



RAISE3D PRODUCTS are made with a commitment to quality and design. To ensure the best experience with our PRODUCT, we advise you to read all the documentation and manuals provided with your device and visit our website for further information (<http://www.raise3d.com>).

## 1- DEFINITIONS

RAISE3D (which may also be referred to herein as “we” ): The manufacturer and importer of the PRODUCTS, an Entity with the below legal representation depend of the territory where the purchase was performed:

Sale Location	Company
United States	Raise 3D Technologies, Inc
Europe	Raise3D B.V.
Mainland China	Shanghai Fusion Intelligence Co., Ltd Shanghai Fusion Tech Co., Ltd
Outside of the United States, Europe or Mainland China	Shanghai Fusion Trading Co., Ltd

RESELLER: Entity authorized by RAISE3D to resell the PRODUCTS in their region.

END-USER (which may also be referred to herein as “buyer” ): The original purchaser and final user of the PRODUCTS



PRODUCT/S: The item or items to which this Warranty document is adhered to, in this case is **Raise3D C220-P**.

## 2- DISCLAIMER OF WARRANTIES

2.1 NEITHER RAISE3D NOR ANY OF ITS THIRD-PARTY SUPPLIERS MAKES ANY OTHER WARRANTY OF ANY KIND, WHETHER EXPRESS OR IMPLIED, EXCEPT AS EXPRESSLY PROVIDED HEREIN. RAISE3D DISCLAIMS ALL WARRANTIES OF MERCHANTABILITY, QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.

2.2 SUBJECT TO THE LIMITATIONS SET FORTH HEREIN, RAISE3D GUARANTEES THAT: (1) THIS PRODUCT IS WARRANTED TO THE ORIGINAL END-USER BUYER AGAINST ANY DEFECTS IN MATERIAL AND WORKMANSHIP THAT ARISE AS A RESULT OF NORMAL AND REASONABLE USE OF THE PRODUCT; (2) SUCH HARDWARE PRODUCTS ARE MANUFACTURED FROM NEW OR EQUIVALENT NEW PARTS IN ACCORDANCE WITH INDUSTRY-STANDARD PRACTICES. THIS WARRANTY IS NOT TRANSFERABLE TO ANYONE WHO SUBSEQUENTLY PURCHASES, LEASES OR OTHERWISE OBTAINS THE PRODUCT FROM THE ORIGINAL END-USER BUYER.

2.3 IN ALL EVENTS, THE TOTAL LIABILITY OF RAISE3D FOR ANY PRODUCT DEFECTS OR ANY DAMAGES ARISING THEREFROM WILL NOT EXCEED THE END-USER' S PURCHASE PRICE FOR THIS PRODUCT, PLUS ANY NECESSARY EXPENSES INCURRED BY THE END-USER IN REQUESTING WARRANTY SERVICE.

## 3- WARRANTY PERIOD



3.1 The Standard Limited Warranty of this PRODUCT is 12 months commencing from the following dates as:

-The date on which the PRODUCTS are installed at the location agreed upon by RAISE3D (or its authorized service provider) and the END USER, and the installation certificate has been duly signed by the END USER; or

-The date on which the PRODUCTS are delivered to the location agreed upon with the END USER, provided that the END USER confirms that the installation shall be performed by the END USER itself.

3.2 RAISE3D offers customers the possibility of purchasing warranty extensions that can only be acquired at the same time as the Original Purchase of the PRODUCT or 30 days before the end of the standard warranty, as long as the requirements mentioned in “APPENDIX 1 – Description of Services” of “Service Contract” are met. Please visit (<http://www.raise3d.com>) for more information about how to extend your warranty.

#### 4- WHAT IS COVERED

4.1 This PRODUCT and the parts that compose this PRODUCT are warranted to the original END-USER buyer against any defects in material and workmanship that arise as a result of normal and reasonable use of the PRODUCT during the defined warranty period above. RAISE3D will, at its discretion, repair or



replace the defective PRODUCTS and/or parts of the PRODUCTS at no charge for the END USER as long as Warranty requirements are met.

4.2 When providing any warranty service, RAISE3D reserves the right to repair the PRODUCT with materials and parts selected by RAISE3D or to replace the PRODUCT with another PRODUCT of the same kind, at the discretion of RAISE3D. Any replacement PRODUCT may be new, refurbished or used, provided that the replacement PRODUCT has functionality at least equal to that of the PRODUCT being replaced. After any repair or replacement, the original warranty period will continue from the END-USER' s original installation date or delivery date without extension or renewal.

4.3 The PRODUCTS guaranteed and covered in this document are for professional use only.

## 5- WHAT IS NOT COVERED

This warranty only covers defects in materials or workmanship arising as a result of normal and reasonable use of the PRODUCT and does not cover any other problems. The following is not covered:

5.1 Improper use: in the case of any defect or damage to the PRODUCT caused by incorrect use, improper installation, abnormal wear, physical damage or deformation caused by falls or blows, burnt circuits resulting from action by the user, broken or bent interfaces or pins, or any other defect or physical damage to the PRODUCT caused by misuse.

5.2 Damage caused by force majeure such as a lightning strike, fire, earthquake, floods, civil disturbance or war, or any other event beyond human control.



5.3 Damage due to failure in following the PRODUCT instructions detailed in the user manual or due to not performing any preventative maintenance.

5.4 Consumables such as filter elements, filters and various sealing kits, as well as other parts consumed during normal operation of the product such as fuses and sieves, are not covered by the warranty. (Refer to Appendix 2: C220-P Consumable List for all consumables excluded).

5.5 Incompatibility issues: in the case of any problem not directly related to the functioning of the PRODUCT itself, such as a complaint of a conflict with or interference from other electronic equipment, a failure to perform as the user expected, noise from motor operation, speed, or odour caused from use of the PRODUCT.

5.6 Cosmetic damage: Damage, including scratches, sign of usage, worn parts, dents, etc. that are only visual and doesn't affect the normal operation of the PRODUCT.

5.7 If client changes or modifies the facility power supply resulting in component damage, or the system not running properly.

5.8 Damage resulting from improper configuration or modification of standard printing parameters, profiles, or settings provided by RAISE3D — including the use of values beyond recommended operating limits (too high or too low) — is not covered under warranty. Such misuse may cause severe or permanent hardware damage.

## 6- WARRANTY CONDITION

This Warranty becomes automatically invalid if:

6.1 The warranty period stated in clause 3, has lapsed;



6.2 The purchase has not been made from an authorized RAISE3D vendor;

6.3 The END USER is unable to provide a valid proof of purchase;

6.4 The PRODUCT has not been installed and fully commissioned by a RAISE3D Certified Technician;

6.5 The PRODUCT' s serial number is not visible or has signs of alteration;

6.6 The END USER staff has not been trained and approved by a RAISE3D Certified Technician before operating the PRODUC

6.7 Product users don' t follow RAISE3D' s operating instructions provided in the latest PRODUCT manual.

The official and most up-to-date version of the manual will be always available at [www.raise3d.com](http://www.raise3d.com)

6.8 The PRODUCT is not cleaned regularly, nor subject to any preventive maintenance as specified by RAISE3D guidelines;

6.9 The PRODUCT is altered, modified, or serviced by unauthorized personnel;

6. 10 The PRODUCT is moved without RAISE3D' s approval from the location and position where it was installed by a RAISE3D Certified Technician;

6.11 The PRODUCT has been installed outside of the territory where it has been originally purchased from, without written approval from RAISE3D;

6.12 If any of the ancillary equipment and consumables required for the main PRODUCT to function are not supplied by RAISE3D and/or don' t follow RAISE3D' s specifications mentioned in the "Installation Requirements Guide" ;

6.13 The PRODUCT has been damaged by any cause, equipment, or consumable not related to RAISE3D;

The usage of powders not approved by RAISE3D. Please refer to RAISE3D' s Approved Powders, as listed at: <https://www.raise3d.com>.



## 7- HOW TO GET SERVICE

7.1 In order to get service for the PRODUCT, it has to be successfully registered online at RAISE3D via: <https://www.raise3d.com/product-registration/> within the valid warranty period stated in section 3.

7.2 Warranty applications can be submitted to RAISE3D if the PRODUCT was purchased directly from RAISE3D at <https://support.raise3d.com>.

7.3 If the PRODUCT was purchased via an authorized RESELLER, please contact your RESELLER for further instructions.

7.4 Claims under warranty must be reported to RAISE3D or its authorized RESELLER, within 30 days from the date of detection.

7.5 In addition, any warranty claim must be accompanied with:

Product Registration Number (PRN), once the Online Product Registration is available, or a copy of the invoice with the PRODUCT's serial number issued by RAISE3D or an authorized RESELLER.

- Brief explanation of the issue.
- Visual evidence such as photos or videos that clearly show the issue related in the point above.
- A valid Service Contract Number (SCN), provided during installation by RAISE3D staff or RESELLER Technician with the authorization of RAISE3D,

7.6 Any warranty claim that does not meet these requirements will be automatically invalid. **In addition, even if the above requirements are met but the issues are not covered by warranty as mentioned in section 5, it**



may be considered by RAISE3D as Customer Support Time Usage and can lead to potential charges to the END USER.

## 8- SHIPPING DAMAGES

8.1 RAISE3D and its partners ensure its best to ship the PRODUCTS in the best possible packaging and in the best conditions, still unforeseen shipping damages might occur. In such cases, Its END USER responsibility to inspect the packaging at reception for any damages and make the relevant remark on the shipping documents.

8.2 If no apparent damage was visible in the packing material but a hidden shipping damage was detected during unpacking process, must be reported to RAISE3D or RAISE3D authorized RESELLER, whoever performed the delivery, within 24 hours after PRODUCT arrival. The END USER, or END USER' s shipping partner are responsible for shipping damages to the PRODUCTS if those are collected by the END USER or shipping agent from RAISE3D' s or RAISE3D Authorized RESELLER' s facilities.

## 9- WARRANTY SERVICE

Unless other extra services are acquired at the time of purchase, all the services covered in the basic warranty conditions are:

9.1 Remote Tech support: RAISE3D offers remote technical support through telephone, email, and video conference.

9.2 Spare Parts: After a warranty claim has been submitted and after proper analysis by RAISE3D



technical team, the relevant parts needed to perform such repair will be supplied to the CUSTOMER free of cost and free shipping.

9.4 Software Updates: Software updates for free software developed by Raise3D will be provided at no additional cost during the warranty period

## 10- SPARE PARTS AVAILABILITY

10.1 RAISE3D will ensure spare parts availability for up to 5 years after product discontinuation. RAISE3D will inform on its channels and will notify about this action on their official website, but will never in any case contact individual END-USERS about this PRODUCT discontinuation.

## 11- LIMITATION OF LIABILITY AND DISCLAIMER

11.1 THE REMEDIES PROVIDED IN THIS LIMITED WARRANTY ARE THE SOLE AND EXCLUSIVE REMEDIES FOR ANY BREACH OF WARRANTY OR ANY DEFECTS IN THE PRODUCT.

11.2 EXCEPT AS SPECIFICALLY SET FORTH IN THIS LIMITED WARRANTY, IN NO EVENT SHALL RAISE3D OR ITS THIRD-PARTY SUPPLIERS BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES (INCLUDING LOSS OF DATA OR PROFIT), WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY AND IRRESPECTIVE OF WHETHER RAISE3D OR ANY OF ITS THIRD-PARTY SUPPLIERS IS ADVISED OR KNOWLEDGABLE OF THE POSSIBILITY OF SUCH DAMAGES.

11.3 RAISE3D RESERVES THE RIGHT TO MODIFY OR UPDATE ITS PRODUCTS WITHOUT AUTORIZATION AND TO REPLACE ANY EQUIPMENT DELIVERED PRIOR TO ANY SUCH CHANGE. RAISE3D SHALL OWN ALL PARTS REMOVED FROM REPAIRED PRODUCTS.



11.4 NO AGENT, DISTRIBUTOR, OR RESELLER IS AUTHORIZED TO MODIFY, ADAPT, OR EXTEND THESE WARRANTY CONDITIONS.

11.5 IF THE LAWS OF THE COUNTRY WHERE THE PRODUCT IS SOLD PROVIDE MORE STRINGENT AND NON-NEGOTIABLE WARRANTY PROVISIONS THAN THOSE STATED IN THIS DOCUMENT, RAISE3D WILL PROVIDE WARRANTY SERVICE AND RIGHTS AS REQUIRED BY THOSE LAWS.

## APPENDIX 1 – Description of Services

**Raiseshield** – may be purchased either at the time of product acquisition or within 30 days of the invoice date. Requests made after this period are subject to an onsite inspection conducted by a certified RAISE3D technician, along with a positive evaluation report, prior to approval. Please note that the onsite inspection will be charged separately, and eligibility for purchasing RaiseShield thereafter is solely at the discretion of the Raise3D team, based on the inspection results.

The Raiseshield service includes:

- Extension of the standard warranty for the duration of the purchased Raiseshield period.
- Remote guidance and support for annual maintenance.
- Consumables and parts required for routine maintenance that are part of the PRODUCT are included at no cost to the END-USER.



-On-site technical assistance is available at an additional quoted cost.

**Raiseshield Pro** – may be purchased either at the time of product acquisition or within 30 days of the invoice date. Requests made after this period are subject to an onsite inspection conducted by a certified RAISE3D technician, along with a positive evaluation report, prior to approval. Please note that the onsite inspection will be charged separately, and eligibility for purchasing RaiseShield thereafter is solely at the discretion of the Raise3D team, based on the inspection results.

The Raiseshield pro Service includes:

- Extension of the standard warranty for the duration of the purchased Raiseshield Pro period.
- One-time annual on-site support for routine maintenance (up to 8 hours per year).
- Consumables and parts required for routine maintenance that are part of the PRODUCT are included at no cost to the END-USER.
- On-site technical assistance is available at an additional quoted cost.



## Appendix 2

### C220-P Cleaning Station

No	Description
1	Front Air Intake Filter
2	Anti-static Round Brush
3	Anti-static Pipe Joint
4	Powder cleaning tool
5	10A Fuse
6	60 mesh Sieve
7	80 mesh Sieve
8	Sealing Tube

\*Raise3D reserves the rights to adjust and update the list above based on its own discretion and the design or product configuration, design iteration without advanced notice.

\*Description of the consumables may differ from the final product market names, and the final interpretation is at the sole discretion of Raise3D.