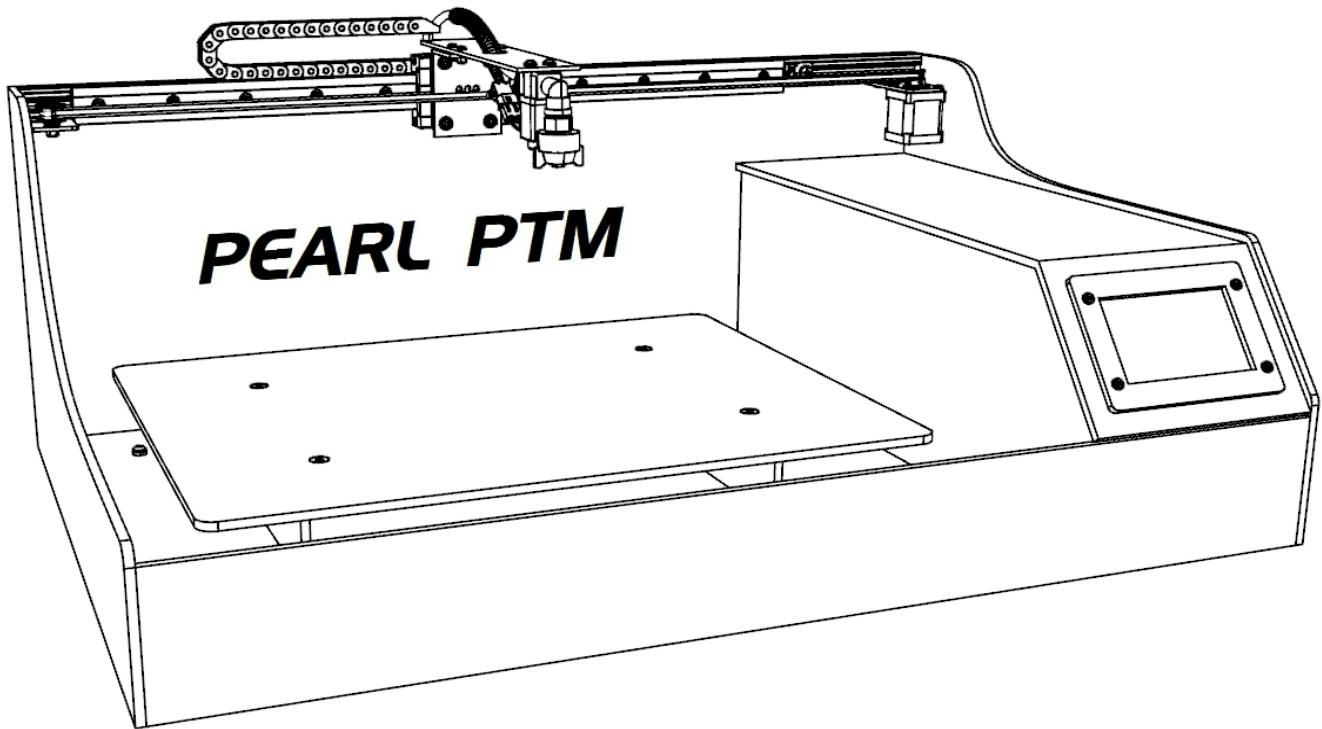


PEARL PTM

Use & Care Guide



If you have any problems or questions, visit us at www.pearlptm.com

For Commercial Use Only

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1. Important Safety Instructions

Your safety and the safety of others are very important.

We have provided many important safety messages in this manual. Always read and obey all safety messages.



This is the safety alert symbol.

This symbol alerts you to potential hazards that can injure you or others.

This symbol will also alert you of potential damage that may occur to the machine if proper instructions are not followed.



DAMAGE

You could cause damage to the machine if you don't properly follow instructions.



WARNING

You can be injured if you don't properly follow instructions.

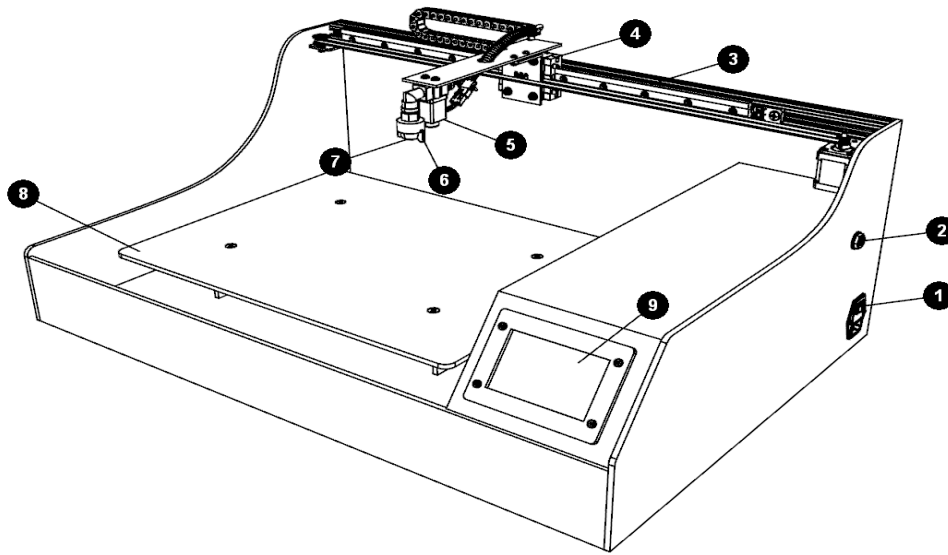
All safety messages will tell you what the potential hazard is, tell you how to reduce the chance of injury, and tell you what can happen if the instructions are not followed.

IMPORTANT SAFETY INSTRUCTIONS

WARNING: To reduce the risk of fire, electric shock, or injury to persons when using the Pre-treatment Machine, follow basic precautions, including the following:

- Read all instructions before using the Pre-treatment Machine
- Do not overload the Pre-treatment Machine with excessive number of garments or large items.
- Do not tamper with controls
- Do not repair or replace any part of the Pre-treatment Machine or attempt any servicing unless specifically recommended in this manual or in published user-repair instructions that you understand and have the skills to carry out.
- Do not reach into the Pre-treatment Machine during a spray cycle.
- Do not install or store the Pre-treatment Machine where it will be exposed to the weather.
- Do not use gasoline, solvents, acids or other flammable or explosive substances with the Pre-treatment Machine. These substances give off vapors that could ignite or explode.
- Do not place excessive weight on the nozzle cart. This may cause permanent damage to the rail system.
- Always wear the proper protective equipment recommended by the chemical manufacturer when spraying chemicals.

2. Parts and Features



1. Power On/Off Switch

Press (|) to power the unit on and press (O) to turn the power off.

2. Hose Inlet

Connect 1/4" OD hose to inlet for pretreatment solution supply to the Pearl PTM.

3. Rail

The *Nozzle Cart* glides on the rail. Ensure proper lubrication of the rail for proper operation of the Pearl PTM.

4. Nozzle Cart

Supports the *Solenoid* and *Nozzle Assembly*.

5. Solenoid

Provides fluid flow control to the spray *Nozzle*.

6. Nozzle Cap

Secures the *Nozzle* to the *Nozzle Assembly*

7. Nozzle - TP9501EVS

Stainless steel nozzle provides the even flat spray band.

8. Garment Platen

Place the garment to be pretreated on the *Platen* and tuck the excess fabric under.

9. Touch Screen User Interface

Control interface for the Pearl PTM.

Design & Construction

- Corrosion Proof Body
- Stainless Steel Hardware
- Aluminum Rail & Nozzle Cart

Spray Specifications

- Spray Area: 16" x 21"
- Spray Volume: 12ml to 60ml (Full Area)
- Shirts/Min: 10 (Full Area, Low Density)

Additional Features

- Cost Calculator
- Save Settings

Dimensions & Weight

- Platen Size: 16" x 21"
- Overall: 33" x 23" x 15"
- Shipping Weight: 50lbs

Electrical Requirements

- 110V 60hz or 220V 50hz
- Max Power Consumption: 150W

Warranty

- 1 Year - Limited Warranty, Parts & Labor
- Lifetime - Body Corrosion Warranty

3. Required Tools and Accessories

1. All Purpose Cleaner

Used to clean the Pearl PTM after use. See “Keeping the Pearl PTM Clean”



2. Shop Rags or Towel

Used to clean the Pearl PTM after use. See “Keeping the Pearl PTM Clean”



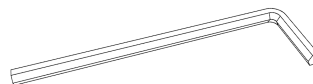
3. Distilled Water

Used to clean the Pearl PTM after use.



4. 3mm Hex Key

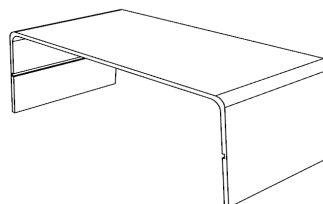
Used for tightening belt. See “Routine Maintenance & Adjustments”



OPTIONAL:

5. Flexlock Platen Attachment

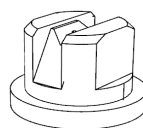
Used to clean the Pearl PTM after use. See “Keeping the Pretreatment Machine Clean”



REPLACEMENT PARTS:

4. Nozzle

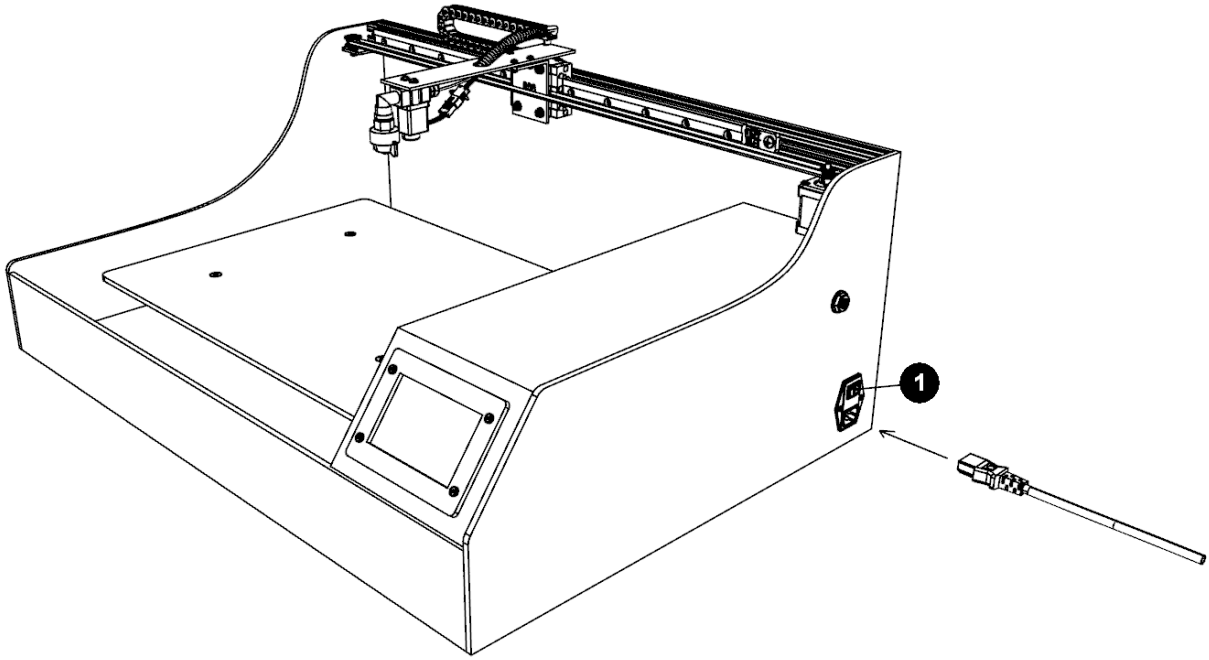
TEEJET TP9501EVS
www.flsprayers.com



4. Powering the Pearl PTM

The Pearl PTM is powered with either 110V/60Hz or 220V/50z. Please check with distributor to verify the power requirements for the Pearl PTM in your region.

1. Plug the power cord in to the power connector located on the right side of the Pearl PTM.



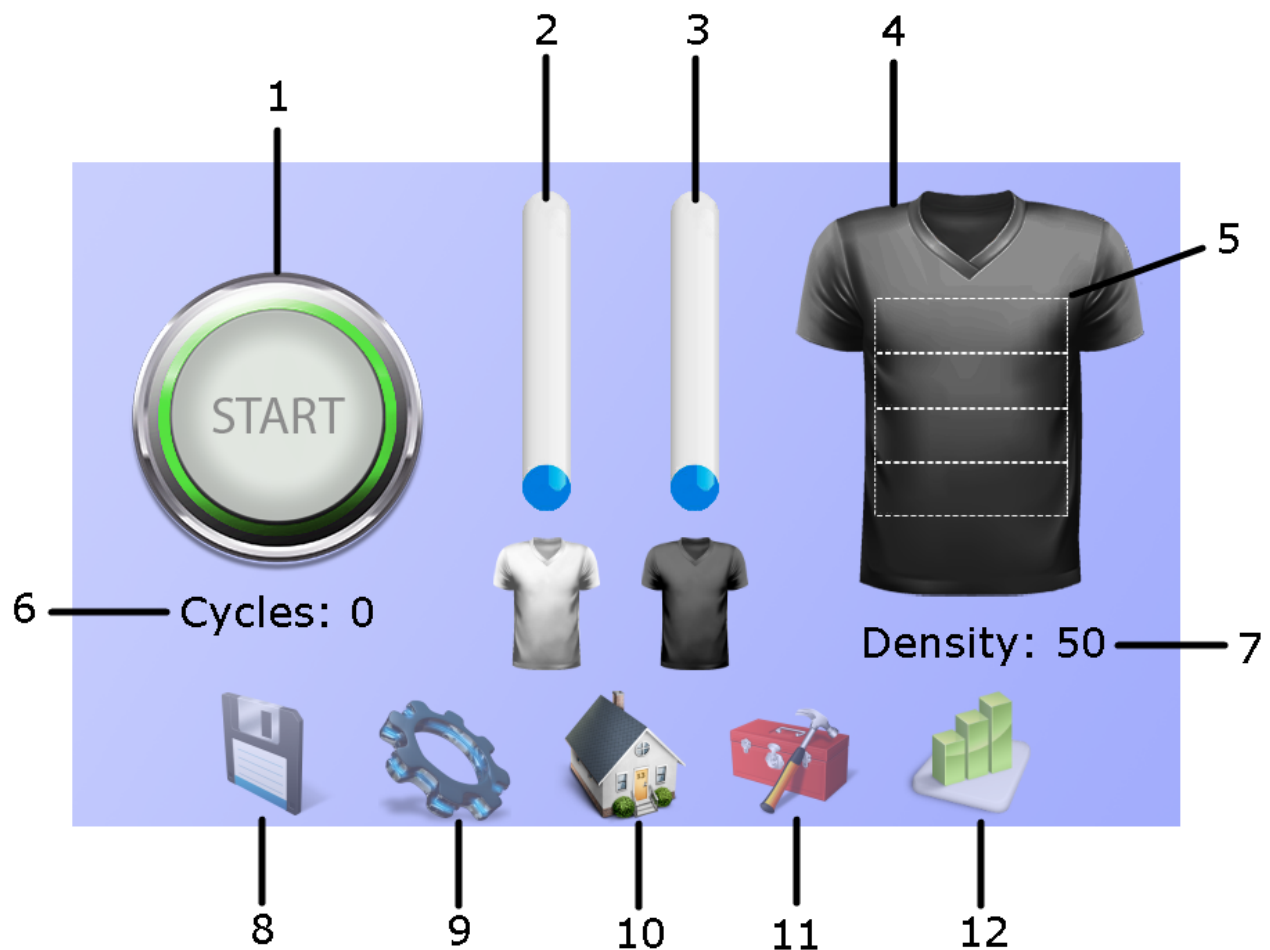
2. Press the *Power Switch* (1) to the on (|) position.

 WARNING	Use caution when plugging the power cord in to the wall outlet.
--	---

3. The Pearl PTM will begin its start up homing cycle and move the *Nozzle Cart* to the starting position when completed.

5. User Interface

5.1 Home Menu



1. Start/Stop Button

Press to start or stop spray cycle.

2. Light Pretreat Level Meter

Displays estimated light pretreat remaining.

3. Dark Pretreat Level Meter

Displays estimated dark pretreat remaining.

4. Garment selection

Displays garment selection: light or dark garment.

5. Spray Length Area

Displays spray length setting.

6. Cycle Counter

Displays cycle count.

7. Spray Density Setting

Displays current density setting.

8. Save Menu Icon

Switches display to Save Menu.

9. Settings Menu Icon

Switches display to Settings Menu.

10. Home Menu Icon

Switches display to Home Menu.

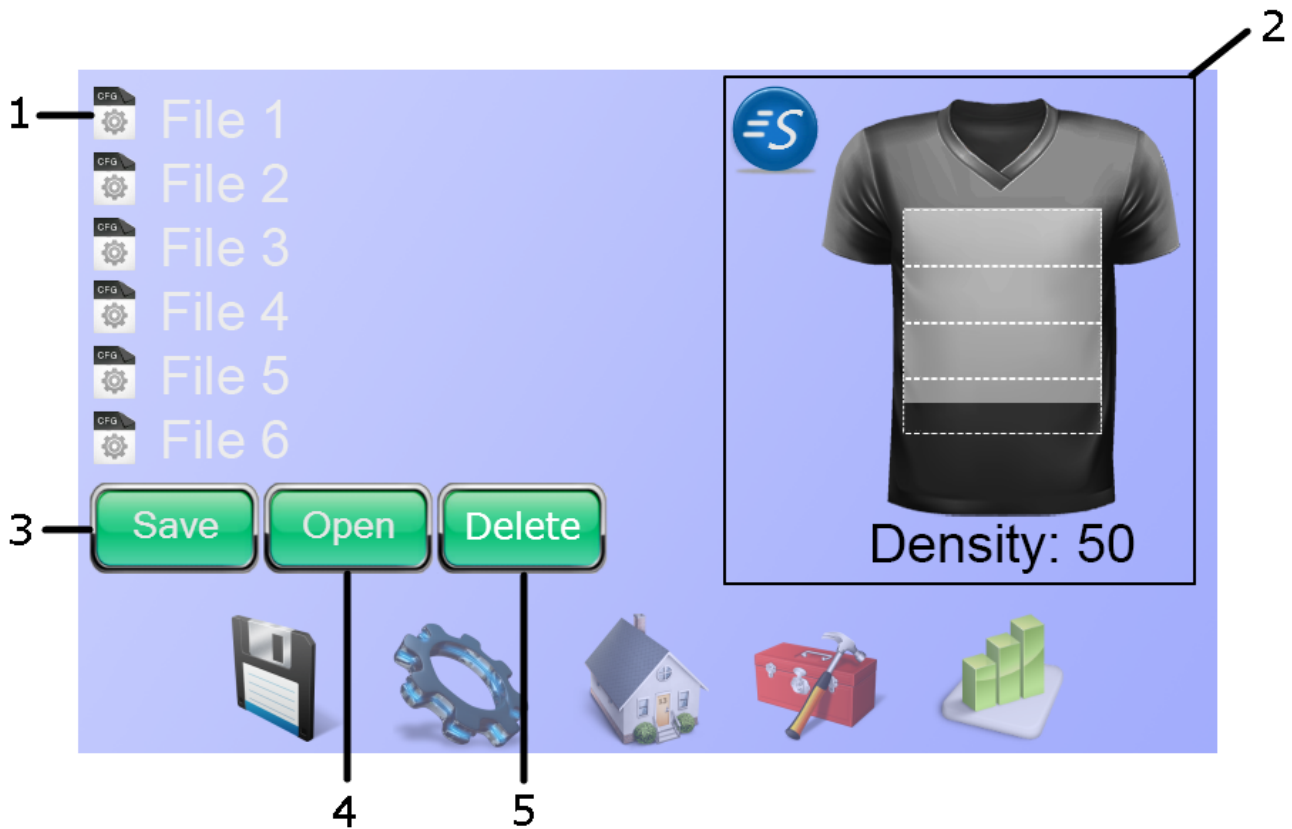
11. Maintenance Menu Icon

Switches display to Maintenance Menu.

12. Stats Menu Icon

Switches display to Stats Menu.

5.2 Save Menu



1. Saved Files

Save up to 20 different files for configured settings.

2. Settings Display

Displays the current settings for the mode to save. When a file is selected the Settings Display will display the settings for selected file.

3. Save Current Settings

Saves the current settings into one of twenty files.

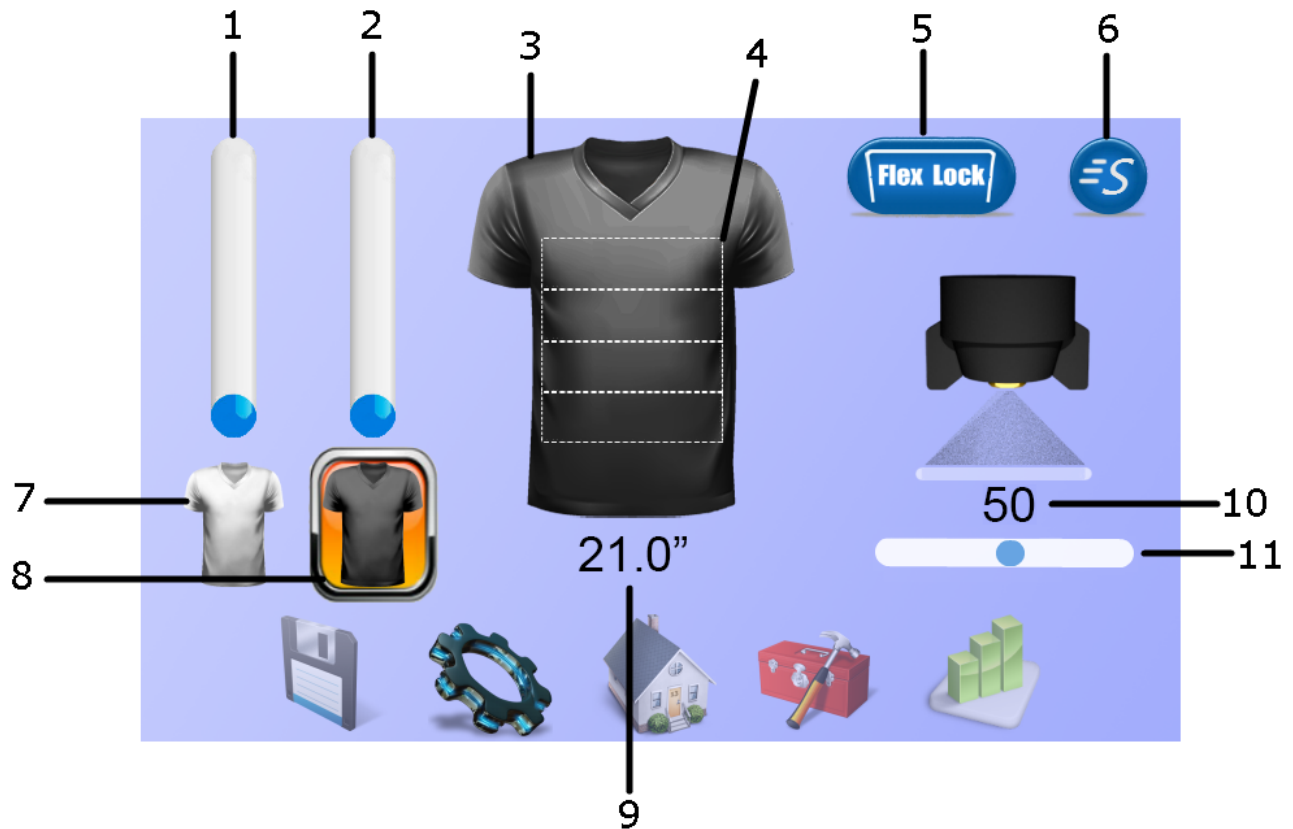
4. Open File

Opens the current file selected and changes the display to the home menu.

5. Save Menu Icon

Deletes the current file selected.

5.3 Settings Menu



1. Light Pretreat Level Meter

Displays estimated light pretreat remaining.

2. Dark Pretreat Level Meter

Displays estimated dark pretreat remaining.

3. Garment selection

Displays garment selection: light or dark garment.

4. Spray Length Area

Displays spray length setting. Press to set spray length.

5. Flex Lock Button

Enables/Disables Flex Lock Mode

6. Speed Button

Enables/Disables Speed Mode

7. Select Light Garment Button

Selects Light Garment Pretreat

8. Select Dark Garment Button

Selects Dark Garment Pretreat

9. Spray Length Setting

Displays spray length setting. Press to enter spray length value.

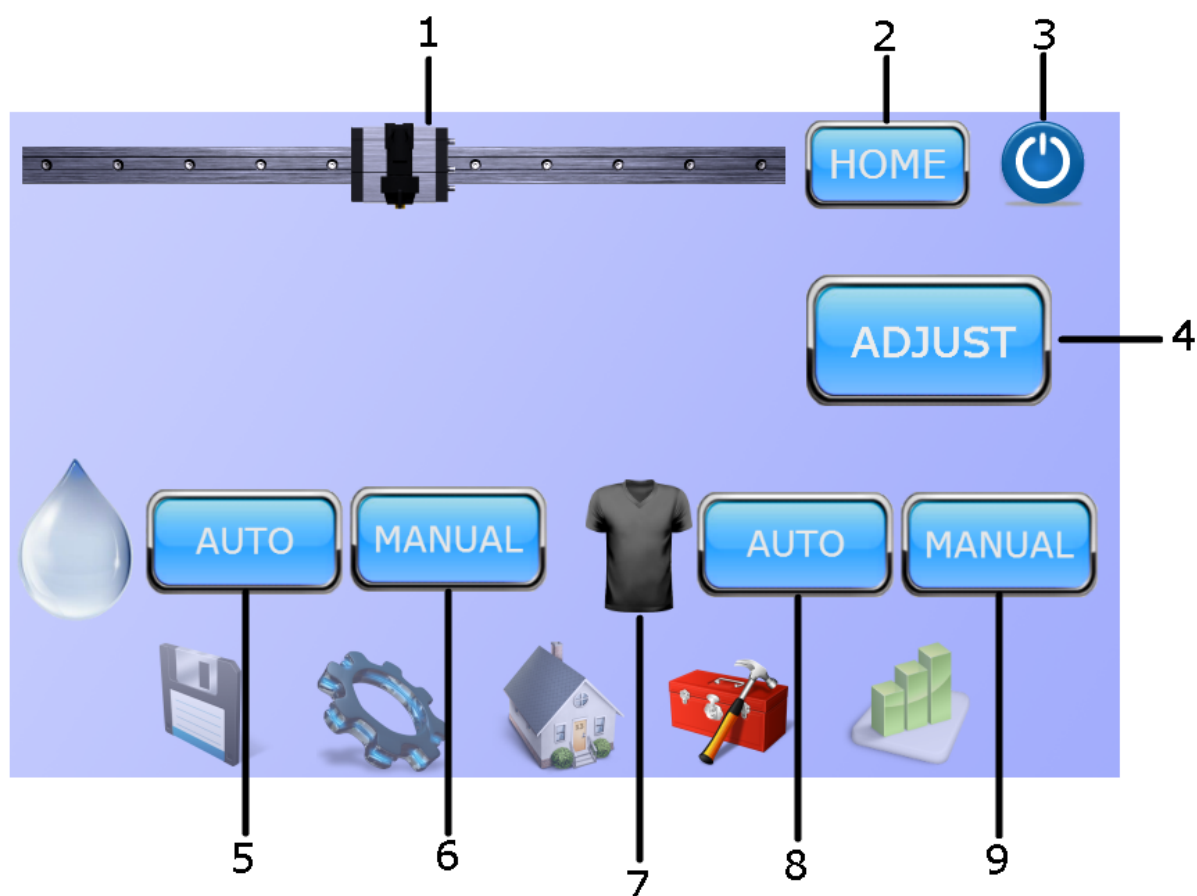
10. Spray Density Setting

Displays spray density setting. Press to enter spray density value.

11. Spray Density Slider

Adjusts the spray density.

5.4 Maintenance Menu



1. Nozzle Cart Position

Displays position of the nozzle cart. Press the rail to move the cart to the desired position.

2. Home Button

Homes the nozzle cart.

3. Power Off Button

Saves the current settings and shuts down the unit.

4. Adjustment Button

Displays Motor and Auto Cycle Adjustment Settings.

6. Water Manual Prime Button

Enables the pump while the button is held down.

7. Light/Dark Pretreatment Selection

Switches between light and dark pretreatment.

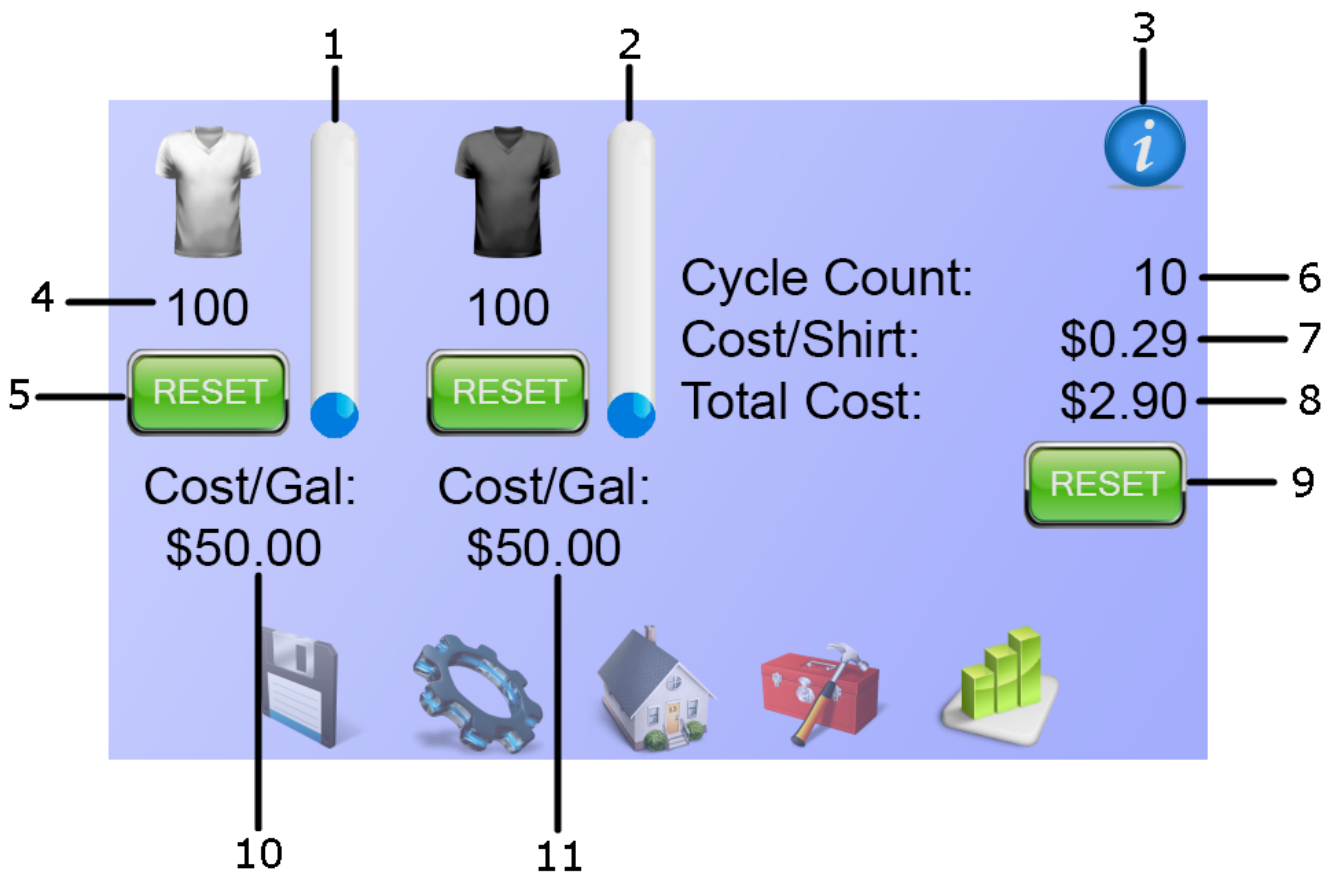
8. Pretreatment Auto Prime Button

Runs the pump for a predetermined amount of time.

9. Pretreatment Manual Prime Button

Enables the pump while the button is held down.

5.5 Stats Menu



1. Light Pretreat Level Meter

Displays estimated light pretreat remaining.

2. Dark Pretreat Level Meter

Displays estimated dark pretreat remaining.

3. Machine Info Button

Displays machine information.

4. Level Meter Amount

Displays estimated amount left in pretreatment container.

5. Reset Level Meter

Resets the level meter to full.

6. Cycle Counter

Displays cycle count.

7. Shirt Cost

Displays estimated cost per shirt with the provided settings.

8. Total Run Cost

Displays the total cost for the cycle run.

9. Reset Cycle Count

Resets the cycle count and total cost to zero.

10. Light Pretreatment Cost per Gallon

Displays the cost per gallon for the light pretreatment. Press amount to enter the cost.

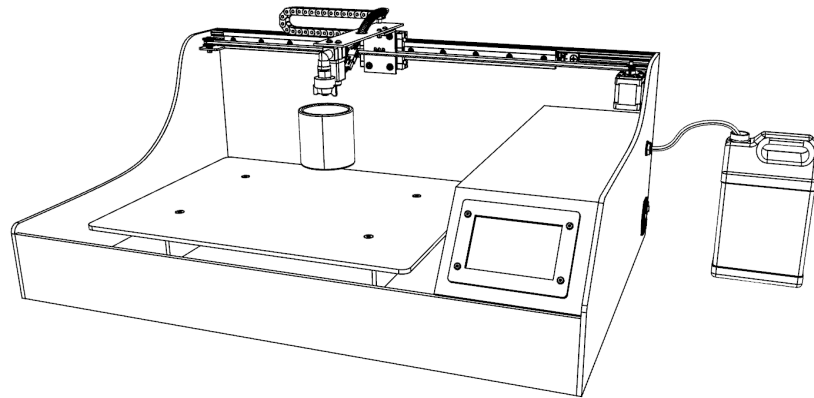
11. Dark Pretreatment Cost per Gallon

Displays the cost per gallon for the dark pretreatment. Press amount to enter the cost.

6. Priming the Pearl PTM

Priming the Pearl PTM is required for proper spray pattern on the garment. If the Pearl PTM is improperly primed, you may not get an even, flat and consistent spray pattern on the garment.

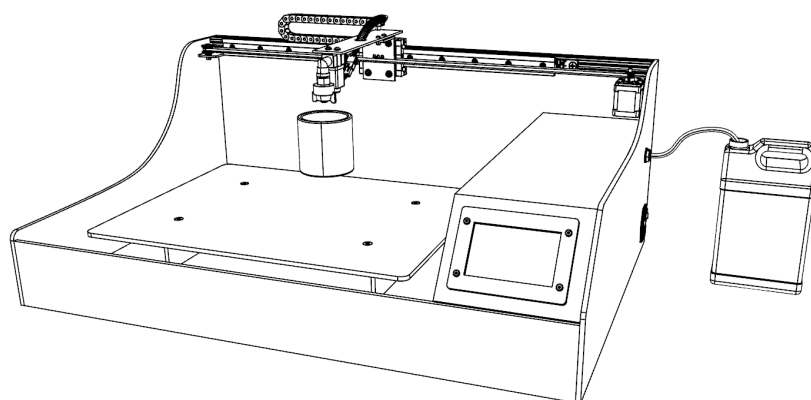
1. To prime the machine, enter the Maintenance Menu by selecting the Maintenance Menu icon.
2. Place the inlet hose into the pretreatment container.
3. Attach Nozzle & Nozzle Cap to the Solenoid.



4. Select the light pretreatment or dark pretreatment using the *Light/Dark Pretreatment Selection* icon.



5. Place a cup under the nozzle to collect pretreatment.



6. Press the *Pretreatment Manual Prime Button* or *Pretreatment Auto Prime Button* to start priming.
7. Allow the pressure to build up to ensure proper priming of the machine.
8. Excess pretreatment solution can be poured back into the Pretreatment container.

7. Adjust Settings

The settings will allow the user to control the spray density and spray length.

1. To adjust the settings, enter the Settings Menu by selecting the Settings Menu icon.



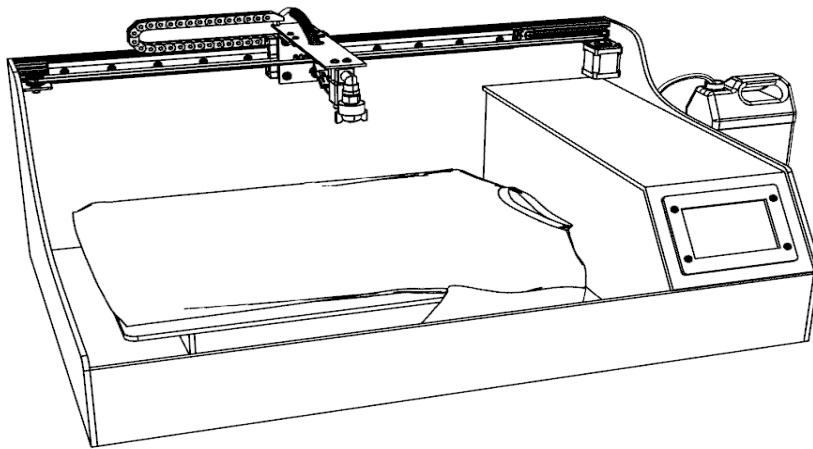
2. The Spray Density can be adjusted by pressing the *Spray Density Setting* and entering a value between (20 – 100).
3. The Spray Density can also be adjusted by sliding the *Spray Density Slider* up or down to the desired value.

4. The Spray Length can be adjusted by selecting the desired quarter length on the *Spray Length Area*.
5. The Spray Length can also be adjusted by pressing the *Spray Length Setting* and entering the desired spray length.

8. Loading the Garment

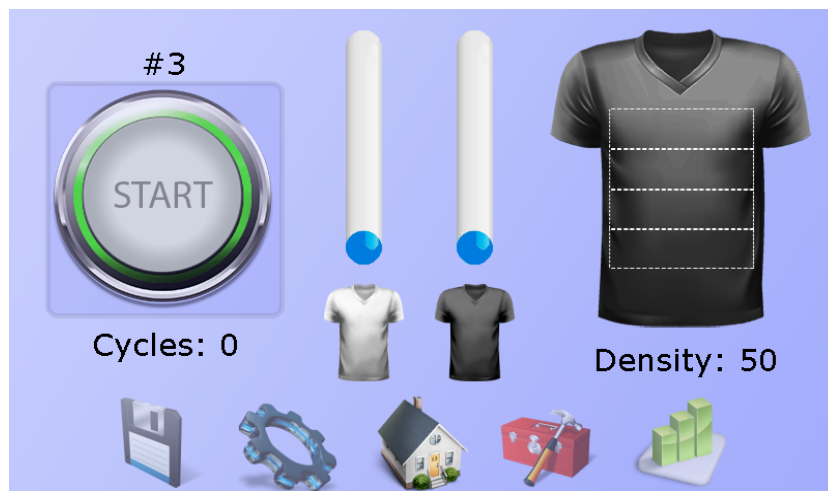
Loading the garment properly will ensure even, consistent spray patterns.

1. Place the garment on the *Platen* as shown in the figure below with the collar of the garment towards the control box.
2. Tuck the excess fabric under the platen.



9. Spray Cycle

The Spray Cycle is the process the Pearl PTM uses to lay a flat and even layer of pretreatment solution on to the garment.



1. To begin the Spray Cycle, enter the Home Menu by pressing the Home Menu Icon.
2. The Home Menu will display the current garment selection, spray length and spray density that will be applied to the garment during the Spray cycle.

3. Press the *Start Button* to begin the Spray Cycle.
4. After the Spray Cycle is started, the *Start Button* will change to a *Stop Button* that will allow the Spray Cycle to be stopped at any time during the spray sequence.
5. After the Spray Cycle is completed, the garment can be removed and the process can be repeated.



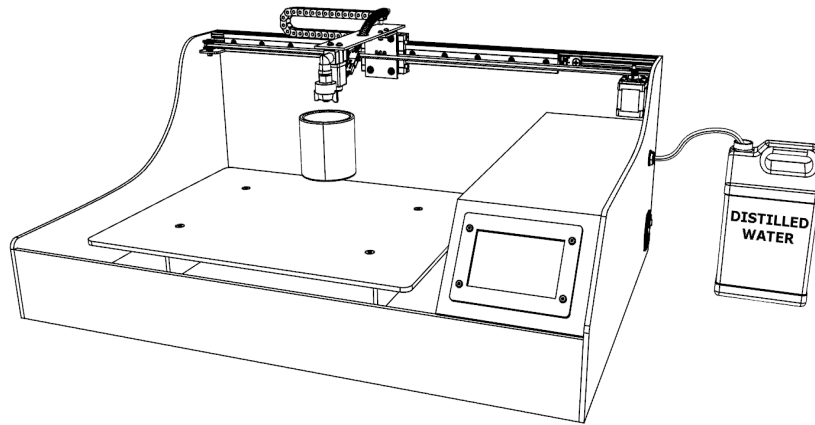
10. Changing Pretreat

When changing pretreat it is important to follow these steps to ensure proper function the the Pearl PTM. The internal volume (mL) counters use these maintenance buttons to calculate the estimated usage. Incorrectly changing the pretreatment may result in incorrect volume (mL) counting for the Pearl PTM.

1. To change the pretreat, enter the Maintenance Menu by pressing the Maintenance Menu icon.




2. Remove the inlet hose from the pretreatment container.
3. Place a cup under the *Nozzle* to collect the excess pretreat.
4. Press the *Pretreatment Auto Prime Button* or *Manual Pretreatment Prime Button* until most all the pretreatment in the hose line is clear.
5. Excess pretreatment solution can be poured back into the pretreatment container.
6. Place the inlet hose in the distilled water container.



7. Place a cup under the Nozzle to collect the distilled water.
8. Press the *Water Auto Prime Button* or *Water Manual Prime Button* to clean out remaining pretreatment left in the hose line.
9. Remove the inlet hose from the distilled water container.
10. Press the *Light/Dark Pretreatment Selection* icon to switch to the desired pretreatment.
11. Press the *Pretreatment Auto Prime Button* or *Manual Pretreatment Prime Button* until most all the water in the hose line is clear.
12. Discard the Distilled water in the cup.
11. Place the inlet hose into the other pretreatment container.
12. Place a cup under the Nozzle to collect excess pretreat.
13. Press the *Pretreatment Auto Prime Button* or *Manual Pretreatment Prime Button* to start priming.
14. Allow the pressure to build up to ensure proper priming of the machine.
15. Excess pretreatment solution can be poured back into the Pretreatment container.

11. Flushing the Pearl PTM

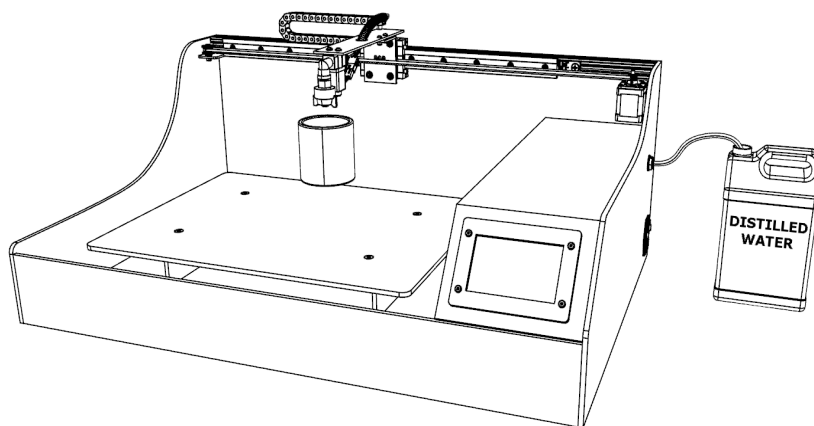
When anticipating extended periods of non-use of the Pearl PTM, it is critical to follow these maintenance procedures. It is required to follow these steps daily after each use of the Pearl PTM.

 DAMAGE	Failure to follow these instructions for flushing after use may damage many components of the Pearl PTM.
---	--

1. To flush the Pearl PTM, enter the Maintenance Menu by pressing the Maintenance Menu icon.



2. Remove the inlet hose from the pretreatment container.
3. Place a cup under the *Nozzle* to collect the excess pretreat.
4. Press the *Pretreatment Auto Prime Button* or *Manual Pretreatment Prime Button* until most all the pretreatment in the hose line is clear.
5. Excess pretreatment solution can be poured back into the pretreatment container.
6. Place the inlet hose in the distilled water container.



7. Place a cup under the Nozzle to collect the distilled water.
8. Press the *Water Auto Prime Button* or *Water Manual Prime Button* to clean out remaining pretreatment left in the hose line.
9. For extended periods of non-use it is recommended to leave distilled water in the fluid lines. This will help with priming for the next use.
10. Turn the Nozzle Cap to remove the Nozzle.
11. Store the Nozzle in Distilled Water.

12. Power Down

The Pearl PTM stores setting and cycle information, as well as estimated pretreatment container levels during power off. It is important to follow these shut down procedures to allow this information to be stored correctly. The Pearl PTM will not allow the unit to properly power down with pretreatment solution in the fluid lines. Be sure to follow the “*Flushing the Pearl PTM*” procedure before powering down.

 DAMAGE	<p>Failure to follow these instructions for Power Down after use may damage many components of the Pearl PTM.</p>
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1. To power down the Pearl PTM, enter the Maintenance Menu by pressing the Maintenance Menu icon.

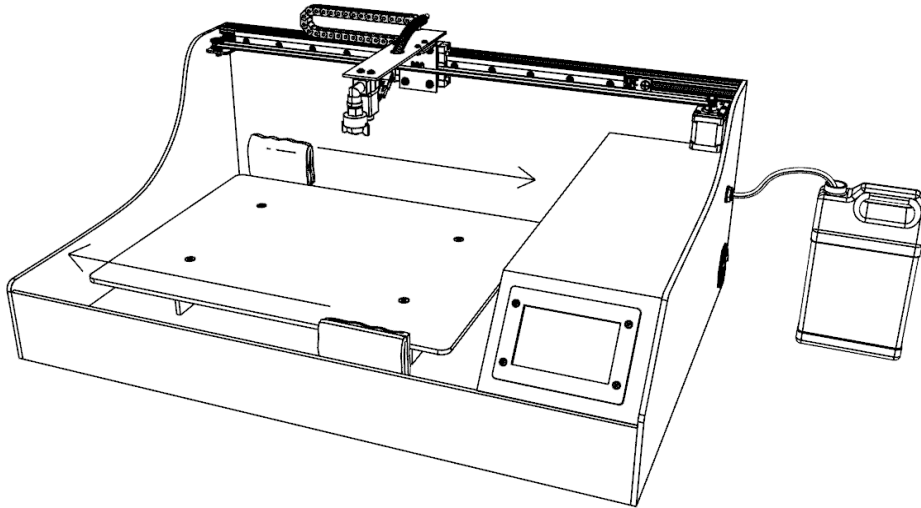


2. Press the *Power Down Button*. (Note: if the fluid lines are not flushed with water, the Pearl PTM will not allow the unit to power down.)
3. The Pearl PTM will move the *Nozzle Cart* to the home position.
4. After the *Nozzle Cart* is in its home position, press OK to confirm power off.
5. Press the Power Off (O) button located on the right side of the Pearl PTM.

13. Keeping the Pearl PTM Clean

It is important to keep the Pearl PTM clean during extended use. The pretreatment solution can build up salt deposits that can inhibit normal operation of the Pearl PTM. It is recommended to clean the inside of the Pearl PTM after ten shirt cycles to prevent build up of pretreatment that may cause undesired operation.

1. Use shop rags or towels to regularly wipe off excess pretreatment inside the machine.

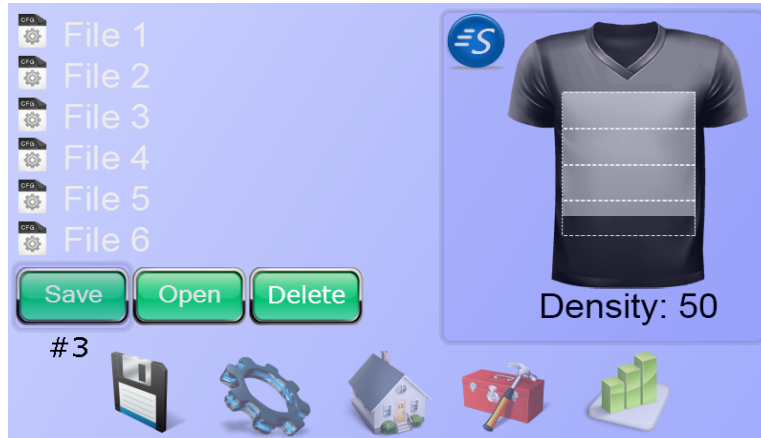


2. Use All Purpose Cleaner on the body to clean off any residual pretreatment.

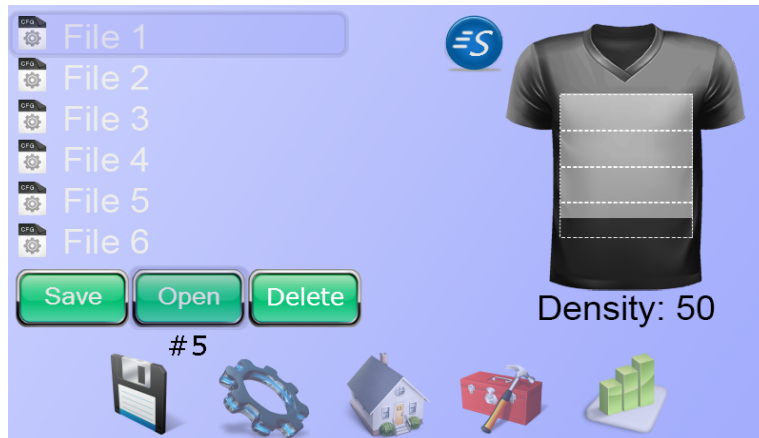
14. Save Settings

The Pearl PTM has a save feature that allows users to save settings and modes. The save feature will allow up to twenty files to be stored in the memory of the machine.

1. To save the current settings, open the Save Menu by pressing the Save Menu icon.

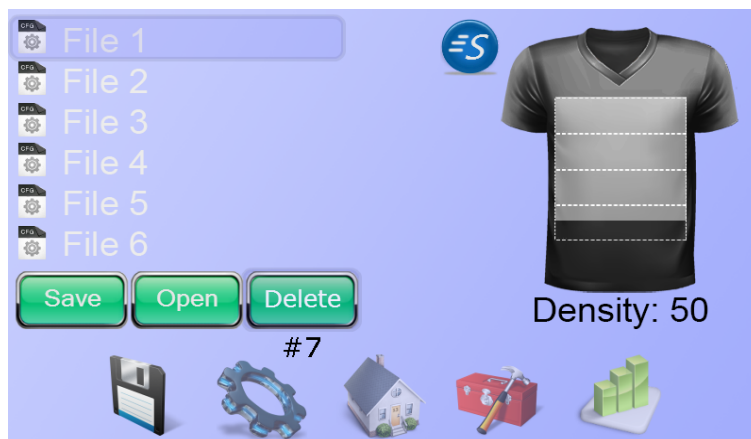


2. The current settings will be displayed on the right side of the screen
3. Press the Save Button, enter in the name of the file to be saved, then press return to save the file.
4. To Open a file, select the file to open. The settings of the selected file will be displayed on the right side of the screen.



5. Press the Open button and the screen will switch to the Home Menu with the settings

6. To Delete a file, select the file to delete.



7. Press the Delete Button to delete the file.

15. Cost Calculations

The Pearl PTM is equipped with a cost calculator that allows users to determine the cost of pretreatment used on a single shirt or the cost for a run of shirts.

1. Entering Pretreatment Cost:

1. Enter the Stats Menu by pressing the Stats Menu icon.



2. Press the Cost/Gal # for either the Dark Pretreat or Light Pretreat.
3. Enter the cost per gallon of pretreatment and press Enter.
4. The Cost/Shirt will automatically be calculated based on the settings. (Note: this cost calculation is an estimate and may vary depending on pretreatment used.)
5. The Total Cost will automatically be calculated based on the amount sprayed during a run of multiple spray cycles.

2. Reset Cycle Counter:

1. Enter the Stats Menu by pressing the Stats Menu icon.

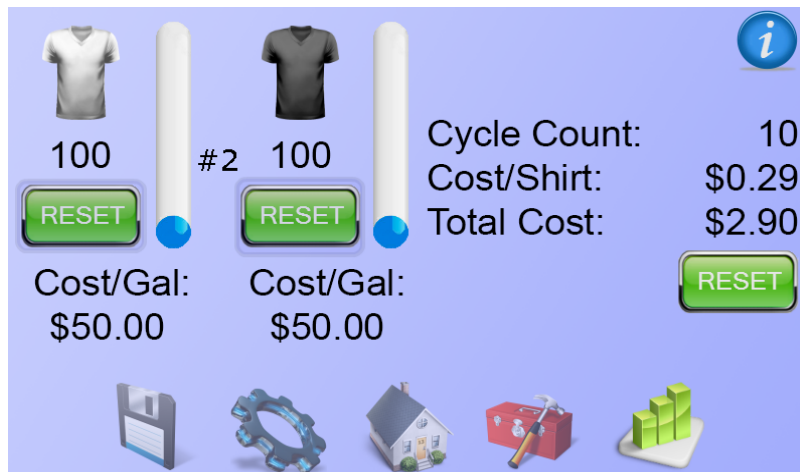


2. Press the *Reset Cycle Count Button* to reset the *Cycle Count* and the *Total Cost* to zero.

3. Reset Level Meter Counter:

The level meter estimates how much pretreatment is left in the pretreatment container based on a gallon. When resetting the level meter be sure to use a full gallon of pretreatment to accurately determine the amount remaining in the new pretreatment container.

1. Enter the Stats Menu by pressing the Stats Menu icon.



2. Press the *Reset Level Meter Button* for the desired pretreatment.

16. Advanced Settings and Modes

The Pearl PTM is equipped with a speed mode that will allow multiple shirts to be loaded and sprayed quickly. Additionally, the Pearl PTM has a Flexlock Mode which allows garments to be loaded from the front to spray a smaller area for pocket or crest prints.

Enable Speed Mode:

1. To turn on the Speed Mode, press the Settings Menu icon to enter the Settings Menu.



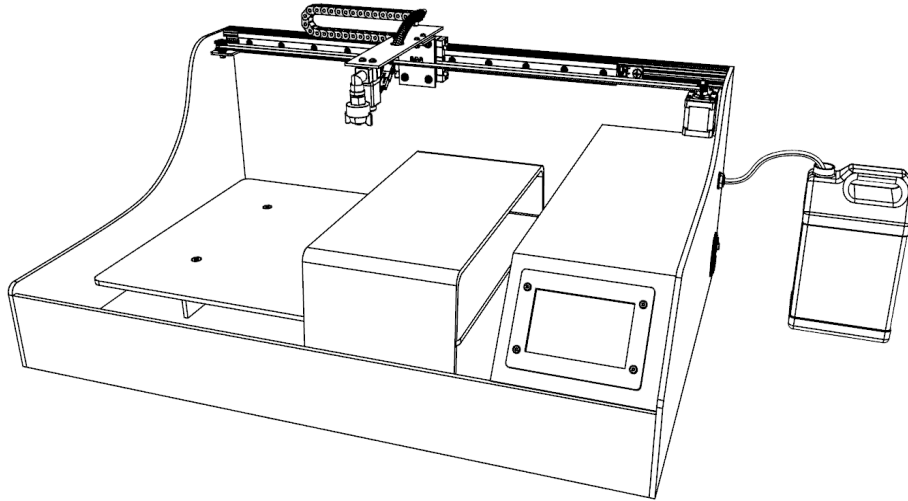
2. Press the Speed Mode icon to turn on the Speed Mode.
3. The *Nozzle Cart* will move to the starting spray length position prior to starting the spray cycle. After the spray cycle, the *Nozzle Cart* will return to the starting spray length position.
4. To turn off the Speed Mode setting, press the Speed Mode icon again.

Enable Flexlock Mode:

1. To turn on the Flexlock Mode, press the Settings Menu icon to enter the Settings Menu



2. Press the *Flexlock Button*.
3. The *Spray Length Area* display will change to a square to designate the Flexmode is active.
4. Attach the optional Flexlock Platen Attachment to the platen.



5. The settings will be automatically adjusted to spray the same density over a 10.5" x 11" area.
6. The Pearl PTM can now spray a smaller area to save on pretreatment.
7. To disable the Flexlock Mode, press the *Flexlock Button* again and remove the FlexLock Platen Attachment.

17. Routine Maintenance & Adjustments

With normal use of the Pearl PTM, a few routine maintenance procedures will be required to follow to ensure proper operation. If desired operation is not within the range of factory default settings, the motor and auto prime timing can also be adjusted.

1. Tightening the Belt.

The belt drive system may become loose over time. It is required to tighten the belt if the tension becomes loose.

1. Use a Hex Key to loosen the two bolts under the motor plate.
2. Push the motor plate outwards to the right of the rail system to tighten the belt.
3. Tighten the two bolts under the motor plate.

2. Lubricating the Rail.

If low spray densities are desired, proper lubrication of the rail system is required.

1. Enter the *Maintenance Menu* by pressing the *Maintenance Menu* icon.
2. Spray the rail with a silicone based lubricant.
3. Press the rail on the screen to move the *Nozzle Cart* to spread the lubricant over the rail.

3. Adjusting Motor Speed

The motor speed can be adjusted to produce a smaller or larger spray density.

1. Enter the *Maintenance Menu* by pressing the *Maintenance Menu* icon.
2. Press the *Adjust Button* to open the Adjustments Settings Menu.
3. Move the MOTOR slider or press the increment/decrement to the desired setting.
4. Test the setting by pressing the rail to move the *Nozzle Cart* to that position.

4. Adjusting Auto Prime Timing

The Auto Prime Timing is predetermined by a specific amount of time. If a longer or short timing is desired, the Auto Prime Timing can be adjusted.

1. Enter the *Maintenance Menu* by pressing the *Maintenance Menu* icon.
2. Press the *Adjust Button* to open the Adjustments Settings Menu.
3. Move the AUTO slider or press the increment/decrement to the desired setting.

18. Troubleshooting

First try the solutions suggested here to possibly avoid a service fee.		
If you experience	Possible Causes	Solution
Leaks		
Pretreatment solution dripping from Solenoid	Hose may have come loose.	Push hose in to quick connect
Excessive pretreatment solution dripping from nozzle	Nozzle Cap is loose	Tighten Nozzle Cap
	Nozzle O-Ring is not installed	Install Nozzle O-Ring
Pretreatment leaking from bottom	Pump Hoses may have come loose	Remove cover panel and push hoses in to quick connects
Pearl PTM not performing as expected		
No Power	Power switch is in off (O) position	Switch Power to On () position
	Power supply cord is not plugged in to the wall outlet	Plug the power supply cord to the wall outlet
Nozzle Cart stops or sputters during movement or spray cycle	Belt tension has become too loose	Tighten the belt tension by adjusting the motor plate.
	Rail not properly lubricated	Lubricate the rail with a silicone spray
Nozzle Cart stalls or sputters during homing sequence	Nozzle Cart is not actuating the limit switch	The limit switch may have been bumped or become misaligned. Realign the limit switch so the Nozzle Cart makes proper connection with the limit switch actuator
Build up of Pretreatment solution on bottom pan of Pearl PTM after spray cycle	Normal operation	Use towels or rags to regularly clean the inside of the unit.
Table area under the Pearl PTM rear becomes excessively messy	Pump Hoses may have come loose	Remove cover panel and push hoses in to quick connects
Spray pattern not performing as expected		
Spray pattern is canted to one side	Nozzle is slightly canted	Reposition the nozzle so the spray pattern is straight
Spray pattern is heavy on one side and light on the other	Nozzle is clogged	Try cleaning the nozzle with cleaning solution
		Replace the nozzle and O-Ring
Spray pattern is inconsistent and sporadic	Pretreatment solution container is low or empty	Replace the pretreatment solution and prime the unit again following the "Priming the Pearl PTM" instructions
Spray pattern is not the entire width of the platen	Nozzle is Clogged	Try cleaning the nozzle with cleaning solution
		Replace the nozzle and O-Ring

19. Warranty

PEARL PTM LIMITED WARRANTY

This Pearl PTM Limited Warranty supersedes and replaces the limited warranty printed in the Use and Care Guide for products sold within the United States of America and Canada

1 Year

For a period of 1 year from date of delivery, when this machine is operated and maintained according to instructions set forth in the Use and Care Guide, Thought Tech will pay for factory specified parts and repair labor to correct defects in materials or workmanship that existed when this machine was purchased.

Lifetime

For the duration of the machine's lifetime, when this machine is operated and maintained according to instructions set forth in the Use and Care Guide, Thought Tech will pay for parts and repair labor for non-cosmetic corrosion defects of the machine's body components.

ITEMS EXCLUDED FROM WARRANTY

This limited warranty does not cover:

1. Replacement parts or repair labor if this machine is used for other than normal, commercial use specified by the Use and Care Guide or when it is used in a manner that is inconsistent to published user or operator instructions and/or installation instructions.
2. Service calls to correct the installation of this machine, to instruct you on how to use you this machine, to repair electrical systems, or to correct wiring used to supply power to the machine.
3. Service calls to repair or replace solenoids or nozzles. Nozzles and solenoids are considered wear parts and are not covered by the warranty.
4. Damage resulting from accident, alteration, misuse, abuse, fire, flood, acts of God, improper installation, installation not in accordance with electrical codes, or use of products not approved by Thought Tech.
5. Cosmetic damage, including scratches, dents, chips or other damage to the finish of this machine, unless such damage results from defects in materials or workmanship and is reported to Thought Tech within 2 days of delivery.
6. Pick up and Delivery. The unit must be returned to distributor for repairs in the original box. Damage to the unit cause by return shipping in an unapproved shipping box is not covered by the warranty. Shipping fees to and from the distributor are not covered by the warranty.
7. Repairs to parts or systems resulting from unauthorized modifications made to this machine.
8. Expenses for travel and transportation for product service if this machine is located in a remote area where service by an authorized service technician is not available.
9. The removal and re-installation of the machine if it is installed in an inaccessible location.
10. Replacement parts or repair labor on the machine with original model/serial numbers that have been altered.
11. Repair labor made by the end user where the end user deems he or she is capable of sell servicing the machine and is authorized in writing by Thought Tech to do such repair.
12. Replace parts and repair labor for damage to the machine caused by an unauthorized repair technician.
13. Damages to the fluid system components caused by use of this machine with gasoline, solvents, acids, or other unauthorized fluids not specified for use with this machine in the Use and Care Guide.
14. Damage resulting from the unauthorized removal of the the control box cover.
15. Damages of corrosion to any hardware, electronics, or parts is excluded from the Lifetime limited warranty

LIMITATION OF REMEDIES; EXCLUSION OF INCIDENTAL AND CONSEQUENTIAL DAMAGES

YOUR SOLE AND EXCLUSIVE REMEDY UNDER THIS LIMITED WARRANTY SHALL BE PRODUCT REPAIR AS PROVIDED HEREIN. THOUGHT TECH OR ITS DISTRIBUTORS SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES. Some States and provinces do not allow the exclusion of limitation of incidental or consequential damages, so these limitations and exclusions may not apply to you. This warranty gives you specific legal rights, and you also may have other rights that vary from state to state or province to province.

20. Assistance or Service

Before calling for assistance or service please check “Troubleshooting.” It may save you the cost of a service call. If you still need help, follow the instructions below.

When calling, please know the serial number. This information will help us to better respond to your request.

If you need replacement parts or to order accessories

We recommend that you only use Pearl PTM specified parts.

To order Pearl PTM specified parts or accessories please contact:

sales@pearlptm.com