



PolyPrinter 229, 508, 465dx, 325dx Warranty

We (PolyPrinter) want all PolyPrinter customers to be happy with their purchase. We feel a reasonable duration parts warranty can help. We want to be responsible for providing a machine that operates as it was intended and designed to. As a result PolyPrinter reserves the right to offer, at its own discretion, additional value other than this warranty provides, but such action shall not be construed as a new warranty provision.

For a period of 12 months after a customer has received their new PolyPrinter, PolyPrinter will send replacement parts free of charge, if the original part is found to be defective. PolyPrinter will choose the shipping method and pay for shipping both ways for such parts.

Standard warranty is offered with the understanding that the customer must be prepared to install parts or transport the printer to a PolyPrinter Service Facility, without expectation of reimbursement from PolyPrinter. We will gladly assist with advice or instruction in replacing the parts, free of charge. The entire PolyPrinter can be disassembled and reassembled with hand tools. It does, however require dextrous manipulations and a “feel” for mechanical things.

If you prefer to have PolyPrinter perform the labor, you may bring or send your machine to us at your expense (both ways) and we will do the repair, with no labor charge. Otherwise, you may purchase an Onsite Service Plan which is an annual service travel plan whereby PolyPrinter travels to your location to perform Warranty work.

Continuous Improvement vs New Models and Versions

We intend for the PolyPrinter to continually evolve. We intend to keep improving it in minor and major ways for a long time. Each PolyPrinter represents the “state of the art” at the time it was manufactured. The existence of newer PolyPrinters with improvements does not by itself imply that your PolyPrinter has a defect covered by the warranty. The warranty only covers components that were not manufactured correctly or could not fulfil their intended function to the degree they were specified to at the time.

New PolyPrinter 229s and 508s come with a 12 Month “carry-in” warranty.
The warranty begins the first day the printer is in customer’s possession.

Warranty is renewable for an annual fee, which is subject to price adjustment by PolyPrinter at each renewal. When warranty expires it is up to PolyPrinter’s discretion to allow for a warranty extension.



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The warranty covers:

- Failures due to defects in manufacturing
- Design problems impeding functional printer operation
- Two-way shipping of replacement parts
- Labor at a designated PolyPrinter service facility
- Email and live telephone support for diagnosis and repair
- Breakage or wearing-out of vital things that are not nominally wear items:
 - Extruder
 - Bearings
 - Rods
 - Belts
 - Heaters
 - Motherboard
 - Power Supply
 - Cables
 - Motors
 - Printed components
 - Wiring harness
 - Fans

The Warranty does not cover:

- Obsolescence
- Mistreatment
- Consumables or wear items.
 - Nozzles
 - Filament
 - Bed Tape
 - Air Filters
- Shipping the entire printer
- Cosmetic Damage
- Onsite labor

Warranty does not cover general printer maintenance:

- Replacing Nozzles
- Replacing Bed Tape
- Replacing Air Filters
- Re-calibrating the Z-height



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Obtaining Service:

- a. Customers may contact PolyPrinter Support through email at support@polyprinter.com or call us at 469-844-1229, or by transporting printer to a PolyPrinter service facility listed below.
- b. Customers will need to provide a description of the problem and their printer serial number (found inside printer right-hand sliding panel).
- c. PolyPrinter Support may ask customer to perform basic diagnostic tests on the printer to help determine the issue. Support will then determine steps customer can take to fix the issue. If necessary, Support will promptly ship replacement parts to customer and provide instructions for installing the new parts. The defective parts may need to be returned to PolyPrinter. PolyPrinter will choose and pay for shipping method both ways.