



**3D GBIRE**

ADDITIVE MANUFACTURING FOR INDUSTRY

**BCN3D EXTENDED  
WARRANTY**



# 3DGBIRE



**3DGBIRE** are the UK and Ireland's premium professional 3D printing experts. We sell, service and support marketing-leading products and share our knowledge through professional training programs.

Our mission is to assist companies in integrating 3D printing into their business with ease and efficiency. Our 360-degree service takes you from implementation and maintenance to expert training classes and free innovation seminars. Additionally, by providing local aftercare, our aim is to ensure our customers experience our products as we do.

## //Help & Support

With every purchase from 3DGBIRE, you're entitled to a lifetime of free technical support (whether this be over the phone, video call or email) 3DGBIRE prides itself on being the first place to call for any issue with your BCN3D.

Our technical support team is always happy to help in isolating the cause of a problem, finding parts and providing solutions. By phone and email we are available at your command and our service centre is available for drop ins or scheduled collections

## ADDITIVE MANUFACTURING FOR INDUSTRY



### AEROSPACE

"80-90%  
cost savings"



### ENGINEERING

"70-90%  
reduction in costs in applications  
& decrease of delivery time. "  
- Heineken



### AUTOMOTIVE

"91% saving in tool development costs.  
Reducing time by 95%"  
- Volkswagen Autoeuropa



### PRODUCT DESIGN

" Being able to prototype on demand  
resulting in cost & time efficiency "



### ARCHITECTURE

" Concept models on demand,  
this is our competitive advantage. "



### MANUFACTURING

" Lead time decreased by 90% "



### MEDICAL

" Antibacterial personalised  
applications. Revolutionary "



### DENTAL

" We 3D print from between 200  
dental models a week. I can see this  
increasing over the next few years. "

## BCN3D EXTENDED WARRANTY

Extend the standard 24 month manufacturer Warranty of your BCN3D 3D Printer with 3DGBIRE's extended Warranty option to 48 months

3DGBIRE offers a Warranty Extension to the Manufacturer Warranty, this extends the Warranty from 24 months to cover 48 months from the date of purchase.

3DGBIRE is the official BCN3D after sales and support partner for the UK and Ireland. When choosing one of our extended warranties, the best service and support for your BCN3D 3D Printer is guaranteed.

### Includes:

- 36 months cover on all Manufacturer Warranty parts | Extended from 24 months to 48 months
- Labour of the fitting of the replacement parts (Excludes consumables)
- Full certificated machine service | Within the 3 Year Extended Warranty Period
- Lifetime expert telephone & email support
- Collection & return delivery

BCN3D Epsilon W50  
BCN3D Epsilon W27  
BCN3D Sigma D25

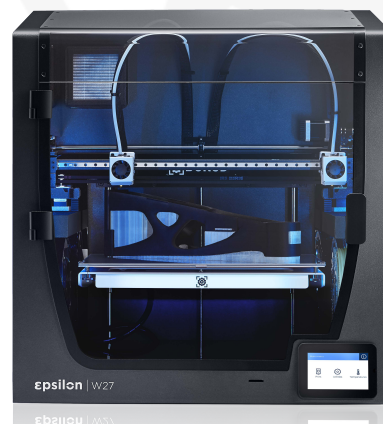
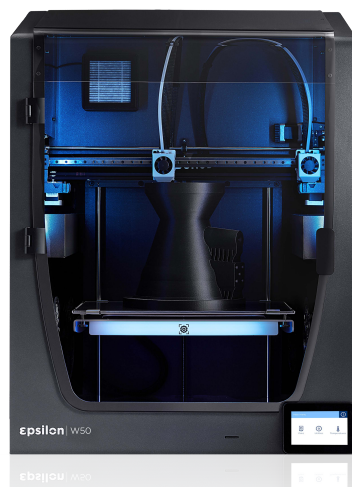
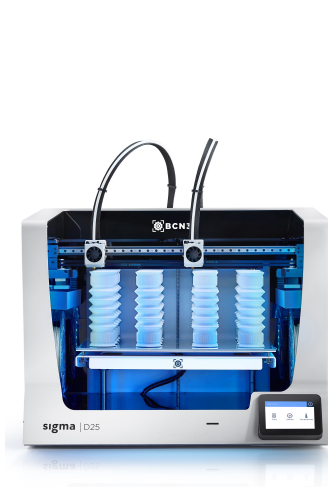
### Point Of Sale

**£499.99**

### After-sales Price

**£749.99**

\*All Excluding VAT



## CONTACT US

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# Terms & Conditions



## BCN3D WARRANTY

We'll do our best to make our warranty policy as forthcoming as possible and who knows, it may not even be that bad. We've decided to offer you information about warranty in two parts - both on this page. The first part is written as user friendly as possible. The second part is the official legal warranty information. If you have any questions, don't hesitate to get in touch.

When you buy an BCN3D product, you're entitled to free technical support for as long as you use it. First there's always our forum that enjoys a great culture of helping and sharing from very experienced makers. Most of them are very technically minded and only too happy to help. They have been the origin of the foundation that grew to be our detailed support pages that are available at your convenience. And lastly, but by no means least, is BCN3D or your official point of sale for the UK and Ireland, 3DGBIRE Ltd. Our technical support team is always happy to help in isolating the cause of a problem, finding parts and providing solutions. By phone and email we are available at your command.

As an open source company, we really encourage hacking and modifying, but as you might expect, we can't be held responsible for any modifications that significantly change the way your BCN3D, or that specific part, works. So here's the boring part, these heavily modified parts won't be covered by the warranty. But that's probably not a surprise. However, we're always available to help you work things out.

Using third party or alternative filaments won't void your warranty, but here's the catch, you have to stay within the restrictions for 3D printing setup by the firmware. These restrictions are designed to protect your BCN3D from getting hurt. Easy right?

BCN3D also offers life-time support through email and phone. If you're in need of warranty support, please get in touch with 3DGBIRE Ltd. See, now that wasn't too bad was it? Up next is the official legal information.

## BCN3D WARRANTY LEGAL INFORMATION

BCN3D grants a standard warranty on all BCN3D products. Any notification of a warranty claim must be made with 3DGBIRE Ltd from whom the product was purchased originally. The warranty is issued by 3DGBIRE Ltd, address are stated on the original invoice.

BCN3D grants a standard period of 1-year full warranty on all parts. This warranty does not apply to the hot-end\*, which is considered as a consumable. The warranty period starts from the date shown on the customer's purchase invoice. For a warranty claim to be valid (i) notification must be made before the end of the warranty period; (ii) conform to any additional stipulations of the warranty period, as defined below; (iii) must be substantiated with original proof of purchase, including the serial number of the product(s) and the original/official packaging.

## CONDITIONS

In the event of material or manufacturing defects, the Dealer is obliged to rectify the defects free of charge according to BCN3D warranty conditions. If the defect cannot be repaired, the Dealer will, within the warranty period, replace the product free of charge by an identical product, or, if the product is no longer manufactured, by a similar replacement of the same value or offer an appropriate refund. Whether a justified claim will be settled by replacement, by repair or by compensation remains at the discretion of 3DGBIRE Ltd.

The BCN3D warranty is granted under the explicit condition that BCN3D installation and maintenance instructions have been observed. Unless the booklet contains 'do-it-yourself' assembly instructions for the product or part thereof and these have been followed up meticulously, the warranty will become invalidated if the product was at any time disassembled or reassembled by persons not authorised and confirmed by BCN3D to be qualified. The BCN3D product must have been sold, delivered and assembled by a recognised BCN3D dealer. For more information on this please contact 3DGBIRE Ltd.

The BCN3D warranty does not cover any defects or damage caused by inappropriate use, incorrect or improper use, or normal wear and tear. If any BCN3D product is combined with a product not manufactured by BCN3D, the warranty may be restricted or declared void, depending on the nature of the claim.

Any warranty claim must first be recognised as justified, either by 3DGBIRE Ltd, or by BCN3D.

The warranty may not automatically include cost incurred for shipping defective products for BCN3D or 3DGBIRE Ltd for scrutiny and/or repair, nor for shipping cost of replacement or repaired product(s) back to claimant. Within the warranty period repair itself, however, will be free of charge. Since customers will only be entitled to make a warranty claim on submission of the original invoice, we advise that both the invoice and official packaging are kept in a safe place. Only the original purchaser is entitled to claim warranty. Notification of a warranty claim must be made to 3DGBIRE Ltd. The warranty period is limited to the lifetime of the first original purchaser.

## OTHER WARRANTY CONDITIONS

- If a part is repaired or replaced during the warranty period, the (extended) warranty period still remaining for the entire product will apply to this part.
- The purchaser - provided that they are a natural person who is not acting in the course of their profession or business - may claim the rights to which there are entitled under the warranty without prejudice to their rights or claims in accordance with the law.
- The warranty does not apply to the hot-end; integrated nozzle + heater block or Olsson Block (Including Nozzles), PTFE/TFM coupler, PTFE nozzle ring, hot end isolator, set screw, spring and PT100 B sensor.

## CONTACT US