

## 3DGBIRE Ultimaker Extended Warranty

Extend the standard 12 month warranty of your Ultimaker 3D Printer with 3DGBIRE's extended warranty options.

3DGBIRE Ltd is the official Ultimaker aftersales and support partner for the UK. When choosing one of our extended warranties, the best service and support for your Ultimaker 3D Printer is guaranteed.

3DGBIRE offer a Warranty Extension to the Manufacturer Warranty from 12 months to cover up to 36 months from the date of purchase.

The warranty extension must be confirmed with 28 days of purchasing your machine, this must be done by sending your proof of purchase and machine serial number to [warranty@3dgbire.com](mailto:warranty@3dgbire.com)

All manufacturer exclusions apply

### Ultimaker 2+ Series Extended Warranty



#### **WARRANTY EXTENSION**

- Extends the manufacturer warranty cover of parts from 12 months to 36 months\*
- Service Warranty for 36 months, if your machine needs repair we will commit to repairing it for you free of charge with a maximum 14 Day Turn Around\*\*
- Telephone and Email Support
- EXTEND TO 3 YEARS

**EXTEND TO 3 YEARS**  
**£395**

#### **WARRANTY EXTENSION PLUS**

In addition to the Warranty Extension, 3DGBIRE Ltd offer a Warranty Extension Plus, that extends the warranty to cover 24 or 36 months from purchase with the addition of a courtesy replacement machine if your Ultimaker requires repair. We also include a free annual service if you purchase this warranty.

- Extends the manufacturer warranty cover of parts from 12 months to 24 or 36 months\*
- Annual Service included free of charge
- Service Warranty for 24 or 36 months, if your machine needs repair we will commit to repairing it for you free of charge with a maximum 14 Day Turn Around\*\*
- Telephone and Email Support
- Courtesy replacement loan machine supplied within 24hrs to ensure minimal downtime
- EXTEND TO 2 or 3 YEARS

**EXTEND TO 2 YEARS**  
**£495**

**EXTEND TO 3 YEARS**  
**£595**

## Ultimaker 3 Series Extended Warranty



### WARRANTY EXTENSION

- Extends the manufacturer warranty cover of parts from 12 months to 36 months\*
- Service Warranty for 36 months, if your machine needs repair we will commit to repairing it for you free of charge with a maximum 14 Day Turn Around\*\*
- Telephone and Email Support
- EXTEND TO 3 YEARS

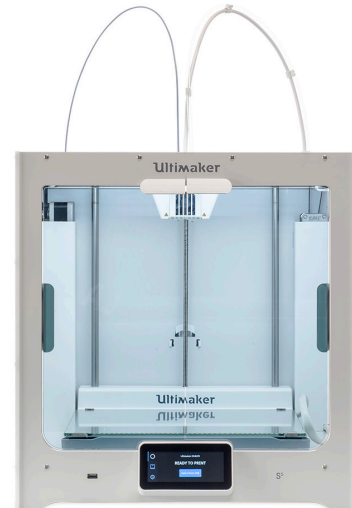
**EXTEND TO 2 YEARS**

**£650**

**EXTEND TO 3 YEARS**

**£850**

## Ultimaker S5 Extended Warranty



### WARRANTY EXTENSION

- Extends the manufacturer warranty cover of parts from 12 months to 36 months\*
- Service Warranty for 36 months, if your machine needs repair we will commit to repairing it for you free of charge with a maximum 14 Day Turn Around\*\*
- Telephone and Email Support
- EXTEND TO 3 YEARS

**EXTEND TO 2 YEARS**

**£1250**

**EXTEND TO 3 YEARS**

**£1500**

## Terms & Conditions

### ULTIMAKER WARRANTY

We'll do our best to make our warranty policy as forthcoming as possible and who knows, it may not even be that bad. We've decided to offer you information about warranty in two parts - both on this page. The first part is written as user friendly as possible. The second part is the official legal warranty information. If you have any questions, don't hesitate to get in touch.

When you buy an Ultimaker product, the Ultimaker Original or one of our Ultimaker 2 family models, you're entitled to free technical support for as long as you use it. First there's always our forum that enjoys a great culture of helping and sharing from very experienced makers. Most of them are very technically minded and only too happy to help. They have been the origin of the foundation that grew to be our detailed support pages that are available at your convenience. And lastly, but by no means least, is Ultimaker or your official point of sale for the UK and Ireland, 3DGBIRE Ltd. Our technical support team is always happy to help in isolating the cause of a problem, finding parts and providing solutions. By phone and email we are available at your command.

Lets start with the Ultimaker Original. Because it's a DIY-kit, we can't guarantee it will work first time (one missed screw makes all the difference). But what we can guarantee is that we're always on hand to give you technical knowledge and experience that'll get you printing in no time. And the really good news is that all the parts, except the hot end, come with a 1 year warranty.

As an open source company, we really encourage hacking and modifying, but as you might expect, we can't be held responsible for any modifications that significantly change the way your Ultimaker, or that specific part, works. So here's the boring part, these heavily modified parts won't be covered by the warranty. But that's probably not a surprise. However, we're always available to help you work things out.

Using third party or alternative filaments won't void your warranty, but here's the catch, you have to stay within the restrictions for 3D printing setup by the firmware. These restrictions are designed to protect your Ultimaker from getting hurt. Easy right?

Next up, the Ultimaker 2 Family. We're so confident about its build quality that all the parts, except the hot end, come with a 1 year warranty. We want to keep an open filament system and this prevents us from knowing what filaments will be used throughout a year. Through use and various materials your hot end can show signs of wear. When it comes to parts, Ultimaker has your back. However, the world of 3D printing is innovating at a crazy speed, so we won't always continue to have all older generation parts in stock. This could mean you need upgrade to a new part to solve a problem. But rest assured, we'll never leave you in the dark and will do our best to find a solution.

Ultimaker also offers life-time support through email and phone. If you're in need of warranty support, please get in touch with 3DGBIRE Ltd. See, now that wasn't too bad was it? Up next is the official legal information.

### ULTIMAKER WARRANTY LEGAL INFORMATION

Ultimaker grants a standard warranty on all Ultimaker products. Any notification of a warranty claim must be made with 3DGBIRE Ltd from whom the product was purchased originally. The warranty is issued by 3DGBIRE Ltd, address are stated on the original invoice.

Ultimaker grants a standard period of 1-year full warranty on all parts. This warranty does not apply to the hot-end\*, which is considered as a consumable. The warranty period starts from the date shown on the customer's purchase invoice. For a warranty claim to be valid (i) notification must be made before the end of the warranty period; (ii) conform to any additional stipulations of the warranty period, as defined below; (iii) must be substantiated with original proof of purchase, including the serial number of the product(s) and the original/official packaging.

### CONDITIONS

In the event of material or manufacturing defects, the Dealer is obliged to rectify the defects free of charge according to Ultimaker warranty conditions. If the defect cannot be repaired, the Dealer will, within the warranty period, replace the product free of charge by an identical product, or, if the product is no longer manufactured, by a similar replacement of the same value or offer an appropriate refund. Whether a justified claim will be settled by replacement, by repair or by compensation remains at the discretion of 3DGBIRE Ltd.

The Ultimaker warranty is granted under the explicit condition that Ultimaker's installation and maintenance instructions have been observed. Unless the booklet contains 'do-it-yourself' assembly instructions for the product or part thereof and these have been followed up meticulously, the warranty will become invalidated if the product was at any time disassembled or reassembled by persons not authorized and confirmed by Ultimaker to be qualified. The Ultimaker product must have been sold, delivered and assembled by a recognized Ultimaker dealer. For more information on this please contact 3DGBIRE Ltd.

The Ultimaker warranty does not cover any defects or damage caused by inappropriate use, incorrect or improper use, or normal wear and tear. If any Ultimaker product is combined with a product not manufactured by Ultimaker, the warranty may be restricted or declared void, depending on the nature of the claim.

Any warranty claim must first be recognized as justified, either by 3DGBIRE Ltd, or by Ultimaker.

The warranty may not automatically include cost incurred for shipping defective products for Ultimaker or 3DGBIRE Ltd for scrutiny and/or repair, nor for shipping cost of replacement or repaired product(s) back to claimant. Within the warranty period repair itself, however, will be free of charge.

Since customers will only be entitled to make a warranty claim on submission of the original invoice, we advise that both the invoice and official packaging are kept in a safe place. Only the original purchaser is entitled to claim warranty. Notification of a warranty claim must be made to 3DGBIRE Ltd. The warranty period is limited to the lifetime of the first original purchaser.

### OTHER WARRANTY CONDITIONS

- If a part is repaired or replaced during the warranty period, the (extended) warranty period still remaining for the entire product will apply to this part.
- The purchaser - provided that they are a natural person who is not acting in the course of their profession or business - may claim the rights to which there are entitled under the warranty without prejudice to their rights or claims in accordance with the law.
- The warranty does not apply to the hot-end; integrated nozzle + heater block or Olsson Block (Including Nozzles), PTFE/TFM coupler, PTFE nozzle ring, hot end isolator, set screw, spring and PT100 B sensor.

### 3DGBIRE WARRANTY EXTENSIONS

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