



# Premium Care Plan

The SprintRay Premium Care Plan enhances and extends the warranty for your SprintRay 3D printer.

## What's included:

### Hot-swap Repairs

If you experience issues with your printer, get a working replacement right away:

- Maximize production uptime by eliminating wait time
- Receive replacement unit shortly after troubleshooting
- Send back faulty printer within 30 days

### 2 Year Warranty

Maximize your ROI by protecting your investment in 3D printing:

- Extend manufacturer's warranty plan to 2 years
- Eligible hot-swaps and repairs performed at no cost
- Protect against potential defects and maintenance costs

## How hot-swap works:



Report issue

Troubleshoot with customer support

Receive replacement printer  
(start printing right away)

Send back old printer

## Get covered now!

At SprintRay, we're on a mission to help dental professionals increase productivity. With the Premium Care Plan, you'll never have to worry about downtime.

Call: +1 (800) 914-8004

Email: [sales@sprinray.com](mailto:sales@sprinray.com)

Visit: [store.sprinray.com](http://store.sprinray.com)

# \$499

Per Year\*

\* See terms and conditions for purchase details

## **SprintRay Premium Care Plan**

### **Covered Products:**

SprintRay MoonRay D/S and Pro 3D Printers,  
Model Numbers: SRI-0101001, SRI-0101002, SRI - 0102004

### **Limitation of Damages**

In no event shall SprintRay be liable for consequential damages for breach of this warranty. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to the buyer.

### **Premium Care Plan Coverage**

The SprintRay Premium Care Plan enhances and extends the included warranty coverage. Within the period of this extended warranty, SprintRay will repair or replace, free of charge, any part proving defective in material or workmanship. All warranty repairs and service must be performed by an authorized SprintRay technician or at an authorized SprintRay service facility.

Hot Swap Replacement through Premium Care Plan:

1. Description.

SprintRay will provide a replacement product to customer in exchange for a defective product prior to receipt of such defective product from customer.

2. Conditions of Service.

Use of Premium Care Hot Swap Service is subject to this Agreement, as may be amended from time to time.

3. Hot Swap Policy.

SprintRay requires the following:

- a. Registration. Customer must register the product for which the services have been purchased. Registration information must include but may not be limited to product name, customer contact information, purchase date, and serial number. Registration can be completed through RayWare software, the Sprinray website at <https://sprinray.com/register-warranty-service-plan/>, or by contacting a customer support representative at 800-914-8004.
- b. Technical Support. Customer agrees to contact technical support for initial troubleshooting of the product. In the event that a technical support representative determines that the product symptoms indicate a hardware failure and the unit cannot be recovered, SprintRay shall issue a

Return Material Authorization (RMA) provided that customer shall return the defective product with the freight prepaid, in accordance with any special shipping instructions provided by SprintRay, and shall reference the RMA# on all shipping documents and in any subsequent communications regarding the particular product.

- c. Return of Defective Product. Customer agrees to return the defective product, freight and insurance prepaid, in accordance with Section 3(b) above within thirty (30) days of Hot Swap receipt. In the event of any failure to return product within the time allotted, customer shall be liable for the cost of the replacement product
  - d. Verification of Defect. SprintRay may, at its option, test the returned product for hardware failures. In the event that such testing is performed, failure analysis shall be provided to the customer upon request.
  - e. Valid Premium Care Plan Agreement. Replacement under the terms hereof is subject to and during the term of the original or extended product warranty. Products which are otherwise deemed out of warranty due to unauthorized or improper use, abuse, accidents, alterations, improper installation or repair are not eligible for the Premium Care Plan.
  - f. Returned product used in an environment for which the product was not designed shall not be eligible for the replacement and customer shall be charged for any replacement product, including any shipping and handling.
4. Purchasing Premium Care Plan. At any time within 24 months of product delivery a Premium Care Plan Agreement may be purchased for year 1 or year 2. The date of the agreement will start from the date of delivery and not the date of purchase.

### **Notice to Buyer**

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. You have the right to bring any action at law or equity to resolve disputes concerning or to enforce the provisions of this warranty.

If the buyer disagrees over either's performance under the terms of this warranty, the buyer may submit the matter for resolution to SprintRay. The buyer is required to submit any dispute for resolution under this paragraph before pursuing any legal remedies to which he or she may be entitled.

SprintRay

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