



## UltiMaker Factor series Enhanced Service Policies EMEA region

### Protect your investment

When your business depends on quality 3D printing, you want to know you can rely on your 3D printers. That's why UltiMaker offers an **Enhanced Service Policy**, providing additional protection when taking advantage of the workflow benefits of UltiMaker materials. And it keeps your 3D printers in perfect working order to help your business succeed.

### Reduce downtime and stay productive

By extending the warranty coverage of your UltiMaker Factor series 3D printer by up to 3 years, you can avoid unbudgeted repair costs and always get the best possible local service from our certified partners. This peace of mind frees you to do what really matters: manage your business. Because when technology works, business works.

- ✓ **Express module hot swap:** Reduce downtime with a hot swap of express modules.
- ✓ **Broader coverage:** Safeguard your investment by extending your 3D printer's limited warranty and expanding your coverage to include normal wear-and-tear.
- ✓ **Faster troubleshooting:** Minimize downtime with prioritized troubleshooting by UltiMaker and authorized service partner agents.

## The UltiMaker platform



3D printers that achieve fast ROI



Click and print with over 310 materials



Secure cloud software for easy remote printing



Global access to expert support and learning

Learn more at [ultimaker.com](https://ultimaker.com)

# UltiMaker Factor series Enhanced Service Policy

The UltiMaker Factor series Enhanced Service Policy (ESP) extends the conditions of the UltiMaker's limited warranty for one or two years. This product is available in Europe, including the UK, Nordic countries, and Switzerland. One year or two years additional warranty on top of the one year limited warranty. Avoiding any costs if the claim of a malfunction is justified within the warranty definition.

The costs for spare parts used to repair the printer that carries the ESP shall be refunded. The UltiMaker service department, [support.ultimaker.com](https://support.ultimaker.com), can support you in determining if a failure is a warranty case or a result of usage. Simply talk to your reseller and they can provide all the details and order information.

	Limited Warranty	Enhanced Service Policy
<b>Coverage</b>		
Warranty on parts	Included	Included
Replacement of worn and un-intentionally damaged components	-	Included
<b>Assistance</b>		
Support line	Standard	Prioritized
<b>Repair costs</b>		
Repair labor parts under warranty cases	Included	Included
Shipments costs	Standard	Express

## Terms and conditions

Parts are fully covered and shipping cost compensation is available for limited warranty issues under the terms of the applicable [standard warranty](#) as specified on our website [ultimaker.com](https://ultimaker.com). UltiMaker reserves the right to reject warranty claims which show improper use or intentional damage to the printer. UltiMaker offers a Limited Warranty on products purchased through UltiMaker or its authorized resellers. This Limited Warranty does not extend to products purchased from any unauthorized resellers or third parties.

Only purchasable at point of sales (day of sale) within 30 days grace time, renewal can only be granted without warranty gap.