

# WARRANTY STATEMENT FOR 3D PRINTERS INTAMSYS

## 1. Warranty Period and Coverage:

The warranty period lasts for 12 months from the date of purchase and covers parts with potential material or manufacturing defects. Defects that do not affect the printer's operation are not covered.

INTAMSYS warranty covers the following models: **Funmat HT, Funmat Pro, Funmat Pro 410, Funmat Pro 610 HT**

Parts with a 5-month warranty from the date of purchase:

- Nozzle assembly
- Temperature sensor
- Nozzle heater
- LED light components

Parts **not covered** by warranty:

- Nozzle
- Nozzle heater housing
- High-temperature tape
- Glass build plate
- Glass plate screws

An extended warranty is also available. For pricing, contact the salesperson or 3WAY d.o.o., the authorized distributor of INTAMSYS in Slovenia.

Note: An extended warranty can be purchased for up to two additional years, but only within the first year of the printer's life.

## 2. Warranty Verification

For any warranty claim, the customer must present the invoice to the seller or distributor. The original packaging must also be retained during the warranty period.

### 3. Warranty Invalidity

The warranty is void in the following cases:

- The serial number has been removed or erased from the product
- The product was not purchased from 3WAY d.o.o.
- Defects caused by improper use
- Unauthorized persons have tampered with the product
- Use of non-original filament (exceptions only for filaments from brands 3WAY, Creality, Bambu Lab, FlashForge, Winkle, Polymaker and Intamsys)
- Damage caused by improper modifications or unauthorized repairs
- Damage caused by incorrect installation, use or operation
- Damage caused by operation in unsuitable environments
- Damage caused by overloading
- Damage caused by unauthorized replacement parts
- Damage caused by the use of poor quality filament for 3D printing
- Damage caused by the use of unauthorized software
- Damage caused by improper maintenance
- Normal wear and tear such as scratches and marks
- Damage caused by natural disasters or other events beyond human control (lightning strike, fire, earthquake, flood or other events beyond human control)

### 4. User-Caused Damage

- The customer is responsible for paying the labor costs and the cost of replacement parts.
- Shipping terms: The customer pays for inbound and return postage and related costs. The goods must be delivered to: 3WAY d.o.o., Zbiljska cesta 4, 1215 Medvode.
- Customers must notify the seller or distributor in advance of any defect or damage.
- After the technicians complete the inspection, the customer will receive a repair cost estimate.
- The inspection cost is charged according to the current price list.
- To proceed with the work, the customer must confirm or pay the estimate.
- The warranty on performed work is valid for three (3) months from the repair date.