

Raise3D Limited Warranty ⁱ

Series of Printers Pro3, Pro2, N, and E2, and E2CF Printer and related Spare Parts

Warranty

Subject to the limitations set forth herein, the “Responsible Raise3D Company” as defined below (which may also be referred to herein as “Raise3D,” or “we”) warrants to the **original purchaser** that during the applicable Warranty Period defined below, the Raise3D products identified above: (1) shall be free from defects in material and workmanship and (2) such hardware Products are manufactured from parts and components that are new or equivalent to new in accordance with industry-standard practices.

This warranty is not assignable, except that for sales made by Raise3D to an authorized Raise3D vendor; the authorized vendor may assign this warranty to its initial purchaser. Warranty rights belong solely to the initial purchaser of the product and may not be enforced by any subsequent owner of the product, even if the previous owner has purchased the product with the sole intention of reselling it.

The Responsible Raise3D Company for the warranty is as follows:

Sale Location	Company
United States	Raise3D Technologies, Inc
Europe	Raise3D BV
Mainland China	Shanghai Fusion Intelligence Co., Ltd
Outside of the United States, Europe or Mainland China	Shanghai Fusion Trading Co., Ltd

Products Usage

Raise3D products’ users are expected to have the needed preparation to operate the products before starting to do so, which includes reading the product manual and following Raise3D’s recommendations.

Raise3D products’ users must use Raise3D products only for their intended purpose and must refrain from using them for any illicit usage, for which, in any circumstances, they will be fully responsible. Raise3D products must be installed and operated according to Raise3D’s instructions as set forth in the corresponding product manual, otherwise the warranty will be voided.



Warranty Period

The **standard Warranty Period** for these products is one year from the date of invoice, except that the standard Warranty Period for **heating rod(s), thermal sensor(s), heat bed(s), cooling fan(s) and circuit board(s) such as the LCD, LCD Logic Board, Motion Controller Board and Extruder Board (for Pro3 Series, Pro2 Series and N Series only)** is ninety (90) days from the date of purchase.

If the original purchaser purchases RaiseShield, which is Raise3D's printers extended warranty, then:

- For **One Year Extended Warranties**, the Warranty Period for **all components** is one year from the date of invoice.
- For **Two Year Extended Warranties**, the Warranty Period for **all components** is two years from the date of invoice.
- For **Three Year Extended Warranties**, the Warranty Period for **all components** is three years from the date of invoice.

Warranty claims

Warranty claims must be submitted to Raise3D prior to the end of the applicable Warranty Period.

If the product is purchased from a Raise3D authorized vendor (as listed in Raise3D's website), please contact the vendor directly for return/ exchange/ warranty claims.

Warranty claims require the submission of a copy of the invoice pertaining to the sale to the current product owner, and a photo of the serial number of the printer. If the invoice does not include the product serial number, then the packing slip or delivery note with the serial number shall also be provided.

Warranty claims require the submission of images or videos that demonstrate the product malfunctioning.

Warranty claims shall not be made as a mean for users to obtain product training or any type of information related to product usage, as such services are not warranty related and there may be a charge for such services.

If users need product training or additional information about product usage, they must contact the applicable Raise3D products' vendor.

Raise3D reserves the right to determine the validity of all warranty claims.



Location of Service

Warranty claims must be submitted in the territory where the product has been purchased; and the tech service provided under a warranty claim is limited to that same territory.

Repair or Replacement Under Warranty

With respect to valid warranty claims, Raise3D will, at its option, repair or replace the defective products at no charge. We may also make arrangements with you to send you replacement parts that you may install on the printer. Appearance defects that do not affect product's functioning are NOT covered by this warranty. If a product is to be replaced or returned for repair, shipping will be via ground carrier, and we will pay shipping costs only from the original product delivery address and our facility. You must insure the shipment or accept the risk of loss or damage during shipment. After the return shipment is received by Raise3D and the purchaser's product issues have been confirmed to be covered under this warranty, Raise3D will ship the repaired or replacement printer to the purchaser freight prepaid to the address provided by the purchaser in the territory where the printer has been purchased..

Shipping

Damage due to shipping the products from Raise3D to the purchaser upon the initial purchase thereof is covered under this limited warranty, but only when Raise3D is shipping the item via a carrier selected by Raise3D. The purchaser of the product, or the purchaser's agents, is responsible for any damage to products that are picked up by the purchaser or its agent or shipper from Raise3D's facility. If Raise3D repairs or replaces a product, its limited warranty term is not extended.

Returns; Exchanges

If the original purchaser is unsatisfied with the printer it purchased from Raise3D, the original purchaser can return/exchange it within 30 days from the date of its purchase, provided that for a printer that is not defective the original purchaser must pay a restocking fee equal to 25% of the manufacturer's suggested retail price (MSRP), and the cost of shipping the printer back to the Raise3D facility. The original purchaser must notify us prior to returning the printer so that we can make appropriate shipping arrangements.

Filaments and Third-Party Supplies

Due to wide variations in the quality and performance of third-party filaments and other third party-supplied materials and supplies, Raise3D products' performance can only be guaranteed when Raise3D filaments, or Raise3D approved filaments, or Raise3D approved third-party supplies are used.



The warranty will not be valid when the filaments that are used do not meet Raise3D's requirements and are found to be the cause for any product malfunction. In such cases, the customer will bear the risk of damage or product nonperformance.

Raise3D filaments and Raise3D approved filaments for Pro3 Series, Pro2 Series, N Series, E2 Series Printers are listed at:

- <https://www.raise3d.com/filaments/>
- <https://www.raise3d.com/compatible-filaments/>
- <https://www.raise3d.com/collections/certified-3rd-party-products/>

Raise3D filaments and Raise3D approved filaments for E2CF Printers are listed at:

- <https://www.raise3d.com/e2cf/>

The warranty will also not be valid when non-approved third-party supplies are used and found to be the cause for any product malfunction. In such cases, the customer will bear the risk of damage or product nonperformance.

Spare Parts

If you have unused spare parts, you may return them for a refund during the period ending ninety (90) days from the purchase date. Shipping costs are not refundable, however. Used spare parts cannot be returned or exchanged.

Raise3D will ensure spare parts availability up to three years after product discontinuation.

As of the date of publication of this document, the following products had been discontinued:

- **N Series printers, discontinued on May 30, 2018**

Limitations

The limited warranty provided hereby is void if the printer's serial number has been altered or removed, if the printer has been misused or damaged, or if the printer was altered, modified, or serviced by unauthorized service people, and does not cover damage due to external causes, including problems with electrical power, usage not in accordance with product instructions, failure to perform required cleaning or preventive maintenance if specified by Raise3D and problems caused by use of parts and components not supplied by Raise3D.



Packaging

Your Raise3D Printer is transported in reusable, durable packaging that has been specially designed to protect the printer during transport. This packaging must be kept during the warranty period and used anytime you need to transport the printer. If the original shipping carton and packaging are not available, the purchaser must notify Raise3D, who will send a replacement carton and packaging materials to the purchaser, at the purchaser's expense.

If you have a warranty claim, please contact your vendor for shipping instructions and other information regarding the processing of your claim.

The foregoing warranty contains Raise3D's sole warranty, and the customer's sole remedy, with respect to defects in any Raise3D products. Raise3D disclaims all other warranties whatsoever, express or implied, with respect to Raise3D's products, including without limitation all warranties of merchantability, fitness for a particular purpose, or noninfringement. In no event will Raise3D be liable for any special, indirect, incidental, or consequential damages of any kind, including but not limited to, loss of profits, lost data or lost software.

These products have been thoroughly tested and inspected at the factory prior to shipment. Nevertheless, inspect your products completely for any damage or loss of parts that may have occurred during shipment. Notify the delivering carrier promptly if damage claims are to be filed.

Raise3D reserves the right to modify or update its products without obligation and to replace any equipment delivered prior to any such change. Raise3D shall own all parts removed from repaired products.



Consumables and Excluded Items

The foregoing warranty does not apply to consumables, such as **hotend(s), hotend(s) assembly(ies), nozzle(s), fan cover(s), build surface, build plate(s) or top cover(s)** or other items that are expended in the normal operation of the printer, nor does it cover external devices, accessories or parts added to a Raise3D system after the system is shipped from Raise3D. However, if you have unopened unused filaments or any other unused consumables, you may return them for a refund during the period ending ninety (90) days from the purchase date. Shipping costs are not refundable.

Opened filaments or used consumables cannot be returned or exchanged.

¹If the laws of the country in which the Product is sold provide for mandatory and non-waivable warranty rights that are broader than those provided herein, we will provide you with warranty service and rights in accordance with such laws.

