

Mimaki USA CG Series Total Care Cutting Plotter Warranty



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Mimaki USA CG Series Total Care Cutting Plotter Warranty

The Mimaki USA Total Care Warranty offers industry-leading coverage, service, and lifetime product support. All CG series cutting plotters sold by Mimaki USA are covered for 3 years (36 months) in the USA and Canada. Promotional warranties and extended service agreements may extend this coverage up to 5 years (60 months). Mimaki USA and Mimaki Authorized Dealers warrant our CG series products, accessories and supplies against defects in manufacturing, materials, and workmanship during the Total Care warranty period. The serial number of the product must be provided to Mimaki USA or the Mimaki Authorized Dealer when filing a claim under the Total Care warranty.

Please visit <https://www.mimakiusa.com/> for full warranty terms and conditions.

What is covered by the warranty?

The Total Care Warranty covers any defects in manufacturing, materials, and workmanship that arise as a result of normal use of the product.

How long will the CG Series Total Care warranty last?

CG Series Cutting Plotters: 3 years (36 months) minimum from the product shipping date.

Parts and accessories: 90 days from the product purchase date or date of installation.

How to obtain CG Series Total Care Warranty Service

Please contact the Authorized Mimaki Dealer the product was purchased from for expedited service. Mimaki USA also provides direct customer support for CG series cutting plotters through our North American Technical Support Call Center:

Mimaki USA Call Center

na.service@mimaki.com

[\(888\) 530-3992](tel:(888)530-3992)

Mimaki USA CG Series Total Care Cutting Plotter Depot Repair

In the event a local Mimaki Authorized Dealer is not available in your area, CG series cutting plotters may be shipped to Mimaki USA service and repair facilities in Atlanta GA or Los Angeles CA.

Mimaki USA recommends that CG series cutting plotters be shipped in their original packaging to properly protect the equipment. Additional packaging supplies and boxes are available from Mimaki USA or a Mimaki USA Authorized Dealer.

How to obtain CG Series Total Care Warranty Depot Repair Service

- Contact our North American Technical Support Call Center to obtain a Repair Case Number.
- Ship the properly packaged product to our CA or GA repair facilities at the addresses below.
- Mimaki USA covers return shipping expenses.
- Ship the Mimaki product with the RMA Repair Case Number clearly displayed on the outside of the carton to:

Mimaki USA Atlanta Repair Center

150 Satellite Blvd NE, Ste. A
Suwanee, GA 30024
888-530-3992

-or-

Mimaki USA Los Angeles Repair Center

150 W. Walnut Street Suite 100
Gardena, CA 90248
888-530-3992

CG-AR Support Information and Tools

Mimaki USA Website

- ❖ [Mimaki USA](#)

Mimaki Portal

- ❖ [Mimaki Technician](#)
- ❖ [Dealer Portal](#)

Mimaki USA YouTube

- ❖ [YouTube Training Resources](#)

CG-AR Support Information

- ❖ Phone
 - ❖ 888-530-3992
- ❖ Hours of Operation
 - ❖ 8:30 am EST – 8:30 pm EST
- ❖ Email
 - ❖ na.service@Mimaki.com
- ❖ Offices
 - ❖ Suwannee, GA
 - ❖ Los Angeles, CA

Thank you.



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