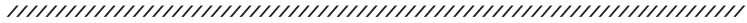


# 售后服务卡

## After-sales Service Card



WaxJet® 400/410 三维打印机设备(以下简称“本设备”)的质保服务由WaxJet® 400/410三维打印机设备的原制造商浙江闪铸三维科技有限公司(以下简称“本公司”)或其授权服务的经销商直接提供。本售后服务卡适用于本公司2019年6月1日后发货的3D打印机。

如果您是直接从本公司购买的WaxJet® 400/410三维打印机系统,本公司将为您的3D打印机提供质保服务。如果您是从本公司授权服务的经销商处购买的WaxJet®400/410三维打印机系统或者您的质保服务已由本公司转移到授权服务经销商,则由该授权服务经销商为您的3D打印机提供质保服务。

The quality assurance of the WaxJet® 400/410 3D Printer(henceforth the Equipment) is directly provided by its original manufacturer Zhejiang Flashforge 3D Technology Co., Ltd (henceforth the Flashforge) or the distributors authorized by the Flashforge. This after-sales service card is applicable to all Flashforge 3D printers delivered after June 1st, 2019.

In the event that You purchased Your 3D Printer directly from Flashforge as (i) an authorized servicing reseller or (ii) an end customer in which Flashforge continues to directly provide service on that 3D Printer, this warranty is provided to You directly from 3D Flashforge. Alternatively, if You are an end customer which purchased Your 3D Printer from an authorized servicing reseller that is providing You service on that printer or Your service has been transferred from Flashforge to an authorized servicing reseller, this warranty is provided to You from such authorized servicing reseller.

本售后服务卡仅适用于闪铸科技 WaxJet® 400/410 3D打印机  
This card is applicable to FLASHFORGE WaxJet® 400/410 3D Printer only.



## 另请注意以下事项：

一、对于所有终端客户，保修期将从 (i) WaxJet® 400/410 打印机的安装日期开始，或 (ii) Flashforge 将 WaxJet® 400/410 打印机发货给您之日起 或 闪铸授权经销商将 WaxJet® 400/410 打印机销售给您之日起的三百六十五天，以二者中最早发生的日期为准，保修将持续十二 (12) 个月。除下面讨论的一般保障范围外，本保修不包含额外保障。

二、对于所有终端客户，质保期内若设备出现因产品质量问题导致的损坏，您需提交《闪铸科技售后服务申请单》。我们将根据《闪铸科技售后服务申请单》安排售后工程师对接并处理设备问题。如果您无法提供完整的售后服务申请单，则本公司有权拒绝向您提供质保服务。

三、终端客户需要注意的是，您的质保服务可能已经转移给了本公司的授权经销商，因此您可提前联系本公司售后服务部确认您的质保范围。

四、首次使用本公司的设备前，您应当已获得设备操作证书，或雇佣已经过闪铸培训并获得操作资格证书的员工操作本设备，以确保设备的正常开机和使用。

五、本售后服务协议仅适用于 3D 打印机的主要部件和机器外壳组件，例如其电子模块和升降组件。所有软件和易损部件均不在此之列，包括用于打印模型的耗材。

六、以下配件不列入质保范围：墨站刮刀、整平辊刮刀、气管、打印平台、U 盘、打印耗材、丁腈手套、铲刀、无尘布、稳压电源、磁力搅拌器、搅拌机、恒温加热台、不锈钢盆、不锈钢漏勺、托盘、量杯、不锈钢镊、氧气泵、水浴箱、托盘、塑料袋、内六角扳手、过滤器、过滤网、过滤棉、保险丝、开口扳手、工具包及包内工具。

七、以下情况不在质保范围内：

1、您无法提供有效的售后服务卡或设备编号与售后服务卡不一致。2、您的整机及部件已经超过质保有效期。3、由设备外部事件（包括洪水、电涌等）引起的缺陷或不合格情况。4、**设备使用了非原装 3D 配件。**“**原装 3D 配件**”是指由本公司制造的配件、组件、材料和消耗品。5、设备由本公司、本公司授权维修设备的经销商以外的任何一方进行了改装、维修或组装。6、没有按照我们的售后培训内容及用户使用手册的方式使用设备。7、您由于错误安装、使用而造成的设备故障或损坏。8、设备在非产品规定的工作环境下使用而造成的设备故障或损坏。9、您由于滥用（包括超出工作负荷）、误用而造成设备故障或损坏。10、您由于维护不当（受潮、发霉或暴露在极端气候）造成的设备故障或损坏。11、设备正常磨损、老化或因操作造成的外观划痕或瑕疵。

八、本售后服务范围包括更换零部件可能为翻新件，本公司确保更换配件的功能完好。为设备提供的任何更换零部件仅在原始质保期的剩余时间内享受质保服务。

九、本公司或其授权经销商仅对质保期内及时报告的缺陷或其他不合格产品负责。质保责任仅限于使用全新或翻新的原装部件修理或更换缺陷零件。

十、请使用原包装将有缺陷的零件寄到本公司指定的维修站。如果原包装已经遗失、可以向我们索要包装标准，并以此标准包装货物。您必须在三十天以内，使用确保我们能够收到货的快递方式将缺陷零件寄到本公司指定的维修站。

十一、如果您使用错误的包装或者我们没有在规定的时间内收到有缺陷的零件或者在收到零件时，零件损伤与您的提报缺陷不符，我们有权拒绝向您提供质保服务，维修破损的零件由您采购。

十二、质保期结束后，您可以申请设备的保修期外服务。保修期外服务或部件更换可以由本公司提供，闪铸科技提供的服务均按当时的价格开票。您必须继续使用原装 3D 部件才能获得保修期外服务。

十三、本售后服务协议是设备享受的唯一质保条款。根据适用的最终用户许可协议，软件享有单独的质保。在法律允许的最大范围内，本公司明确表示不对 3D 打印机及其各组件提供所有其他担保，无论这些担保是明示、暗示还是法定的，其中包括对侵权性、适销性和针对特定用途的适用性的担保。如果您从我们的授权服务经销商处购买设备，并从该经销商处购买延保或额外的保修服务。此类保修服务由您和经销商协商确认。本公司不对该类服务承担任何责任。

十四、质保运费条款。质保期内的零配件经由本公司售后工程师确认需要返厂维修时，双方按以下情况分担运费：1、出厂周期 1-6 个月，本公司承担来回运费。2、出厂周期 6-12 个月，本公司承担寄出运费，终端客户承担回寄运费。3、非质保范围的零配件经由本公司售后工程师确认需要返厂维修时，终端客户承担来回运费。

Please note also the following:

1. The warranty will start at the earliest of (i) the date of installation of the Waxjet® 400/410 3D Printer or (ii) three hundred and sixty five (365) days after the Waxjet® 400/410 3D Printer is shipped from Flashforge to You or to the reseller that sold the Waxjet® 400/410 3D Printer to You, and the warranty will continue for twelve (12) months. The warranty includes no additional coverage beyond the general coverage discussed above.
2. For all end users, please submit the Flashforge After-sales Service Request if any equipment damage occurs because of product quality problems within the warranty period. According to the problems reflected in the Flashforge After-sales Service Request, the corresponding after-sales engineer will take the initiative to contact you and solve the problem regarding the Equipment. If you are unable to offer a complete After-sales Service Request, the Flashforge reserves the right to reject offering the warranty service.
3. One thing to be noted for end users is that your warranty service may be transferred to the distributors authorized by the Flashforge. Please contact the Flashforge After-sales Department in advance to make sure your warranty service.
4. Before the first use, please acquire the Equipment Operation Certificate, or employ a staff who has been trained by the Flashforge and has acquired the Equipment Operation Certificate to ensure the normal operation of the Equipment.
5. This After-sales Agreement applies only to the core machine and machine housing components of Our proprietary 3D Printers, such as their electronics modules and elevator assemblies (the "Equipment") and excludes all software and consumable parts, including the plastics, resins, powders, binders, infiltrants or related compounds used to create models and prototypes.
6. The following accessories are not within the guarantee range: HMS blade, planarizer blade, air pipe, Build plate, USB stick, Part Material, Support Material, Nitrile gloves, Spatula, dust-free cloth, Power Supply, Magnetic stirrer, Heating table, Stainless steel basin, Stainless steel colander, tray, Measuring cup, Stainless steel tweezers, Oxygen pump, Water bath, Waster Bag, wrench, filter, filter sponge, fuse, kit and in-bag tool.
7. The following are beyond the guarantee range: (1) You are unable to provide a valid after-sales card or the item of the equipment is inconsistent with the one listed on the after-sales card. (2) The equipment and its components are beyond the warranty period. (3) The mechanical faults caused by events external to the Equipment (floods, electrical surges or the like). (4) Parts other than Genuine 3D Parts have been used. "Genuine 3D Parts" are those parts, components, materials, and consumables manufactured by the Flashforge. (5) The Equipment has been modified, maintained, or assembled by any party other than the Flashforge, Our direct subcontractors, or a reseller that We have authorized to service the Equipment.  
(6) The equipment is not used in accordance with our After-sales Training and the user's manual.  
(7) Equipment failure or damage caused by wrong installation and improper use. (8) Equipment failure or damage caused by the use of equipment in non specified working environment. (9) Equipment failure or damage due to personal misuse such overload. (10) Equipment failure or damage caused by improper maintenance (moisture, mildew or exposure to extreme weather). (11) Normal wear, aging or appearance scratch or defect caused by operation.
8. The replacement parts mentioned in this after-sales service, which may be new or refurbished. The company ensures the complete function of the replacement parts. Any replacement parts provided for the Equipment will be warranted only for the remainder of the original warranty period.
9. Flashforge or Our authorized servicing reseller, as applicable, will be responsible only for those defects or other non-conformities then under warranty and which have been reported in a timely manner. Liability under the warranty is limited to bringing the Equipment into compliance by repairing or replacing the defect using either new or refurbished Genuine 3D Parts.
10. Please send the defective parts in original packing to a repair depot at the location specified by the Flashforge or Our authorized servicing reseller, as applicable. If the original packing has been missing, please turn to the Flashforge for the packing standard and pack the goods as required. You must send it to the applicable depot using a delivery method that ensures receipt within thirty (30) calendar days of the date You were sent the advance shipment.
11. YOU MAY BE DECLINED WARRANTY SERVICE OR CHARGED ADDITIONAL HANDLING FEES AND/OR OUR THEN-CURRENT LIST PRICES FOR REPLACEMENT PARTS OR EQUIPMENT IF YOU DO NOT FOLLOW THESE PROCEDURES, IF YOU USE INCORRECT PACKAGING, IF WE OR OUR AUTHORIZED SERVICING RESELLER, AS APPLICABLE, DO NOT RECEIVE THE DEFECTIVE PART WITHIN THE TIME PERIOD SPECIFIED OR, IF AT THE TIME RECEIVED, THE PARTS EVIDENCE DAMAGE OTHER THAN THE ORIGINAL DEFECTS REPORTED BY YOU.
12. After expiration of the warranty, You may request off-warranty services for the Equipment. Off-warranty service or parts replacement may be provided by Flashforge or Our authorized servicing reseller. Any service provided by Flashforge will be invoiced at Our then-current prices unless We agree to other terms in writing. You must continue to use Genuine 3D Parts to receive off-warranty service.
13. THIS WARRANTY IS THE ONLY WARRANTY PROVIDED FOR THE EQUIPMENT. SOFTWARE IS SUBJECT TO SEPARATE WARRANTY UNDER AN APPLICABLE END USER LICENSE AGREEMENT. TO THE MAXIMUM EXTENT PERMITTED BY LAW, FLASHFORGE EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES FOR THE 3D PRINTER AND EACH OF ITS COMPONENTS, WHETHER THOSE WARRANTIES ARE EXPRESS, IMPLIED, OR STATUTORY INCLUDING WARRANTIES OF NON-INFRINGEMENT, MERCHANTABILITY, AND FITNESS FOR PURPOSE. IF YOU PURCHASED THE EQUIPMENT FROM ONE OF OUR AUTHORIZED SERVICING RESELLERS, THAT RESELLER MAY HAVE PROVIDED YOU WITH EXTENDED OR ADDITIONAL WARRANTY OR SERVICE PLANS. SUCH WARRANTY OR SERVICE PLANS ARE PROVIDED BY THE RESELLER ACTING ON ITS OWN BEHALF UNDER A SEPARATE AGREEMENT WITH YOU. FLASHFORGE IS NOT IN ANY WAY RESPONSIBLE TO YOU OR THE AUTHORIZED SERVICING RESELLER UNDER SUCH PLANS.
14. Warranty freight clause. When the spare parts within the warranty are confirmed by the company's after-sales engineers to return to the factory for repair, both parties shall share the freight according to the following conditions: 1. The Flashforge bears the round-trip freight if the delivery period is within 1-6 months. 2. The Flashforge bears the delivery freight and the terminal customer bears the return freight if the delivery period is within 6-12 months. 3. The end customer shall bear the round-trip freight if the spare parts are beyond the scope of warranty and are confirmed to be returned to the factory for repair.

## 产品保修卡（用户联）

商品名称：喷蜡机 型号：WaxJet 400/410	设备序列号：
购买日期： 安装调试日期：	发票号码：
购买者姓名：	经销商名称：
购买者电话：	经销商电话：

维修日期：	故障情况：
处理意见及办法：	
	维修员签名

维修日期：	故障情况：
处理意见及办法：	
	维修员签名

维修日期：	故障情况：
处理意见及办法：	
	维修员签名

维修日期：	故障情况：
处理意见及办法：	
	维修员签名



## 产品保修卡（经销商联）

商品名称：喷蜡机 型号：WaxJet 400/410	设备序列号：
购买日期： 安装调试日期：	购买者姓名： 购买者电话：
邮编/地址：	

本联交由安装人员带回给经销商。

## Warranty Card

Name: 3D Printer Item: Waxjet 400/410	Serial No:
Purchase Date: Installation Date:	Invoice No:
Buyer' s Name: Buyer' s Tel:	Distributor Name:
	Distributor Tel:

Maintenance Date:	Equipment Failure Condition:	
Resolution Suggestions:		
	Technician Signature	

Maintenance Date:	Equipment Failure Condition:	
Resolution Suggestions:		
	Technician Signature	

Maintenance Date:	Equipment Failure Condition:	
Resolution Suggestions:		
	Technician Signature	

Maintenance Date:	Equipment Failure Condition:	
Resolution Suggestions:		
	Technician Signature	



## Warranty Card

Name: 3D Printer Item: Waxjet 400/410	Serial No:
Purchase Date: Installation Date:	Customer's Name: Customer's Tel:
Post code/Add:	

This card should be returned back to distributor with the installer.



## 浙江闪铸三维科技有限公司

Zhejiang Flashforge 3D Technology Co., Ltd.

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