



## **MODEL 256**

**OPERATION AND MAINTENANCE MANUAL**

**FOR USE BY QUALIFIED PERSONNEL ONLY**

**Safety Summary**

	<p><b>WARNING</b></p> <p>In case of power cord damage, do not attempt to repair or replace the power cord. Contact the manufacturer or the local distributor.</p>
	<p><b>WARNING</b></p> <p>Hot surface. Avoid contact.</p>
	<p><b>CAUTION</b></p> <p>The machine is to be operated by one person only.</p>
	<p><b>CAUTION</b></p> <p>To reduce the risk of electric shock and injury to persons, turn the machine off and disconnect the machine from the power supply before servicing and/or cleaning.</p>
	<p><b>CAUTION</b></p> <p>During normal operation, the base of the machine must be installed or placed above the wall socket on a level, stable surface.</p>
	<p><b>NOTE</b></p> <p>This machine uses a circuit breaker to protect against fire and electric shock.</p>
	<p><b>CAUTION</b></p> <p>Do not lean on the machine when the lower platen is removed. Care must be taken to prevent machine from tipping over. Keep upper platen close to the center position.</p>

**International Symbols**

	<b>Power Off</b>
	<b>Power On</b>
	<b>Hot Surface</b>
	<b>Risk of Electrical Shock</b>
	<b>Protective Earth Terminal</b>
	<b>Ground</b>
	<b>Wet Conditions</b>
	<b>Start Action</b>
	<b>Caution – Warning</b>

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**Congratulations!**

Your selection of the Insta Graphic Systems heat seal machine is a sound business decision. Insta equipment is the result of the highest quality engineering and time-tested design. Your new machine, combined with Insta’s reputation for innovation in the heat-sealing field, ensures that you will be able to deliver the best-decorated substrates possible for years to come.

This manual provides the installation, operation, and maintenance procedures for your 256 series machine, as well as easy to follow instructions for on-the-spot maintenance.

Your model 256 machine will have a long, trouble-free life. Read this manual. Keep it with your machine; it’s your key to proper operation and lasting service.

**General Description**

The 256 is a manual swing-away machine capable of generating tremendous pressure that is evenly distributed across the area of the 16” x 20” platen. The 256 machine also features a quick-change mechanism in the lower platen allowing the lower platen to be switched or rotated in a matter of seconds. The heating platen features a cast-in tubular heating element that is densely coiled to deliver rapid heating and constant, long-lasting and uniform temperatures.

**Limited Machine Warranty**

Insta Graphic Systems warrants this heat seal machine, when operated under normal conditions, to be free from manufacturing defects in material and workmanship for a period of one (1) year on parts (lifetime on the heating element) and 90 days on labor from the invoice date.

This warranty will be effective only when Insta authorizes the original purchaser to return the product to the factory in Cerritos, California, freight prepaid, and only when the product upon examination has proven to be defective.

This warranty does not apply to any machine that has been subjected to misuse, negligence, or has been damaged accidentally or intentionally.

Insta shall not be liable for the injury, loss, or damage, directly or indirectly, arising from the use or the inability to use the product.

No claim of any kind shall be greater in amount than the sale price of the product or part to which claim is made.

See extended warranty information on pg. 21.

<b>Please fill out the following for future use:</b>	
<b>MODEL NO:</b>	_____
<b>SERIAL NO:</b>	_____
<b>MANUFACTURE DATE:</b>	_____
<b>PURCHASE DATE:</b>	_____
<b>PURCHASE VENDOR:</b>	_____

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**Installation**

**256-S MODEL, 120 VOLT**



Use a **separate** 15 Amp AC circuit. Only industrial extension cords with proper wire size should be used: size 16/3 wire for distances up to 25 feet, and size 14/3 for distances up to 50 feet.

**256-N MODEL, 230 VOLT**



Use a **designated** 12 Amp AC circuit. Only industrial extension cords with proper wire size (2.5 mm<sup>2</sup>) shall be used.

**IMPORTANT**



The appliance must be plugged into a proper receptacle of the proper size and rating. Equally important, the line voltage must be able to accommodate this appliance as well as *other appliances operating on this circuit.*

**Specifications**

Voltage	<b>120 Volts AC</b>	50/60 Hertz
Model 256-S 120 V	1750 Watts	14.6 Amps
Voltage	<b>230 Volts AC</b>	50/60 Hertz
Model 256-N 230 V	2200 Watts	9.6 Amps

Machine Weight (Dry)	107 lbs	48.5 kg
Shipping Weight (Dry)	122 lbs	55.3 kg

**Degree of Protection**

The IP (Ingress Protection) rating of this machine according to IEC 60529 is:

IP54 = IP

1<sup>st</sup> Digit = 5 (Dust Protected)

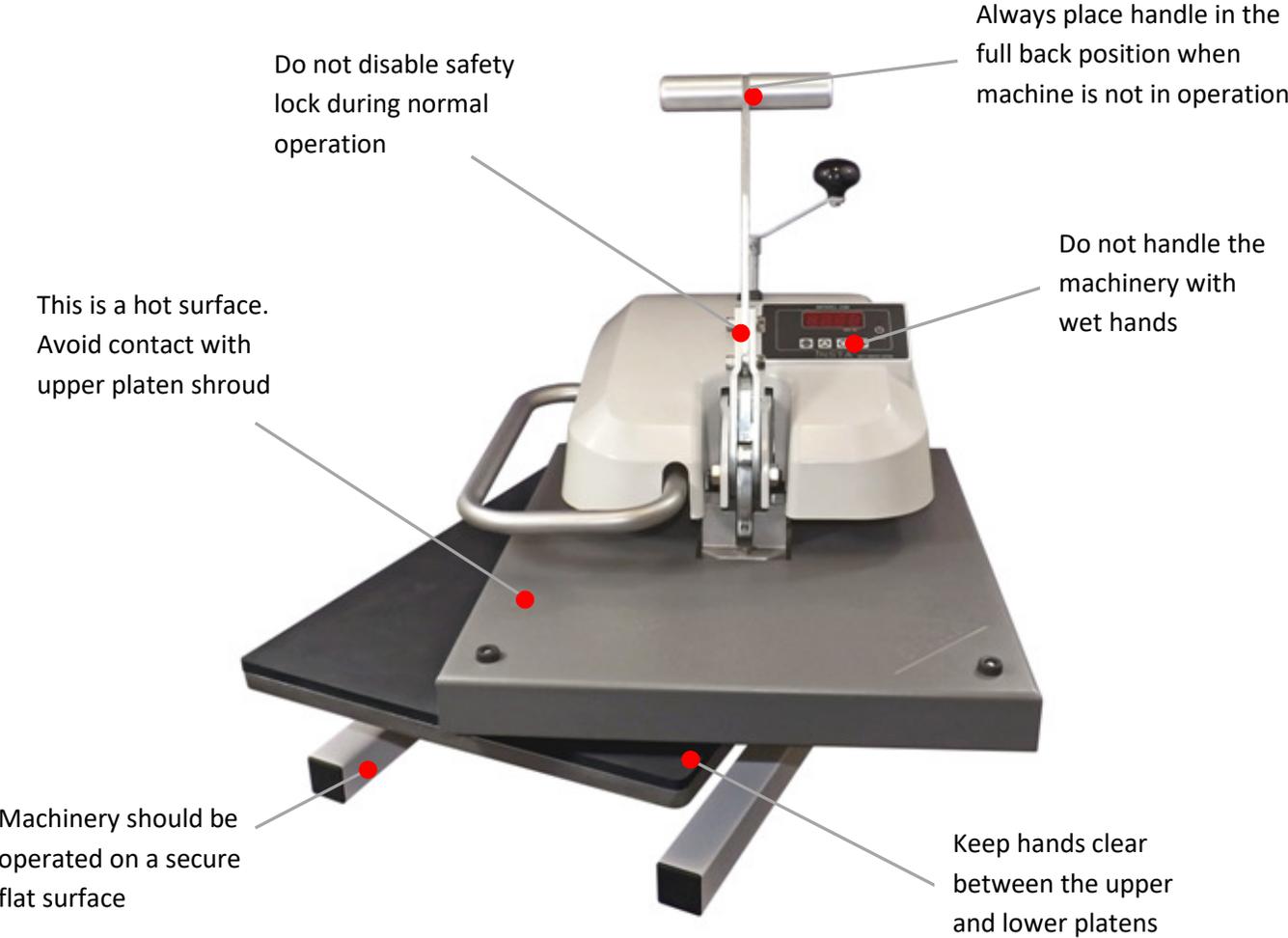
2<sup>nd</sup> Digit = 4 (Splashing Water)

1 <sup>st</sup> Digit	Protection from solid objects	2 <sup>nd</sup> Digit	Protection from moisture
0	Not protected	0	Not protected
1	Objects greater than 50 mm	1	Dripping water
2	Objects greater than 12 mm	2	Dripping water when tilted up to 15°
3	Objects greater than 2.5 mm	3	Spraying water
4	Objects greater than 1 mm	4	Splashing water
5	Dust protected	5	Water jets
6	Dust tight	6	Heavy seas
--	---	7	0.15 m – 1 m immersion
--	---	8	+1 m submersion

**NOTE:**  
*IEC 60529 does not specify sealing effectiveness against the following: mechanical damage of the equipment; the risk of explosion; certain types of liquid conditions, e.g. those that are produced by condensation; corrosive vapor; fungus; vermin.*

**FOR USE BY QUALIFIED PERSONNEL ONLY**

**Safety and Danger Zone Diagram**



<p style="text-align: center;"><b>Operating Environment</b></p> <p>To maximize user safety, ensure that the following operating conditions are met:</p>	<ol style="list-style-type: none"><li>3. The surface can support a minimum of 300 lbs (136 kg).</li><li>4. The workspace does not restrict access to the main power switch or power cord.</li><li>5. The workspace is free of any forms of liquid.</li><li>6. The power cord is not overextended.</li><li>7. The machine is connected to a surge protector.</li></ol> <p>Taking these steps is crucial in maximizing user safety and ensuring a long, trouble-free life for your machine!</p>
<ol style="list-style-type: none"><li>1. After unpacking the machine, rotate the pressure crank handle (located behind the top housing) clockwise to release the platen pressure.</li><li>2. The machine is placed on an even, non-flammable surface.</li></ol>	

**FOR USE BY QUALIFIED PERSONNEL ONLY**

**Configuring Your Machine**

Once you have correctly installed your machine, you will want to configure the settings of your machine to match your needs.

**1. Turn the machine on**

Plug your machine in, turn the main power switch on, and press the **POWER** button on the control panel.



The display will briefly show the controller program revision number.

**2. Set the operating Temperature**

- a. If the temperature is not shown, press **MODE** to cycle to the temperature display.



**NOTE:**  
If the platen temperature is **BELOW** 225 °F **OR** 107 °C, the controller will display "Lo F" or "Lo C" depending on the units the controller is set to.

- b. Press **SET** to display the current set temperature.



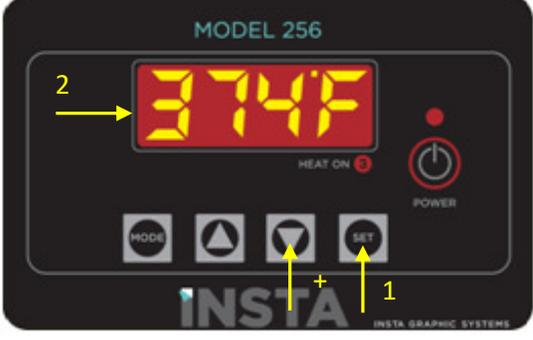
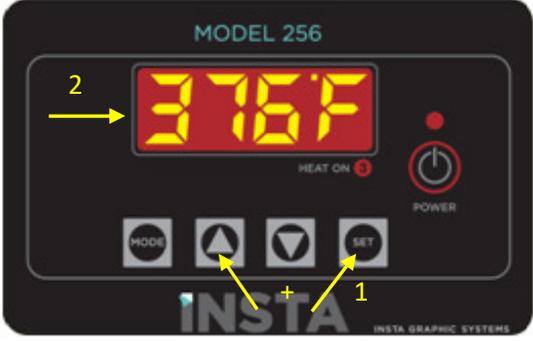
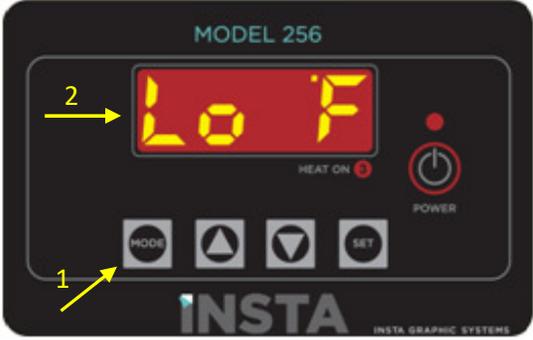
To raise the temperature, hold **SET** and **UP**.



To decrease the temperature, hold **SET** and **DOWN**.



**3. Give the machine time to heat**



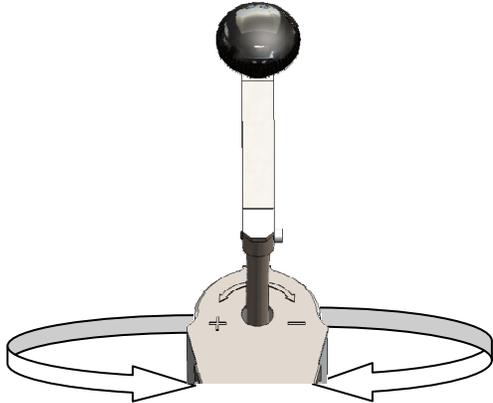
**NOTE:**  
 Heating may take between 20 to 45 minutes depending on the set temperature. Do not leave the machine unattended during this time!

**FOR USE BY QUALIFIED PERSONNEL ONLY**

**4. Set the desired Pressure**

Adjust the pressure crank handle located behind the top housing.

- a. Turn the crank **CLOCKWISE** to **DECREASE** the pressure.
- b. Turn the crank **COUNTER-CLOCKWISE** to **INCREASE** the pressure.



Increase pressure

Decrease pressure

**NOTE:**

*Increasing the pressure increases the force required to close the platens. To avoid user injury or damage to the machine, do not attempt to force the platens closed at very high pressure levels.*



**5. Set the Application time**

- a. Press **MODE** to cycle to the time display.



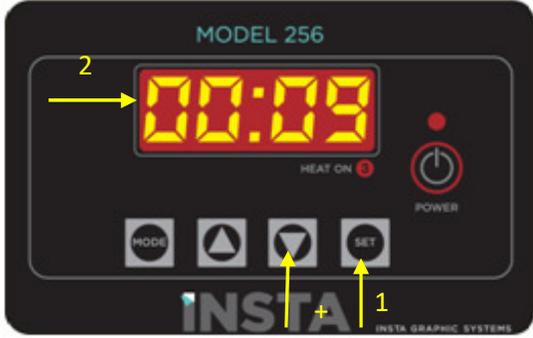
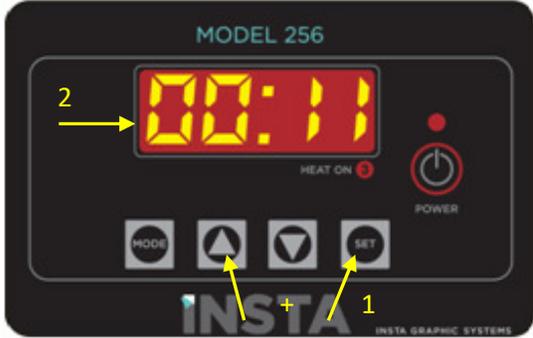
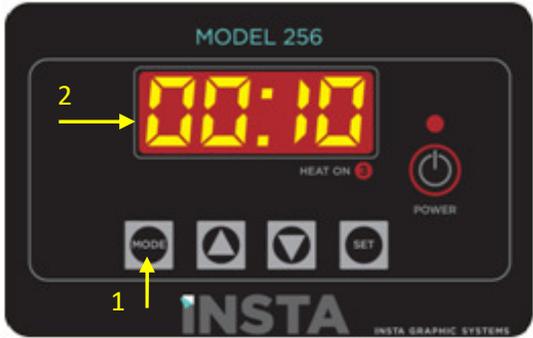
- b. Press **SET** to display the application time.



To increase the application time, hold **SET** and **UP**.



To decrease the application time, hold **SET** and **DOWN**.



**NOTE:**

*When lifting the handle, there might be a popping noise. This is normal and is caused by suction created between the platen surfaces. During regular transfers, the noise will diminish.*

**FOR USE BY QUALIFIED PERSONNEL ONLY**

**Basic Operation**

1. Swing the upper platen to the right using the stainless steel handle.
2. Place the substrate on the lower platen.
3. Position the transfer or lettering on the substrate.
4. Swing the upper platen back using the stainless steel handle.
5. Close the platens by pulling the handle down with both hands until the machine self-locks.

 **NOTE:**  
*Do not attempt to force the platens closed. Doing so may result in user injury or damage to the machine.*

6. The timer will start automatically when the platens are closed. A buzzer will sound when the timer reaches zero.
7. Release the handle lock and bring the handle up completely to the back to keep the platen raised. Swing away the upper assembly and remove the substrate.

 **WARNING:**  
*Use only the stainless steel handle to swing the upper platen open and closed. Do not push or pull the upper platen to swing the top assembly.*

**WARNING:**  
 *When replacing the lower platen, raise up and keep the upper platen close to the center position. Do not lean on machine to prevent tipping over.*

**Controller Features**

**Basic Controller Functions**

This controller has two (2) main control features:

1. **Temperature** – the temperature may be set from 225 – 425 °F (107 – 218 °C).
2. **Timer** – the cycle timer may be set from 1 second to 99:00 minutes.

**Temperature Control**

The temperature control has a range from 225 – 425 °F (107 – 218 °C). The temperature unit can be switched between °F and °C, and a temperature offset can be applied to adjust the temperature reading (see *advanced controller functions on pg.8*). For setting the set temperature, see *Configuring your Machine* on pg. 5.

**Timer**

The controller features an application timer that will countdown and will start beeping when the timer has reached 0. The time display is in the minutes:seconds format, and ranges from 00:00 to 99:00. When the timer is running, the colons (:) will flash. For setting the application timer, see the basic operations section.

**FOR USE BY QUALIFIED PERSONNEL ONLY**

Advanced Controller Functions

**Automatic Shut Off**

The automatic shut off function is designed to reduce electrical usage when the Insta heat seal machine is idle. When active, any user input such as key presses or starting a heat press cycle will reset the timer for the automatic shut off.

The automatic shut off has a **non-adjustable timer of 2 hours**. By default, the automatic shut off is **on**.

**Setting the Automatic Shut Off**

The automatic shut off can be set to **ON** or **OFF**.

- 1. Press **MODE** to cycle to the **TIMER**.



- 2. Press and hold **UP** and **DOWN** for 3 to 5 seconds to turn the automatic shut off **ON** or **OFF**.
  - a. **ONE** beep indicates that the automatic shut off is **OFF**.
  - b. **TWO** beeps indicate that the automatic shut off is **ON**.

**Changing the Temperature Scale**

- 1. Press **MODE** to cycle to the **TEMPERATURE**.



- 2. Press and hold **UP** and **DOWN** for 3 to 5 seconds to switch the temperature scale.



**Setting the Temperature Offset**

- 1. Switch the temperature scale to Fahrenheit.
- 2. Let the platen temperature stabilize. Use a heat-reading tool such as a pyrometer or temperature strips to find the temperature

at the center of the platen.

**NOTE:**  
*For the best accuracy, it is suggested that the temperature offset adjustment be done in the Fahrenheit scale.*

- 3. Enter the temperature offset adjust by pressing and holding **MODE** and **SET** for 3 to 5 seconds.



- 4. XX is the current temperature offset. Press **SET** and **UP** to increase the offset.

Increasing the offset will increase the display temperature by the corresponding amount.



Press **SET** and **DOWN** to decrease the offset. Decreasing the offset will decrease the display temperature by the corresponding amount.



- 5. Change the offset so that the display temperature matches the temperature measured in step 1.
- 6. When the desired temperature offset has been reached, press and hold **MODE** and **SET** for 3 to 5 seconds to exit.



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**Preventive Maintenance Suggestions**

Insta heat seal machines are relatively maintenance free. For a long, trouble-free life, the following preventive maintenance should be followed:

1. Clean the Teflon-coated upper platen periodically with a piece of non-abrasive cloth. Stubborn stains may be removed with mineral spirits when the platen is cool. Take care not to rub the Teflon coating off.
2. To prevent the substrates from becoming soiled, periodically wipe the entire exterior of the machine, including the platens, with a clean rag. If necessary, use mineral spirits for cleaning a **cold** machine. Since mineral spirits are flammable, do not clean with mineral spirits while the machine is hot.
3. Periodically lubricate the joints and pins of the machine with a high-temperature, non-melting grease (MPPL023). Points of lubrication are illustrated in the next page.
4. Avoid directly pressing items such as buttons, pins, snaps, or zippers that tend to cut the silicone rubber pad or scratch the Teflon-coated heat platen.

**General Maintenance**

It is recommended that you have the following items available:

1. Phillips head screw driver
2. Needle nose pliers with insulated handle
3. Set of metric Allen wrenches
4. Special multi-purpose grease MPPL023

With the above items you should be able to perform most general maintenance and repairs.



**WARNING:**

*Do not attempt to remove the upper platen alone.*

**Replacing the Silicone Pad**

1. Make sure that the lower platen is cool. Remove the lower platen from the machine base.
2. Use a **mild solvent** such as **mineral spirits** to clean the surface of the lower platen.
3. Both the silicone pad and lower platen must be thoroughly dry and clean (wait at least 45 minutes after using the solvent) before starting the bonding operation.
4. Use a tube of MPPC006 adhesive to bond the silicone rubber pad to the lower platen. Spread a thin and even coat over the lower platen. Clear any adhesive from the side edges of the lower platen.
5. Quickly apply the silicone pad. Make sure no air bubbles form.
6. Remove excess glue from the edges of the platen. Flip the platen over, pad-down, and allow it to cure for 24 hours at room temperature.

**NOTE:**

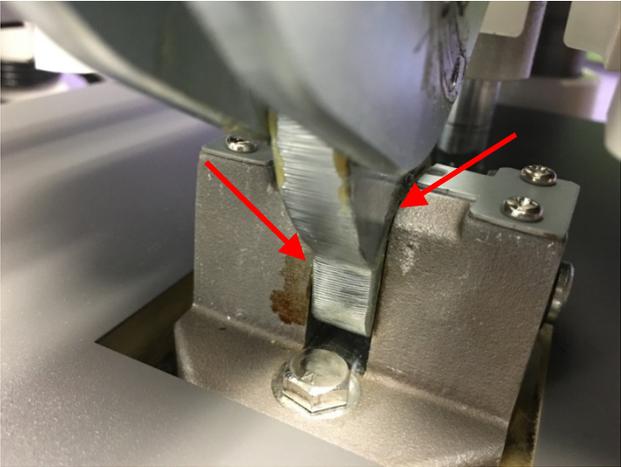
*Read and follow all instructions on the adhesive package.*

*A putty knife or similar tool is recommended for spreading the adhesive evenly on the lower platen.*

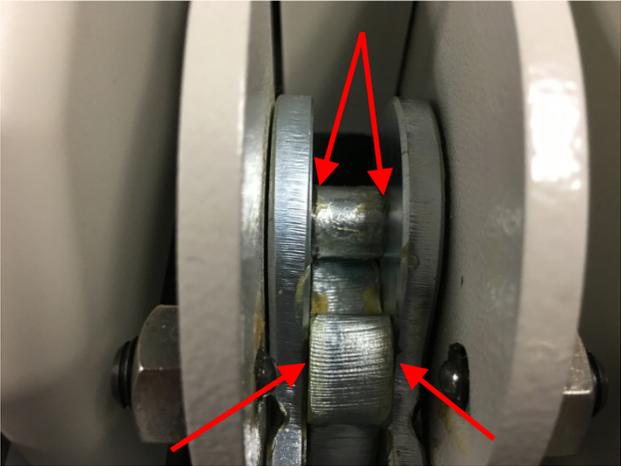
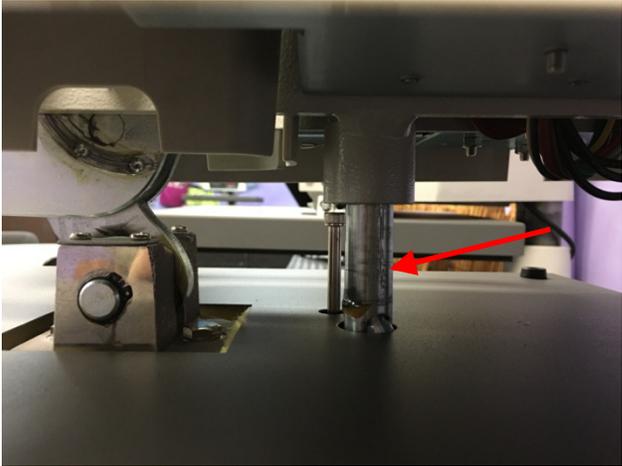
FOR USE BY QUALIFIED PERSONNEL ONLY

**Suggested Points of Lubrication**

*Caution: Use high temperature grease only!*



Lubricate these two gaps with grease from the top and allow grease to reach the center pin. Recommend once a month for normal use.

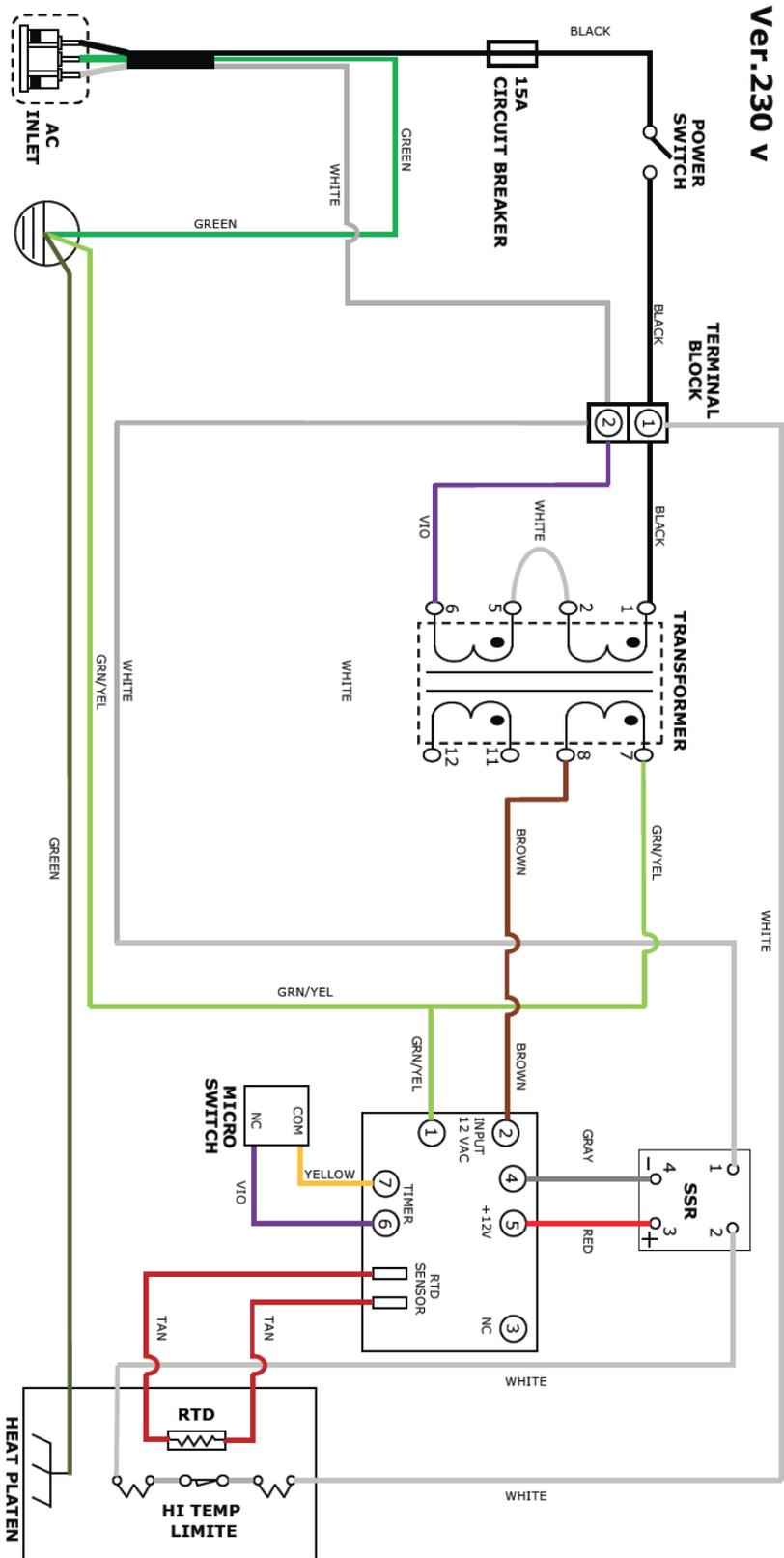


Lubricate these four gaps with small amount of grease. Recommend once a month for normal use.



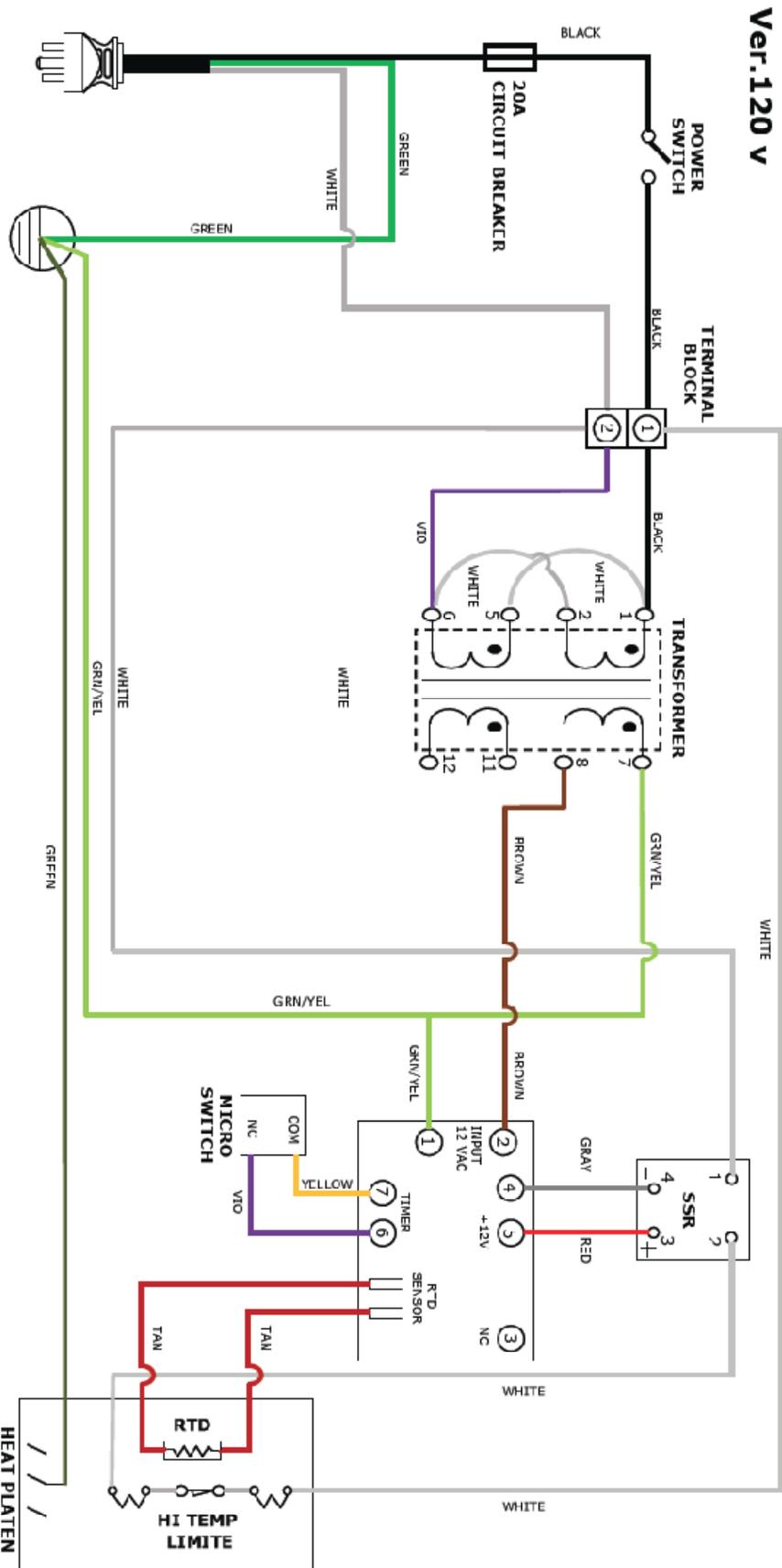
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MODEL 256-N WIRING DIAGRAM



FOR USE BY QUALIFIED PERSONNEL ONLY

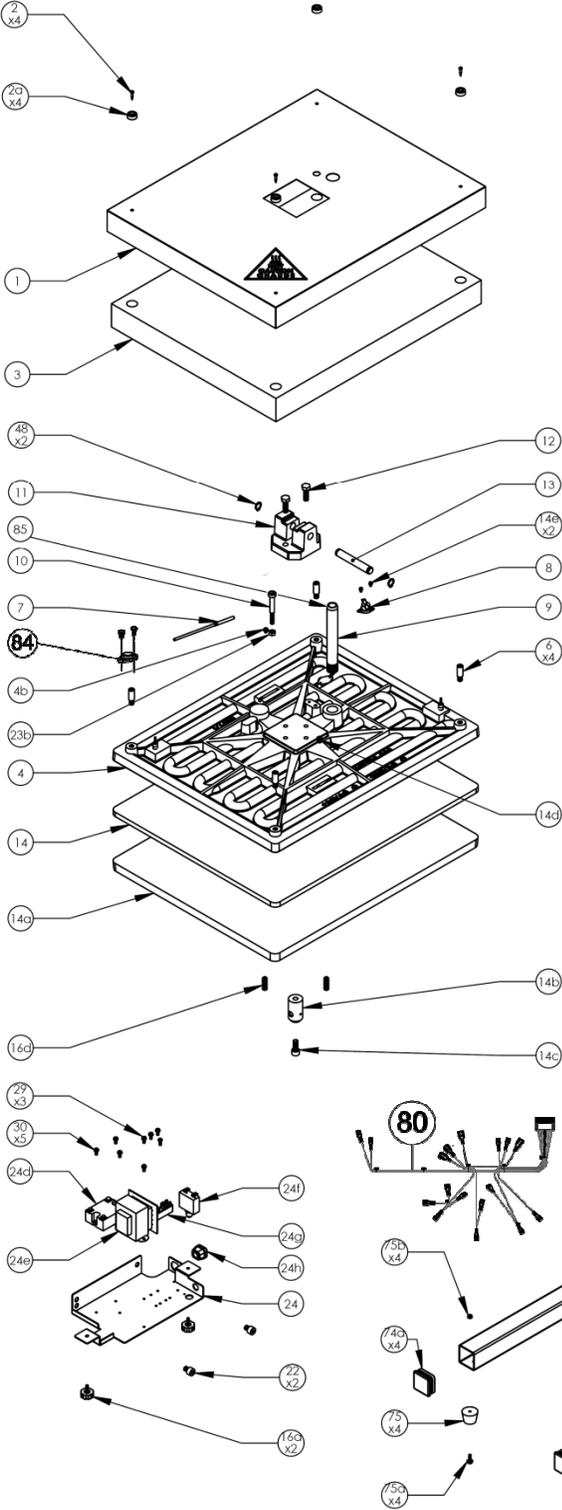
MODEL 256-S WIRING DIAGRAM



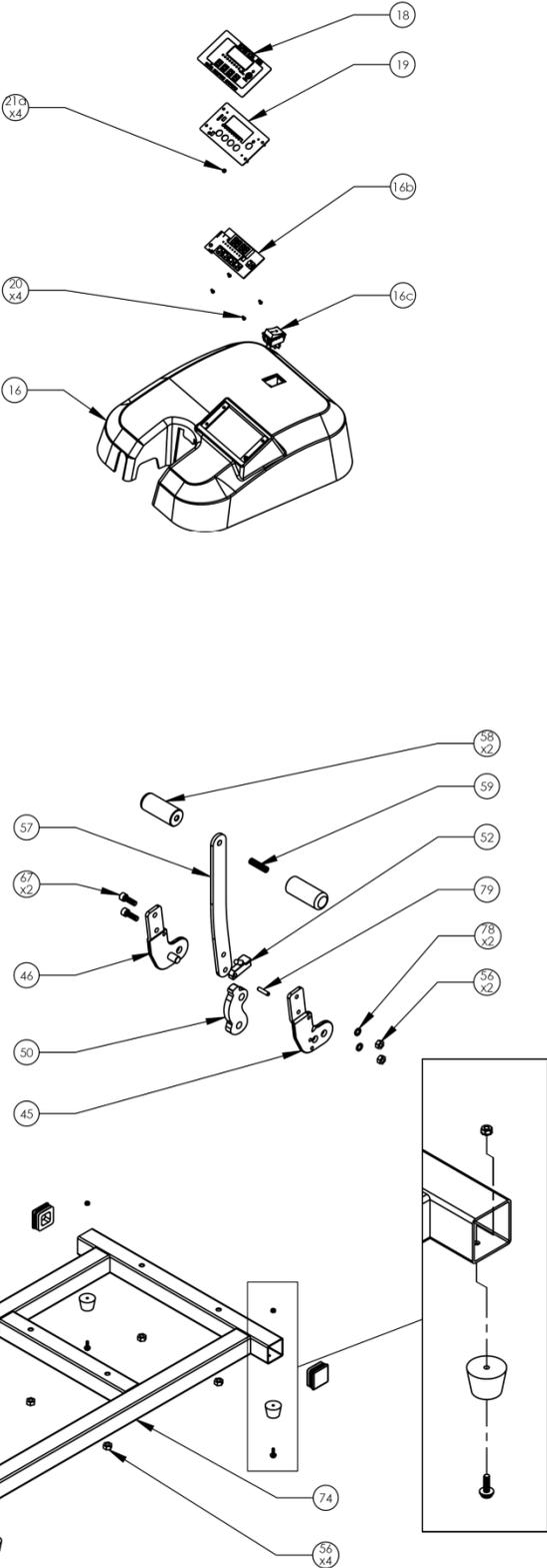
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### MODEL 256 EXPLODED VIEW

A1 – Platen Assembly



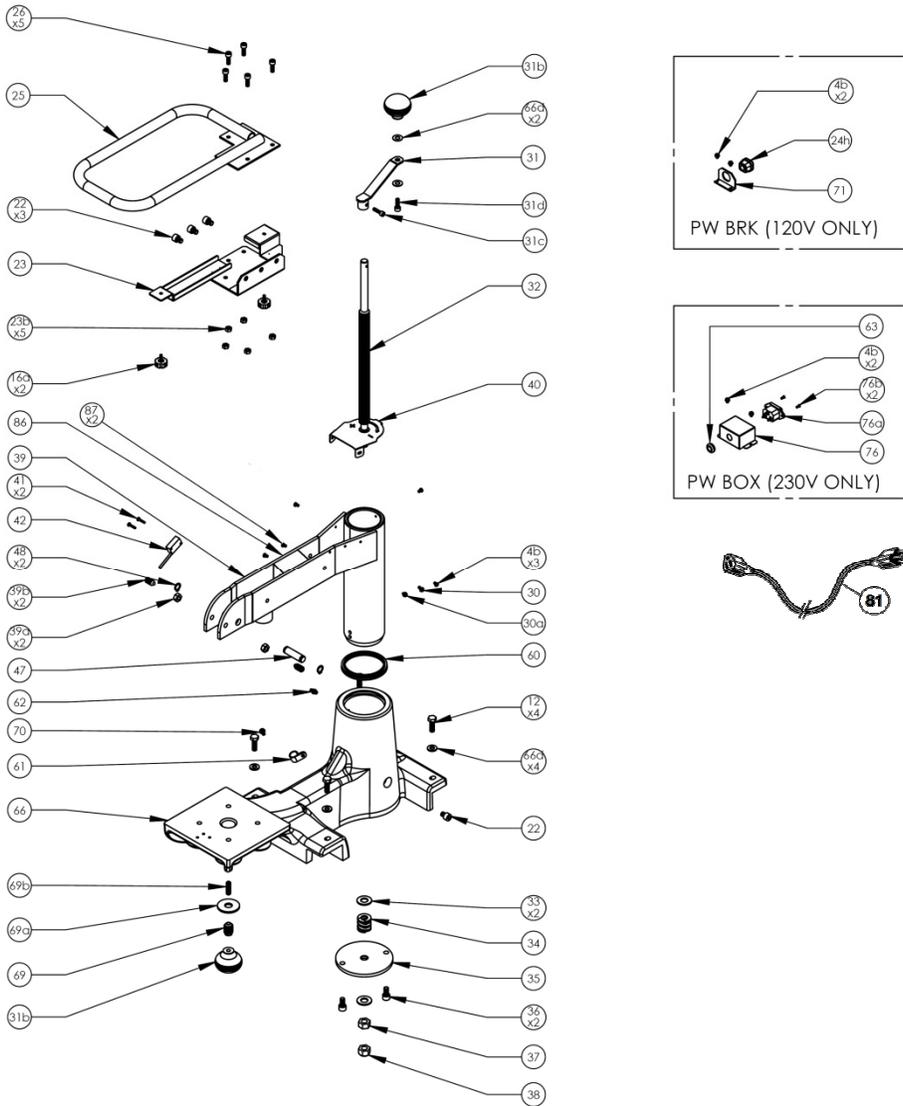
A2 – Top Frame Assembly



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**A3 – Base Frame Assembly**

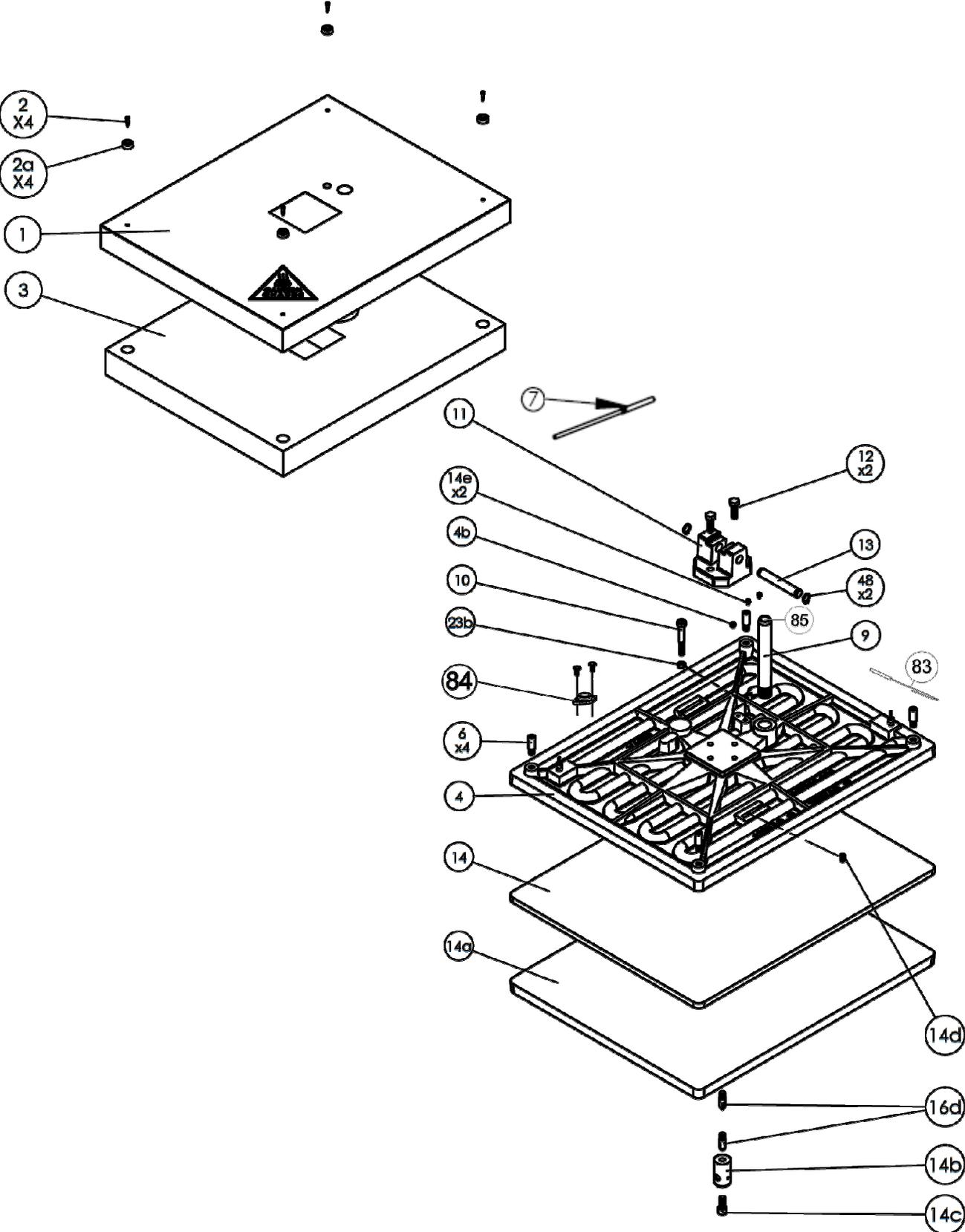
**MODEL 256 SUB ASSEMBLIES**



ITEM NO.	ASSEMBLY NO.	DESCRIPTION	PAGE NO.
A1	MB256-001	PLATEN ASSEMBLY	13 – 14
A1-01	MT256-003-120	UPPER PLATEN, 16x20 – 120V VERSION	13 – 14
A1-02	MT256-000-120	COMPLETE UPPER PLATEN ASSY <sup>1</sup> – 120V VERSION	13 – 14
A1-03	MT256-003-230	UPPER PLATEN, 16x20 – 230V VERSION	13 – 14
A1-04	MT256-000-230	COMPLETE UPPER PLATEN ASSY <sup>1</sup> – 230V VERSION	13 – 14
A2	MB256-002	TOP FRAME ASSEMBLY	15 – 16
A3	MB256-003	BASE FRAME ASSEMBLY	17

FOR USE BY QUALIFIED PERSONNEL ONLY

A1 – 16 x 20 PLATEN ASSEMBLY



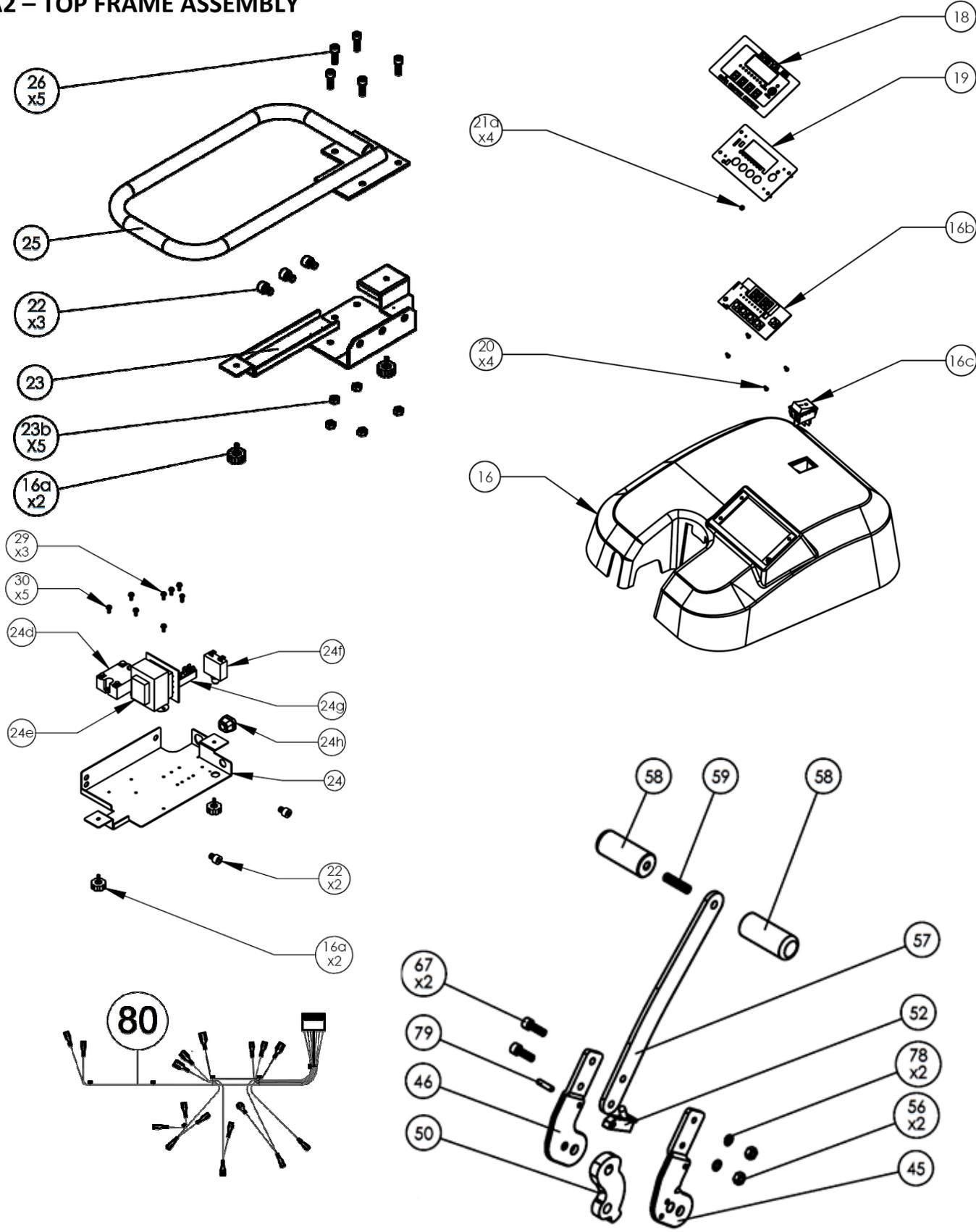
**FOR USE BY QUALIFIED PERSONNEL ONLY**

ITEM NO.	PART/ASSY NO.	DESCRIPTION	QTY
1	MP256-001	HEAT SHROUD	1
2	MH001-M04-009	SCREW, PAN HEAD, M4 x 15	4
2a	MH007-030	SILICONE RUBBER FOOT	4
3	MP256-002	FIBERGLASS INSULATION	1
4	MT256-001-120/230	UPPER PLATEN, 16 x 20 (120V or 230V) with wiring	1
4b	MH001-M04-004	SCREW, PAN HEAD, M4 x 6	6
6	MP256-003	PLASTIC STANDOFF	4
7	MH256-009-001	SENSOR, RTD TEMP	1
9	MP256-004	GUIDE POST	1
10	MH001-M06-012	SCREW, SOCKET HEAD, M6 x 60	1
11	MP256-005	CLEVIS, UPPER PLATEN	1
12	MH001-M08-010	SCREW, HEX HEAD, M8 x 25	6
13	MP256-006	PIN, CLEVIS	1
14	MPPP041	SILICONE PAD 16 x 20	1
14a	MT256-002	LOWER PLATEN, 16 x 20	1
14b	MP256-009	SHAFT, LOWER PLATEN	1
14c	MH001-M08-009	SCREW, SOCKET HEAD, M8 x 20	1
14d	MH001-M08-013	SCREW, SET, M8 x 10	1
14e	MH001-M03-004	SCREW, PAN HEAD, M3 x 6	2
16d	MP256-011	SCREW, SET M8X25	2
48	MH007-019	C-RING, CLEVIS PIN	4
84	MH009-002	HIGH TEMPERATURE LIMITER (230V ONLY)	1
84	MPPT046	HIGH TEMPERATURE LIMITER (120V ONLY)	1
85	MPPW700	HEATER WIRE	AR
<b>A1-01</b>	<b>MT256-003-120</b>	<b>UPPER PLATEN, 16x20 – 120V VERSION</b>	
<b>A1-02</b>	<b>MT256-000-120</b>	<b>COMPLETE UPPER PLATEN ASSEMBLY<sup>1</sup> – 120V VERSION</b>	
<b>A1-03</b>	<b>MT256-003-230</b>	<b>UPPER PLATEN, 16x20 – 230V VERSION</b>	
<b>A1-04</b>	<b>MT256-000-230</b>	<b>COMPLETE UPPER PLATEN ASSEMBLY<sup>1</sup> – 230V VERSION</b>	

1. Complete upper platen assembly includes the heated platen plus wiring, fiberglass insulation and protective shroud cover.

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A2 – TOP FRAME ASSEMBLY

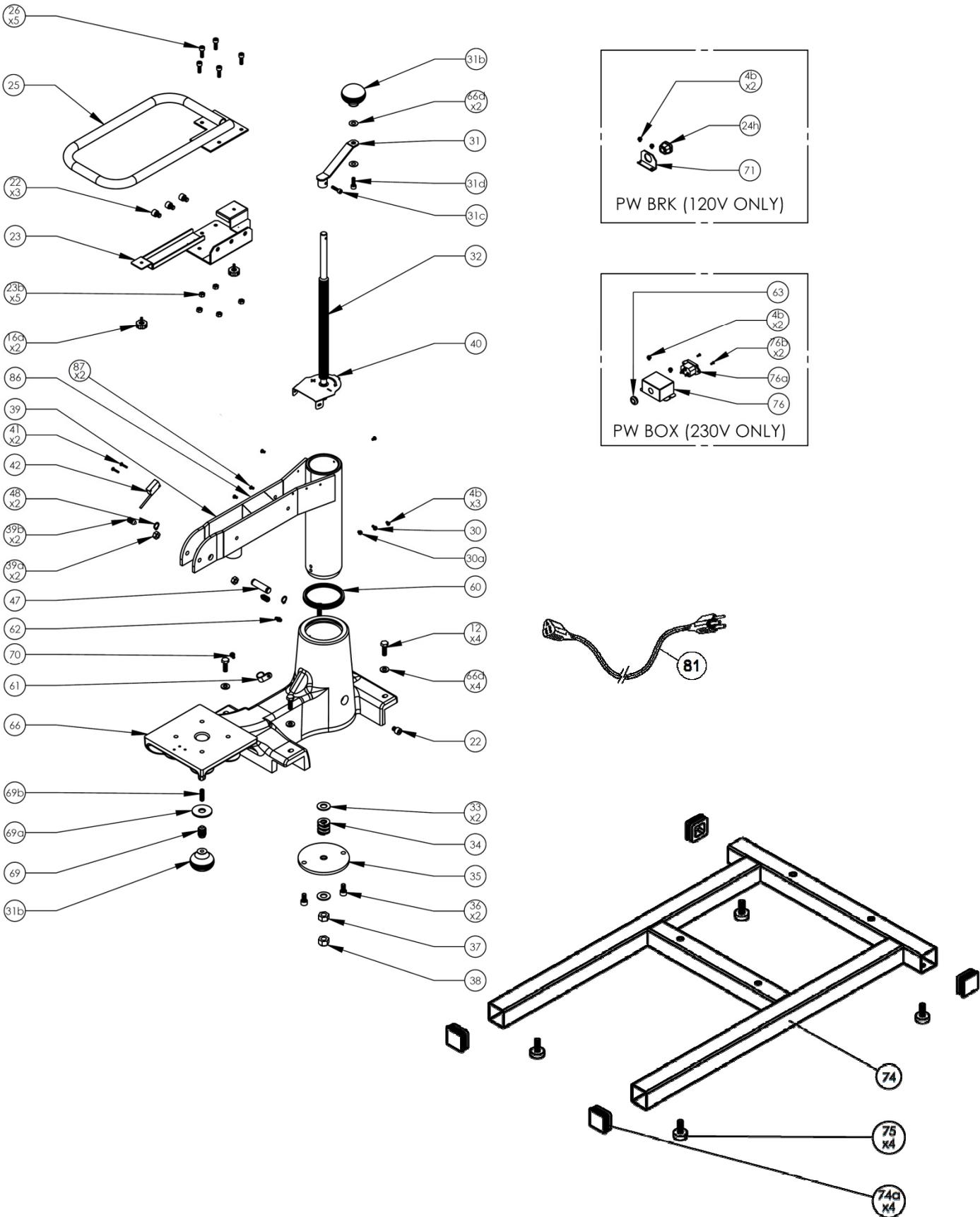


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ITEM NO.	PART/ASSY NO.	DESCRIPTION	QTY
16	MP256-010	HOUSING	1
16a	MH001-M04-005	THUMB SCREW, HOUSING	4
16b	MH006-003	256 DIGITAL CONTROLLER	1
16c	MH004-004	ELECTRICAL POWER ROCKER	1
18	MP256-012	CONTROLLER OVERLAY	1
19	MP256-013	CONTROLLER BRACKET	1
20	MH001-M03-004	SCREW, PAN HEAD, M3 x 6	4
21a	MH002-M03-001	NUT, HEX, M3	4
22	MH001-M08-014	SCREW, SOCKET HEAD, M8 x 10	6
23	MP256-013	BRACKET ASSEMBLY, SWING ARM	1
23b	MH002-M06-001	NUT, HEX, M6	6
24	MP256-014	BRACKET ASSEMBLY, ELECTRONICS	1
24d	MH005-003	SOLID STATE RELAY	1
24e	MH008-001	POWER TRANSFORMER	1
24f	MH256-004-001	CIRCUIT BREAKER (20A) 120V ONLY	1
24f	MH256-004-002	CIRCUIT BREAKER (15A) 230 V ONLY	1
24g	MH004-003	TERMINAL BLOCK	1
24h	MB256-007-002	CLAMP, CABLE NYLON	2
25	MP256-015	SWING AWAY ARM ASSEMBLY	1
26	MH001-M06-013	SCREW, SOCKET HEAD, M6 x 14	5
29	MH001-M04-006	SCREW, PAN HEAD, M4 x 10	3
30	MH001-MO4-007	SCREW, PAN HEAD, M4 x 10 WITH WASHER	9
45	MP256-023	LEVER ARM BRACKET, RIGHT	1
46	MP256-024	LEVER ARM BRACKET, LEFT	1
50	MP256-026	CAM	1
52	MP256-027	SAFETY LOCK	1
56	MH002-M08-001	NUT, HEX, M8	2
57	MP256-028	LEVER ARM	1
58	MP256-029	LEVER ARM HANDLE	2
59	MH001-M10-001	LEVER ARM HANDLE THREADED STUD	1
67	MH001-M08-005	SCREW, SOCKET HEAD, M8 x 28	2
78	MH003-M08-003	WASHER, 8.3 x 13.6 x 1.6t	2
79	MP256-033	SPRING PIN	1
80	MB256-004	WIRE HARNESS ASSEMBLY	1

FOR USE BY QUALIFIED PERSONNEL ONLY

### A3 – BASE FRAME ASSEMBLY



**FOR USE BY QUALIFIED PERSONNEL ONLY**

ITEM NO.	PART/ASSY NO.	DESCRIPTION	QTY
4b	MH001-M04-004	SCREW, PAN HEAD, M4 x 6	6
12	MH001-M08-010	SCREW, HEX HEAD, M8 x 25	6
22	MH001-M08-002	SCREW, SOCKET HEAD, M8 x 10	6
24h	MH007-025	CABLE CLAMP	2
31	MP256-016	PRESSURE CRANK HANDLE	1
31b	MP256-017	PRESSURE TURN KNOB	1
31c	MH001-M06-011	SCREW, SOCKET HEAD, M6 x 20	1
31d	MH001-M08-011	SCREW, SOCKET HEAD, 5/16-18 x .750" LG	1
32	MP256-018	SHAFT, PRESSURE CRANK THREADED	1
33	MH003-M13-001	WASHER, FLAT, 13.5 x 27 x 2	2
34	MP256-019	STEEL SPRING	1
35	MP256-020	ADJUSTMENT WASHER	1
36	MH001-M08-012	SCREW, SOCKET HEAD, M8 x 16	2
37	MH002-M12-001	NUT, HEX, M12 x P1.25 x 8t	1
38	MH002-M12-002	NUT, HEX LOCKING, M12 x P1.25	1
39	MP256-021	ARM ASSEMBLY	1
39a	MH002-M10-001	NUT, HEX, M10	2
39b	MH256-007-001	PLUNGER	2
40a	MP256-022	PRESSURE HANDLE COVER	1
41	MH256-001-001	SCREW, M3X16	1
42	MH007-003	MICROSWITCH	1
47	MP256-025	LEVER ARM PIN	1
48	MH007-019	C-RING, CLEVIS PIN	4
60	MH007-033	RUBBER O-RING SEAL DH75-85-4.5/6	1
61	MH007-025	CABLE CLAMP	2
62	MH007-031	GREASE FITTING	1
63	MH007-026	CABLE CLAMP, POWER CORD (230V ONLY)	1
66	MT256-003	BASE	1
66d	MH003-M08-004	WASHER, 8.5 x 18 x 2	4
69	MB256-001-001	BOLT, QUICK CHANGE	1
69a	MH256-003-001	WASHER FLAT, ID14xOD41x3t,	1
69b	MH256-001-002	SCREW, SOCKET HEAD 5/16-18x1"L	1
70	MH001-M05-001	SCREW, PAN HEAD, M5 x 10	4
71	MP256-031	BRACKET	1
74	MP256-032	H-FRAME BASE	1
74a	MH007-028	COVER, TUBE END	4
75	MH007-029	RUBBER ADJUSTMENT FOOTING	4

**FOR USE BY QUALIFIED PERSONNEL ONLY**

<b>ITEM NO.</b>	<b>PART/ASSY NO.</b>	<b>DESCRIPTION</b>	<b>QTY</b>
76a	MB256-007-003	POWER BOX (230V ONLY)	1
76b	MH256-001-003	SCREW, STD P FLAT M3X6 (230V ONLY)	2
81A	MPP90251	POWER CORD, DETACHABLE, 230V – D	1
81B	MPP90291	POWER CORD, DETACHABLE, 230V – T	1
86	MH256-007-002	BRACKET, ARM	1
87	MH001-M05-001	SCREW, PAN HEAD M5X10	2

FOR USE BY QUALIFIED PERSONNEL ONLY

**Notes:**

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## **INSTA GRAPHIC SYSTEMS Heat Press Limited Warranty**

This limited warranty (“warranty”) is given only to the original end-user/retail purchaser (referred to in this warranty as “Original Purchaser”) of the accompanying product and accessories (collectively referred to in this warranty as “The Product”).

### What is covered?

- “The Product” includes Machines, Parts and/or Accessories.
- Except as otherwise provided herein, Insta Graphic Systems (“Insta”) warrants that The Product will be free from defects in materials and workmanship when used under normal conditions.

### What is the length of the Warranty Periods?

- Machines: Life time on the heating element, one year parts and 90 days labor from the original purchase date (end-user).
- Additional Parts and Accessory Items: 90 days from the original purchase date.

### This warranty does not cover:

- Physical damage to the Product;
- Damage caused by improper installation, improper or abnormal use, misuse, neglect or accident (including but not limited to transporting The Product without the proper preparation and/or packaging);

This limited warranty is VOID, if

- the Product has been altered or modified in any way (including but not limited to attempted warranty repair without authorization from Insta and/or alteration/removal of the serial number).
- the warranty period is expired,
- the serial number label is missing or unrecognizable,
- the defect was subject to abuse, improper use not conforming to product manual instructions
- the defect was subject to Force Majeure, such as acts of God, flood, lightning, earthquake, war, vandalism, theft, brownouts or sags (damage due to low voltage disturbances)

What to do if you think your Product is eligible for warranty service: Immediately report your issue to [service@instagraph.com](mailto:service@instagraph.com) or call Insta’s Service Center at 800-421-6971. Supply the model, serial number and purchase date of the equipment.

### What Insta will ask you to do?

After contacting Insta you may be asked to deliver (by hand if you prefer) or send The Product properly packaged, freight prepaid, to Insta or Insta’s service center together with your bill of

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sale. A Return Authorization is required for all returned goods. Failure to obtain the RA will result in the refusal of the shipment.

**You are responsible for the cost of shipping, packing of The Product and insurance (if you desire). You are also responsible for loss or damage to The Product in shipping.**

If The Product does not operate as warranted above during the applicable warranty period, Insta shall, at its option and expense (except for shipping cost), repair the defective product or part, deliver to the customer an equivalent product or part to replace the defective item. All products that are replaced will become the property of Insta.

If The Product is not covered by this warranty, you will be charged for any service and/or replacement parts/products at Insta's then current published rates, as well as, for the freight.

What happens when Insta elects to replace your Machine?

When a replacement Machine is authorized by Insta, Insta will send a replacement Machine and issue a Return Authorization for the return of the Product. The Purchaser will be charged for the new machine at the time of the shipment. Once the machine is returned and the warranty confirmed, The Purchaser will receive a credit/refund. The replacement machine you receive (will be covered by the balance of the limited warranty period remaining on the original product, plus an additional thirty (30) days. You will keep the replacement machine that is sent to you and your original machine shall become the property of Insta.

THIS WARRANTY IS GIVEN IN LIEU OF ALL OTHER WARRANTIES, WRITTEN OR ORAL, WHETHER EXPRESSED BY AFFIRMATION, PROMISE, DESCRIPTION, DRAWING, MODEL OR SAMPLE. ANY AND ALL WARRANTIES OTHER THAN THIS ONE, WHETHER EXPRESSED OR IMPLIED INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY DISCLAIMED. INSTA SHALL HAVE NO LIABILITY FOR DEFECTS OF ANY NATURE WHATSOEVER EXCEPT AS PROVIDED FOR HEREIN.

This Limited Warranty (and Insta's obligation to you) may not be changed in any way unless you and Insta sign the same piece of paper in which we (1) refer to The Product and your bill of sale date, (2) describe the change to this warranty and (3) agree to make that change.

Important:

We recommend that you keep all original packing materials, in the event that you need to ship the Product.



13925 E. 166<sup>th</sup> St. • Cerritos, CA USA 90702 • (800) 421-6971 • Fax (562) 404-3010

Parts Orders • (800) 426-3609 • (562) 404-3000 Ext. 215

Technical Support • (800) 426-3609 • (562) 404-3000 Ext. 208

In-House Repair • (800) 426-3609