

# Ultimaker 保固內容

## 法律訊息

Ultimaker 對所有 Ultimaker 系列產品負有保固責任。任何保固聲明的通知必須與最初購買產品的 Ultimaker 經銷商聯繫，即使不在索賠人的現居住國。保固經由經銷商發佈，經銷商的名字和地址註明在購買發票上。

Ultimaker 對所有部件負有 1 年期間的全面保固期。保固範圍不含消耗品，如噴嘴或熱端。保固期從顧客購買發票上的日期顯示開始。保固聲明有效於 (i) 必須在保固期結束前通知; (ii) 符合任何保固內容附加的規定，定義如下; (iii) 必須持有原始購買證明，且包括產品序列及原始包裝。

## 保固條件

根據 Ultimaker 的保固條件，在材料和製造有瑕疵的情況下，經銷商有義務免費協助維修。如果缺失無法修復，經銷商在保固期內，將免費更換相同的產品，或者如果產品不再被製造，將替換相同價值的商品或是提供相當額度的退款。是否合理的索賠將透過更換、維修或是由經銷商決定賠償金額。

Ultimaker 的保固是在遵守 Ultimaker 的安裝和維護說明的明確條件下授予的。除非手冊中包含產品或其他“自己動手”的裝置說明，並且已經進一步的探究下去了。否則如果產品在任何時候由未經授權或是未經 Ultimaker 認可的人員進行拆卸或是重新組裝，則保固將失效。Ultimaker 產品必須由認可的 Ultimaker 經銷商銷售、交付和組裝。有關認可的 Ultimaker 經銷商的名字和地址，請查看 [www.ultimaker.com](http://www.ultimaker.com)。Ultimaker 的保固不包括由於不當使用、不正確使用、一般磨損造成的任何缺失或損壞。如果任何 Ultimaker 產品與非 Ultimaker 製造的產品組合，保固可能會由於聲明而受到限制或被宣布無效。

任何保固索賠必須經由經銷商及索賠人所在的國家或由 Ultimaker 來確認為合理的。

根據國家/地區的不同，保固可能不會包含 Ultimaker 或其經銷商用於檢查和/或維修缺失產品的所有成本，以及更換或修理產品返回索賠人的運輸成本。但在保固期內維修產品本身，將是免費的。

由於顧客只有在提交購買發票時有權提出保固索賠，因此我們建議發票和官方包裝都保存在安全的地方。只有原始購買者有權要求保固，且必須向最初購買該產品的經銷

商通知保固索賠。

保固期限為第一個購買者的使用期限。

### 其他保固條件

- 如果在保固期間維修或是更換零件，整個產品的剩餘保固期(延長)將適用於此零件。
- 購買者-如果他們不是在其職業或業務過程中行事的自然人，可以在不損害其依法享有的權利或權利要求的情況下主張享有的權利。
- Ultimaker 2+ 保固不適用於熱端；整合噴頭、加熱塊、PTFE(TFM)耦合器、PTFE 噴嘴環、熱端隔離器、固定螺絲、彈簧、加熱線和 PT100B 傳感器。
- Ultimaker 3、Ultimaker S5 保固不適用於 Print Core。

\*\*\*翻譯自 Ultimaker 官方所提供之原文(英文)保固書。所有 Ultimaker 系列商品保固內容仍以最新版原廠內容為主。

# Ultimaker

## WARRANTY

### LEGAL INFORMATION

Ultimaker grants a standard warranty on all Ultimaker products. Any notification of a warranty claim must be made with the Ultimaker dealer ("the Dealer") from whom the product was purchased originally, even if this is not in the claimant's present country of residence. The warranty is issued by the Dealer from whom its name and 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 Dealer's discretion.

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. You will find the addresses of recognized Ultimaker dealers on our website: [www.ultimaker.com](http://www.ultimaker.com)

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 the Dealer in claimant's country, or by Ultimaker.

Depending on the country, the warranty may not automatically include cost incurred for shipping defective products for Ultimaker or its Dealer 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 the Dealer from whom the product was originally purchased.

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 they 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, PTFE coupler, PTFE nozzle ring, hot end isolator, set screw, spring and PT100 B sensor.