



---

# MAKERBOT SWAP OUT WARRANTY PROGRAM

---

*All MakerBot printers are covered under our standard 12 months warranty.*

To cater for the users who may require a higher level of service, we have created the option of the MakerBot Swap Out Warranty Program. This program provides customers with a fast and comprehensive level of support and service to maximise the productivity of your MakerBot 3D printer.

**The Swap Out Warranty Program features:**

- 6-hour business response time (contact MakerBot Australia via the details below)
- Flexibility of a 1, 2, or 3 year upgrade to the MakerBot Swap Out Warranty Program

# REGISTRATION FOR REPLACEMENT WARRANTY



## Primary Contact

Full name \_\_\_\_\_

Phone number \_\_\_\_\_

Email \_\_\_\_\_

## Secondary Contact

Full name \_\_\_\_\_

Phone number \_\_\_\_\_

Email \_\_\_\_\_

## Address

\_\_\_\_\_  
\_\_\_\_\_

## Machine details

MakerBot model \_\_\_\_\_

Serial number \_\_\_\_\_

Please send completed form along with proof of purchase to [hello@makerbot.com.au](mailto:hello@makerbot.com.au)



**MORE INFORMATION**  
[www.makerbot.com.au](http://www.makerbot.com.au)



**EXPLORE**  
[www.thingiverse.com](http://www.thingiverse.com)



**SPEAK TO AN EXPERT**  
1300 118 308

# TERMS & CONDITIONS



Machine maintenance is important as it keeps the mechanics working smoothly. We stress that maintenance be carried out as specified in the manual.

For additional info around maintenance and what steps need to be taken please contact MakerBot Australia on 1300 448 384 Monday to Friday 9am to 5pm (excluding public holidays).

## Service

MakerBot Australia recommends the customer first utilise information contained in the Online Support at <https://support.MakerBot.com/> or utilise the troubleshooting tools within the software provided (MakerBot Print).

If you are unable to fix your printer following the troubleshooting steps you need to; Contact MakerBot Australia Technical Support via email or phone:

**hello@makerbot.com.au** or phone: **1300 448 384** Monday to Friday 9am to 5pm (excluding public holidays)

Before you call or email please be ready to provide your;

- 3D Printer Model
- Product Serial Number
- Date of purchase
- Hot Swap Warranty Code
- Description of the problem
- Error Code Present

Telephone support personnel will work to resolve issues professionally and quickly, however the customer must reasonably assist MakerBot Australia.

## Swap Out Warranty program

Only once confirmed by MakerBot Australia that telephone support is unsuccessful, MakerBot Australia will provide you instructions to exchange the product through the Swap Out Warranty Program.

You must agree to the following terms, in order for MakerBot Australia to process your claim:

- The Swap Out Warranty program is provided within the country of purchase by an Authorised Reseller or MakerBot Australia during normal business hours (excluding public holidays).
- Support and Services under the Swap Out Warranty program is subject to a Proof of Purchase & Swap Out Warranty request being submitted by the MakerBot Reseller on the alloys technical services request form on the alloys website: **<https://www.alloys.com.au/technical-service-request>**
- Once a Technical Service Request has been requested and form submitted; Swap out hardware is issued with re-packing & pick up instructions located in the replacement unit. It is the Reseller's responsibility to adhere to instructions provided by MakerBot Australia to have faulty items re-boxed from the arrival of the replacement machine and organise booking pick up within 30 days of issue; If not returned within the 30 days, Reseller will be billed for the replacement unit.

---

· In the case that a Reseller is not longer trading or is no longer listed as a MakerBot Professional Partner – The user is to provide credit card payment details to be pre-approved before a swap out machine can be issued. Users inherits responsibility to adhere to instructions provided by MakerBot Australia to have faulty items re-boxed from the arrival of the replacement machine and organise booking pick up within 30 days of issue; Or will be billed for swap out unit

· The exchange product is a permanent replacement for your product and automatically inherits your original product's remaining manufacturer's warranty.

· MakerBot Australia may use new, or equivalent to new or refurbished products of equal or improved quality. An exchange product may be a subsequent model, which shall meet or exceed the specification of the replaced product. All non-working products replaced by a MakerBot Australia exchange product shall become the property of MakerBot Australia.

· MakerBot Australia will cover repairs in the result whereby the product cannot perform or no longer be reliable. Specific testing will be requested/performed to ensure a printing standard is met.

· MakerBot Australia shall \*pay for both the delivery of the swap out machine and return shipping charges up to \*50kms of the closest metropolitan city within Australia; Provided you return the defective product via the carrier designated by MakerBot Australia in either the original product's packaging or the replacement product's Packaging as per instructions provided by MakerBot Australia. Arrangements outside of MakerBot Australia's instructions will not be refunded and MakerBot Australia not held liable if the machine is lost or damaged in transit.

· You are responsible for following repackaging instructions, which include but are not limited to removing the Smart Extruder, Filament, Grip Surfaces from the defective product. Repair of any damage caused by not following these instructions will be billed to you. You are also responsible for transferring any accessories or consumables to the new product. These will not be returned if accidentally shipped back with the defective machine.

## Resellers

No reseller is authorised to modify the terms of this warranty. Any additional warranty offered by a reseller is the sole responsibility of that reseller.

## Proof and Date of Purchase

To obtain service under this warranty, proof and date of purchase is required. Product repairs/replacements will only be completed under this warranty on the provision of the original purchase receipt showing your date of purchase.

## Exclusion of Customer Replaceable Units (CRUs)

This warranty does not cover CRU's such as the Extruders, Filament or Grip Surfaces. When a CRU is determined by MakerBot Australia to be defective (in materials or workmanship, but not because the CRU did not reach its published print production life) during the warranty period or 90 days from date of installation, whichever is greater, a free replacement unit will be shipped to the customer for customer replacement. CRU's recommended as suitable for use in the product are listed in the product's documentation. (Note: MakerBot Experimental Extruder is excluded and holds no manufacturers warranty);

## Limitations

MakerBot Australia should not be obligated under this warranty to:

· Repair damage resulting from attempts by personnel other than MakerBot Australia representatives to install, repair or service the product unless directed by a MakerBot Australia representative;

· Repair damage, malfunction, or degradation of performance resulting from improper use or connection to incompatible equipment;



- 
- Repair damage, malfunction, or degradation of performance caused by the use of non MakerBot Australia parts, supplies or consumables or the use of MakerBot Australia supplies not specified for use with this product;
  - Repair an item that has been modified or integrated with other products when the effect of such modification or integration increases the time or difficulty of servicing the product or degrades performance or reliability;
  - Perform product maintenance or cleaning or to repair damage, malfunction, or degradation of performance resulting from failure to perform product maintenance and cleaning as prescribed in published product materials;
  - Repair damage, malfunction, or degradation of performance resulting from use of the product in an environment not meeting the operating specifications set forth in the product's documentation;
  - Repair damage, malfunction, or degradation of performance resulting from failure to properly prepare and transport the product as prescribed in published product materials;
  - Repair damage, malfunction, or degradation of performance resulting from acts of God or nature, acts of terrorism, explosion, flood, fire, war, and riots;
  - Repair the product after the limit of its duty cycle has been reached;
  - Replace items that have been refilled, are used up, abused, misused, or tampered with in any way;
  - Install replacement items that are considered customer replaceable;
  - Support software not supplied by MakerBot Australia;
  - Provide software or firmware updates or upgrades.
  - Provide any application software installation, support or service on a host network or computer.
  - Repair any accessories not supplied by the manufacturer.
  - Cover freight costs to and from the Depot, Authorised Service Provider or MakerBot Australia *outside capital cities*.

### **Please note that the warranty is non-transferable.**

Any service identified in the preceding section and provided by MakerBot Australia at the customer's request will be invoiced to the customer at MakerBot Australia current rates for parts and labour. Whilst the information is correct at the time of printing, MakerBot Australia reserves the right to change the specifications or withdraw supply of the equipment/software described herein without notice.