



RAISE3D DF2 Printer Instructions

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RAISE3D DF2 Printer



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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 dependent 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 DF2 Printer, Raise3D DF Wash and Raise3D DF Cure.

DISCLAIMER OF WARRANTIES

1. NEITHER RAISE3D NOR ANY OF ITS THIRD-PARTY SUPPLIERS PROVIDE 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. 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 MAY 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.

3. RAISE3D PRODUCTS SHOULD NOT BE USED FOR ANY ILLEGAL PRODUCTION PURPOSES SUCH AS THE MANUFACTURE OF PRODUCTS THAT ARE PROHIBITED BY LAW, AND RAISE3D WILL NOT ASSUME RESPONSIBILITY FOR ANY LEGAL ISSUES THAT MAY ARISE FROM THE ILLICIT USE OF RAISE3D PRODUCTS.
4. 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.
5. THE PRODUCTS GUARANTEED AND COVERED IN THIS DOCUMENT ARE FOR PROFESSIONAL USE ONLY.

WARRANTY PERIOD

1. The Standard Limited Warranty period of this product is 12 months, starting at the date of the invoice for the product.
2. RAISE3D offers customers the possibility of purchasing warranty extensions at the anytime during the printer lifetime, as long as the requirements mentioned in "APPENDIX 1 – Description of Services" of "Extended Warranty Policy" are met. Please visit (<http://www.raise3d.eu>) for more information about how to extend your warranty.

WHAT IS COVERED

1. This product and the parts that compose this product are warranted to the original end-user who purchased the product 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.
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 option 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 date of the end user's original invoice for the purchase of the product without extension or renewal.

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:

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.

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.
3. This warranty does not apply to consumables nor materials nor parts once used for the first time, such as Resin Tank, Air Filter, Auto-Feeding Station, Finish Box, Tool Kit, Smart Build Plate, Resin Tube Assembly, Electric Siphon Pump, Washing Basket, Waste Disposal System(Drain Tool, Hose, Signal Cable), Hydrometer, Waste Container, Heat Resistant Gloves ,Tray , USB flash drive, SD card or other items that are expended in the normal operation of the printer, nor does it cover external devices, accessories or parts added to the PRODUCTS after the system is shipped from RAISE3D.
4. **Incompatibility issues:** in the case of any problem not directly related to the function 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. **Cosmetic damage:** Damage, including scratches, sign of usage, worn parts, dents, etc. that is only visual and that doesn't affect the normal operation of the PRODUCT.
6. If the client changes or modifies the power supply resulting in component damage or the system not running properly.
7. Damages to RAISE3D Products or print failures due to the use of third party non-ORP (Open Resin Program) materials or the incorrect use of advanced print parameters.

WARRANTY CONDITIONS

This Warranty becomes automatically invalid if:

1. The warranty period stated in clause 3, lapses;
2. The purchase has not been made from an authorized RAISE3D vendor;
3. The END USER is unable to provide valid proof of purchase;
4. The product's serial number is not visible or has signs of alteration;
5. Product users don't follow RAISE3D's operating instructions provided in the latest product manual. The official most up-to-date manual version will be always available at www.raise3d.com
6. The product is not cleaned regularly, nor have any preventive maintenance performed as specified by RAISE3D guidelines;
7. The product is altered, modified, or serviced by unauthorized personnel;
8. The product has been installed outside of the territory where it has been originally purchased from, without written approval from RAISE3D;
9. If any of the ancillary equipment and consumables required for the main product to function, which are not supplied by RAISE3D, don't follow RAISE3D's specifications mentioned in the "Installation Requirements Guide";
10. The product has been damaged by any cause, equipment, or consumable not related to RAISE3D;
11. Resins not approved by RAISE3D have been used with the Product. Please refer to RAISE3D's Approved resins, as listed at: <https://www.raise3d.eu/resins/>

HOW TO GET SERVICE

1. In order to get service for the product, it has to be successfully registered online at RAISED3D via:

- <https://www.raise3d.eu/product-registration/> within the valid warranty period stated in section 3.
2. Warranty applications can be submitted to RAISE3D if the product was purchased directly from RAISE3D at <https://support.raise3d.com>.
 3. If the product was purchased via an authorized RESELLER, please contact your RESELLER for further instructions.
 4. Claims under warranty must be reported to RAISE3D or its authorized RESELLER, within 30 days from the date of delivery of the product in the case of visible defects, or 30 days from the date of knowledge of the defect in the case of non-visible defects.
 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 printer's serial number issued by RAISE3D or an authorized RESELLER.
 - A brief explanation of the issue.
 - Visual evidence such as photos or videos that clearly show the issue related in the point above.
 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.

SHIPPING DAMAGES

1. RAISE3D and its partners ensures its best efforts to ship products in the best possible packaging and in the best conditions, though unforeseen shipping damages may subsequently occur. In such cases, it is the END USER's responsibility to inspect the packaging at reception for any damages and register the relevant remark in the shipping documents.
2. If no apparent damage is visible on the packing material but hidden damage due to shipping is detected during unpacking process, this must be reported to RAISE3D or RAISE3D authorized RESELLER, or whoever performed the delivery, within 24 hours after the product's 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.

WARRANTY SERVICE

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

1. **Remote Tech support:** RAISE3D offers remote technical support via telephone, email, and video conference.
2. **Spare Parts:** RAISE3D may also make arrangements with you to send replacement parts that you may install on the printer. 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 with free shipping. RAISE3D may ask END USER to send the faulty parts back during the warranty period for further analysis. RAISE3D will cover the shipping cost in such cases.
3. **Ship-to-Shop Service:** If the repair cannot be solved by remote technical support, RAISE3D or RAISE3D's distributor may choose to repair your product at our service site.
4. **Software Updates:** RAISE3D offers free-of-charge upgraded versions of the standard version of the software

developed by RAISE3D required to run the machine during warranty period.

SPARE PARTS AVAILABILITY

1. RAISE3D will ensure spare parts availability for up to 3 years after product discontinuation. RAISE3D will inform via selected channels and will notify about this action in their official website but will never in any case contact individual END-USERS about this product discontinuation.

LIMITATION OF LIABILITY AND DISCLAIMER

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


Customer Support

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

Raise3D Limited Warranty – Version Valid from 29th April 2024
www.RAISE3D.com



Documents / Resources

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References

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- [🔗 Rapid 3D Printing for Professional Use | Raise 3D](#)
- [🔗 Rapid 3D Printing for Professional Use | Raise 3D](#)
- [🔗 support.raise3d.com](#)
- [🔗 support.raise3d.com/](#)
- [🔗 Product Registration - Raise3D: Reliable, Industrial Grade 3D Printer](#)
- [🔗 Resins - Raise3D: Reliable, Industrial Grade 3D Printer](#)
- [🔗 User Manual](#)

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