



- Frequently Asked Questions -

What makes the GUNNAR CMC better than any other CMC?

- ✓ **Most popular brand of CMC in Australia** – Since 1994, Gunnar continues to be the most popular brand of CMC in Australia, with more machines placed than any other brand.
- ✓ **Award Winning** - Gunnar is the world's most award-winning brand of CMC, recognised for more innovative "world firsts" than any other brand of CMC.
- ✓ **Pioneers** - Gunnar are the proven market leaders with more "world first" innovations than any other brand of CMC.
- ✓ **Experience** - Gunnar have been making CMC's longer than any other manufacturer, and have already overcome the technological hurdles the others are yet to face.
- ✓ **User friendly, adaptable software** – With more regular & accessible FREE upgrades than any of our competitors.
- ✓ **Service & support** – With the most experienced and qualified factory-trained staff in the country, Gunnar's track record for service & support in Australia is unmatched.
- ✓ **Precision** – Unsurpassed Swiss design and engineering.
- ✓ **Guaranteed no hooking** - Regardless of your brand or thickness of matboard.
- ✓ **Guaranteed no start/finish marks in circles or ovals** – Unmatched by any other competitor.
- ✓ **Automatic blade depth** – Absolutely no blade change or interruption required for v-grooves.
- ✓ **Adjustable table angle / horizontal operation** – Suit your comfort, no gravity problems.
- ✓ **2 year warranty** – Peace of mind.
- ✓ **Creative options** - Optional de-bossing, box making & printing tools available.
- ✓ **Upgrade options** – Gunnar offer a progressive upgrade path in machines.

So how does a GUNNAR CMC pay for itself?

With the affordable monthly repayments of a Hire Purchase or Lease, the Gunnar CMC will not only start paying for itself from day one, but actually start making you money. Listed below are some of the ways a Gunnar CMC can pay for itself (and make you money!)

- ✓ **Save time** - The time saved in cutting mats alone will more than justify the payments for most framing businesses. Not just time saved in standard single and double mats, but also time saved in multiple openings. Work out how much time is spent cutting mats each week, and what the labour cost of that is to you?
- ✓ **Save wastage** – Less mistakes, less offcuts, less wastage all adds up to more profit.
- ✓ **Value adding** – How many mats do you sell each week, that could potentially be "up-sold" into a v-groove, oval or fillet (reverse bevel)? You can offer this type of add on more affordably to your customers because virtually no extra effort is required.
- ✓ **Multiple openings** – What excuse do you use to not sell a double mat multiple opening? Photographs and memorabilia are driving this type of matting to become more popular than ever. You could be making more profit by offering this?
- ✓ **Oversized mats** – The bigger the mat, the bigger the frame, the bigger the profit!
- ✓ **Other opportunities** – You could start offering new products like 8 ply mats?
- ✓ **Turn your off-cuts into profit** – Cutting matboard offcuts into useable, saleable mats for photo frames can create new business.
- ✓ **Other markets and opportunities** – Sporting clubs, Real Estate agents, etc.
- ✓ **Depreciation** – For businesses that need to reduce their taxable profit, this can be a great way to benefit.



How can a framer like myself, afford to own a GUNNAR CMC?

Most framers finance the investment of a Gunnar CMC with a Hire Purchase or Lease. This breaks down the purchase into affordable monthly repayments, over a flexible term (commonly 5 years).

But GUNNAR is not the cheapest? Why should I pay more?

Good value is not always the lowest price!

At the end of the day, you get what you pay for! Keep in mind when comparing prices of different CMC's, the effective price difference between CMC brands might only be around \$20 - \$30 per week (with finance), so why compromise if the real difference is not as much as you think? As they say, "When you buy the best, you buy it once." With a one-off investment on such a vital piece of equipment, you really don't want to regret your purchase by saying "I wish I hadn't bought the cheapest..." Especially when you didn't have to? If you buy a "cheap" tin of coffee and decide you don't like it, you can always afford to just buy a different brand next time, but when you buy a CMC, you're not going to have "a next time".

Will a GUNNAR CMC be any faster for my "custom framing" business ... because every mat I cut is a different size?

Yes. It is much faster to cut a single mat opening, and also cut the board to size from an off-cut at the same time. This is much quicker than even the most experienced operator with a manual table-top matcutter. A Gunnar F1 can size and cut a standard 16" x 20" single mat cut from an off-cut in less than 10 seconds. (even faster on a Gunnar 601 or 4001!) When it comes to cutting double/triple mats or multiple openings ... the time savings are even more remarkable.

How much time will I expect to save if I owned a GUNNAR CMC?

Feedback gathered from past customer testimonials has proven that the average custom frame shop that employs a staff member cutting mats for 2 days a week, has experienced at least a 50% saving in overall time compared to manually cutting mats, after investing in a Gunnar CMC.



My business does not need any of that fancy stuff, I only need to cut rectangles?

Most framers have established their business on cutting simple rectangular mats. By being able to offer something slightly different (like a simple v-groove or an oval) for no extra effort, gives you an additional "point of difference" for your business, and generate a new source of profit.



Is the GUNNAR software included in the price?

Yes. Your investment in a Gunnar CMC also includes all future updates in the software, which is always being developed and updated every 6-12 months. You can also have as many working copies of the software as you require, for no extra cost. Gunnar software is all written "in house" by their own staff, and not outsourced to external companies, so they can react to software feedback and suggestions much quicker.

What do the GUNNAR software upgrades cost?

All future updates & upgrades to the software are provided FREE of charge. These are available approximately twice a year by downloading them from the Gunnar website –

www.gunnar-int.com

Is the PC included in the price of the GUNNAR CMC?

Yes, however it is still your choice! We can either provide a brand new PC for you, or you can save money and utilize an existing PC you already own.

If I want to supply my own PC, what are the minimum specs required?

The Gunnar software is able to operate comfortably on a PC with Windows XP or Windows Vista. Specifications can be provided on request.

Can I use the GUNNAR software on my PC at home or in the office?

Yes, you are able to install the Gunnar software on as many PC's as you require, at no additional cost. This gives you the flexibility to create files on other computers (home & office?) and save them to be cut later.

I don't know if I could use a GUNNAR CMC because I've never used a computer before?

Because the Gunnar software is designed by framers, it "thinks like a framer", making it extremely user-friendly and intuitive, so it is easy to understand and use, even if you have never used a computer before.

How long does it take to learn the GUNNAR software?

It only takes a few hours to teach someone to use the software to 80% of its potential. Gunnar software offers a dynamic "click & drag" capability, which makes it easy to use and understand. However previous experience and knowledge of basic Windows and PC's is beneficial.

Is on-site training included?

Yes! All training is provided by Gunnar factory trained technicians (not just sales reps!) and you will receive at least 2 - 3 full days of on-site installation & training to ensure your satisfaction. We do not compromise the training offered to our customers, and extra training can be also provided if required, depending on your needs.

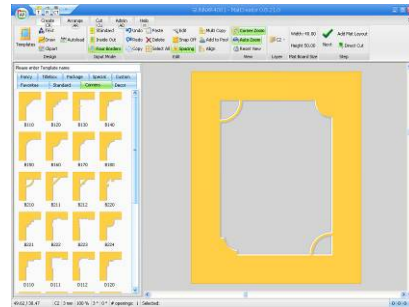


How can we learn more about how to use the Gunnar software in the future?

We offer FREE online video tutorials covering Basic, Intermediate and Advanced aspects of the Gunnar software on our website, so you can learn more at your own convenience, or use these to help teach a new staff member.

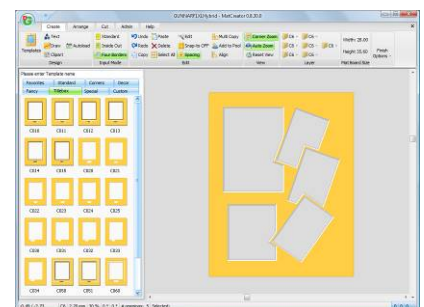
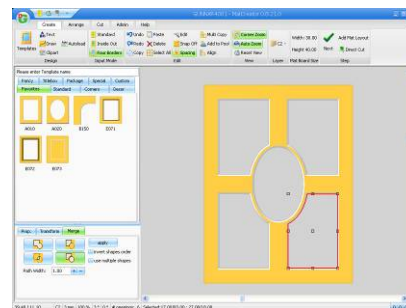
How creative is the GUNNAR software?

The Gunnar Mat Creator software (GMC) has the highest level of customizable template designs, with the ability to mix and match corners, and even create your own templates via the clipart feature. You can even draw your own designs on the screen with the mouse, and you can overlap and merge any shapes as desired.... There are absolutely no limitations!



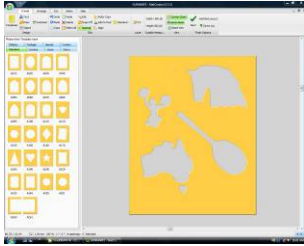
How easy are multiple opening mats to design and cut?

Multi-opening mats are fast and simple to design with the Gunnar software. You can use any combination of openings or shapes, rotated to any angle you desire. Automatic "snap-to" systems make it easy to click and drag openings around the screen, and keep them all aligned. The comprehensive range of alignment tools also makes it easy for you to create a perfectly accurate and aesthetic multi-opening layout, without the need to use a calculator.



Does the GUNNAR software offer a library of fancy designs or “clip arts” that I can use?

Yes, we have a growing library of over 1000 existing “clip arts” (imported designs) shapes and examples for you to use as soon as you get your machine. Our Gunnar library of clip arts and designs have been specifically customized for our Australian market. This means we offer useable “Aussie” designs like cricket bats, ANZAC logos, maps of Australia, etc, and not just useless “Americanised” designs for “ice hockey”, “moose heads” and “the 52 states of America!”.



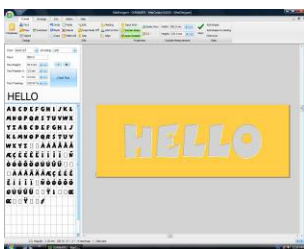
Can I create my own shapes and designs?

Gunnar GMC software offers unlimited potential through built-in Draw Mode, where you can modify or draw anything on the screen with the mouse, or even simply “copy & paste” from popular graphics software like Corel DRAW®.



Can I cut words, letters & writing in matboard with a GUNNAR CMC?

Absolutely. The Gunnar GMC software has a simple “font” tool, which allows you to directly cut, v-groove or deboss words and writing in any font required.



Can a GUNNAR CMC cut perfect ovals and circles with no “start / finish” marks?

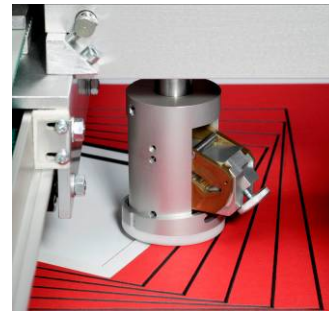
Yes. Unlike other brands of CMC’s, circles and ovals are always cut perfectly on a Gunnar CMC, with an unmatched guarantee of absolutely no “start / finish” mark. This is because Gunnar manufacture the only CMC’s in the world, with a unique pneumatic throttle system in the cutting head, to control the insertion of the blade while cutting the oval.



3.5mm thick 8 ply matboard cut on Gunnar CMC

What angle does the bevel blade cut at?

Gunnar CMC’s cut bevels at a true 45° angle, which helps makes your matboard “look” a bit thicker. Some brands of CMC’s cut at a much steeper angle, which can make your matboard “look” thinner. Additionally, all Gunnar CMC’s all offer a straight cutting option, which cuts at a perfectly square 90 degrees.



Can a GUNNAR CMC cut straight edges?

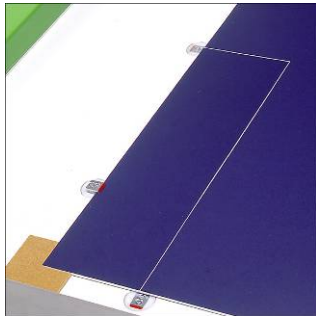
The Gunnar F1 only offers a single 45° cutting head; however the Gunnar F1 hybrid, 601 & 4001 can all cut straight edges, with their extra 90° cutting ability. This means that your matboards can be trimmed to size with a professional “square” edge. Multiple production mats can be cut “edge to edge”, saving time and wastage, and all mat layouts can be cut “to the edge” with no margin wastage. No other brand of CMC sold in Australia can offer this feature.

What is the minimum cut margin on a GUNNAR CMC?

- Gunnar F1-XL- 30mm
- Gunnar 601 – nil (no wastage)
- Gunnar 4001 – nil (no wastage)

How much wastage will I expect when I cut matboards on a GUNNAR 601 or GUNNAR 4001?

None. The unique clamping systems on each machine will allow you to cut to the edge of the matboard with no wastage whatsoever!



Do GUNNAR CMC's cut 40" x 60" "oversized" matboard?

Yes. All Gunnar CMC's are available in a large table size, so that you can confidently cut oversized 40" x 60" matboard with no hesitation. Gunnar even offers a spliced mat feature, which allows you to easily join two oversized mats!

What is the maximum thickness of board I can cut on a GUNNAR CMC?

All Gunnar CMC's will allow you to cut any thickness of matboard, including the thickest 8ply matboard, up to 3.5mm. The advanced Gunnar software will also automatically calculate the difference in overcuts and hooking correction for you as well! However the Gunnar 601 and 4001 can allow an even thicker cut of up to 5mm, which means you can even cut foamboard with the extra 90° cutting head!

Does a GUNNAR CMC cut from the front or the back of the matboard?

Both! With the Gunnar software, you have the advantage of cutting perfectly accurate mats from either the front or the back of a matboard, without the need to change cutting heads or tools whatsoever!

Is a GUNNAR CMC able to cut foamboard?

Yes. On all Gunnar machines, you can cut foamboard up to 3mm thick. However the Gunnar 601 and the Gunnar 4001, can cut up to 5mm thick with perfectly square edges. No other brand of CMC sold & supported in Australia can offer this feature.

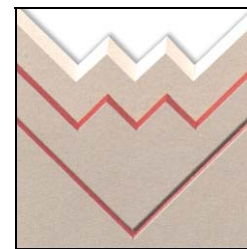
Will a GUNNAR CMC cut double & triple mats?

Yes. Actually, the Gunnar GMC software has no limit to how many layers you can apply to an opening, and you can change the shapes for each layer too!



Will a GUNNAR CMC cut v-grooves and reverse bevels?

Yes, you can automatically cut any shapes or designs as a v-groove or reverse bevel at the click of a button. Additionally, all Gunnar CMCs feature a unique "automatic blade depth" system on the head, so you **never** have to change or adjust the blade or turn a dial, between cutting v-grooves and normal openings!



Will a GUNNAR CMC allow me to create perfect inlay mats?

Yes, Gunnar CMCs are especially designed to eliminate damage to the edge of the fallout as it cuts the mat, so you can use this feature to create incredibly accurate inlaid mats, even with ovals and circles.

Can I utilize smaller matboard off cuts for cutting double mats, to save wastage?

Absolutely! Your matboard off cuts are your profit. A Gunnar CMC will allow you to cut double (or multi-layered) mats and utilize a smaller piece of matboard for the bottom layer, thus saving you wastage!

How much do the GUNNAR CMC blades cost?

Gunnar blades are high quality, long life, German made blades which come in a box of 100, and cost only \$1.25 each, and last much longer than your standard double-sided rectangular blades.



How long does it take to change a blade?

Blade change on a Gunnar CMC requires no tools whatsoever, and is faster than any other CMC available. You can change a blade in less than 5 seconds. Additionally, you do not have to change or adjust the blade or head for v-grooves, etc either.

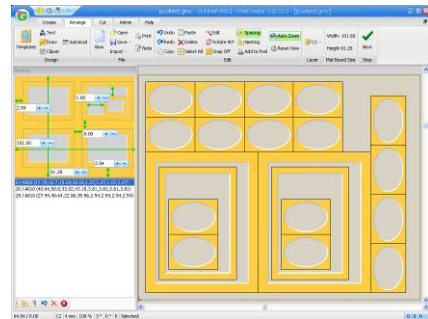
Can I cut on a GUNNAR CMC horizontally?

Yes. By choosing to work your machine horizontally, you will avoid gravity related problems with matboard fallouts slipping down the table interrupting subsequent cuts. This problem is very common on other brands of CMC's. However if you prefer to cut wall mounted, or on an angle, then this is an option as well.



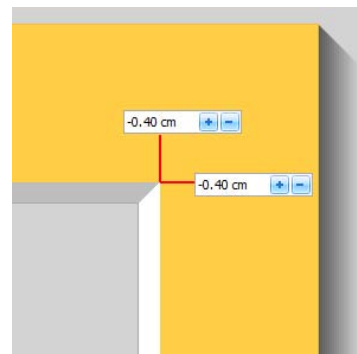
Will the GUNNAR software allow you to cut small matboards inside larger matboards in the one process, to save time and wastage?

Yes. This is also called "nesting", and can be done automatically at the simple "click" of a button. This feature is exceptionally useful, and was originally innovated by Gunnar.



How do you adjust the overcuts or undercuts on a GUNNAR CMC?

These settings are easily adjusted in the Gunnar software, and require no mechanical adjustment to tune, whatsoever.



Can a GUNNAR CMC be depreciated as a computer?

Many of our customers who have invested in a Gunnar CMC have been informed by their accountants that they can be depreciated as computers (ie: over 2 - 4 years). This can be a significant saving to a profitable business, as the CMC could be depreciated at least as fast, if not faster than, the lease term itself.

Will the GUNNAR GMC software allow you to work in both imperial & metric?

Actually, you can type in dimensions in either imperial, or metric, totally on the fly, without having to reset or re-install the software! It will even accept fractions!

What makes the GUNNAR 601 better than the GUNNAR F1 ?

There are a few improved features on the *Gunnar 601* compared to the *F1*:

1. **Speed** – With its unique “split table” cutting system and its increased cutting speed, the *Gunnar 601* will offer at least double the production capacity of the *Gunnar F1*.
2. **Wastage** - Because of the unique “button clamping” system, the *Gunnar 601* will also allow you to cut to the edge of the matboard with no wastage.
3. **Straight Cut** - The *Gunnar 601* features an additional “straight” cutting head for cutting the outside cuts of the mat, saving wastage and time, whilst offering a professional product.



Who are GUNNAR?

Gunnar are a family owned company based in Switzerland, who have been in the picture framing industry for almost 30 years. Because the people from Gunnar were originally custom picture framers, their computerised CMCs have been designed from “the bottom up” specifically for the picture framing industry alone.



How long have GUNNAR been around?

Gunnar & Megawood have both been in the picture framing industry for almost 30 years. In the early 90's, Gunnar became the “Pioneers” of our industry, by making the world's first computerised CMC for picture framing. In 1994, the first CMCs arrived in Australia, which were all Gunnars, of course! All of these machines are still cutting mats today. The result of this successful history is reflected in the ability of what Gunnar CMCs can do today.

What happens if my GUNNAR CMC breaks down?

This is the most important question! Megawood are the “industry experts” with regards to knowledge and experience on CMC's, and we understand the need for strong customer support. We recognize that our customers rely on their machines, and it is our goal to ensure that if the worse should happen, we can offer a 24 hour turn around in part replacement if required.

Gunnar Product Manager, Jared Davis, is available for emergency contact to Gunnar owners 7 days a week. No other CMC provider can match this level of support.

How often will a GUNNAR CMC need to be serviced?

All Gunnar CMCs are uniquely designed to be low-maintenance, and require little attention from day to day. A standard service is recommended for every 50,000 to 100,000 mats.

Do you offer a preventative maintenance program for existing GUNNAR CMCs?

Yes, Megawood is the first company in Australia to offer a preventative maintenance program to existing Gunnar owners, to keep their machines running reliably with reduced risk of emergency maintenance.

Do you offer any finance or leasing options?

Yes, we can help. There are a variety of options which can be flexible to your preferences. We can arrange for our preferred leasing broker to discuss the different options available. The most common finance package is a 5 year term with a 20% residual.

Do you offer a CMC rental program?

Do you own your house or do you pay rent? As they say, “rent money is dead money”. We could offer rental... but when you compare the costs, all framers have agreed that it doesn't make sense to rent a second hand CMC, when you can lease a new one for similar money, and actually own it outright in 5 years? If interest rates were high (like in the 1980's) then rental would be a worthwhile consideration, however while interest rates are historically so low, leasing is currently the “smarter” answer to renting.

Can I speak to a GUNNAR owner?

Yes, well over 300 Gunnar CMCs have been sold around Australia & New Zealand, so we can put you in touch with any of them for a reference. You can even watch some [testimonial videos](#) from Gunnar CMC owners on the Megawood Website –

www.megawood.com



What sort of “after sales” service and support is offered to GUNNAR CMC owners?

- Jared Davis writes a regular Gunnar newsletter that is e-mailed out every few months, to keep Gunnar owners up to date with new Gunnar related developments.
- Megawood offer FREE Gunnar CMC training workshops at least once a year for Gunnar CMC owners.
- Megawood offer free Gunnar video tutorial online, via their website, so you can learn more about your CMC, at your leisure.
- Gunnar has a private Gunnar CMC owners forum on their website, so Gunnar owners can discuss and share ideas and concepts.
- Megawood offers free phone technical support all year around, and emergency phone support 7 days a week.

Can you create decorative debossed lines with a GUNNAR CMC?

Yes, this “award winning” feature, innovated by Gunnar, allows you to create subtle, decorative mat embellishments on your mat designs.



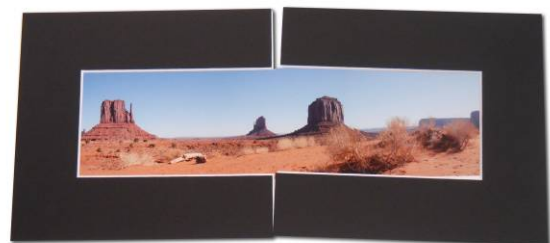
Can you create custom boxes with a GUNNAR CMC?

Yes, another award-winning feature is the unique option to create elaborate fold-up boxes at the click of a button. These are handy for archival storage boxes or gift boxes. There is also a unique template to automatically create custom, fold-up frame corner protectors from off cuts!



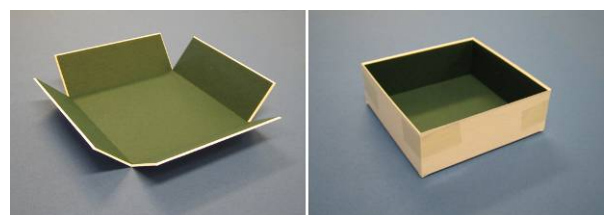
Can you cut “spliced” mats with a GUNNAR CMC?

Yes. This is a unique feature, exclusive to Gunnar. Occasionally, the situation occurs when we are forced to join two mats to create an oversized mat, by splicing “U” shaped mats together.... and the only way to achieve this has been to painstakingly use a table-top matcutter, even if you owned a CMC! However, the Gunnar software offers a special template system which allows operators to cut spliced mats, with perfect overlapped edges, at the click of a mouse.



Can you create simple shadow boxes with a GUNNAR CMC?

Yes, Gunnar offer another unique feature in their software, where you can automatically create a custom fold-up shadowbox frame liner, at the click of a mouse!



Do you sell second hand GUNNAR CMC's?

There are some brands of CMC's commonly available second hand, but proudly, Gunnar is actually the hardest brand of CMC to find second-hand (even though it is the most popular), due to the fact that Gunnar is the most reliable CMC on the market.

If you are seriously considering a second hand CMC, be careful, as not all CMC's are created equal. If a CMC is being sold on the second hand market, you really have to ask "why was it not good enough in the first place?".

Would you buy a second hand car without seeing it or test driving it first? It is very risky to buy anything second hand "sight-unseen". Keep in mind, all CMC's require specialized service and support, and it is not something that can always get fixed easily if it breaks down. Can your business really afford to buy two CMC's, or is it possibly cheaper in the long run to pay for quality the first time, and buy the best from the start?

Your business is your livelihood, and surely it deserves the best you can afford?

Does GUNNAR offer a pen holding attachment for their CMC's?

This concept has been around for a while, and had limited success at truly replicating French matting, but digital printing technology has now made this concept obsolete.

Why bother with the time and hassle of trying to draw with an ink pen on a matboard in a single colour, when you can now just print directly onto the matboard in full colour, with no risk of blobbing or hassles trying to find the right ink pens and the right matboard?

Does GUNNAR offer "visualization" software?

Do you have the same brand of TV, as your DVD player, and your amplifier? No – but it all seems to work OK, huh?

There's no reason why you cannot have a "Gunnar" CMC, and still work with a different brand of visualization software, if you prefer – you don't have to have everything "the same brand" for your business to still work just fine!

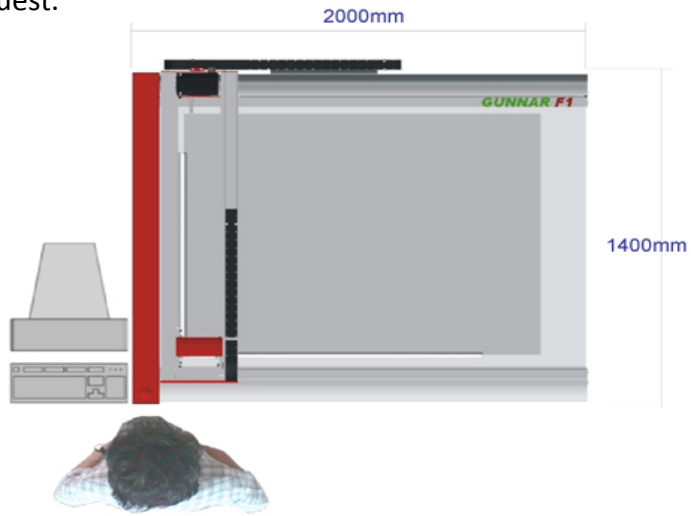
As a company, Gunnar have chosen to focus and specialize on CMC's only, thus having the best, most award-winning product available on the market, without compromise.

For this reason, Gunnar have recently been awarded the rare & prestigious "Industry Innovation Award" from the PPFA, and also the "Innovation Award" from the Fine Art Trade Guild.

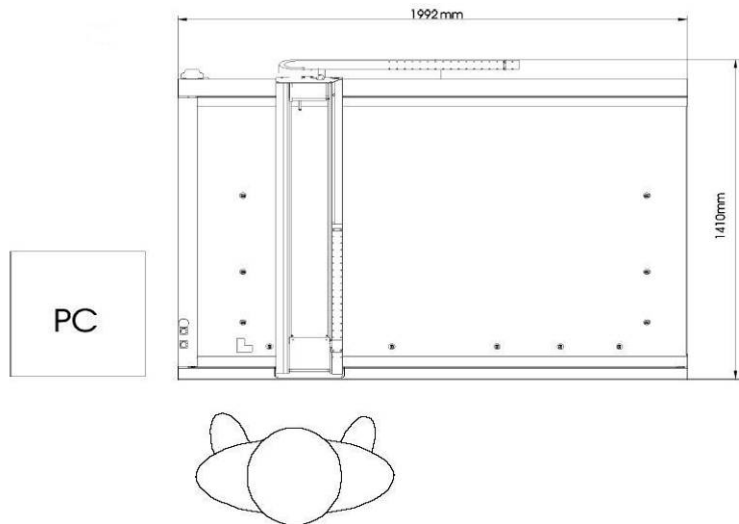
how much space will a GUNNAR CMC require in my workshop?

Below are some diagrams which outline the recommended space requirements for each model of 40" x 60" sized tables, working in horizontal positions. Other dimensions for smaller models or different working angles can be provided upon request.

+ GUNNAR F1



+ GUNNAR 601-RS



+ GUNNAR 4001

