

Resource Guide

PERSONALIZED HOME DÉCOR AND GIFTS



P. Graham
D/UNN

TERMS AND CONDITIONS

SALES + CUSTOMER SERVICE

To place an order or for product inquiries, our Direct Sales and Customer Service departments can be reached by phone at 800.828.5260, Monday-Friday, 8:00am - 4:30pm EST, fax 330.828.2108, or email at shop@pgrahamdunn.com. Orders can also be placed at wholesale.pgrahamdunn.com or faire.com/direct/pgrahamdunn.

MINIMUM ORDER

\$250 for Opening Orders, \$100 for Reorders.

PAYMENT TERMS

All accounts are initially set up with credit card. AMEX, VISA, MasterCard, and Discover are accepted.

SHIPPING

FOB Dalton, Ohio 44618. We ship via FEDEX unless otherwise specified. Shipments via UPS will only be made with a customer's collect number. Freight to AK, HI, PR, and GU will be shipped via the most economical route, unless otherwise specified.

RETURN POLICY

Returns will be accepted within 10 days of receipt of the order. Customer must call for Return Authorization and pay return freight. Returned merchandise must be in its original package and in a saleable condition.

SHIPPING CLAIMS

Damages must be reported to P. Graham Dunn within 30 days of receipt. Claims after 30 days will be taken at the discretion of Customer Service. A replacement or credit will be issued pending approval from Customer Service. P. Graham Dunn is responsible for initiating any carrier damage claims.

IMPORTANT: Retain the damaged items and the interior and exterior packing cartons. FedEx and UPS will automatically cancel the claim if original packaging is not available for the inspector to examine.

Availability and pricing on all items are subject to change. Products are subject to modification and/or discontinuation at any time without notice.





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TECH SUPPORT

Free, live tech support is available Monday – Saturday, 9:00am – 5:00pm EST and can be reached toll free at 855.218.5260. Please limit calls on Saturday to emergencies only. If calling after hours or if call is unanswered, please leave a voicemail.

DIGITAL WORKBOOK

GravoStyle Users: To access product layouts and engraving instructions, visit wholesale.PGrahamDunn.com/Workbook.

JIG ORGANIZATION

Three trays are each designed to fit different-sized jigs and easily slide in and out of your cabinet. Trays come with numbered rows to allow for easy cross-referencing with the digital workbook and GravoTouch software.



JIG SKUs NOT STORED IN TRAYS

ZZBIA01	ZZCUST0002	ZZGLS08	ZZMSC0006	ZZUTL0001
ZZBTL0009	ZZFLW	ZZHZO	ZZMSC0020	ZZBTT0014
ZZBTL0014	ZZGLS05	ZZHZO30	ZZOVAL	ZZBTL0001
ZZCORNER	ZZGLS07	ZZMIRROR	ZZSAH0036	ZZBTL0002

CORNER JIGS



ZZCORNER

1/8", 1/4", 1/2", 3/4" JIGS
(PD-0005-00)



JIG TRAY A

A12	ZZAKC	A5	ZZORA0053
A3	ZZAKC0078	A4	ZZORN0171
A6	ZZALP	A2	ZZORN0427
A15	ZZCFW10	A7	ZZORN0481
A4	ZZCRO	A1	ZZORN0484
A8	ZZCTO0036	A5	ZZORN0486
A17	ZZHSA	A2	ZZORN0487
A9	ZZKNF0111	A5	ZZORN35
A8	ZZLAP	A7	ZZPUF
A1	ZZLKC50	A2	ZZYPPA0029
A3	ZZLKC0244		



JIG TRAY B

B5	ZZFFA	B12	ZZMSC0001
B4	ZZJHP	B9	ZZMSC0005
B6	ZZJHR	B10	ZZTPM0001
B11	ZZKNF60	B7	ZZUTL0006
B2	ZZMCA01		
B3	ZZMCA30		



JIG TRAY C

C9	ZZALC01	C7	ZZKNF74
C5	ZZALC20	C4	ZZKNF76
C3	ZZFTC	C2	ZZKNF94
C10	ZZGLS04	C5	ZZMTL08
C6	ZZKNF0101	C1	ZZKNF0112



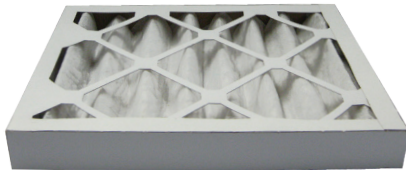
PRINT MATERIALS



CTLG-LASER24
2024 CATALOG
(PD-0001-00)



SUPPLIES



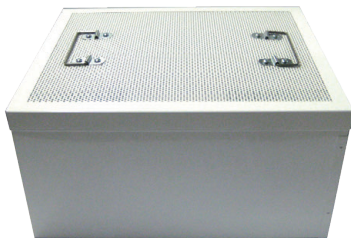
ZSPL09
PARTICULATE FILTER
(PD-0010-00) | QTY: 6



ZSPL10
HEPA FILTER
(PD-0150-00)



ZSPL34
KNOCKOUT PAD
(PD-0005-00) | QTY: 12



ZSPL11
CHEMICAL FILTER
(PD-0450-00)



ZSPL12
REPL KIT 47613
(PD-0320-00)



NEW ZSPL42
BLAZER ORANGE LASER MASK
(PD-0115-00)



ZSPL21
REPLACEMENT WHEEL
(PD-0025-00)



ZSPL13
MOTOR BRUSH KIT
(PD-0020-00) | QTY: 4



ZSPL19
AUTOFOCUS SENSOR
(PD-0015-00)



ZSPL27
OMNI SCANNER
(PD-0260-00)



SUPPLIES



ZSPL02
LASER OPTIC TISSUE
(PD-0010-00)



ZSPL28
USB SWITCH
(PD-0030-00)



ZSPL01
DIGITAL CALIPER 6"
(PD-0020-00)



ZTKS0040
PRICE TAG
(PD-0000-50) | QTY: 24



ZSPL24
WHITE LITHIUM GREASE
SYRINGE
(PD-0005-00)



ZSPL04
OPTIC CLEANING SWABS
(PD-0005-00)



ZSPL36
SIMPLE GREEN 24 oz.
(PD-0005-00)



ZSPL03
OPTIC CLEANING SOLUTION
(PD-0010-00)



ZSPL38
BLACK COLOR FILL 8 oz.
(PD-0020-00)



ZSPL40
WHITE COLOR FILL 8 oz.
(PD-0020-00)



ZSPL31
SOFT BRISTLE BRUSH
(PD-0010-00)



ZSPL39
BAG OF RAGS 1 lb.
(PD-0010-00)

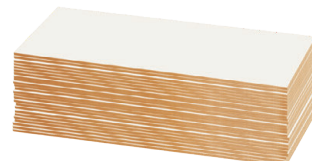


LASERABLE ALDER

NOTE: Not compatible with GravoTouch



ZALD025
ALDER 5X12"
(PD-0006-50 | QTY: 25)



ZALD025W
WHITE ALDER 5X12"
(PD-0006-50 | QTY: 25)



DISPLAYS & FIXTURES

Order individual pieces for a unique display, or simply go with the starter package.
Add signage to draw attention and make your Personalization Program Center pop!

Flat rate shipping does not apply to display orders.



POPSH1

SPINNER DISPLAY

15.25"W x 71"H x 15.25"D
(PD-0125-00)



POPMOD/Y3

BOOKSHELF

23.625"W x 74.75"H
(PD-0170-00)



POPMOD/W3

LASER STAND

27.25"W x 37.375"H x 48.125"D
(PD-0320-00)



POPMOD/X3

CABINET

30.75"W x 37.375"H
(PD-0125-00)



*Program Includes: (1) POPMOD/W3, (3) POPMOD/X3, (2) POPMOD/Y3, (1) POPSH1, (1) ZMRKT0029, (1) ZMRKT0030, (1) ZMRKT0031, (1) ZMRKT0032, (1) ZSPL37, (1) POPMOD/TRA, (1) POPMOD/TRB, (1) POPMOD/TRC

DISPLAYS & FIXTURES



ZMRKT0029

MARKETING SIGN

33.25"W x 15.25"H
(PD-0030-00)



ZSPL37

MONITOR SIGN

2.25"W x 4.25"H
(PD-0005-00)



ZMRKT0030

STEP 1 SIGN

17.75"W x 11.25"H
(PD-0017-50)



ZMRKT0031

STEP 2 SIGN

17.75"W x 11.25"H
(PD-0017-50)



ZMRKT0032

STEP 3 SIGN

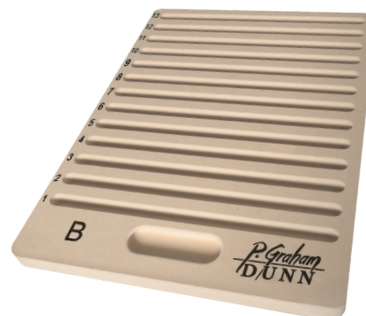
17.75"W x 11.25"H
(PD-0017-50)



POPMOD/TRA

JIG TRAY A

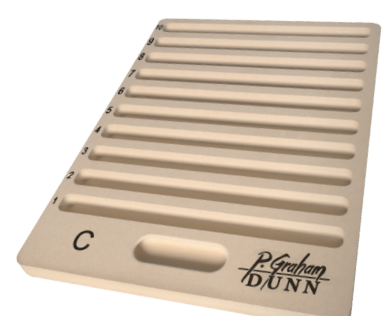
12"W x 16"H
(PD-0020-00)



POPMOD/TRB

JIG TRAY B

12"W x 16"H
(PD-0020-00)



POPMOD/TRC

JIG TRAY C

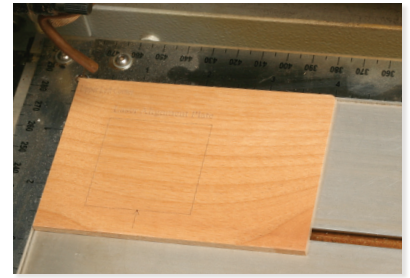
12"W x 16"H
(PD-0020-00)



TECHNICAL SUPPORT

LASER BED ALIGNMENT

1. Place the alignment plate in the top-left corner of the laser bed.
2. Run the file ZZLAP.
3. Measure the offset between the box you lasered, and the box that was already lasered on ZZLAP.
4. Turn the laser off, then back on.
5. As soon as the word "Gravograph" appears on the display, press and hold the X button.
6. Select the option "Realign Machine".
7. Select the option "Realign X Y".
8. Increase or decrease the X and Y values by the offset you measured.
9. Press the check button. It will beep if the new values are accepted.



ZZLAP
LASER ALIGNMENT
PLATE
(PD-0005-00)



TROUBLESHOOTING

If your machine will not allow the offset you need to enter, you'll need to reset your laser bed fence.

In the package of tools that arrived with the machine, there is an allen wrench that will fit the screws along the rulers on the X and Y axes.

Move the rulers as far in as possible. Run your red light along each axis to ensure the rulers are secured straight.

LASER ENGRAVINGS SUPPORT



LIVE

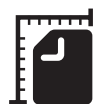
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AFTER HOURS

Missed our tech team? Or searching for a simple fix? Visit our Laser Support Site/Tech Support/Quick Fixes Guide.

wholesale.pgrahamdunn.com/laser



FILE ADJUSTMENTS

GravoTouch Users: Each time the Gravotouch software is launched, updates will automatically be applied to your system.

GravoStyle Users: File templates are continuously being updated and improved. Please check for updated files every two weeks via the Laser Support Site/Files & Software.



BE SOCIAL

Share your creations and be inspired by others by joining our Personalization Program Facebook group. facebook.com/groups/PGDPersonalization



PRODUCT IMAGES*

Receive access to all P. Graham Dunn product photos. wholesale.pgrahamdunn.com/photogallery
At the address above, search by SKU utilizing the search box; once the image is found, click the "Download Full Size Image" button to save the image to your computer.



TRAINING VIDEOS*

Free touchscreen software and maintenance training videos are available at wholesale.pgrahamdunn.com/training

*NOTE: Account required to access. To set up a new account, click "Login" at the top right of the webpage, then click "Dealer Setup" and follow the prompts to submit for approval (please allow 24 hours to receive access).

This image shows a full-page view of a notebook or worksheet. At the very top, there is a solid black horizontal bar. Centered within this bar is the word "NOTES" in a bold, white, sans-serif font. Below the black bar, the rest of the page is white and filled with evenly spaced, thin grey horizontal lines, providing space for writing.



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Faire faire.com/direct/pgrahamdunn

Social    

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Dalton, Ohio 44618



HANDCRAFTED IN THE HEART
of amish country
