MONTBLANC

Service Guide

Writing Instruments

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Montblanc. Creating New Heights. 4

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At Montblanc we believe that Everyone can leave a Mark

Synonymous with excellence in craftsmanship and design, Montblanc has been pushing the boundaries of innovation ever since the Maison first revolutionized the culture of writing in 1906. Ingenuity and imagination continue to be driving forces for the Maison today as it advances its expression of fine craftsmanship across product categories: luxury writing instruments, watches, leather goods, new technologies and accessories. Reflecting upon its ongoing mission to create fine lifetime companions born from bold ideas and expertly crafted through the skills of the Maison's artisans, the iconic Montblanc Emblem has become the ultimate seal of performance, quality and an expression of sophisticated style. With its origins deeply rooted in the culture of handwriting, Montblanc continues to assert its cultural commitment around the world honouring modern day patrons who support the advancement of the arts, as well as wide-ranging initiatives that promote arts and culture.

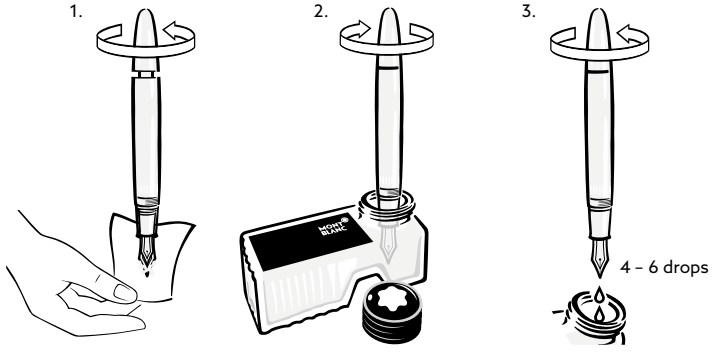
Writing Instruments

Writing by hand is the purest expression of feelings and individuality. Montblanc is a symbol for the finest writing culture and traditional European craftsmanship. A Montblanc writing instrument reflects the sophisticated personality and lifestyle of its owner.

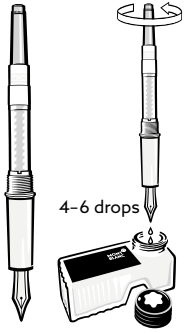
General Information for your Writing Instrument

Your writing instrument is manufactured from distinctive materials, such as precious resin, metal, wood, mother-of-pearl and precious stones. To enjoy your Montblanc writing instrument for a long time, please protect it from any breakage or damage and do not expose it to heat or humidity.

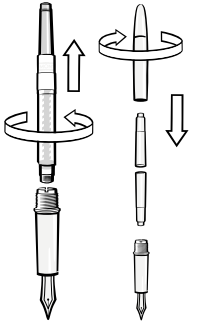
Fountain Pen with Piston Mechanism



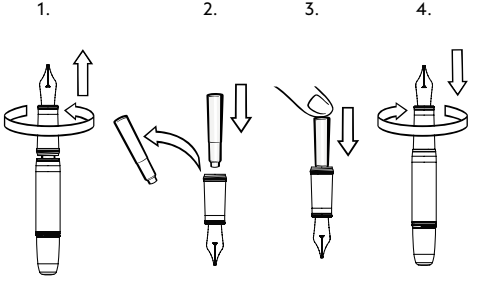
Fountain Pen with Piston Converter

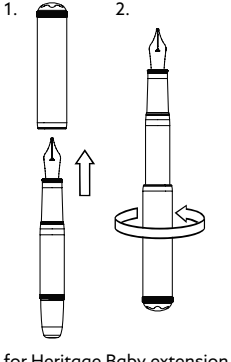


Using Cartridges



Cartridge Fountain Pen with 1 cartridge





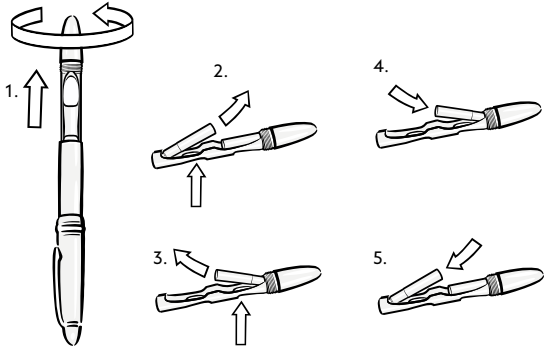
for Heritage Baby extension of Fountain Pen

with 2 cartridges

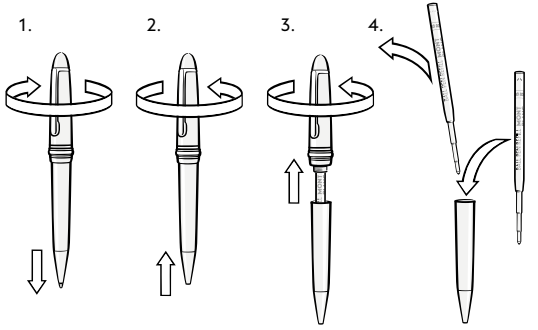


All others

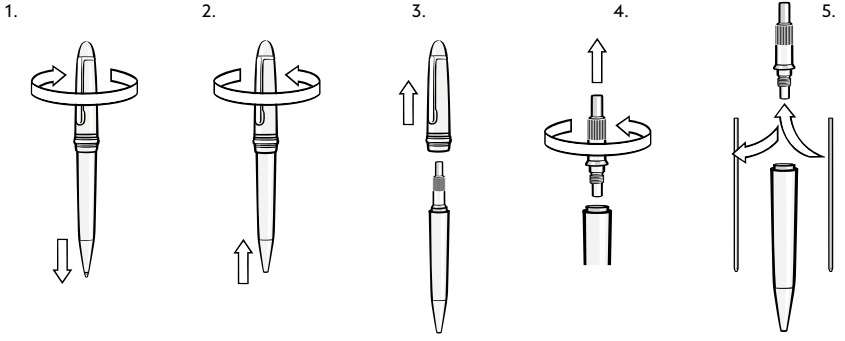
Fountain Pen with Cartridge Holder



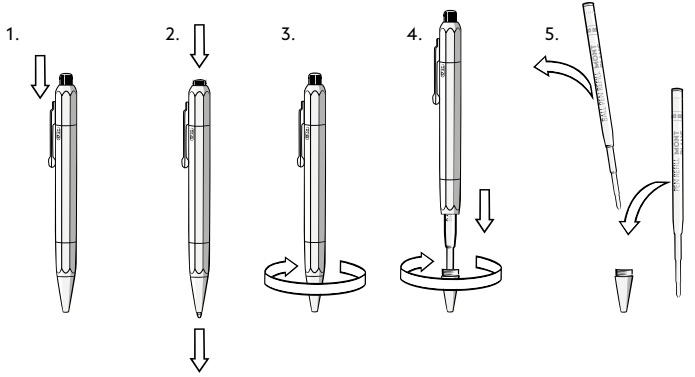
Ballpoint with Twist Mechanism



Hommage à Wolfgang Amadeus Mozart

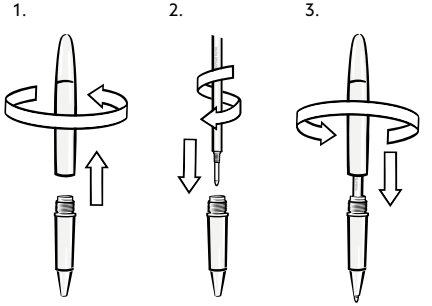


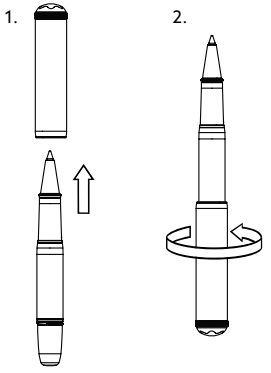
Ballpoint with Push Mechanism



Rollerball/Fineliner

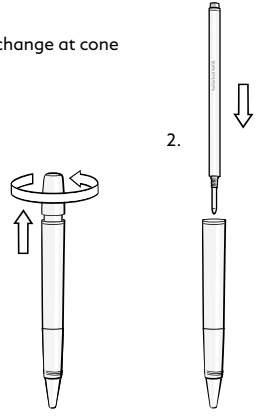
Refill change at forepart





for Heritage Baby extension of Rollerball

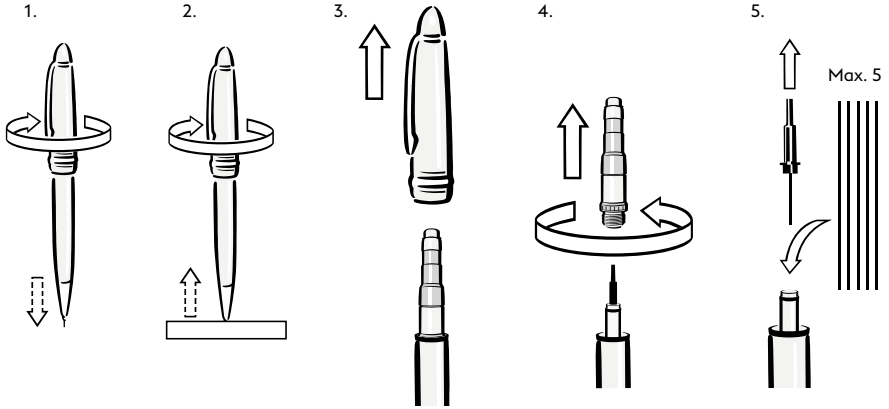
Refill change at cone



Note

The rollerball refills contain liquid ink. Please make sure that you only write on paper that is suitable for liquid ink. Always close the cap to avoid the ink from drying up when the writing instrument is not in use. Refills are interchangeable.

Mechanical Pencil with 0,5 mm and 0,7 mm Lead



Mechanical Pencil Lead

HB 0,5 mm	For Meisterstück Classique and Meisterstück Solitaire Mechanical Pencils
HB 0,7 mm	For Meisterstück Classique, Meisterstück Hommage à W.A. Mozart, Meisterstück Solitaire and StarWalker Mechanical Pencils

Writing Accessories

	Mystery Black	Royal Blue	Midnight Blue	Amethyst Purple	Burgundy Red	Cool Grey	Toffee Brown	Irish Green	Modena Red	Pop Pink	Manganese Orange	Permanent Black	Permanent Blue	Barbados Blue
Fountain Pen														
Ink Bottle	X	X	X	X	X	X	X	X	X	X	X	X	X	
Ink Cartridges	X	X	X	X	X	X	X	X	X	X	X	X	X	
Fineliner														
B broad	X	X												
M medium	X	X												
Artfineliner														
EF extra fine	X													
Fineliner LeGrand														
B broad	X	X												
Ballpoint														
B broad	X	X												
M medium	X	X		X	X	X	X	X	X	X	X			
F fine	X	X												
Ballpoint Small														
M medium	X	X												
Rollerball														
M medium	X	X		X				X	X					X
F fine	X	X												
Rollerball LeGrand														
B broad	X	X												
M medium	X	X												X
F fine	X	X												
Rollerball Small														
M medium	X	X												
Rollerball Capless														
M medium	X	X												

Care Recommendations

Care Recommendations

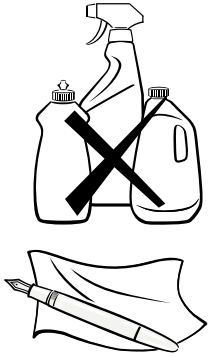
General

Your writing instrument is crafted from materials of very high quality. For some editions, natural substances such as precious stones (e.g. diamonds, sapphires or rubies), natural stones (e.g. jade, turquoise or jasper) or natural materials (e.g. mother-of-pearl, wood or mammoth ivory) have been used, giving each piece a special character and necessitating particular caution during use. To guard against damage or breakage, it is advisable to handle your product with care. Please protect it from moisture, heat, sunlight, shock and impact to ensure continued enjoyment for many years to come. If any ink should come into contact with the surface, please clean it immediately with a damp, lint-free cloth to prevent natural reactions with the material and to protect it.

Caring for the surface

Always use a lint-free, damp cloth and avoid harmful substances and all contact with corrosive or solventcontaining cleaning agents and chemicals. Depending on material, please use a suitable cleaning cloth. We strongly recommend that the cap is not attached to the rear end of the cone as this may damage your writing instrument. The design of some editions does not allow attaching the cap at all.

For Silver: use a Silver-Polishing Cloth



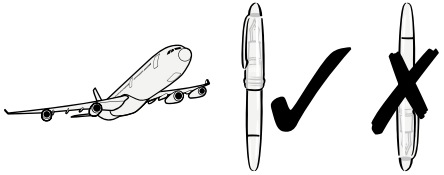
Storage of your Montblanc writing instrument

We recommend keeping your Montblanc writing instrument in a Montblanc pouch for protection. When not using your Montblanc writing instrument for an extended period of time, it is advisable to remove all ink from the fountain pen. After an extended storage period, Montblanc recommends cleaning your fountain pen to preserve its pristine condition.

Cleaning your fountain pen

a) General Information

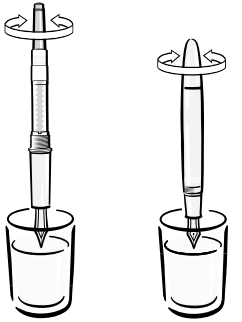
Montblanc recommends cleaning your fountain pen approximately every three months to preserve its pristine condition. Especially if the ink has dried up due to lack of use, the feeder system is blocked, a different colour of ink is to be used or the ink flow becomes irregular or stops. For cleaning, use only lukewarm water without any chemical products. Clean the body with lukewarm water by repeating the filling process several times until water comes out noticeably cleaner. Never fill the cap with water, use only a damp lint-free cloth. The cleaning process may cause condensation inside the cap. Condensation can dissolve traces of dried ink, causing a colour change in the new ink. Therefore, always be careful to clean the nib and cap with a damp lint-free cloth. To avoid leakage, keep the writing instrument fully filled with new ink and carry the fountain pen with the nib pointing upwards.



On flights, the fountain pen must be filled.

b) Fountain Pen with Piston converter

Clean the body with lukewarm water by repeating the filling process several times until water comes out noticeably cleaner. Never fill the cap with water, use only a damp lint-free cloth.





All others

Montblanc Nib Cleaner

As an additional step in the process of refilling your Montblanc piston or converter fountain pen, Montblanc recommends minimising any ink spillage that could stain the front of your pen and offers a nib cleaner for this purpose.

Please note the filling instructions for the correct ink refilling process as well as the enclosed leaflet with the original Montblanc ink.

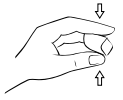
Cleaning

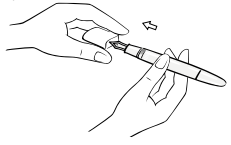
Each time you finish refilling your Montblanc fountain pen, please use the nib cleaner as follows:

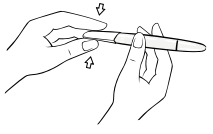
1) Open the nib cleaner by pressing on the outer edges.
2) Insert your writing instrument right to the top with the nib facing upwards.
3) Absorb any excess ink by gently applying pressure to the top and bottom of the nib.
4) Press gently on the thread and turn the nib cleaner to clean the front part and the thread.
5) After use, the nib cleaner should be stored in the front compartment of the nib cleaner box.
6) The nib cleaner should be replaced once it has been used more than five times.

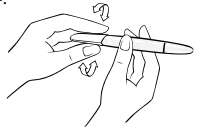
Important Note
To prevent discolouring, we recommend only storing your nib cleaner in the box provided. Do not swallow. Keep out of reach of children. Montblanc does not accept any liability in the event of damage due to inappropriate use or failure to adhere to the instructions for use.

Montblanc recommends, besides maintaining your Montblanc fountain pen with the nib cleaner, requesting a thorough cleaning process once a year by contacting Montblanc Customer Service.

1.


2.


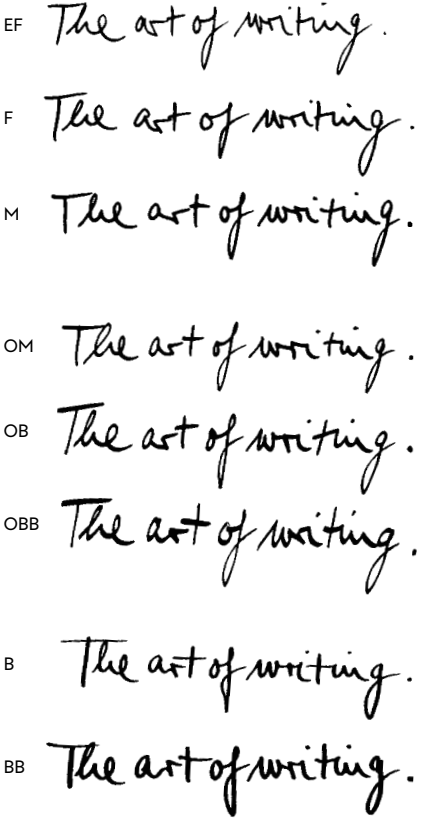
3.


4.


Service

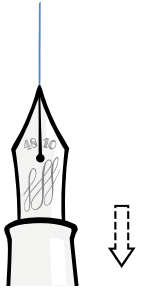
Selection of the perfect nib

Every nib made by Montblanc is crafted and polished by hand. To offer the perfect nib for each individual handwriting style, Montblanc offers an exclusive selection of eight different nib widths. Choosing the right nib to match your personal writing style will allow you to write effortlessly. If the nib is not a perfect match for you, Montblanc Customer Service offers a free nib exchange for up to six weeks after purchase. For limited editions, the nib exchange is free of charge for up to one year after purchase. Please note that this free service only applies if the nib is still in mint condition. For even more possibilities of expressing your personal style Montblanc offers the calligraphy nibs flexible and curved nib. Calligraphy nibs cannot be exchanged free of charge.

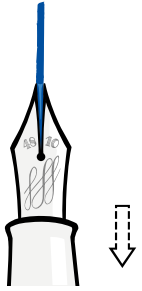


The downstroke is variable by pressing the nib

without pressure

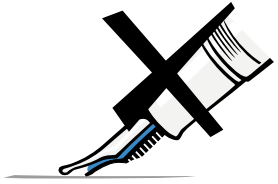


with pressure
(downstroke only)



Please avoid

too much pressure:
ink feeder (a) touches the paper



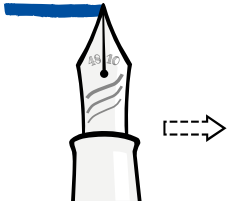
(a)

too much pressure:
ink flow is cut off

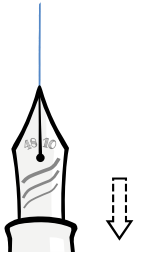


All types of expression are possible with the new curved nib. Depending on the angle of the nib on the paper, different line widths can be created.

Wide horizontal line
(max. nib width BB).



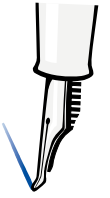
Thin vertical line
(max. nib width M).



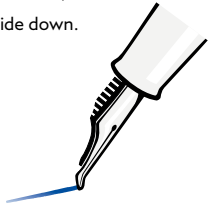
Wide line requires full
contact of the nib
(at approx. 45°).



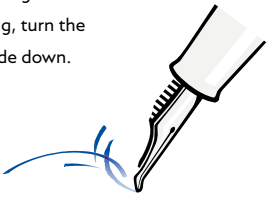
Thin line requires
upright nib
(at approx. 90°).



To write with a thin line,
turn the nib upside down.



For drawing and
sketching, turn the
nib upside down.



Engraving Service

To bestow your writing instrument with a very special and personal note, Montblanc offers engraving of names or initials with up to eleven different font styles to choose from. The ultimate expression of individuality is the engraving of your own personal signature.



1) Grotesque, mixed case



2) Grotesque, upper case



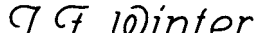
3) Grotesque, mixed case, italic



4) Grotesque, upper case, italic



5) Script



6) Script, rounded



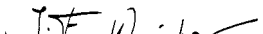
7) Victoria*



8) Gravo double contour, mixed case*



9) Gravo double contour, upper case*



10) Signature engraving



11) Avant Garde, mixed case



12) Avant Garde, upper case

*Only on metal surfaces

This service is not available for all Limited Editions. Please consult your Montblanc Service Department for further information.

Montblanc International Guarantee

Montblanc International Guarantee

The following Montblanc International Guarantee applies to Montblanc Products sold or presented for guarantee service in any country (including the United States of America, Canada and Australia).

What the Montblanc International Guarantee Covers and For How Long

Your Montblanc Product has been manufactured according to the high quality standards of Montblanc with all the care and patience dedicated to them by our devoted craftsmen. Nevertheless, the Montblanc Product is covered by this Montblanc International Guarantee against defects in manufacturing and materials. Please contact one of the authorised Montblanc boutiques, Montblanc dealers or Montblanc service centres located around the world and they will be able to provide guarantee service as defined herein (for a complete list of authorised Montblanc boutiques, Montblanc dealers and Montblanc service centres, please consult the Montblanc website www.montblanc.com).

Montblanc warrants its product against defects in materials and manufacturing for a period of two (2) years from the date of purchase (the "Guarantee period"). If the product is returned during the Guarantee period, Montblanc will repair or replace any defective Montblanc Product or part free of charge within a reasonable time after the product is returned, subject to the right to charge for shipping. Upon expiration of the Guarantee period, any repairs will be subject to a service charge.

How to Obtain Service

You may obtain service by bringing or sending the Montblanc Product to your authorised Montblanc boutique, Montblanc dealer or to any Montblanc service centre as further indicated in this service guide. You are responsible for transportation costs, including but not limited to postage, insurance and packing materials. We recommend that any shipments to us include certified delivery and insurance.

In order to obtain service through this Montblanc International Guarantee, the returned Montblanc Product must be accompanied by the original Guarantee Certificate that was included with the Montblanc Product at the time of purchase, duly completed, dated, stamped and signed by an authorised Montblanc boutique or Montblanc dealer. Such Guarantee Certificate may only be completed by an authorised Montblanc boutique or Montblanc dealer.

What is Not Covered under the Montblanc International Guarantee

The Montblanc International Guarantee does not cover:

(a) defects and damages due to loss, theft, fire or other causes beyond our control.
(b) defects and damages resulting from misuse, negligence or accident.
(c) defects and damages caused by improper use (knocks, dents, crushing, etc.), alterations, tampering, dismantling or services and repairs completed by anyone other than an authorised Montblanc boutique, Montblanc dealer or Montblanc service centre, or by the use of components or accessories (such as bottled ink or cartridges) other than those produced or recommended by Montblanc.
(d) defects and damages due to normal wear and tear.
(e) Montblanc Products where the serial number has been removed or is not clearly legible, or where any part of the original Montblanc Product has been removed, changed, altered, replaced, erased or defaced.
(f) routine maintenance and cleaning.
(g) battery cells, leather straps, rubber and metal bracelets.

The Montblanc International guarantee also excludes writing instruments from which the Limited Edition number has been removed.

Montblanc Service Contacts

Only authorized Montblanc boutiques, Montblanc dealers and Montblanc service centres are entitled to provide guarantee service as defined herein. For more information and a complete list of authorized Montblanc boutiques, Montblanc dealers and Montblanc service centres, please consult the Montblanc website www.montblanc.com or ask the authorized Montblanc boutique or Montblanc dealer indicated on your Guarantee Certificate or in your sales documentation.

Montblanc Online

Here, you can learn more about the world of Montblanc and its exclusive products.

Montblanc.com

Montblanc.com is the perfect landing place to begin exploring the brand. Discover the complete product range and gain exciting insights into the finest European designs.
www.montblanc.com

Visit and shop montblanc.com

Visit montblanc.com to choose from our wide product range including writing instruments, timepieces, leather goods and jewellery for men and women. Bonus: free engraving and gift-wrapping.
www.montblanc.com

Facebook

Join Montblanc on Facebook and become a part of the Montblanc world. Discover the latest product highlights, including apps, information about Montblanc's artistic and cultural engagement and behind-the-scenes impressions.
www.facebook.com/montblanc

Twitter

Follow Montblanc on Twitter, your daily source for up-to-the-minute news about Montblanc. From Montblanc's event highlights, through its dedication to culture and the arts, to the latest product launches and behind-the-scenes information – explore the sophisticated world of Montblanc.
www.twitter.com/montblanc_world

Instagram

Become a part of the Montblanc Instagram community and experience the world of Montblanc visually. Discover images of our products and exclusive behind-the-scenes impressions.
www.instagram.com/montblanc

Explore the world of Montblanc Collectables

The Montblanc "Creations of Passion" tablet app offers passionate enthusiasts and collectors of exquisite writing instruments a fascinating insight into the world of Montblanc's exclusive Limited Editions. Download the Montblanc "Creations of Passion" app now and become one of the first to see the latest Montblanc collectables.

Visit montblanc.com/customer-service