

Keencut 5 year warranty

All Keencut cutting machines are eligible for a 5 year limited warranty against defects in materials and workmanship. The warranty is limited to the original purchaser and not transferable. It does not cover blades, cutting strips, sightline strips or any other consumable items.

Claims will not be accepted for third party or consequential losses, nor claims of merchantability or fitness for purpose.

Get your machine working

1. Register your machine at www.keencut.com, to activate your guarantee. You will need your serial number and proof of purchase.

2. Check that all steps in the installation manual or video have been followed correctly. Incorrect installation is the most common cause of technical problems. Fortunately such problems can normally be fixed quickly by the user, without needing specialist tools or spare parts.

3. Contact your dealer. Keencut dealers are trained to handle technical problems and have priority access to Keencut technical expertise.

4. If your dealer cannot help you can email support@keencut.co.uk. Please include the model and serial number of your machine, a description and, where relevant, photos or videos of the problem. The more information we have, the quicker we can solve the problem.

Defective machines or parts will be replaced or factory repaired free of charge providing the product has been assembled, set up and used according to the relevant instructions. If a defective part needs replacing you may need to install the replacement part in order to return the product to productive

use as soon as possible. This will not affect any remaining warranty.

Legal notice

The Keencut 5 year Warranty is a voluntary manufacturer's warranty. It provides rights separate to rights provided by consumer law and it does not exclude, limit or suspend a buyer's rights arising from consumer law. Consumers have the right to choose whether to claim service under the Keencut Five Year Warranty or under their consumer law rights.