



## Product information and unlimited warranty

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This pen was designed and handcrafted by BENU, Yerevan-based producer of conceptual writing instruments and accessories. We take personal pride in our products and your satisfaction is our primary concern. Every care has been taken to ensure the pen offers you many years of writing pleasure.

### **UNLIMITED WARRANTY:**

Your pen comes with an unlimited warranty against manufacturing defects\*. If found to be defective in material or workmanship, it will be repaired or replaced free of charge\*\*. This warranty does not cover loss, routine maintenance, and ordinary wear and tear arising from the use of the product or damage that may arise from accidental or intentional misuse or abuse, alteration or customization, or repair by an unauthorized party. The warranty also does not cover damage caused by the use of inks not clearly identified as suitable for fountain pens.

*\* Small imperfections are features of a handmade product, therefore should not be considered as defects.*

*\*\*You are responsible for transportation costs, including but not limited to postage, insurance, and packing materials. We recommend you contact us before shipping your pen for service.*

To obtain Warranty Service, please contact the BENU authorized dealer from which you purchased the product or contact us directly at [support@benupen.com](mailto:support@benupen.com) and we will be happy to assist you.

### **PRODUCT CARE:**

This is an article of absolute artisanship; considering the fragility of the materials and the uniqueness of the workmanship, we highly recommend particular care in its use. The right care of your pen will preserve its beauty.

- **Avoid strong shocks.** Your writing instrument is handcrafted of high quality acrylic resin. Though this material is highly durable, it can break if dropped. Therefore, we recommend avoiding strong shocks such as dropping on hard surfaces.

- **Avoid contact with abrasive materials.** To produce our pens, we use highly durable and scratch-resistant resin. However, we recommend avoiding contact with extremely rough or abrasive materials to avoid any damage.
- **Avoid overheating.** Long exposure to heat sources with strong overheating (over 60°C / 140°F) can degrade the quality of the acrylic material.
- **Keep out of reach of children.**

Additional recommendations for fountain pens:

- **Use only ink formulated for fountain pens.** Inks not clearly identified as suitable for fountain pen use should always be avoided.
- **Keep the nib clean.** We recommend cleaning the nib once in a month or after changing the ink brand or color. To clean the nib, please follow these steps:
  1. Uncap the pen and remove the gripping section by unscrewing it from the barrel. Do not remove a nib from the feed.
  2. Remove the converter or cartridge from the gripping section.
  3. Hold the gripping section under running water until the water is clear. Please use only cold or room-temperature water.
  4. If a pen clogs, place the nib and the gripping section in a cup of cool water. Let them soak for up to 24 hours.
  5. Dry the nib and the gripping section with a lintless soft cloth.
  6. The cleaning is complete! Now you can place a new ink cartridge or an ink converter and attach the gripping section to the barrel.
- **Store your pen with the writing point upright.** To avoid drying or clogging of the nib, the pen should remain writing point up when not in use. When flying, store your pen with the writing point upright when not in use. Ensure that either a full cartridge or converter is inserted or remove the existing cartridge or converter before the flight.

If you have any questions about product care please contact us at

[support@benupen.com](mailto:support@benupen.com)