



RETAIL STAFF GUIDE



GERMANY, SINCE 1883.



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About the brand



Kaweco have been manufacturing pens and pencils in Germany since 1883. The brand is owned by the Gutberlet family and is based in Nuremberg. All Kaweco pens have their roots in Kaweco's long pen-making history. Kaweco's most famous pens are probably the Kaweco Sport family of pens, which were designed with an oversized cap in the 1930s to be the perfect pocket pen. The Sport range still forms the backbone of Kaweco's product offering, and is available in a wide range of colours and materials. Kaweco make fountain pens, rollerballs, ballpoints, clutch pencils and mechanical pencils, as well as a large range of refills and accessories. Kaweco - where innovation meets tradition.

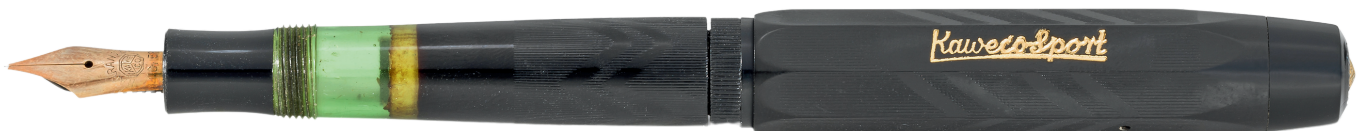
Most Kaweco products are based on tried and tested designs from the brand's extensive design archive. Some of these designs are well over one hundred years old. For modern times, designs are adapted to take advantage of modern materials and production methods. The high quality of the products is a reflection of Kaweco's intense attention to detail and craftsmanship. (Each and every plastic Kaweco Sport is assembled by hand in Kaweco's Nuremberg factory.)

Kaweco are constantly working on new materials, surfaces, designs and products to be ahead of the times and to thrill with exciting new developments. Their products are available in contemporary colours and materials. For example, the Kaweco Sport is available in high-quality plastic, aluminium, brass and brushed stainless steel. The LILIPUT series comes in copper, brass, aluminium and stainless steel and even in a rather special "Fireblue" finish.



The assembly in Heidelberg/Handschuhsheim. Kaweco began manufacturing in Nuremberg from 1994.

Kaweco products are priced roughly between £15 and £250 with the core ranges retailing between £22 and £80. The range includes fountain pens, ballpens, mechanical pencils, clutch pencils, multifunctional pens, pouches, cases, clips, ink and refills, as well as POS material and events by arrangement. Whether for casual, everyday use or for special writing occasions, at Kaweco you will find your perfect writing instrument .



Kaweco's 1938 Piston Filling Fountain Pen

The Core Ranges

Kaweco Sport Pens

The Kaweco Sport was first designed in 1911 as a pocket fountain pen which could be carried everywhere. Based on an octagonal design with an oversized cap, Kaweco Sport fountain pens measure only 10.5cm when closed, but when the cap is mounted on top of the barrel they become a 13cm long, standard-sized pen, hence they are the perfect pocket pen. The Kaweco Sport range includes fountain pens, rollerball pens, ballpoint pens, and clutch & mechanical pencils.

CLASSIC Sport



The Kaweco CLASSIC Sport series :

- Made of ABS injection-moulded plastic
- Has gold accents
- Is hand assembled in Germany
- Comes in a Kaweco gift carton
- Colours in the range: Black (pictured), Green, Bordeaux (burgundy), White, Red and Navy.
- Writing Systems: Fountain Pen, Rollerball (capped), Ballpoint, Mechanical Pencil (0.7mm leads) and Clutch Pencil (3.2mm leads).

SKYLINE Sport



The Kaweco SKYLINE Sport series :

- Made of ABS injection-moulded plastic
- Has silver accents
- Is hand assembled in Germany
- Comes in a Kaweco gift carton
- Colours in the range: Mint (pictured), Black, Grey (dark grey), Fox (dark orange) and Macchiato (beige/light brown).
- Writing Systems: Fountain Pen, Rollerball (capped), Ballpoint, Mechanical Pencil (0.7mm leads) and Clutch Pencil (3.2mm leads).

FROSTED Sport



The Kaweco FROSTED Sport series :

- Made of ABS injection-moulded plastic
- Has a slightly opaque, milky appearance (you can see a glimpse of the inner workings of the pen)
- Has silver accents
- Is hand assembled in Germany
- Comes in a Kaweco gift carton
- Colours in the range: Blush Pitaya (pink pictured), Light Blueberry (bright blue), Sweet Banana (soft yellow), Fine Lime (lime green), Soft Mandarin (pastel orange) and Natural Coconut (milky white).
- Writing Systems: Fountain Pen, Rollerball (capped), Ballpoint, Mechanical Pencil (0.7mm leads) and Clutch Pencil (3.2mm leads).

AL Sport



The Kaweco AL Sport series :

- Made of CNC-turned aluminium
- Has silver accents
- Is hand assembled
- Comes in a Kaweco nostalgic gift tin
- Colours in the range: Silver (pictured), Anthracite (dark grey), Black, Rosegold, Deep Red (red), Raw (polished/mirrored chrome) and Stonewashed Blue (denim blue with rustic effect).
- Writing Systems: Fountain Pen, Rollerball (capped), Ballpoint, Mechanical Pencil (0.7mm leads).

BRASS Sport



The Kaweco BRASS Sport series :

- Made of solid, untreated, lead-free CNC-machined eco brass.
- Has silver accents
- Is hand assembled
- Comes in a Kaweco nostalgic gift tin
- Will develop a unique patina over time
- Writing Systems: Fountain Pen, Rollerball (capped), Ballpoint, Mechanical Pencil (0.7mm leads).

STEEL Sport



The Kaweco STEEL Sport series :

- Made of CNC-machined stainless steel
- Has silver accents
- Is hand assembled
- Comes in a Kaweco nostalgic gift tin
- Won't change or discolour over time
- Writing Systems: Fountain Pen, Rollerball (capped), Ballpoint, Mechanical Pencil (0.7mm leads).

AC Sport



The Kaweco AL Sport series :

- Made of CNC-turned aluminium with in-laid carbon fibre
- Has silver accents and black logo coins
- Is hand assembled
- Comes in a Kaweco nostalgic gift tin
- Colours in the range: Red (pictured) and Black.
- Writing Systems: Fountain Pen, Ballpoint, Mechanical Pencil (0.7mm leads).

ART Sport



The Kaweco ART Sport series :

- Made using high-quality acrylic rods which are cast to make different colour combinations and structures.
- Terazzo & Hickory Brown have gold accents
- Pebble Blue & Mineral White have silver accents
- Is hand polished to high-gloss
- Comes in a Kaweco nostalgic gift tin
- Colours in the range: Terazzo (pictured), Hickory Brown (tortoiseshell style brown/black), Pebble Blue (royal blue & black) and Mineral White (white).
- Writing Systems: Fountain Pen

PISTON AL Sport



The Kaweco Piston Sport AL :

- Has a matte black anodised aluminium body
- Has golden accents
- Integrated ink chamber / piston mechanism
- Holds 1ml of Ink
- Integrated clip
- Presented in a novelty round nostalgic Kaweco tin, which also features a place to stand the pen upright on your desk.
- Available to buy as a “solo” or “starter set”.
- The Solo Piston Sport AL includes the pen and user manual.
- The Starter Set contains the pen, a 32ml bottle of Royal Blue Ink and user manual.

PISTON CLASSIC Sport



The Kaweco Piston Sport CLASSIC :

- Made of high-quality plastic
- Has golden accents
- Comes in a special paper tube box
- Weighs only 10 grams
- Integrated ink chamber / piston mechanism
- Holds 1ml of Ink
- Ink sold separately
- Manufactured, assembled and checked by hand in Germany.

Packaging



Nostalgic Tin (gold)



Gift Carton



Piston AL Sport Starter Set



Piston CLASSIC Sport 3

Kaweco Non- Sport Pens

SPECIAL



The Kaweco SPECIAL series was inspired by the office pencils of the 1930's.

The Kaweco SPECIAL :

- Measures 140 mm closed and 170 mm with cap posted
- Has silver accents
- Comes in a long Kaweco nostalgic gift tin
- Colours in the range: Black or Brass (occasionally they create a special colour for the Kaweco Collection such as the Red SPECIAL).
- Writing Systems: Fountain Pen, Ballpoint, Dip Pen and Mechanical Pencils (long and short size)
- Pencil Lead Sizes (in mm) : 0.3, 0.5, 0.7, 0.9, 2.0

DIA



The Kaweco DIA was originally launched back in the 1930s, and has the unique design feature of knurling on the screw-on cap and barrel.

- Made of acrylic resin on CNC-precision-machined aluminium and the clip is made of gold-plated brass
- Measures 135 mm closed and 160 mm with cap posted
- Is Black with either gold or silver accents
- Comes in a long Kaweco nostalgic gift tin
- Writing Systems: Fountain Pen, Rollerball, Ballpoint and Mechanical Pencil (0.7mm lead) both have a twist mechanism.

STUDENT



The Kaweco story first began in 1883, in a small retail store near the University of Heidelberg, Germany. Since then, Kaweco has had an inseparable connection to students, and in the 1960s you would have been hard-pushed to find a German student who didn't own a Kaweco pen! The current Kaweco STUDENT series is based on a 1920s design and aims to deliver high quality, classic writing instruments at an attractive price for pupils and students.

The Kaweco STUDENT :

- Made from injection-moulded acrylic resin
- Measures 130 mm closed and 160 mm with cap posted
- Comes in a long Kaweco nostalgic gift tin
- Has gold and silver accents depending on colour
- Colours in the range: Black, Transparent, 20's Jazz (Brown), 30's Blues (Red), 50's Rock (Blue), 60's Swing (Green, pictured) and 70's Soul (Orange)
- Writing Systems: Fountain Pen, Ballpoint, and Rollerball.

ORIGINAL



While the basic shape was based on writing instruments from the late 1950s, the octagonal shape breathes the typical Kaweco product DNA into the ORIGINAL . The grip section makes the ORIGINAL clearly recognisable, as it is convex unlike other Kaweco series

The Kaweco ORIGINAL:

- Has a matte look with its solid aluminum body and highly scratch-resistant anodisation
- Has silver accents
- Available with an 060 (standard nib) or a 250 nib (bigger nib)
- It's designed to be balanced without the cap for writing
- Comes in a long black Kaweco gift tin
- Writing Systems: Fountain Pen and Twist Ballpoint

SUPRA



The Kaweco SUPRA fountain pen evolved from its cousin, the LILIPUT, but is altogether larger - longer, broader and heavier.

The Kaweco SUPRA:

- Made from either solid, untreated CNC-machined brass , steel or aluminium (depending on colour)
- Has silver accents
- Has a 250 nib
- Has a removable mid-section and a screw on cap
- Comes in a long Kaweco nostalgic gift tin
- Colours in the range: Black, Brass, Steel and Fireblue (pictured)
- Writing Systems: Fountain Pen

LILIPUT



Well known for its simple style (even today the LILIPUT still has only 3 parts: cap barrel and mouthpiece), and for being one of the smallest fountain pens in the world, (only 97mm closed & 125mm with the cap posted), the LILIPUT series is small, sleek, slender and elegant.

The Kaweco LILIPUT:

- Made from either solid, untreated CNC-machined brass ,steel , aluminium or untreated copper (depending on colour)
- Has silver accents
- Measures 97 mm closed and 125 mm with cap posted
- Comes in a short Kaweco nostalgic gift tin
- Colours in the range: Black, Brass, Steel, Silver, Fireblue, and Copper (pictured).
- Writing Systems: Fountain Pen or Ballpoint Pen (capped & capless)

SKETCH UP



The Kaweco Sketch Up is a solid, chunky clutch pencil made of octagonal, solid, untreated CNC machined brass. It has a push button on the top to advance or retract the 5.6mm lead

The Kaweco SKETCH UP:

- Made of octagonal, solid, untreated CNC-machined brass with either a matte black finish or satin chrome plating or just brass
- Push button unscrews to reveal a lead sharpener inside.
- Sketch Up Corrector pen with eraser tip available
- Comes in a short Kaweco nostalgic gift tin
- Uses 5.6mm leads
- Colours in the range: Black, Brass and Satin Chrome.
- Writing System: Clutch Pencil

PERKEO



In Kaweco's historical records, the PERKEO model can be found as early as 1900, in the form of an eye- dropper, in a catalogue of the Heidelberger Federhalterfabrik (dip pen factory). Today, the PERKEO is Kaweco's entry-level model. It stands out due to its ergonomic grip, octagonal cap and hexadecagon-shaped barrel.

The Kaweco PERKEO:

- Available as an individual pen or in a pack complete with a refill/set of cartridges
- Packaged in a plastic wrap or pack
- Entry level fountain pen
- Ergonomic grip
- Colours in the range: Breezy Teal (pictured), Jungle Green (light green), Peony Blossom (Pink), Clear and All Black (also has black nib).
- Writing Systems: Fountain Pen (Fine and Medium Nibs) and Rollerball

PERKEO PACKS

In Kaweco's historical records, the PERKEO model can be found as early as 1900, in the form of an eye- dropper, in a catalogue of the Heidelberger Federhalterfabrik (dip pen factory). Today, the PERKEO is Kaweco's entry-level model. It stands out due to its ergonomic grip, octagonal cap and hexadecagon-shaped barrel.

The Kaweco PERKEO:

- Available as an individual pen or in a pack complete with a refill/set of cartridges
- Packaged in a pack with a hook on the back)
- Entry level fountain pen
- Ergonomic grip
- Colours in the range: Breezy Teal (pictured), Jungle Green (light green), Peony Blossom (Pink), Clear and All Black (also has black nib).
- Writing Systems: Fountain Pen (Fine and Medium Nibs) and Rollerball, & Calligraphy



CALLIGRAPHY

SPORT CALLIGRAPHY PENS



The Kaweco Sport Calligraphy Pen:

- Available as a Kaweco Black Skyline Sport or a Kaweco Natural Coconut Frosted Sport pen.
- Made of ABS injection-moulded plastic
- Has silver accents
- Is hand assembled in Germany
- Comes in a Kaweco gift carton
- 5 calligraphy nib sizes available are: 1.1mm, 1.5mm, 1.9mm, 2.3mm and twin for Black Skyline Sport only (as pictured on black pen)

SPORT CALLIGRAPHY SETS



The Kaweco SPORT Calligraphy Sets:

- Available as a Black Skyline Sport Pen.
- Available in a Mini or Large Size.
- The Mini Sport Calligraphy Set contains 2 sizes of steel italic German nib - 1.5mm, and 2.3mm.
- The Large Sport Calligraphy Set contains 4 sizes of steel italic German nibs - 1.1mm, 1.5mm, 1.9mm and 2.3mm.
- Presented in a (standard or large) silver gift tin, complete with instructions and spare ink cartridges

PERKEO CALLIGRAPHY SET

In Kaweco's historical records, the PERKEO model can be found as early as 1900, in the form of an eye- dropper, in a catalogue of the Heidelberger Federhalterfabrik (dip pen factory). Today, the PERKEO is Kaweco's entry-level model. It stands out due to its ergonomic grip, octagonal cap and hexadecagon-shaped barrel.

The Kaweco PERKEO Calligraphy Set:

- Available in a pack complete with a 1.1mm (fitted on pen), 1.5mm and 1.9mm nibs and a set of 3 black ink cartridges
- Packaged in a pack with a hook on the back
- Entry level calligraphy pen suitable for beginners
- Ergonomic grip
- The Calligraphy Perkeo Pack is only available in the blue/black colourway



Kaweco Collection Pens

About Kaweco COLLECTION

Kaweco COLLECTION is a range of currently 3 special colours per year, which are released in addition to the standard ranges. Each release is only produced for 12 months. Kaweco COLLECTION features colours that match current trends, allowing Kaweco to explore new colour combinations without the need to conform to the look of a particular series.

Kaweco COLLECTION pens come in special colour-matched packaging, have "Kaweco Collection" branding on them, and are mostly fountain pens.

Spring 2022

Winter 2021



Cyan

Special Red

Liliput Green

Iridescent Pearl

Summer 2022



Iguana

Mellow Blue

Ruby

Smooth Sage

Winter 2022

Spring 2023



Toyama Teal

Infrared Perkeo

Apricot Pearl

Liliput Blue

Summer 2023

Spring 2024

Summer 2024

Winter 2024

Spring 2025

Summer 2025



Olivine

Honey

Liliput Kolibri

What to expect with a Kaweco purchase?

PENS in Gift Cartons



Gift Carton

With each purchase of a Kaweco “plastic” pen in a gift carton the customer should receive:

- 1 x Pen/Pencil purchased
- 1 x Kaweco Sticker (shipped with goods delivery)
- 1 x Kaweco User Manual/warranty card (shipped with goods delivery)
- Relevant refill included e.g. for a fountain pen = 1 x ROYAL BLUE ink cartridge inside barrel of pen, pencil = 1 x 0.7mm lead inside pencil and rollerball or ballpoint = 1 x BLACK refill inside.



PENS in Gift Tins



Nostalgic Tin (gold)

With each purchase of a Kaweco “metal” pen in a gift tin, the customer should receive:

- 1 x Pen/Pencil purchased
- 1 x Kaweco Sticker (inside tin)
- 1 x Kaweco User Manual/warranty card (inside tin)
- Relevant refill included e.g. for a fountain pen = 1 x ROYAL BLUE ink cartridge inside barrel of pen, pencil = 1 x 0.7mm lead inside pencil and rollerball or ballpoint = 1 x BLACK refill inside.



Only 1 x individual Royal Blue Cartridge (not pack)

Kaweco Refill & Leads Guide

G2 REFILLS

G2 refills are sometimes called "Parker-Style" refills.

G2 Refills are available with Black or Blue ink.

The Kaweco G2 rollerball refill is the correct refill for all Kaweco SPORT rollerball pens. G2 Rollerball refills are only available with a 0.7mm (medium) tip,

The Kaweco G2 ballpoint refill is the correct refill for all Kaweco “NON-SPORT” pens including Special Ballpoint, DIA 2 and Student Ballpoints..

G2 Ballpoint refills are available in the following tip sizes: 0.8mm, 1.0mm and 1.4mm.

Also you can use a G2 ballpoint refill in a Kaweco Sport rollerball pen so that it converts the rollerball into a ballpoint pen.



D1 REFILLS

The Kaweco D1 ballpoint refill is the correct refill for all of the Kaweco Sport ballpoint pens.

D1 refills are available in the following tip sizes: EF (needlepoint 0.5mm) , F (0.8mm), M (1.0mm) and B (1.2mm).

D1 refills are available with Black or Blue Ink.

With a M tip, you can also have Red Ink.



EURO REFILLS

The Kaweco EURO rollerball refill is the correct refill for the Kaweco “NON-SPORT” rollerballs including Student, DIA 2 and Perkeo.

EURO refills are available in the following tip sizes: EF (0.5mm) and M (0.7mm).

EURO refills are available with Black ink only.



PENCIL LEADS

The graphite leads are available with the following tip sizes for the following products:

- Kaweco SPECIAL Pencils - 0.3mm, 0.5mm, 0.7mm, 0.9mm and 2mm HB graphite leads.
- Kaweco Sport Clutch Pencils (Classic, Skyline, Frosted) - 3.2mm 5B graphite leads.
- Kaweco SKETCH UP Pencil - 5.6mm 5B graphite leads.

Kaweco also have a range of coloured leads available.

- Kaweco SPECIAL 2.0mm Pencil- 2.0mm Blue or Red Leads.
- Kaweco Sport Clutch Pencils (Classic, Skyline, Frosted) - 3.2mm Red, Blue & Green Leads (multipack).
- Kaweco SKETCH UP Pencil - 5.6mm Blue, Red or Green (individual coloured packs), Multipack including Blue, Green & Red or Highlighter Leads (Yellow, Orange & Green).



Kaweco Pens & Compatible Refills

PRODUCT RANGE & TYPE	TYPE	COMPATIBLE REFILL
Kaweco SPORT	ROLLERBALL	G2 Rollerball Refills
Kaweco SPORT	BALLPOINT	D1 Refills
Kaweco SPORT Mechanical Pencil	PENCIL	0.7mm HB graphite lead
Kaweco SPORT Clutch Pencil	CLUTCH PENCIL	3.2mm 5B graphite lead
Kaweco SKETCH UP	PENCIL	5.6mm 5B graphite or coloured leads
Kaweco STUDENT, DIA 2 & PERKEO	ROLLERBALL	Euro Refills
Kaweco SPECIAL, STUDENT, ORIGINAL & DIA 2 (non-sport)	BALLPOINT	G2 Ballpoint Refills
Kaweco DIA 2 Pencil	PENCIL	0.7mm HB graphite leads
Kaweco SPECIAL Pencils	PENCIL	HB graphite leads (lead size dependent on which pencil e.g. 0.9 needs 0.9mm leads)

Kaweco Fountain Pen Filling Systems

1. Ink Cartridges

Probably the most common way that people fill their fountain pens up today, ink cartridges are small sealed ink reservoirs with a plastic exterior. Many brands like Kaweco adopt the Standard International size format for their ink cartridges.

Standard International size cartridges are 38mm (1.5in) long and taper towards the part that goes into the nib unit (grip section). The capacity of standard-size cartridges is approximately 0.8ml.

Kaweco has 11 different coloured ink cartridges on offer (including a “Glowing Yellow” highlighter ink cartridge), and a multipack containing 10 of the colours.



Kaweco Ink Cartridges 10-pack colour mix



2. Ink Converters

The second most popular method of filling fountain pens today is using ink converters. Ink converters are effectively a refillable ink cartridge which allow you to change the colour of your ink quickly, easily, and in a more environmentally-friendly way.

Ink converters allow the user to have an infinite choice of inks, as many inks are only sold in bottles - Kaweco alone has 10 different colours.

There are different types of ink converters, designed to suit the specific needs of specific pens- many pens will fit a standard ink converter however some pens require different sized ones.

The standard converter fits perfectly into the “non-sport” Kaweco pens such as the STUDENT or DIA.

Kaweco have created a mini converter to fit their SPORT pens (e.g. CLASSIC, AL, BRASS, FROSTED) as a standard converter won't fit as its body is too long. Kaweco have also produced a mini converter which not only fits the Kaweco SPORT pens, but also the LILIPUT Kaweco's smallest pen.



Standard Ink Converter



Kaweco Mini Converter (for Kaweco Sport Pens)



New Kaweco Mini Converter (for Kaweco Liliput & Sport Pens)

3. Piston Filler

Though its popularity had waned over time, piston filler pens are making a resurgence.

A piston mechanism allows ink to be drawn directly from the bottle into the fountain pen's integrated ink chamber, making ink cartridges unnecessary. In this fast-paced age, a piston filler offers the opportunity to slow down and experience the world from a different perspective. Filling the pen from an ink bottle quickly becomes a ritual and an essential part of an extraordinary writing experience for all frequent writers. Piston fillers allow for an infinite choice of inks, as many inks are only sold in bottles, not as cartridges.

To use a piston filling mechanism:

- Unscrew the push cap on the end of the barrel (the separated piece in the image of the Kaweco PISTON Sport above).
- Next place the nib into the ink bottle of your choice twist the end of the mechanism that's visible to lower the piston and expel air from the pen (please note that it is normal to notice air bubbles).
- Then twist the end of the mechanism that's visible the other way to raise the piston and draw ink up through the nib of the pen and fill the ink reservoir.



Kaweco PISTON Sport pen

The Kaweco PISTON Sport is one of the smallest piston filler pens available yet it still holds approx. 1ml of ink (more than a standard international cartridge). Kaweco's PISTON Sport pens have a transparent ink window which allows you to monitor the ink level at all times meaning that you'll never run out of ink again!

Kaweco Nib Guide

Kaweco pens have been designed so that you can change the nib whilst keeping the body of the pen.

All Kaweco pens except PERKEO are available in 5 sizes: Extra-fine (EF), Fine (F), Medium (M), Broad (B) and Extra Broad (BB).

All metal & acrylic Kaweco pens including both the SPORT ranges and NON-SPORT ranges, have a screw in nib- this means that they are easily changeable and all you need to do is unscrew the nib and screw in the new one.

Kaweco “plastic” sport pens have a press-in nib which can only be changed in the factory in Germany using special tools and the pen presses - therefore you need to replace the whole nib unit.

*Do not try to remove the nib as it may damage the nib and then you will have to buy a new one anyway!

Pens that use a Kaweco 060 Nib:

- AL Sport
- BRASS Sport
- AC Sport
- STEEL Sport
- ART Sport
- LILIPUT
- STUDENT
- DIA 2
- ORIGINAL(060 version)
- SPECIAL
- COLLECTION Sport pens made from metal e.g. Ruby, Olivine etc.



Pens that use a Kaweco 060 Nib Unit (nib & grip section)

- CLASSIC Sport
- SKYLINE Sport
- FROSTED Sport
- COLLECTION Sport pens made from plastic e.g. Smooth Sage, Apricot Pearl etc.



Pens that use a Kaweco 250 Nib:

- SUPRA
- ORIGINAL (250 version)

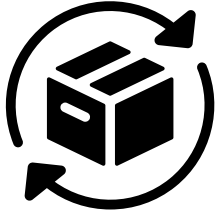


Pens that use a Kaweco 190 Nib:

- PISTON Sport (both the AL & CLASSIC versions)



Please Note: Kaweco PERKEO & Kaweco COLLECTION nib units are not available separately, except as a service item



Returns & Repairs

If you encounter any issues or returns with any Kaweco products, please get in contact with us via email or the phone.

More often than not, we can either replace the part or send you a full replacement so we would suggest holding fire before refunding your customer immediately.

With the aim of increasing traceability and to make sure we have enough information for each job- we kindly ask that every time you have a product to return or to send in for service, you fill out one of our Returns & Repair forms.

Once completed, please email it to us, along with the customer's proof of purchase and any explanatory photos- this way, we know to expect the product and anyone in the team can pick up the job and resolve it much quicker.

We aim to inspect the product as soon as it arrives, in order to update you and your customer as soon as we can. Therefore the more detail on the issue the better.

Once we have completed our assessment of the product, we will either complete the repair or get in contact with you to confirm whether you'd like us to go ahead or not.

Please note that all Kaweco products are covered by a 2 year warranty - so as long as they are less than 2 years old and are deemed to have a manufacturing error, then no costs will apply for replacement parts/items.



Warranty Cards

With every pen we ship, we will pack a warranty card for each pen.

Every Kaweco pen or pencil must have a warranty card and sticker provided with it (it is now a legal requirement to do so in the EU because of their new GPSR law), and that is why we send you the loose warranty cards and stickers to match the number of pens in your order.

All Kaweco pens / pencils that come in a tin (e.g. BRASS Sport, AL Sport, STUDENT, DIA, SPECIAL, etc.) have their warranty card and sticker within the tin.

Whereas the Kaweco "plastic" Sport pens (e.g. CLASSIC, SKYLINE, FROSTED, PERKEO), which come in a carton or a plastic wrap, do not and so the warranty cards and stickers for these are added to your order loose.

The warranty card / user manual contains information on how to use each of the different mechanisms as well as information on how to care for their Kaweco product. This information reduces customers damaging the writing instruments and reduces the need for repairs.

Kaweco Product Recommendations

Query/Customer looking for	Recommendation	Why?
An entry level fountain pen suitable for a child ?	<ul style="list-style-type: none"> • PERKEO Fountain Pen (either pack or single pen) 	<ul style="list-style-type: none"> • Easy to hold due to ergonomic shaped section • Lightweight
An eco-friendly pen?	<ul style="list-style-type: none"> • AL PISTON Sport • BRASS Sport • Any Kaweco 	<ul style="list-style-type: none"> • The piston sport uses an internal piston mechanism to draw up the ink- no plastic cartridges needed and you can use any bottled inks. • The Brass is eco-brass- it's lead free and is sustainable. The pen is durable and can be easily refilled. • All pens are refillable and the parts can easily be replaced.
A pen suitable for calligraphy?	<ul style="list-style-type: none"> • SPECIAL Dip Pen • Calligraphy Set • PERKEO Pack Calligraphy Set 	<ul style="list-style-type: none"> • All of these options are designed for calligraphy • They have different nib size options other than the dip pen. • They are portable and lightweight.
A pen with a shorter body?	<ul style="list-style-type: none"> • LILIPUT • Any SPORT pen 	<ul style="list-style-type: none"> • Liliput is the shortest fountain pen at only 9.7cm without cap and 12.5cm with cap posted. • All Sport pens are "pocket-sized" and are only 13cm when cap is posted
A pen more suited to bigger hands/ pen with a longer barrel?	<ul style="list-style-type: none"> • SUPRA • DIA 2 • STUDENT • SPECIAL • ORIGINAL 	<ul style="list-style-type: none"> • All of these pens have a longer barrel.
A gift for a pen lover?	<ul style="list-style-type: none"> • COLLECTION Pens • Black CLASSIC Gift Set • EBONITE Sport 	<ul style="list-style-type: none"> • Collection pens are only in production for 12 months and are often classed as more "limited" - they are also designed with collectors in mind
A heavier pen?	<ul style="list-style-type: none"> • BRASS Sport • STEEL Sport • Brass SPECIAL 	<ul style="list-style-type: none"> • BRASS Sport pen weighs 48g • STEEL Sport weighs 98g • Brass SPECIAL weighs 33g
A pencil for an artist who loves to shade and sketch?	<ul style="list-style-type: none"> • SKETCH UP • SPECIAL 	

Kaweco Frequently Asked Questions

Q: Can I change the nib size on my CLASSIC sport?

A: Yes you can, but you need to purchase a new nib unit (which is a pre-pressed nib & grip section).

Q: What lead size do i need for my Kaweco sport mechanical (click) pencil?

A: You will need a 0.7mm HB lead.

Q: My pen has bad inkflow...

A: Have you inserted the ink cartridge/converter firmly into the back of the grip section? You can be quite firm! Do you have a test page to show me?

Q: My Kaweco Brass Sport fountain pen has a Fine nib but it feels thicker than the fine nib on this Kaweco Steel Sport?

A: All nibs have a degree of tolerance. This means that each nib will fit somewhere on a scale between being, say, a fine and the next thickness up or down.

see diagram below highlighting that a fine nib can be anywhere in the red zone



Q: Will an international standard ink cartridge fit in my Kaweco Sport fountain pen?

A: Yes, each Kaweco fountain pen is supplied with 1 x Royal Blue standard international ink cartridge. As well as Kaweco ink cartridges, you can also use any standard international ink cartridges.

Q: Can I use an ink converter in my Kaweco Sport fountain pen?

A: Yes, however it must be a Kaweco Mini Converter as a standard ink converter won't fit.

Q: How can I refill my Liliput fountain pen?

A: You can actually use any standard international ink cartridge in a Liliput, or if you prefer to use bottled inks, Kaweco have a mini foldable converter which has been specially designed to fit Liliput fountain pens.

Q: Will my pen leak in my bag?

A: No it shouldn't. However when flying on long-haul flights we would advise removing the ink cartridge as the changes in air pressure and temperature can have an effect on the ink inside the pen.

Q: Is there a warranty on Kaweco products?

A: Yes, all Kaweco products have a 2 year warranty and can be repaired for free as long as they are less than 2 years old and are deemed to have a manufacturing fault.



Studio **PENS**

Kaweco
GERMANY, SINCE 1883.

