



Zortrax 3D Printer Warranty Terms

This OCTAVE reseller warranty (hereafter referred to as the "Warranty") is granted by OCTAVE SYSTEMS INCORPORATED (hereafter referred to as "OCTAVE") to the end user of a Zortrax 3D printer (hereafter referred to as the "Product"). The Product is subject to the following terms and conditions exclusively to OCTAVE or OCTAVE-associated reseller original customers only ("original" referring to the purchasing party only; hereafter referred to as "end users") and not to original end users of any other reseller within or outside of the United States of America from which the Product is purchasable, nor to original end users who have purchased the product from ZORTRAX directly. The services covered under this Warranty are provided by OCTAVE exclusively.

Notice of ZORTRAX Warranty Invalidation:

The Warranty Terms offered by ZORTRAX for this Product are null and void within the United States of America. All services offered by the ZORTRAX Warranty are eligible exclusively within the European Union. In response to these conditions, OCTAVE has made available a Warranty at OCTAVE's sole discretion and execution to all OCTAVE end users who have purchased this Product.

Warranty Period of the Product:

This Warranty applies for the period of 30 days and up to 12 months (depending on certain coverage restrictions; see the information on the table under "General" for more details) from the date of when the Product was first purchased by the original end user (hereafter referred to as the "Purchase Date"). Proof of purchase must be presented to OCTAVE to utilize the services of this Warranty, including the Product Serial Number and/or the Purchase Invoice/Receipt.

Statutory Guarantees:

This warranty is given independently of any statutory warranty that may apply in the state or country of purchase and does not affect or limit such warranty in any matter whatsoever.

General Information

OCTAVE warrants the Product to be free from defects in workmanship and materials at the time of resale. If the Product fails during normal and proper use within the Warranty Period, OCTAVE will repair or replace only the defective parts of the Product with new or reconditioned parts or products that are functionally equivalent or superior to those originally supplied. OCTAVE is not responsible for replacing the Product itself in the event of total Product failure.

Please keep the original Purchase Invoice/Receipt, the product and shipping boxes, and these Warranty Terms for future service requests.

All components that the OCTAVE Repair Center repairs or replaces will be warranted for the remaining duration of the original components at OCTAVE's discretion. If the Product is repaired, all user-generated data may be permanently deleted.

If the Product is under Warranty, you hereby agree to transfer the ownership of defective parts sent to OCTAVE for replacement, and said parts shall automatically become the property of OCTAVE.

General Warranty Limitations

This Warranty covers:

- Products purchased from OCTAVE or OCTAVE partners/related resellers.
- Products purchased from within the United States of America.
- ZORTRAX-brand 3D printers and accessories.
- Products covered within the Warranty Period with minimal or no charge. (See page 3.)
- Repairs, service, and part replacements.
- New products at time of purchase.
- Technical hardware issues.

This Warranty does NOT cover:

- Products purchased from ZORTRAX or any non-OCTAVE-related resellers.
- Products purchased from outside of the United States of America.
- Other 3D printer brands.
- Products deemed Out of Warranty (OOW), but serviceable at full parts & services retail value.
- Full product replacement.
- Used/refurbished products, except for special consideration on a case-by-case basis.
- ZORTRAX or third-party software, firmware, and data issues.
- Personal, business, or fiscal damages from Breach of Warranty, excluding death, personal injury, statutory liability, and conditions outside of United States territory jurisdiction.

Product Condition Limitations

This Warranty only covers normal use conditions of the product. This Warranty does NOT cover:

- End user-induced conditions discernible from normal use.
- Product that has been tampered with, repaired, and/or modified by non-authorized personnel.
- Altered, removed, or cancelled product serial number.
- Broken or altered Warranty Seals.
- Obsolete hardware.
- Damage that doesn't impede operation and functions, i.e. rust, color or texture changes, wear and tear, gradual deterioration, etc.
- Damage from:
 - Improper installation/connection or malfunction of peripheral devices, i.e. power supply, extruder/platform cables, SD Card, etc.
 - External electrical fault or any accident.

- Operations outside of original product intent, violation of storage parameters, and exposure to unsuitable environments detailed in User Manual.
- Third-party software or viruses, or software/data loss resulting from repair.
- Use of non-ZORTRAX-recommended materials.
- Inoperability or damage:
 - From contamination with hazardous substances, diseases, vermin, or radiation.
 - To product electronic interface system.
 - Of consumable hardware, i.e. nozzles, fans, etc.
- Fraud, theft, unexplained disappearances, or willful acts.

Part Repair & Replacement Limitations

Most parts of the Product which are able to be repaired or replaced under this Warranty are covered either for a limited time only or not at all covered and shall not be repaired or replaced under warranty.

These parts and issues are covered under the Warranty for only **30 days** after the Purchase Date:

- Hotend/Nozzle
- Thermocoupler
- Heater
- Thermocoupler & Heater
- Fan Cooler
- 3D-printed parts
- Shipping issues
- Quality Assurance/Quality Control issues with parts

These parts are covered under the Warranty for only **12 months** after the Purchase Date:

- Extruder Cable
- Extruder PCB
- X/Y- and Z-axes Motors
- GT2 Belt (X/Y, long & short)
- Z Coupler
- Platform Distance Screws
- On/Off Switch
- XY Endstops
- LCD OLED Display

These parts are NOT covered under the Warranty for any duration of time:

- Black Heating Plate
- Perforated Boards
- SD Card
- Cable Holders
- Power Supply
- Metal Printer Frame

Customer Responsibility

When using the Product:

- Read the User Manual first and use the Product only according to the User Manual.
- After using your Product, do not leave the Product connected to power. Some electrical items are not designed to be left connected to the power supply for extended periods of time.
- Periodically back up your data stored on the Product (i.e. SD memory card).
- Keep the original packaging in case the Product needs to be returned for repair. The original packaging provides better protection for the Product during transportation.
- Please check the User Manual and the ZORTRAX support website for troubleshooting solutions prior to contacting OCTAVE Customer Service.

Process for Submitting a Warranty Claim

Before contacting OCTAVE for technical support, ensure that you have the Product in front of you and that it is turned on, if feasible. Please also be ready to provide the Product's serial number (found on the original packaging or under "Information" – "Serial Number" on the LCD OLED display menu or below the barcode located on the sticker adhered to the back of the printer), the model name, and proof of purchase. The technical support hotline phone number can be found at <http://www.octave.com/p8/Technical-Support/pages.html>.

You may be requested by OCTAVE to perform some of the Product's troubleshooting tasks or actions, which may include the following:

- Installing updates, patches, or service packs;
- Reseating the cable connectors;
- Performing other reasonable activities requested by OCTAVE which will assist in identifying or resolving the issues.

If the problem is not solved remotely, you will have to return the Product or its modular components to the OCTAVE Repair Center (this process is called Returned Merchant Authorization, or "RMA"). If an RMA is necessary, you have to deliver your Product/components to the OCTAVE Repair Center. OCTAVE may, at its sole discretion, simplify the service procedure by offering you a preapproved shipping service to deliver the Product/components to the Repair Center.

To create an RMA:

- Describe the problem clearly and completely on the RMA request form obtainable from OCTAVE Customer Service.
- Enclose a copy of a completed Warranty Information Form (included with the Warranty Terms) and a copy of your Purchase Invoice/Receipt. If you are unable to provide the requested documents for Warranty validation, OCTAVE will be able to retrieve your Product serial number from your transaction on your account.
- Ensure that you have fully backed up all data stored on your Product and removed and personal, confidential, or proprietary information before any service process is initiated. You agree that OCTAVE may delete any data, software, or programs installed on the Product without restoring such. OCTAVE shall not be held liable for the permanent loss, damage, or misuse of your data.
- Pack the Product/components in safe and stable packaging, preferably the original packaging. Any packaging should meet the following requirements:
 - Use a rigid box with the flaps intact;
 - Remove any labels, hazardous material indicators, and other previous shipment markings on the box that are no longer applicable;
 - Wrap all items separately;
 - Use adequate cushioning material;
 - Use strong tape designed for shipping;
 - Do not use string or paper over-wrap;
 - Use a single address label that has clear and complete delivery and return information;
 - Place a duplicate address label inside the package.
- Please do not send in anything but the Product or components themselves unless specifically requested by OCTAVE. Please remove any accessories (i.e. power cables,

filament spool holder, etc.) as well as any removable storage devices such as memory cards, discs, or flash drives from the Product unless specifically requested by OCTAVE. OCTAVE is not liable for the loss, damage, or destruction of accessories or removable storage devices unless they are caused by acts of willful or gross negligence by OCTAVE.

Privacy

You agree and understand that it is necessary for OCTAVE to collect, transfer, and process personal data in order to facilitate the requested service; and that for this purpose, your data may be transferred to and processed in any state or country where OCTAVE or its affiliated companies maintain offices, which include countries outside of the United States of America, the mandatory laws of which do not guarantee a data protection level equivalent to the laws of each State. However, OCTAVE will use and protect your personal data at any time and in any country subject to the OCTAVE Privacy Policy.

Out-of-Warranty Cases

Returning the Product/components to the OCTAVE Repair Center during the Warranty Period does not automatically mean that it will be repaired free of charge. Upon receiving your Product/components, OCTAVE reserves the right to check the validity of your Warranty and your request for Warranty service. If the Warranty Period has lapsed or if any of the exclusions in section 6 apply, your request will be deemed out of Warranty ("OOW").

If your service request is OOW, a Service Charge List with an offer for repair will be provided to you, which you may accept or reject. If you accept the repair, we will provide you with an invoice for the repair labor, spare parts, and other costs stated in the Service Charge List. The invoice must be paid according to the payment date contained in the document. Payment must be made after OCTAVE has delivered to you a service quote estimate and has repaired your Product.

To the extent permitted by law, OCTAVE may charge you a diagnostic fee (including transportation costs, if any) if your service request is OOW and you refuse the repair offer or if your Product does not require service.

Abandoned Property

After your Product/components have been repaired, or if you do not agree to the repair offer, OCTAVE will return your product/components via the agreed RMA method. If you do not pick up your Product/components, or if delivery is not possible at the address provided by you, OCTAVE will send you a notice at the address you provided them when requesting the service. If you still fail to pick up the Product/components within a period of 90 days from sending the notice, OCTAVE reserves the right to claim damages from you, including the cost of storage, disposal in accordance with the applicable laws and regulations, and any statutory right of lien for unpaid charges.

This Warranty is provided by:
Octave Systems Inc.
1190 Dell Avenue Suite A
Campbell, CA 95008, USA
Tel: 1-800-626-8539 or 1-408-866-8424
Fax: 1-408-866-4252
E-mail: info.sales@octave.com

OCTAVE Warranty Information Form

Mr./Mrs./Ms./Miss: _____

Telephone Number: _____

Address: _____

E-mail: _____

Purchase Date (MM/DD/YY): _____ / _____ / _____

Salesperson's Name: _____

Salesperson's Phone Number: _____

Serial Number: _____

Important: Please store this Warranty Information Form in a secure location for future reference. OCTAVE reserves the right to request this document before accepting repair requests.

BEFORE UNPACKING THE PRODUCT PLEASE READ CAREFULLY ALL ENTRIES IN THE WARRANTY NOTICE. IF YOU DO NOT ACCEPT THE TERMS OF WARRANTY, THE PRODUCT CAN BE RETURNED UNIMPAIRED TO:

Octave Systems Inc.
3030 Olcott St.
Santa Clara, CA 95054, USA