

MATERIAL CLAIM FORM INSTRUCTIONS

Purpose of these instructions: Faulty material cartridge or bottle claims will need to be reviewed to determine if it is eligible for replacement.

MATERIAL CLAIM FORM INSTRUCTIONS

Claims for faulty material cartridges or bottles should NOT be submitted if it is faulty:

- Due to service, machine or software related issues
- For Issue Codes not listed on this form
- For materials that have passed the Recert or EXP by date

Please contact your regional Technical Support office for assistance with the above matter.

In the event of a failed build due to faulty cartridges or bottles, the materials from the cartridges or bottles that are not faulty will not be replaced.

Any damages caused during shipment should be addressed directly with the shipper.

MATERIAL CLAIM FORM INSTRUCTIONS

All claims **MUST** be submitted within 30 days of the error occurring.

Only one form can be submitted per Serial Number.

Handwrite the date (MM-DD-YY) that the error occurred AND the Issue Code on the RFID tag. Batch number and Recert / EXP date must be visible. (Digital markings will not be accepted). – **NEW:** For multiple claims with the same batch number, you must also number each bottle (ex) 1, 2, 3, etc.



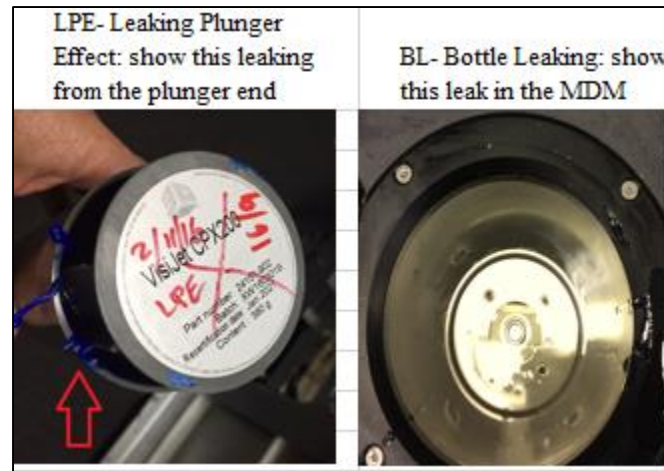
Provide a minimum of 3 log files (required for all issue codes except RT- Recertify Tag and those that are leak related).

The Software Version is required for all claims.

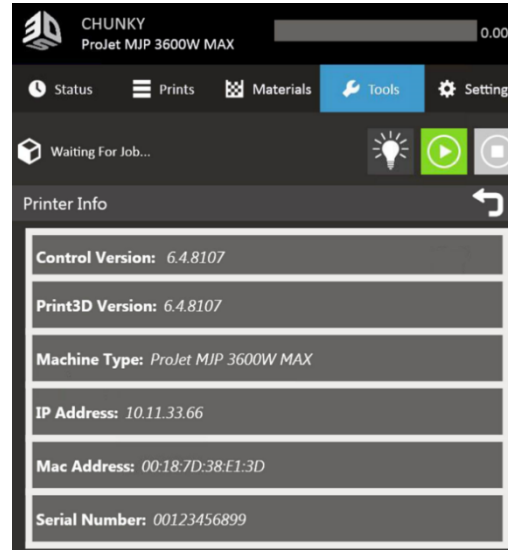
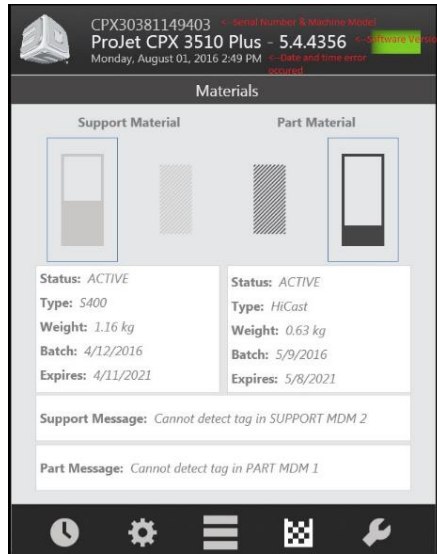
Take at least two pictures of each cartridge/bottle

- One picture of the RFID tag (must meet the above requirements)
- One picture of the whole cartridge/bottle

If you are filing a claim of LPE, BL or LIB then the pictures **must also** clearly show the leak.



A screen shot of the display confirming the machine serial number and software/firmware version is also required for all RFID tag claims. Examples of screen shots are below



RETURNS

We will request that RFID tags be returned upon receiving the replacements. Instructions for returning these will be included in your replacement shipment. Please hold on to the defective tags until you receive your replacements. If you do not receive a request to return these in your package, then you may discard them.

We may also ask cartridges/bottles be returned to the factory for analysis. **Please hold on to these and once your replacement order is processed** you will receive an email with instructions on returning these.

- If you do not receive notification that a return is required you may discard the materials.
- Please do not return any RFID Tags or materials prior to receiving instructions.



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