



# 3D SYSTEMS<sup>®</sup>

## 3D SYSTEMS CORPORATION

### SLA, Figure 4 Technology, SLS, and DMP Systems WARRANTY

THIS EQUIPMENT WARRANTY IS PROVIDED BY 3D SYSTEMS CORPORATION, THE ORIGINAL MANUFACTURER OF THE EQUIPMENT COMPONENT OF THE SLA, FIGURE 4 TECHNOLOGY, SLS, AND DMP SYSTEMS OR ITS AUTHORIZED SERVICING RESELLER, AS APPLICABLE. THE CAPITALIZED TERMS: "YOU", "YOUR" AND THEIR VARIANTS MEAN THE COMPANY OR ENTITY THAT PURCHASED THE EQUIPMENT FROM 3D SYSTEMS OR ITS AUTHORIZED RESELLER AND PAID THE REQUIRED FEES; "3D SYSTEMS", "WE", "OUR" AND "US" MEAN 3D SYSTEMS CORPORATION OR ITS AFFILIATED COMPANIES. "3D PRINTER" MEANS YOUR PROJET, iPRO, sPRO, DENTAL, FACTORY, FLEX, Figure 4, OR ProX SYSTEM. THIS WARRANTY APPLIES TO 3D PRINTERS SHIPPED AFTER JUNE 1, 2019.

#### WARRANTY COVERAGE

In the event that You purchased Your 3D Printer directly from 3D Systems as (i) an authorized servicing reseller or (ii) an end customer in which 3D Systems continues to directly provide service on that 3D Printer, this warranty is provided to You directly from 3D Systems. Alternatively, if You are an end customer which purchased Your 3D Printer from an authorized servicing reseller that is providing You service on that printer or Your service has been transferred from 3D Systems to an authorized servicing reseller, this warranty is provided to You from such authorized servicing reseller.

3D Systems or its authorized servicing reseller, as applicable, warrants that the Equipment will be free from defects in materials and workmanship, during the applicable warranty period, when used under the normal conditions described in the documentation provided to You. This Equipment warranty applies only to the core machine and machine housing components of Our proprietary 3D Printers, such as their electronics modules and elevator assemblies (the "Equipment") and excludes all software and consumable parts, including the plastics, resins, metals, powders, binders, infiltrants or related compounds used to create models, prototypes, and other finished goods. Repairs required during the warranty period because of the use of non-integrated, non-approved or non-licensed materials in the Equipment are excluded from this warranty. The warranty period and scope of additional coverage may be different for certain 3D Printer models. The respective 3D Printer models have the following warranty period and scope of additional coverage:

**SLA Systems – All ProJet 6000 and 7000, iPro, and ProX Models:** The warranty will start on the earlier of (i) the date of installation of the SLA 3D printer or (ii) three hundred and sixty five (365) days after the SLA 3D Printer is shipped from 3D Systems to You or to the reseller that sold the SLA 3D Printer to You, and the warranty will continue for twelve (12) months. The warranty includes an additional parts-only warranty for the laser that continues for the shorter of (i) twenty four (24) months from the start of the warranty or (ii) 10,000 hours of operation of the laser. Any labor charges in connection with this parts-only warranty on the SLA laser between the one (1) year warranty and end of the parts-only warranty will be borne by You and not 3D Systems or Our authorized servicing reseller, as applicable. In the event the laser of Your 3D printer must be replaced, 3D Systems reserves the right to replace the laser with a new or remanufactured laser. In the event Your SLA laser is replaced, You are required to return the original laser to 3D Systems' location as instructed by 3D Systems or Your authorized servicing reseller.

**Figure 4 Technology- All Figure 4 Production and Figure 4 Modular Models:** The warranty will start on the earlier of (i) the date of installation of the **Figure 4 Technology** 3D printer or (ii) three hundred and sixty five (365) days after the **Figure 4 Technology** 3D Printer is shipped from 3D Systems to You or to the reseller that sold the **Figure 4 Technology** 3D Printer to You, and the warranty will continue for twelve (12) months. The warranty includes no additional coverage beyond the general coverage discussed above.

**SLS Systems – All sPro and ProX Models:** The warranty will start on the earlier of (i) the date of installation of the SLS 3D printer or (ii) three hundred and sixty five (365) days after the SLS 3D Printer is shipped from 3D Systems to You or to the reseller that sold the SLS 3D Printer to You, and the warranty will continue for twelve (12) months. The warranty includes no additional coverage beyond the general coverage discussed above.

**DMP Systems – All Dental, Factory, Flex, and ProX Models:** The warranty will start on the earlier of (i) the date of installation of the DMP 3D printer or (ii) three hundred and sixty five (365) days after the DMP 3D Printer is shipped from 3D Systems to You or to the reseller that sold the DMP 3D Printer to You, and the warranty will continue for twelve (12) months. The warranty includes an additional parts and labor warranty for the laser that continues for twenty four (24) months from the start of the warranty. In the event the laser of Your 3D printer must be replaced, 3D Systems reserves the right to replace the laser with a new or remanufactured laser. In the event Your laser is replaced, You are required to return the original laser to 3D Systems' location as instructed by 3D Systems or Your authorized servicing reseller.

With respect to all end customers, this warranty does not cover defects or non-conformities caused by events external to the Equipment (including floods, electrical surges or the like); or if You use the Equipment in a manner that does not conform to the documentation. In addition to the above-referenced exclusions, with respect to Our authorized servicing resellers, this warranty does not cover any labor charges during the warranty period. Warranty coverage may be declined if parts other than Genuine 3D Parts have been used or if the Equipment has been modified, maintained, or assembled by any party other than Us, Our direct subcontractors, or a reseller that We have authorized to service the Equipment. "Genuine 3D Parts" are those parts, components, materials, and consumables manufactured by Us



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or which We specifically authorize for use with the Equipment. Any replacement parts provided for the Equipment will be warranted only for the remainder of the original warranty period.

THIS WARRANTY IS THE ONLY WARRANTY PROVIDED FOR THE EQUIPMENT. SOFTWARE IS SUBJECT TO SEPARATE WARRANTY UNDER AN APPLICABLE END USER LICENSE AGREEMENT. TO THE MAXIMUM EXTENT PERMITTED BY LAW, 3D SYSTEMS EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES FOR THE 3D PRINTER AND EACH OF ITS COMPONENTS, WHETHER THOSE WARRANTIES ARE EXPRESS, IMPLIED, OR STATUTORY INCLUDING WARRANTIES OF NON-INFRINGEMENT, MERCHANTABILITY, AND FITNESS FOR PURPOSE. IF YOU PURCHASED THE EQUIPMENT FROM ONE OF OUR AUTHORIZED SERVICING RESELLERS, THAT RESELLER MAY HAVE PROVIDED YOU WITH EXTENDED OR ADDITIONAL WARRANTY OR SERVICE PLANS. SUCH WARRANTY OR SERVICE PLANS ARE PROVIDED BY THE RESELLER ACTING ON ITS OWN BEHALF UNDER A SEPARATE AGREEMENT WITH YOU. 3D SYSTEMS IS NOT IN ANY WAY RESPONSIBLE TO YOU OR THE AUTHORIZED SERVICING RESELLER UNDER SUCH PLANS.

#### WARRANTY SERVICE

If You feel that the Equipment does not comply with the above warranty, You must contact the 3D Systems' Warranty Hotline or Our authorized servicing reseller, as applicable. If Your 3D Printer is serviced by an authorized servicing reseller, You must first contact such reseller regarding any warranty service claims. 3D Systems or Our authorized servicing reseller, as applicable, will be responsible only for those defects or other non-conformities then under warranty and which have been reported in a timely manner. Liability under the warranty is limited to bringing the Equipment into compliance by repairing or replacing the defect using either new or refurbished Genuine 3D Parts.

You may be instructed to ship defective parts to a repair depot at the location specified by 3D Systems or Our authorized servicing reseller, as applicable. If We or Our authorized servicing reseller advance ship a replacement part to You, You must ship the defective part using the same packaging provided with the advance shipment and must send it to the applicable depot using a delivery method that ensures receipt within thirty (30) calendar days of the date You were sent the advance shipment. If You are instructed to use other packaging, You must purchase it at Your own expense. In all events, You are responsible for all shipping, handling and insurance costs necessary to effect this or any other 3D Printer parts exchange.

YOU MAY BE DECLINED WARRANTY SERVICE OR CHARGED ADDITIONAL HANDLING FEES AND/OR OUR THEN-CURRENT LIST PRICES FOR REPLACEMENT PARTS OR EQUIPMENT IF YOU DO NOT FOLLOW THESE PROCEDURES, IF YOU USE INCORRECT PACKAGING, IF WE OR OUR AUTHORIZED SERVICING RESELLER, AS APPLICABLE, DO NOT RECEIVE THE DEFECTIVE PART WITHIN THE TIME PERIOD SPECIFIED OR, IF AT THE TIME RECEIVED, THE PARTS EVIDENCE DAMAGE OTHER THAN THE ORIGINAL DEFECTS REPORTED BY YOU. Any defective parts which are not returned to the depot or which You elect to dispose of Yourself must be disposed of in accordance with 3D Systems' Environmental Policy and applicable law. A copy of Our Environmental Policy can be obtained by following the appropriate link in the software provided with the Equipment or by contacting Our Warranty Hotline. After expiration of the warranty, You may request off-warranty services for the Equipment. Off-warranty service or parts replacement may be provided by 3D Systems or Our authorized servicing reseller. Any service provided by 3D Systems will be invoiced at Our then-current prices unless We agree to other terms in writing. You must continue to use Genuine 3D Parts to receive off-warranty service.

#### HOW TO REACH 3D SYSTEMS

You can learn more about 3D Systems' warranty, service, updates, and other support by visiting our customer support site at <https://support.3dsystems.com>. You may also directly contact 3D Systems using the numbers or email addresses below:

##### Warranty Hotline from the Americas

+1 888.598.1438  
+1 803.326.3930

Weekdays during normal business hours or by email at [Support-US@3DSystems.com](mailto:Support-US@3DSystems.com).

##### Warranty Hotline from Europe, Africa, and Middle East (EMEA)

+44 1442.279.839  
+49 6151.357.499

Weekdays during normal business hours or by email at [Support-EMEA@3DSystems.com](mailto:Support-EMEA@3DSystems.com).

##### Warranty Hotline from Asia/Pacific

+852.8191.2453

Weekdays during normal business hours or by email at [Support-APAC@3DSystems.com](mailto:Support-APAC@3DSystems.com).