

For customers using Silhouette CAMEO

Please be advised the following issue regarding the AC adapters attached to the Silhouette CAMEO as the standard accessory.

We have found a subset of the AC adapters have an incorrect mark of the safety standards.

The subject unit was sold on Asian region of Indonesia, Malaysia, Philippines, Singapore, Thailand and Taiwan.




We have tested and confirmed that the AC adapter concerned has no obvious safety hazard. It can be used continuously with confidence without any problem.

Please note that only AC adapters manufactured until March 2013 are affected. The month of manufacture may be found in the label.

If you wish to receive a new replacement adapter, we will provide it in free of charge. Please contact to us using following mail address and then provide the following information.

Email: webinfo@graphtec.co.jp

- Your full name
- Mailing address
- Phone number
- Silhouette CAMEO serial number
- The date code listed on your AC Adapter or an image of the back of your AC Adapter

AC Adapter	Silhouette CAMEO
 <p data-bbox="539 1355 718 1388">[Date Code]</p> <p data-bbox="507 1400 762 1489">0313 MADE IN CHINA</p> <p data-bbox="545 1505 689 1572">" 03 13 " Month Year</p> <p data-bbox="481 1608 778 1691">"0313" means March 2013. e.g.) "0313" is affected, "0413" is not affected.</p>	 <p data-bbox="1136 1355 1364 1388">[Serial number]</p>  <p data-bbox="1145 1444 1348 1478">TXXXXXXXXXX</p> <p data-bbox="1236 1489 1260 1523">X</p> <p data-bbox="912 1646 1364 1724">Serial number of the Silhouette CAMEO is the eleven (11) digits that starts the "T". The "x" is the number.</p>

End