



# wacom® MobileStudio Pro



## Important Product Information

Graphics tablet computer (DTH-W1621)

### PRECAUTIONS

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.

### WARNING

The product is solely for use in normal office environments, including use as a center console in a climate-controlled environment. The product was tested by Wacom for the use in a normal office environment only. The product was not tested for use 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 computer, a passive display, and an 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 lack of testing. The adoption of the interactive product in application areas other than normal office environments is at the user's risk.

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 cords. 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.

Do not 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.

When moving the product, ensure all cables are fully disconnected from the power outlet, computer, and other areas. Appropriately bundle the cables to ensure they do not hang free and create a hazard. Tripping over loose cables can cause physical damage or personal injury.

Do not place the product on any unsteady or wet surface. Do not place it on slanted or unstable surfaces 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.

**Choking hazard:** Prevent children from swallowing the pen tip or small parts. The pen tip or small parts 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.

Disconnect the product from the AC power source and refrain from using it during thunder or electrical storms. Using the product during thunder or electrical storms may cause product malfunction, fire, or electrical shock.

Do not disassemble the pen. This may cause it 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 excess pressure or stress to the sensitive parts of the pen, which may include the pen tip, pen buttons, or eraser.

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

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.

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 apply excess force to the top of your product; this may damage the display screen or break the product stand.

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 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 soft cloth slightly dampened with water.

Always disconnect the product from the AC power source if the product appears to be malfunctioning or is damaged.

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 during use. 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.

When lifting the product, hold the product with both hands.





## CAUTION

Do not use or store the product in the following conditions:

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

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

Use the cables included with the product. Using inappropriate cables may damage the product.

Keep 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 product life.

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

Protect the health of your eyes 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.

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, a small amount of lit and unlit red or blue dots, flickering or striped patterns may be visible.
- 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 you view the display from, the colors and hues may appear changed.

The batteries in the products are not replaceable by you. You must return the product to Wacom or an authorized service center for any battery replacement, whether covered by the warranty or not.

CAUTION: There is a risk of explosion if the battery is replaced by an incorrect type.

Dispose of used batteries according to the instructions.

IMPORTANT: You must back up all your data and digital materials before returning your product to Wacom for any reason. To protect your privacy and personal information, Wacom will erase all data and install a fresh operating system image on EVERY product returned to Wacom, before replacing the battery or doing any warranty or other repair work.

To charge the product, use only the included AC adapter and insert it firmly into the power outlet.

The AC adapter may become warm during normal use. Make sure there is adequate ventilation around the AC adapter, and use care when handling. Unplug the AC adapter if any of the following conditions exist:

- The power cord or plug has become frayed or damaged.
- The adapter is exposed to rain, liquid, or excessive moisture.
- The adapter case is damaged.
- You suspect the adapter needs service or repair.
- You want to clean the adapter.

Avoiding Hearing Damage: Permanent hearing loss may occur if the receiver, earbuds, headphones, speakerphone, or earpiece are used at high volume. Use only compatible receivers, earbuds, headphones, speakerphones, or earpieces with your device. Turn on the audio and check the volume before inserting anything in your ear. You can adapt over time to a higher volume of sound that may sound normal but can be damaging to your hearing. If you experience ringing in your ears or muffled speech, stop listening and have your hearing checked. The louder the volume, the less time is required before your hearing could be affected.



To prevent possible hearing damage, do not listen at a high volume for long periods.

When exchanging the SSD or Memory module, ensure the product and connected accessory are powered off.

All cables and devices must be disconnected.

Even if the product is powered off, internal components may retain heat.

Leave the product powered off for at least 1 hour to avoid burns before beginning modifications.

Use caution when exchanging the SSD or Memory module. Modifying the SSD or Memory module will void your warranty and Wacom shall have no responsibility to repair or replace the product.



## WACOM MOBILESTUDIO PRO SPECIFICATIONS

### GENERAL SPECIFICATIONS

Dimensions (L x W x H)	261.6 x 417.95 x 21.2 mm (10.20 x 16.45 x 0.83 in) (with grip pad)
Weight	2.1kg (74.1oz)
Operating temperature & humidity	Temperature : 5 to 40 degree C, Humidity: 30% to 80% RH (non-condensing)
Storage temperature & humidity	Temperature : -10 to 60 degree C, Humidity: 30% to 90% RH (non-condensing) (Maximum storage humidity is 90% at a temperature of 40 degree C, and maximum storage temperature is 60 degree C at a humidity of 30%).
Operating System	Windows 10 Professional
Camera	Front: 5M pixels Rear: 8M pixels
Others	Dual Microphone, Headset Jack, Stereo Speakers
Input voltage	100 to 240 VAC, 50/60 Hz
Battery	15.2 V, 70.37 Wh
Battery life	Up to 5.5 hours (JEITA2.0)
Power Consumption	Maximum power consumption: Less than 100 W, 1.0 W when asleep, 0.5 W or less when off
CPU	Intel Core i7-8559U (2.7 GHz)
RAM (DDR4-2400 SO-DIMM)	16GB *1 RAM slot vacant
Storage (M.2 2280)	512GB (PCIe Gen3)
Output Video Connector	USB Type C (Display Port Alternate Mode)
Network Interface	Wi-Fi IEEE 802.11 ac Bluetooth 5.0
Sensors	GPS, electronic compass, accelerometer, ambient light, gyro, fingerprint reader
Speaker	2 x 2.0W
SD card reader	SDXC (UHS-II)

### GENERAL DISPLAY SPECIFICATIONS

Display Panel	UHD
Screen Size	345.6 x 194.4 mm (13.60 x 7.65 in)
Aspect ratio	16:9
Number of pixels	3840 x 2160
Viewing Angles @ CR>10 (horizontal/vertical)	176 deg. (88/88) H, (88/88) V
Display Colors	16.7 million
Contrast Ratio	700:1 (min.), 850:1 (typ.)
Response Time (Tr + Tf)	25 ms (typ.)
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 SPECIFICATIONS

Reading Technology	Electro-magnetic resonance technology
Active Area	345.6 x 194.4 mm (13.61 x 7.65 in)
Resolution	0.005 mm/point (5080 lpi)
Reading Height	10 mm or more (Center)
Maximum Report Rate	180 pps
Pen Tilt Range	±60 degree (all pens)
Pressure levels	8192 levels - pen and eraser

### TOUCH SENSOR SPECIFICATIONS

Technology type	Projected capacitive
Active Area	345.6 x 194.4 mm (13.61 x 7.65 in)
Resolution	0.025 mm/point

### POWER ADAPTER SPECIFICATIONS

Input voltage	100 to 240 VAC, 50/60Hz
Output voltage	5V/3A (15W), 20V/5A (100W)

### WACOM PRO PEN2 (KP-504E)

Physical size (L x D)	157x15 mm (6.18 x 0.59 in)
Weight	15 g (0.5 oz)

### WACOM STAND

Angle	0, 17, 31, 43 degrees
Dimension	W: 250 x L: 172.5 x H: 3.75 mm (9.84 x 6.79 x 0.14 inch) (7.7 mm (0.30 inch) included rubber foot)
Weight	365 g (12.9 oz), approximate



## LICENSE AND WARRANTIES

### END USER LICENSE AGREEMENT

#### TABLET DRIVER SOFTWARE

This End User License Agreement (this "Agreement") is between you (both the individual installing the Software and any single legal entity on behalf of which such individual is acting) ("You" or "Your") and Wacom Co., Ltd., 2-510-1 Toyonodai, Kazo-shi, Saitama 349-1148, Japan ("Wacom").

IT IS IMPORTANT THAT YOU READ CAREFULLY AND UNDERSTAND THIS AGREEMENT. BY CLICKING THE "ACCEPT" BUTTON OR USING OR INSTALLING THE SOFTWARE, YOU AGREE TO BE BOUND BY THIS AGREEMENT. IF YOU DO NOT AGREE WITH ALL THE TERMS OF THIS AGREEMENT OR DO NOT AGREE TO BE BOUND BY THIS AGREEMENT, PLEASE CLICK THE "DECLINE" BUTTON. IF YOU DO NOT ACCEPT THIS AGREEMENT, YOU WILL NOT HAVE THE RIGHT TO USE OR ACCESS THE SOFTWARE.

#### 1. DEFINITIONS

- 1.1 **Documentation** means the user guides and manuals for installation and use of the Software.
- 1.2 **Product** means the Wacom Tablet hardware, with which the Software has been provided to You.
- 1.3 **Software** means the Tablet Driver software and firmware and Documentation provided to You with the Product, and any updates to either of the foregoing provided by Wacom to You under this Agreement.

#### 2. SOFTWARE LICENSE

- 2.1 **License Grant.** Subject to the terms and conditions of this Agreement, Wacom hereby grants to You a limited, non-exclusive license to: (a) use and install a single copy of the Software, in machine readable form only, on a single computer or other similar device, solely in conjunction with the Product; (b) use the Documentation provided with the Software in support of Your authorized use of the Software; and (c) to make a single back-up copy of the Software, to be used solely for back-up purposes, provided that all trademark, copyright and other proprietary and restricted rights notices, legends and symbols included in the original version of the Software are reproduced on such back-up copy. Notwithstanding the foregoing, if You are under 18 years old, You agree that no license to the Software is offered or provided without Your parent's or guardian's consent to this Agreement.
- 2.2 **Restrictions.** You will not copy or use the Software (including the Documentation) except as expressly permitted by this Agreement, or for disaster recovery, program error verification, and back-up purposes. You will not, and will not permit, encourage any third party to, modify, translate, distribute, create derivative works based on, pledge, sublicense, sublicense, loan, rent or lease the Software or use the Software for third-party training, commercial time-sharing or service bureau use. You will not, and will not permit, encourage or enable any third party to, reverse engineer, disassemble or decompile the Software, or attempt to determine any source code, algorithms, methods, or techniques used or embodied in the Software, except as and to the extent expressly permitted by applicable law. You will not, and will not permit, encourage or enable any third party to, use the Software in conjunction with third party products, but may be used only in conjunction with the Product. You will not remove or alter any trademark, copyright or other proprietary and restricted rights notices, legends and symbols appearing in or on the Software.
- 2.3 **Export Limitations.** You may not use or otherwise export or re-export the Software except as authorized by the laws of the jurisdictions from which or in which the Software was lawfully obtained by You. If You obtained the Software in or from the United States, the Software may not be exported or re-exported (a) into any U.S. embargoed countries or (b) to anyone on the U.S. Treasury Department's list of Specially Designated Nationals or the U.S. Department of Commerce Denied Persons' List or Entity List. By using the Software, You represent and warrant that You are not located in any such country or on any such list. You also agree that You will not use these products for any purposes prohibited by United States law, including, without limitation, the development, design, manufacture or production of missile or nuclear, chemical or biological weapons.

- 2.4 **No Assignment; One Time Transfer.** You will not transfer, assign or delegate the Software or any of Your rights or obligations under this Agreement, by operation of law or otherwise, without the prior written consent of Wacom, which shall not be unreasonably withheld. However, You may make a one-time permanent transfer of the Software and of all of Your rights under this Agreement to another party in connection with Your transfer of the Product if and only if all of the following conditions have been met: (a) the transfer includes all components and parts of the Product, all printed materials, any other warranties applicable to the Product, and all of Your rights and obligations under this Agreement, (b) You do not retain any copies of the Software or any portion thereof on any media or computer, and (c) the party receiving the Software reads, understands and agrees to accept the terms of this Agreement. Any transfer, assignment or delegation of any of Your rights or obligations under this Agreement in violation of this paragraph is void and of no effect.

2.5 **Ownership.** Wacom and its licensors will retain all right, title and interest in and to the Software, including all patent, copyright, trademark, trade secret and any other intellectual property or industrial rights in and to the Software, and any improvements, updates and derivative works thereof. Wacom reserves all rights and interests in and to the Software. You do not acquire any other rights, express or implied, in the Software other than those rights expressly granted under this Agreement.

- 2.6 **No Support.** Wacom has no obligation to provide technical support, maintenance, upgrades, modifications or new releases under this Agreement.
- 2.7 **Updates.** Wacom, at its discretion, may make available to You updates or upgrades to the Software. The terms of this Agreement will govern any such update or upgrade provided by Wacom to You that replaces, supplements, modifies, or enhances the Software, except that if such upgrade or update is accompanied by a separate set of terms, those terms will govern to the extent of any conflict with or terms that are in addition to this Agreement.

#### 3. WARRANTIES AND REMEDIES

- 3.1 **Limited Warranties.** Wacom warrants that the Software, when used in accordance with the Documentation and the terms and conditions of this Agreement, will materially perform in accordance with the Documentation for a period of (a) 2 years if You are resident in Europe, Africa or the Middle East or (b) ninety (90) days if You are resident elsewhere from the date the Software is first installed, downloaded or activated by You ("Warranty Period"). In the event that the Software does not comply with the foregoing warranty during such Warranty Period, then Wacom shall make commercially reasonable efforts to correct such non-compliance by repairing or replacing the Software at no additional charge to You. If Wacom determines that repairing or replacing the Software is not feasible, would be disproportionate, cannot be completed within a reasonable time or would require unreasonable inconvenience, Wacom in lieu of repair or replacement may offer an appropriate reduction or refund of any fees paid by You.

The Software is not fault tolerant and is not designed, permitted or intended for uses related to high risk activities. No Oral or written information or advice provided by Wacom, its agents or any distributors or retailers of the Product will create any warranty or in any way increase the scope of the warranties expressly provided by Wacom under this Agreement. This paragraph states the entire liability and obligation of Wacom, and Your sole and exclusive remedy in the event that the Software does not comply with the foregoing warranty. Wacom does not warrant that: (a) the Software will meet Your requirements, (b) the Software will be compatible with or operate on the computer or other device on which You install it, or (c) defects in the Software will be corrected, or that the operation of the Software will be uninterrupted or error-free. This Agreement contains no warranties from Wacom for the Products, which are subject to Wacom's standard hardware warranty (if any) applicable thereto. Wacom will have no warranty obligations under this paragraph if such non-compliance is caused by unauthorized use of the Software, abuse, misuse, alteration, neglect or accidental damage of the Software or any repair or modification of the Software not performed by Wacom. Replacement or repair of Software does not extend its warranty period beyond the original Warranty Period.

- 3.2 **Disclaimers.** Other than the express warranties contained in this Agreement, WACOM MAKES NO WARRANTY, AND HEREBY DISCLAIMS ALL OTHER REPRESENTATIONS AND WARRANTIES OF ANY KIND WITH RESPECT TO THE SOFTWARE. TO THE FULLEST EXTENT PERMISSIBLE UNDER APPLICABLE LAW, WACOM EXPRESSLY DISCLAIMS ALL WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, WITH RESPECT TO THE SOFTWARE, INCLUDING WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, SATISFACTORY QUALITY, ACCURACY, TITLE AND NON-INFRINGEMENT, AND ANY WARRANTIES THAT MAY ARISE OUT OF COURSE OF PERFORMANCE, COURSE OF DEALING OR USAGE OF TRADE. IF YOU ARE A CONSUMER (A USER OF THE SOFTWARE FOR PERSONAL PURPOSES AND NOT FOR BUSINESS, TRADE OR PROFESSIONAL PURPOSES), THE FOREGOING LIMITATIONS MAY NOT APPLY TO YOU BASED ON THE APPLICABLE LAWS OF THE JURISDICTION IN WHICH YOU RESIDE.

#### 4. TERMINATION

This Agreement is effective until terminated. Additionally, Your rights and licenses under this Agreement will automatically terminate and cease to be effective, without any notice or action by Wacom, in the event that You fail to comply with any terms of this Agreement. Upon termination of this Agreement, You will cease all use of the Software and permanently delete and make unrecoverable the Software and all copies thereof (including Your back-up copy and all Documentation) from Your computer or similar device on which it was installed. Upon any termination of this Agreement, Sections 1, 2.2, 2.5, 3.2, 4 and 5 will survive.





## 5. GENERAL TERMS

5.1 **Law.** 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 or the Software, such controversy, claim or dispute may be adjudicated 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 in which You downloaded 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.

## TABLET DRIVER – PRIVACY NOTICE

This Privacy Notice is for the Tablet Driver Software ("Tablet Driver") provided by Wacom Co., Ltd. and its subsidiaries (collectively "Wacom Group"). This Privacy Notice applies to Your use of Tablet Driver. Please review this Privacy Notice before using Tablet Driver.

### 1. DEFINITIONS

1.1 "Personal Data" means any information which – either alone or in combination with other information we can access – relates to You as an identified or identifiable individual.

1.2 "User" means an individual who uses the Tablet Driver.

1.3 "Wacom", "we", "our" or "us" means the relevant company in the Wacom Group responsible for processing your Personal Data. The list of Wacom Group companies can be found at <https://www.wacom.com/about-wacom/our-passion/our-company>

## 2. WACOM PRIVACY POLICY AND COOKIE NOTICE

2.1 Wacom respects Your privacy and takes our responsibility to protect Your privacy seriously, and will process your Personal Data in accordance with Wacom Privacy Policy and Wacom Cookie Notice and in compliance with the applicable privacy laws. **Wacom Privacy Policy is available at <https://www.wacom.com/privacy>** **Wacom Cookie Notice is available at <https://www.wacom.com/cookie-notice>**

2.2 If You access website, use online services or subscribe to the cloud service offered by Wacom, certain information will be collected. Your information will be processed by us in accordance with the relevant Wacom Privacy Policy.

2.3 The Tablet Driver provides the option to sign up to and use the cloud and other online services of Wacom ("Wacom Services"). The sign-up is optional. If You do so, You will be required to enter certain Personal Data; the collection, processing and use of which is governed by the relevant Wacom Privacy Policy. Your content is stored in the local memory of Your hardware device on which You use the Tablet Driver. If You have signed up for the Wacom Services and activated the respective function, the content (including as the case may be Personal Data) is then synchronized to the Wacom Services.

2.4 Due to the global nature of the operation of Wacom Group Your Personal Data might be processed outside of Your local jurisdiction. However, any transfer or storage of Your Personal Data to a location outside Your jurisdiction will continue to be in compliance with applicable privacy laws. Please see more details in Wacom Privacy Policy.

## 3. INFORMATION AUTOMATICALLY COLLECTED – GOOGLE ANALYTICS

When You use the Tablet Driver, certain information as described below may be automatically collected for purposes such as improvement of the Tablet Driver, troubleshooting bugs, providing the functions of the Tablet Driver, managing the services and improving overall performance of the Tablet Driver. Such information includes aggregate usage data, technical session information and information about Your hardware device.

3.1 **Google Analytics.** *By clicking the "Accept"-Button on this Privacy Notice, You have consented to the use of Google Analytics*, a web analysis service provided by Google Inc., 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA ("Google"). Google Analytics helps us analyze how the Tablet Driver is used. You can find out more about this popular analytics tool here: <http://www.google.com/analytics/index.html>. Google Analytics tracks visitor interactions; for example which functions of the Tablet Driver our users use, which are most popular, what time of day the Tablet Driver is used, whether visitors have used the Tablet Driver before and other similar information. The information regarding Your use of the Tablet Driver is normally transferred to a Google server in the USA, and is stored there. As the IP anonymize function is activated in the Tablet Driver, Your IP address will, within Member States of the European Union or other contracting states of the Agreement on the European Economic Area, first be shortened by Google. Only in exceptional cases will Google transfer the full IP address to a Google server in the USA, and will shorten it there. All of this information is anonymized. Google takes the privacy and security of Your Google Analytics data seriously and You can find out more about how it protects Your data here: <http://www.google.com/analytics/learn/privacy.html>. You can withdraw your consent at any time by opting-out of the use of Google Analytics. The opt-out option is available under / More / Privacy Settings within the Wacom Desktop Center.

## 4. CONTACT INFORMATION

If You have any questions, requests or concerns about this Privacy Notice or Your Personal Data, please contact us at our email address specified in relevant Wacom Privacy Policy or [privacy-eula@wacom.com](mailto:privacy-eula@wacom.com)

## 5. CHANGES AND UPDATES TO THIS PRIVACY NOTICE

This Privacy Notice may be revised periodically. Revisions will be effective when posted by Wacom and made available through the Tablet Driver.





## LIMITED HARDWARE WARRANTY

### (AMERICAS)

Wacom Co.,Ltd. ("Wacom") warrants the Wacom MobileStudio Pro product ("Wacom Product(s)") hardware, to the original consumer purchaser, except for consumable items such as the 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 one (1) year ("Warranty Period"), from the date of original retail purchase, as evidenced by a copy of the receipt and registration with Wacom within 30 days of purchase.

If you have purchased a Wacom Product that includes a rechargeable battery, Wacom warrants the battery, to the original consumer purchaser, to be free from defects in materials and workmanship for a period of one (1) year from the date of original retail purchase of the Wacom Product with that battery. As with all batteries, the maximum capacity of the battery included in the Wacom Product will decrease with time and/or use. This battery warranty does not cover changes in battery capacity except if they are caused by defects in materials or workmanship or the battery capacity drops to less than 50% of the original capacity. To determine whether your battery has had a warranted failure, you may be required to run a Wacom diagnostic test. This Limited Warranty does not cover any battery if (i) the battery has been charged by a battery charger not specified or approved by Wacom for charging the battery; (ii) the battery has been discharged excessively and the internal protection circuit has been activated, (iii) any of the seals on the battery are broken or show evidence of tampering; or (iv) the battery has been used in equipment other than the Wacom Product for which it is specified. Battery life is not warranted and will vary depending on product configuration and usage, including but not limited to product model, applications running, power management settings, and product features.

**IMPORTANT:** The batteries in Wacom MobileStudio Pro products are not consumer replaceable. You must return the Wacom Product to Wacom or an authorized service center for any battery replacement, whether covered by the warranty or not.

Upon discovery of a defect in the Wacom 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.

**IMPORTANT: YOU MUST BACK UP ALL YOUR DATA AND DIGITAL MATERIALS BEFORE RETURNING YOUR MOBILESTUDIO PRO TO WACOM FOR ANY REASON. TO PROTECT YOUR PRIVACY AND PERSONAL INFORMATION, WACOM WILL ERASE ALL DATA AND INSTALL A FRESH OPERATING SYSTEM IMAGE ON EVERY MOBILESTUDIO PRO RETURNED TO WACOM, BEFORE REPLACING THE BATTERY OR DOING ANY WARRANTY OR OTHER REPAIR WORK.**

Wacom's sole obligation and entire liability under this warranty shall be, at Wacom's option, either the repair or replacement of the defective Wacom 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 Wacom Product to the designated service location and (ii) any loss or damage to the Wacom Product resulting from such transportation. Wacom shall have no responsibility to repair or replace the Wacom Product if the failure of the Wacom 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.

All repaired/replaced Products will be warranted for a period equal to the remainder of the original Limited Warranty on the original Product or for ninety (90) days, whichever is longer.

Any descriptions, drawings, specifications, samples, models, bulletins, or similar material, used in connection with the sale of the Wacom Product, shall not be construed as an express warranty that the Wacom 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 STATE TO STATE AND 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 STATES OR 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 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 Wacom Products purchased and used inside the Americas, i.e. the United States (and its territories or possessions), Canada, Central America, South America or the Caribbean.

## WARRANTY SERVICE

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

Wacom Customer Care Center  
Phone: 1.503.525.3100  
Email Inquiry form: [www.wacom.com](http://www.wacom.com)

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  
U.S.A.

## LIMITED HARDWARE WARRANTY

### (EUROPE, AFRICA AND MIDDLE EAST)

Wacom Co.,Ltd. (hereinafter referred to as "Wacom") warrants to you, as the initial purchaser, ("you" or "the customer") that the Wacom MobileStudio Pro product hardware ("Wacom Product(s)") hardware will remain free from defects in materials and workmanship under normal use and service for a warranty period of TWO (2) YEARS commencing from the purchase date and provided that the Wacom Product was unused 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 Wacom 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 you have purchased a Wacom Product that includes a rechargeable battery, Wacom warrants the battery, to the original consumer purchaser, to be free from defects in materials and workmanship for a period of one (1) year from the date of original retail purchase of the Wacom Product with that battery. As with all batteries, the maximum capacity of the battery included in the Wacom Product will decrease with time and/or use. This battery warranty does not cover changes in battery capacity except if they are caused by defects in materials or workmanship or the battery capacity drops to less than 50% of the original capacity. To determine whether your battery has had a warranted failure, you may be required to run a Wacom diagnostic test. This Limited Warranty does not cover any battery if (i) the battery has been charged by a battery charger not specified or approved by Wacom for charging the battery; (ii) the battery has been discharged excessively and the internal protection circuit has been activated, (iii) any of the seals on the battery are broken or show evidence of tampering; or (iv) the battery has been used in equipment other than the Wacom Product for which it is specified. Battery life is not warranted and will vary depending on product configuration and usage, including but not limited to product model, applications running, power management settings, and product features.

**IMPORTANT:** The batteries in Wacom MobileStudio Pro products are not consumer replaceable. You must return the Wacom Product to Wacom or an authorized service center for any battery replacement, whether covered by the warranty or not.

If during the applicable warranty period the Wacom 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 Wacom Product during transit to the place of purchase for this purpose.





**IMPORTANT: YOU MUST BACK UP ALL YOUR DATA AND DIGITAL MATERIALS BEFORE RETURNING YOUR MOBILESTUDIO PRO TO WACOM FOR ANY REASON. TO PROTECT YOUR PRIVACY AND PERSONAL INFORMATION, WACOM WILL ERASE ALL DATA AND INSTALL A FRESH OPERATING SYSTEM IMAGE ON EVERY MOBILESTUDIO PRO RETURNED TO WACOM, BEFORE REPLACING THE BATTERY OR DOING ANY WARRANTY OR OTHER REPAIR WORK.**

Wacom's sole obligation and entire liability under this warranty shall be, at Wacom's option, either the repair or the replacement of the Wacom 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 Wacom Product if: (a) the damage to the Wacom Product results from accident, misuse, improper use, negligence or unauthorised alteration or repair; (b) the Wacom 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.

All repaired or replaced Products will be warranted for a period equal to the remainder of the original Limited Warranty on the original Product or for ninety (90) days, whichever is longer.

Any descriptions, drawings, specifications, samples, models, notifications or similar material provided in connection with the purchase of the Wacom Product cannot be taken as an explicit guarantee that the Wacom Product corresponds to or fulfills your requirements.

The warranty guaranteed by law remains unaffected. You can claim defects of the Wacom 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 Wacom 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 Düsseldorf, 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 authorized 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

## CARE PACK

(EUROPE, AFRICA AND MIDDLE EAST)

Visit the eStore at <http://shop.wacom.eu> to purchase the Care Pack (warranty extension).

## LIMITED HARDWARE WARRANTY

(ASIA PACIFIC REGION)

Wacom Co., Ltd. warrants the products ("Wacom Product(s)") hardware, 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 ("Warranty Period"), as evidenced by a copy of the receipt (proof of purchase).

If you have purchased a Wacom Product that includes a rechargeable battery, Wacom warrants the battery, to the original consumer purchaser, to be free from defects in materials and workmanship for a period of one (1) year from the date of original retail purchase of the Wacom Product with that battery. As with all batteries, the maximum capacity of the battery included in the Wacom Product will decrease with time and/or use. This battery warranty does not cover changes in battery capacity except if they are caused by defects in materials or workmanship or the battery capacity drops to less than 50% of the original capacity. To determine whether your battery has had a warranted failure, you may be required to run a Wacom diagnostic test. This Limited Warranty does not cover any battery if (i) the battery has been charged by a battery charger not specified or approved by Wacom for charging the battery; (ii) the battery has been discharged excessively and the internal protection circuit has been activated, (iii) any of the seals on the battery are broken or show evidence of tampering; or (iv) the battery has been used in equipment other than the Wacom Product for which it is specified. Battery life is not warranted and will vary depending on product configuration and usage, including but not limited to product model, applications running, power management settings, and product features.

**IMPORTANT:** The batteries in Wacom MobileStudio Pro products are not consumer replaceable. You must return the Wacom Product to Wacom or an authorized service center for any battery replacement, whether covered by the warranty or not.

Wacom makes no warranty for consumable items such as pen cartridges, tablet surface sheet and nibs.

Upon discovery of a defect in the Wacom 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 Wacom 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.

**IMPORTANT: YOU MUST BACK UP ALL YOUR DATA AND DIGITAL MATERIALS BEFORE RETURNING YOUR MOBILESTUDIO PRO TO WACOM FOR ANY REASON. TO PROTECT YOUR PRIVACY AND PERSONAL INFORMATION, WACOM WILL ERASE ALL DATA AND INSTALL A FRESH OPERATING SYSTEM IMAGE ON EVERY MOBILESTUDIO PRO RETURNED TO WACOM, BEFORE REPLACING THE BATTERY OR DOING ANY WARRANTY OR OTHER REPAIR WORK.**

Wacom's sole obligation and entire liability under this warranty shall be, at Wacom's option, either the repair or replacement of the defective Wacom Product or parts thereof of which Wacom is notified during the Warranty Period. Wacom shall have no responsibility to repair or replace the Wacom Product if the failure of the Wacom 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 Wacom Product in a fashion other than as explained in the users' guide, or if the Wacom Product has been handled or stored other than in accordance with Wacom's storage instructions.

All repaired or replaced Products will be warranted for a period equal to the remainder of the original Limited Warranty on the original Product or for ninety (90) days, whichever is longer.

Any descriptions, drawings, specifications, samples, models, bulletins, or similar material, used in connection with the sale of the Wacom Product, shall not be construed as an express warranty that the Wacom 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 valid for and only applies to Wacom Products purchased and used inside the countries and territories of Asia Pacific excluding Japan, the People's Republic of China, 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. Ground floor, Building 1,3 Richardson Place, North Ryde, NSW, 2113 Australia. If your Wacom 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 Wacom Product, serial number, and proof of purchase. You may be required to return the hardware Wacom 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, and countries in the Middle East)

Detailed Asia Pacific Limited Warranty policy and product registration may be found online at <http://support.wacom.asia>

To obtain technical support or Warranty service within Southeast and South Asia, Oceania and the Republic of China, please contact the Wacom Customer Support Service. Phone numbers can be found here: <http://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 <http://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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