in exchange for your defective unit.
- The delivery time for the exchange unit varies between 2 and 5 work days, depending on the country it is shipped to. Pick-up service of the defective unit may be separate from the delivery of the exchange unit! You are asked to securely pack your Cintiq including all accessories. In case of missing parts, Wacom has the right to invoice for the respective costs of these parts.
- You will not get back the very same unit that you handed in! Should you prefer to get back the very same unit, please send in your defective Cintiq directly to our repair center in Düsseldorf, Germany, or ask your local dealer or distributor.
- Wacom Europe GmbH reserves the right to invoice for shipping, checking and refurbishing the sent-in Cintiq unit if a) the defect is not covered by the warranty, b) the Cintiq is not defective, c) a copy of the original invoice or the error description is missing, or d) the invoice and the error description do not correspond with the sent-in unit.
- Wacom Europe GmbH reserves the right to invoice for the exchange unit if the defective unit has not arrived at Wacom Europe GmbH headquarters within 7 days after delivery of the exchange unit.

In case you would not like to make use of this exchange program you can send in your defective Cintiq to any Wacom office for repair, either directly or through your dealer or distributor, however the fast exchange program is only available as described above.

Note: Wacom Europe GmbH reserves the right to change or cancel this service for all or some regions without further notice.

## LIMITED WARRANTY

(ASIA PACIFIC REGION)

Wacom Co., Ltd. warrants the product, to the original consumer purchaser, to be free from defects in materials and workmanship under normal use and service for a period of one (1) year, from the date of original retail purchase, as evidenced by a copy of the receipt (proof of purchase). The Software is licensed "as is." Wacom makes no warranty with respect to its quality or performance or others. Wacom cannot guarantee you uninterrupted service or the correction of any errors. Wacom also makes no warranty for consumable items such as battery, pen cartridges, tablet surface sheet and nibs. Upon discovery of a defect in the product, except in the Software, within the Warranty Period, the warranty holder must contact the original place of purchase to obtain instructions for returning the product for repair or replacement. Wacom and its partners are not obligated to reimburse unauthorized prepaid shipment. The warranty holder is under no obligation to pay for shipment charges between the original place of purchase and the place of repair or replacement. Wacom's sole obligation and entire liability under this warranty shall be, at Wacom's option, either the repair or replacement of the defective product or parts thereof of which Wacom is notified during the Warranty Period. Wacom shall have no responsibility to repair or replace the product if the failure of the product has resulted from force majeure including but not limited to fire, natural disasters, accident, and act of god; intentional or accidental abuse, misuse, negligence, unauthorized modification or repair, usage of this product in a fashion other than as explained in the user's guide, or if the product has been handled or stored other than in accordance with Wacom's storage instructions. Any descriptions, drawings, specifications, samples, models, bulletins, or similar material, used in connection with the sale of the product, shall not be construed as an express warranty that the product will conform or comply with your requirements.

EXCEPT FOR THE LIMITED WARRANTY DESCRIBED ABOVE, THERE ARE NO OTHER WARRANTIES MADE BY WACOM ON THIS PRODUCT. NO ORAL OR WRITTEN INFORMATION OR ADVICE GIVEN BY WACOM, ITS DEALERS, DISTRIBUTORS, AGENTS, OR EMPLOYEES SHALL CREATE A WARRANTY OR IN ANY WAY INCREASE THE SCOPE OF THIS WARRANTY, AND YOU MAY NOT RELY ON ANY SUCH INFORMATION OR ADVICE. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM COUNTRY TO COUNTRY. SOME COUNTRIES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. NEITHER WACOM NOR ANYONE ELSE WHO HAS BEEN INVOLVED IN THE CREATION, PRODUCTION, OR DELIVERY OF THIS PRODUCT SHALL BE LIABLE FOR ANY DIRECT, CONSEQUENTIAL, OR INCIDENTAL DAMAGES (INCLUDING DAMAGES FOR LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION, AND THE LIKE) ARISING OUT OF THE USE OF OR INABILITY TO USE SUCH PRODUCT, EVEN IF WACOM HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. SOME COUNTRIES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU. In the event that any of the above limitations are held unenforceable, Wacom's liability for any damages to you or any party shall not exceed the purchase price you paid, regardless of the form of any claim. This Limited Warranty is valid for and only applies to products purchased and used inside the countries and territories of Asia Pacific excluding Japan, the People's Republic of China, Hong Kong, and countries in the Middle East. This Limited Warranty is a statement of the current warranty policy of the Asia Pacific Division of Wacom Co., Ltd. and takes precedent over all other warranty statements contained in packaging, brochures, manuals, etc. This Limited Warranty is governed by the laws of Japan and is subject to change without prior notice.

### Australian Consumer law

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. Our hardware products come with a one (1) year warranty given by Wacom Co., Ltd. with a subsidiary located at Wacom Australia Pty. Ltd. Unit 8, Stage 1 Cumberland Green, 2-8 South Street Rydalmere, NSW 2116 Australia. If your products do not provide the general features and functions described in the User Documentation in the one (1) year period after delivery to you please contact Wacom Australia Pty. Ltd. at +61-29422-6700 with details of your product, serial number, and proof of purchase. You may be required to return the hardware product to the address we provide to you at the time, in which case such return will be at your own cost. The benefits under this warranty are in addition to other rights and remedies that you may have at law.

Warranty Service / Wacom Technical Support in Asia Pacific (except Japan, the People's Republic of China, Hong Kong, and countries in the Middle East).

Detailed Asia Pacific Limited Warranty policy and product registration may be found online at [www.wacom.asia/customer-care](http://www.wacom.asia/customer-care)

To obtain technical support or Warranty service within Southeast and South Asia, Oceania and Taiwan, please contact the Wacom Customer Support Service.

Phone numbers can be found here: <https://support.wacom.asia/>

Should you have any questions about this Agreement, or if you desire to contact Wacom for any reason, please contact from the site below

<https://support.wacom.asia/>

### Important Product Information

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Wacom reserves the right to revise this publication without obligation to provide notification of such changes.

Wacom does its best to provide current and accurate information in this document. However, Wacom reserves the right to change any specifications and product configurations at its discretion, without prior notice and without obligation to include such changes in this document.

The above year indicates when this document was prepared. However, the date of release to the users of the "document" is simultaneous with the introduction into the market of the applicable Wacom product.

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