

STIGMA-ROTARY®

manufacturers` warranty terms

Our Stigma-Rotary® tattoo machines have a twelve month manufacturer`s warranty from date of purchase to which Stigma® will repair your machine free of charge in the event of a verifiable manufacturing fault.

Stigma® warrants the manufacturing / workmanship quality of Stigma-Rotary® tattoo machines. We feel responsible for reasonable care in the production, design and assembly of our machines which we guarantee with this voluntary warranty. We feel nothing but confident about our work and the quality of our machines.

The motor is excluded from the warranty because of the many factors that have an impact on its life span and which cannot be influenced (controlled) by us. The Swiss manufacturer, defeats any claims. They refer, as we do, to the extremely high standard of quality production and end-control which guarantees that only 100% functioning motors leave their production plant. The same is also true for those machines that leave our production plant.

All motors and machines are thoroughly tested and safely packed to ensure that customers receive our machines in perfect working condition. Our machines have no common faults when they are properly used, cared for and maintained.

Please note that poor quality power supplies may reduce the lifespan of the motor. Excessive voltage will also damage the motor.

We recommend using EIKON or CRITICAL power units. Please note: EIKON EMS 250 is not compatible with rotaries, EIKON EMS 300 is only compatible if firmware 2 has been installed and the rotary mode turned on. For any questions about this please refer to the manual or contact the manufacturer of the power supply.

Several external influences which cannot be controlled by us (the manufacturer) can adversely affect the motor or other machine parts. Damages or other faults to the machine that may appear over time may have diverse causes and cannot automatically be assumed as being of manufacturing origin.

Our manufacturer`s warranty does not extend to any physical damage or defects due to improper operating conditions, the use of any force, wrong cabling, electrical or mechanical overloading and poor or incorrect maintenance. Faults as a result of misuse or improper installation of machine parts, carelessness or interference with or modification to the equipment or a failure to use the equipment in accordance with the instructions provided are also not covered by warranty.

A warranty cannot be applied to particular defects which are caused by normal wear (wear of components caused by normal use such as springs, bearings, O-rings, screws etc.) or improper handling, transport or storage by the customer. This is also the case when a machine has hit the floor or any liquids have come in direct contact with the machine and it`s motor. Do not use oil for lubrication! Do not spray the machine down with liquids!

Please refer to the relevant section in this booklet for detailed information on how to correctly lubricate your Stigma-Rotary® tattoo machine.

Maintenance and replacement parts are available upon request. We will however be in consultation with you to ensure that you will be able to correctly fit the purchased parts. Should this not be the case we will then recommend that the machine is returned to us in order to be professionally serviced. We will inform you of any costs once we have checked your machine and prior to repairing it. You would then have to pay for the parts required to make your machine run optimally again, as well as a small repair fee (10 Euro) and the return shipping costs.

Please note that only after we have inspected a machine can we say exactly which parts are needed to make it run perfectly again. As such we cannot advise as to possible costs beforehand. For more details please see the "Service" section of our website.

In the event that a machine returned to us is not defective, the buyer will be liable for all workshop and return shipping costs.

To avoid any unnecessary delays, for spare parts, technical support, service and repairs please always contact our Stigma-Rotary® technical department directly by visiting our website www.stigma-rotary-tattoo.com and filling out the form on our "contact" page. Our distribution partners can only give very limited technical advice and do not carry spare parts or offer repairs.

Speaking directly to the source, without detours, has been to the satisfaction of all artists that we have previously had the pleasure to assist on the rare occasions that a technical issue or question about the correct usage of our machines has arisen.

We are here to help, and offer a fast and professional service, from artist to artist, to find the best solution for whatever query you might have.

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