

# wacom® Intuos

## Important Product Information

Wacom Intuos  
(CTL-4100, CTL-4100WL, CTL-6100, CTL-6100WL)

Precautions

Product Specifications

License and Warranties



### PRECAUTIONS

#### WARNING

Improperly setting up, using, or caring for this product can increase the risk of an accident or human injury.

Store the device in a location well out of the reach of children. Failure to observe this may result in children accidentally swallowing components or parts detached from the device.

Do not use the tablet in a facility control system that requires extremely high reliability. It may cause other electronic devices to malfunction, or other devices may cause the tablet to malfunction. Turn off your tablet in locations where electronic devices are not allowed. For example, turn it off during flights.

Do not dismantle or modify the device. Failure to observe this may result in heat generation, the outbreak of fire, electric shocks or other damage, including human injury. Dismantling the device will void the warranty.

Avoid damaging the USB cable. Do not place heavy objects on the cable, repeatedly bend it sharply, or apply heavy stress to the cable connector. Damage to or laceration of the USB cable, or water or other liquids coming into contact with it, may result in malfunction, electric shock or the outbreak of fire.

Do not expose the device to water or other liquids. Failure to observe this may result in malfunction or electric shock. In the event of liquid being spilled on the device, stop using it, switch off the power supply and contact your distributor or Wacom Customer Support Center.

Do not use alcohol and other organic solvents, or neutral detergents, as they may cause color change or other damage.

Such damage is not covered by the manufacturer's warranty.

Do not use or store the device in the following environments:

- Environments subject to severe temperature fluctuations.
- Environments subject to temperature and humidity ranges that exceed specified usage conditions (such as outdoors or inside vehicles.)
- Environments subject to dusty conditions.
- Near to open flames."

To avoid possible damage or malfunction, do not apply excessive force to the movable part of this device including the accessories. This may shorten the product life or cause the device to malfunction.

#### CAUTION

Do not insert metallic objects or foreign objects into the device opening or connector terminal. Failure to observe this may result in malfunction, electric shock or fire damage.

Do not place or use the device on shaky, inclined, vibrating or other unstable surfaces or worktops.

Switch off the power supply before cleaning the device.

- Do not place metallic objects on top of the device and do not use it on top of metallic tables, etc. Keep the device away from magnets and magnetic fields. Failure to observe this may result in interference, malfunction or damage.

Do not drop the device or use it to strike hard objects. Failure to observe this may result in damage.

- Wacom cannot be held responsible for any laceration, damage or loss of data caused by the use of the device.
- To ensure the best performance of your device and to prevent damage, please use only the pens and nibs specified for use with your Wacom device.

Avoid damaging your device. Replace your pen nib when it becomes worn or sharp.

Do not use a distorted or bent pen nib with the pen; a pen in this condition may cause the pen to operate improperly and scratch your tablet. Therefore, avoid pressing too hard when using the pen and bending or distorting the nib.

Do not push hard on the pen tip, or buttons. This may shorten the pen tip life or cause the pen to malfunction.

Do not store the pen so that the pen tip, buttons, are continually depressed.

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

Please recycle batteries in accordance with the manufacturer recommendation, following all local laws and regulations.

#### USAGE NOTE FOR BLUETOOTH DEVICE

Devices mounted with Bluetooth devices may interfere with equipment used in aircrafts and other such forms of transport.

Users are therefore obligated to switch off all radio communication devices when traveling in airplanes.

There is a chance that the device may interfere with or cause damage to other electronic equipment. There are also cases in which the effects of other radio communication devices may cause the device to malfunction. Make sure the device is switched off in locations where their use is banned to prevent interference with other electronic equipment. Wacom cannot be held responsible for damages.

Disposal of the built-in lithium-ion battery Please contact Wacom Customer Care about the disposal of the built-in lithium-ion battery.

## PRODUCT SPECIFICATIONS

### GENERAL SPECIFICATIONS, TABLET

Communication interface	USB or Bluetooth Classic
Cable length	1.5 m (4.9 ft)
Operating temperature	5 to 40 degrees C (41 to 104 degrees F)
Storage temperature	-20 to + 60 degrees C (-4 to 140 degrees F)
Operating relative humidity	30% to 80% non-condensing
Storage relative humidity	30% to 90% non-condensing
Input	DC 5V/500mA
Reading Height	7mm, 0.27inch (Center area)
Pen Accuracy	+/- 0.25mm (Center)

### WACOM INTUOS(CTL-4100)

Physical size (W x D x H)	200 x 160 x 8.8 mm, 7.87 x 6.3 x 0.35 inch
Weight	230 g, 8.1 oz
ExpressKeys	4 customizable application-specific settings
Active Area	152 x 95 mm, 6.0 x 3.7 inch

### WACOM INTUOS(CTL-4100WL)

Physical size (W x D x H)	200 x 160 x 8.8 mm, 7.87 x 6.3 x 0.35 inch
Weight	250 g, 8.8 oz
ExpressKeys	4 customizable application-specific settings
Active Area	152 x 95 mm, 6.0 x 3.7 inch

### WACOM INTUOS(CTL-6100)

Physical size (W x D x H)	264 x 200 x 8.8 mm, 10.4 x 7.8 x 0.35 inch
Weight	390 g, 13.8 oz
ExpressKeys	4 customizable application-specific settings
Active Area	216 x 135 mm, 8.5 x 5.3 inch

### WACOM INTUOS(CTL-6100WL)

Physical size (W x D x H)	264 x 200 x 8.8 mm, 10.4 x 7.8 x 0.35 inch
Weight	410 g, 14.5 oz
ExpressKeys	4 customizable application-specific settings
Active Area	216 x 135 mm, 8.5 x 5.3 inch

### WACOM PEN 4K (LP-1100)

Pen Technology	Electro-magnetic resonance technology
Physical size (L x D)	143.2 x 12 mm (5.6 x 0.4 in)
Weight	11.2 g (4 oz)
Pressure levels	4096 levels
Resolution	100 lines/mm (2,540 lpi)
Maximum report rate	133 pps

### BATTERY

Weight	19.4 g (0.6 oz), approximate
Battery	Li-ion battery, 4.68 Wh, 1265 mAh
Charging time	Up to 3.5 hours
Continuous operation time	15 hours

## LICENSE AND WARRANTIES

### TABLET DRIVER SOFTWARE END USER LICENSE AGREEMENT

(WORLDWIDE EXCEPT FOR EUROPE, AFRICA AND MIDDLE EAST)

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 "I 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 AND DO NOT AGREE TO BE BOUND BY THIS AGREEMENT, PLEASE CLICK THE "I DO NOT ACCEPT" 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 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 Limited License.

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) 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.

##### 2.2 Restrictions.

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You will not transfer, assign or delegate 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 all of Your rights under this Agreement to another party in conjunction with Your transfer of the Product 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 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.

##### 2.4 Ownership.

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##### 2.5 No Support.

Wacom has no obligation to provide technical support, maintenance, upgrades, modifications or new releases under 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 ninety (90) days from the date the Software is first installed 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. 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 for the express warranties contained in this Agreement, WACOM MAKES NO, 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 OF THIRD PARTIES' RIGHTS, 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 (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, 2.4, 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, 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 and all 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. 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. Wacom's liability under this Agreement or in any way related to the Software shall not exceed the amounts actually paid by you for the Product. You are required to keep the invoice or any other documents which prove the amount you actually paid for the Product. Notwithstanding the above, nothing in this Agreement limits Wacom's liability to You 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 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.

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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 two (2) years from the date the Software is first installed 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 correct such non-compliance by repairing or replacing the Software at no additional charge to You. If repairing or replacing the Software is impossible or disproportionate, or cannot be completed within reasonable time or inconvenience, You shall be entitled to either require appropriate reduction of any fees paid or have the Agreement rescinded. 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 hardware components of the Products, which are subject to Wacom's standard hardware warranty (if any) applicable thereto. Wacom will have no warranty obligations under 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.

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### 5.4 Compliance with Laws.

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### 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 Co., Ltd. ("Wacom") extends this limited warranty to the original consumer purchase of products. 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 the products, except for excluded products described below, for a period of one (1) year, 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. 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.

### WHAT ARE THE REMEDIES UNDER THIS WARRANTY?

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 will pay for return shipping by United Parcel Service or by an equivalent service as chosen by Wacom.

### HOW CAN YOU OBTAIN WARRANTY SERVICES?

Upon discovery of a defect in the Intuos 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 number, 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.

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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 Co.,Ltd. ("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 one(1) year 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 Oregon.

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

## LIMITED WARRANTY

(EUROPE, AFRICA AND MIDDLE EAST)

Wacom Co., Ltd. ("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, commencing from the purchase date and provided that the 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 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 unauthorised 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 fulfils 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 Krefeld, 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

## LIMITED WARRANTY (ASIA PACIFIC REGION)

Wacom Co., Ltd. ("Wacom") 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 users 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. 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 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. located at Ground floor, Building 1,3 Richardson Place, North Ryde, NSW, 2113 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 <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

Version 1.0 A0918

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Wacom does its best to provide current and accurate information in this manual. 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 manual.

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

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