



HP 3D Process Control

Limited Warranty

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Edition 1

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The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty.

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HP Limited Warranty statement

HP product	Limited Warranty Period
Software	No warranty provided unless otherwise mandated by local law

A. Extent of HP Limited Warranty

1. Please note that any warranty services or questions must be accompanied by the order number and original invoice from the transaction through which the warranted product was purchased. HP may not provide warranty service without the order number and original invoice.
2. HP's Limited Warranty applies only to a failure to execute programming instructions for the Limited Warranty Period specified above, due to defects in material and workmanship, when properly installed and used on the device designated by HP. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, HP AND ITS SUPPLIERS PROVIDE THE SOFTWARE OFFERING "AS IS" AND WITH ALL FAULTS, AND HEREBY DISCLAIM ALL OTHER WARRANTIES, GUARANTEES, AND CONDITIONS, EITHER EXPRESS, IMPLIED, OR STATUTORY, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF TITLE AND NON-INFRINGEMENT, ANY IMPLIED WARRANTIES, DUTIES, GUARANTEES, OR CONDITIONS OF MERCHANTABILITY, OF SATISFACTORY QUALITY, OF FITNESS FOR A PARTICULAR PURPOSE, AND OF LACK OF VIRUSES ALL WITH REGARD TO THE SOFTWARE OFFERING. Some states/jurisdictions do not allow exclusion of implied warranties or limitations on the duration of implied warranties, so the above disclaimer may not apply in its entirety. Any statements about the Software Offering (including any statements about its functionality, performance, results, improvement to 3D Printed Parts' quality or accuracy, and cost estimates of the 3D Printed Parts), or other communications that are not contained in this document are for information purposes only and do not constitute a warranty, representation, condition or other commitment from HP. Without limitation as to the generality of the foregoing, HP does not warrant or otherwise commit that (a) the Software Offering or the access thereto or use thereof, will be available, uninterrupted, error-free, secure, accurate, reliable or complete, (b) the Software Offering will meet any particular performance or availability criteria, (c) content will not be lost or damaged, and/or (d) errors will be corrected or any particular support requests will be resolved to meet Customer needs.
3. HP's Limited Warranty covers only those defects that arise as a result of normal use of the HP products, is not liable for any loss, cost expense, inconvenience or damage that may result from use or inability to use the product, and does not cover any other problems, including those that arise as a result of:
 - a. Improper or inadequate maintenance or calibration, as defined in the product documentation or as directed by HP.
 - b. Accessories, hardware, software, interfacing, parts, agents, materials, or other supplies not provided or supported by HP.
 - c. Operation outside the applicable documentation and specifications of the product.
 - d. Unauthorized modification or misuse, including but not limited to the insertion/connection of electric/electronics systems/components/boards not provided or supported by HP and/or additional cables other than the ones originally present in the system, as specified in the site preparation guide.

- e. Loss or interruption of electric power, or long time power-off without following the proper preparation as described in the product documentation.
 - f. Damage caused by accident, abuse, or misuse, including damage resulting from the use of non-approved consumables (including but not limited to non-HP Branded Consumables and/or non-HP Certified Materials), or other third party non-approved products.
 - g. Failure to comply with the product usage requirements.
 - h. Failure to comply with any applicable user guide, site preparation guide, or the site preparation and installation requirements.
4. Customer will make reasonable effort to support and cooperate with HP or an HP-authorized service provider in resolving the problem remotely. For example, starting and executing self-tests or diagnostic programs, providing all necessary information, or performing basic remedial activities upon the request of HP or an HP-authorized service provider.
 5. If HP is unable to repair or replace a defective product that is covered by this Limited Warranty, HP shall, within a reasonable time after being notified of the defect, refund the residual value of the product. The residual value will consist of the purchase price paid to HP or an HP Authorized Reseller, minus applicable depreciation and amortization.
 6. This Limited Warranty is valid in any country/region where HP or its authorized service providers offer warranty services and HP has marketed the HP product covered by this Limited Warranty. However, warranty service availability and response time may vary from country/region to country/region. HP will not alter form, fit, or function of the product allowing it to operate in a country for which it was never intended to function for legal or regulatory reasons. This HP Limited Warranty is subject to all applicable laws and regulations including US and other national export and import laws and regulations.
 7. Contracts for additional services may be available from any authorized HP service facility where the listed HP product is distributed by HP or an authorized importer.
 8. The Customer is responsible for the security of the proprietary and confidential information and for maintaining a procedure external to the printer for reconstruction of lost or altered files, data, or programs. HP IS NOT RESPONSIBLE FOR DAMAGE TO OR LOSS OF ANY FILES STORED BY CUSTOMER ON THE HP PRODUCT'S HARD DISK OR OTHER STORAGE DEVICES. HP IS NOT RESPONSIBLE FOR THE RECOVERY OF LOST FILES OR DATA.
 9. Under no circumstances shall HP be liable for any loss, cost, expense, inconvenience or damage exceeding the purchase price of the product minus applicable depreciation and amortization.

B. Limitations of warranty

TO THE EXTENT ALLOWED BY LOCAL LAW, NEITHER HP NOR ITS THIRD PARTY SUPPLIERS MAKE ANY OTHER WARRANTY OR CONDITION OF ANY KIND, WHETHER EXPRESS OR IMPLIED, AND SPECIFICALLY DISCLAIM THE IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.

C. Limitations of liability

TO THE EXTENT ALLOWED BY LOCAL LAW, THE REMEDIES IN THIS LIMITED WARRANTY IS THE SOLE AND EXCLUSIVE REMEDY. EXCEPT AS INDICATED ABOVE, IN NO EVENT WILL HP OR ITS THIRD-PARTY SUPPLIERS BE LIABLE FOR LOSS OF DATA, DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES (INCLUDING ANY LOSS OF PROFITS OR SAVINGS), WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY, AND WHETHER ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

D. Local law

1. This Limited Warranty gives Customer specific legal rights. Customer may also have other rights which vary from state to state in the United States, from province to province in Canada, and from country to country elsewhere in the world. Customer is advised to consult applicable state, province, or national laws for full determination of its rights.
2. To the extent that this Warranty Statement is inconsistent with local law, this Warranty Statement shall be deemed modified to be consistent with such local law. THE WARRANTY TERMS CONTAINED IN THIS LIMITED WARRANTY, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT, OR MODIFY AND ARE IN ADDITION TO THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THIS PRODUCT.

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E. Country-specific terms

Australia

Customer rights as an Australian consumer may be different to those stated in the document above. Customer should disregard any limitations or exclusions in the above document and refer to the information below:

- When Customer purchases goods from HP as a consumer, the goods come with guarantees that cannot be excluded under the Australian Consumer Law. Customer is entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. Customer is also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.
- This means that there is no defined warranty period for HP goods supplied to Australian consumers.
- Instead, goods should, for example, be fit for the purposes for which they are commonly supplied for such a period as a reasonable consumer fully acquainted with the state and condition of the goods would expect.
- Customer should contact HP when concerned that one of HP's products fails to satisfy any of the consumer guarantees. HP will discuss the specific nature and circumstance of that good and whether the particular fault/issue falls within the scope of the statutory guarantees.

Nothing in the HP Limited Warranty excludes, restricts, or modifies any condition, warranty, guarantee, right, or remedy Customer may have at law (including a consumer guarantee under the Australian Consumer Law), which cannot be lawfully excluded or limited.

If Customer believes that it is entitled to a remedy under the consumer guarantees or any remedy under this HP Limited Warranty Statement, contact HP at the following address:

HP PPS Australia Pty Ltd

ABN 16 603 480 628

Rhodes Corporate Park

Building F, Level 5

1 Homebush Bay Drive

Rhodes NSW 2138

To initiate a support request, go to <http://www.hp.com.au> and select the "Customer Service" option for the most current list of phone support numbers.

For further information on consumer rights, visit <http://www.consumerlaw.gov.au> and <http://www.accc.gov.au/consumerquarantees>

New Zealand

In New Zealand, the hardware and software come with guarantees that cannot be excluded, restricted, or modified under the Consumer Guarantees Act 1993. The guarantees under the Consumer Guarantees Act 1993 provide a right whereby, if goods Customer have acquired fail before a reasonable period, Customer may require them to be fixed. If HP does not fix them within a reasonable time, Customer may reject the goods and request a refund or replacement, or have them fixed by a third party and HP will reimburse the reasonable cost of them being fixed.

If the goods are subject to a failure of a substantial character or cannot be fixed, Customer can choose its remedy and Customer is entitled to a replacement, refund, or reduction in price if Customer choose to keep the goods. Customer is also entitled to compensation for any other reasonably foreseeable loss or damage. The benefit of these guarantees will only be available to the Customer if Customer is purchasing goods for personal, domestic, or household use or consumption. Where Customer is, or hold out Customer is, acquiring goods for business purposes, Customer agrees that the guarantees under the Consumer Guarantees Act 1993 do not apply and that, given the nature and value of this transaction, this is fair and reasonable.