

## ER-20 Warranty Standards

Type	Included Parts	Warranty Type	Duration
Complete Machine	LCD Screen, Mainboard, Power Supply, Heated Bed , Stepper Motor, Heat Sink Fan	under warrant	1 Year
Other	Hotend (nozzle not included)	under warrant	Half A Year
	ERY-sensor	under warrant	Half A Year

### Warranty Terms

1. Period for warranty starts from the date of purchase. Please refer to the form above for the warranty standards.
  2. Gifts are not covered by the warranty. If customers find any part is missing after receiving the product, they need to contact Eryone's corresponding sales person for redelivery within one week.
  3. When the product is under warranty, Eryone shall provide free warranty service if technical support specialists confirm some quality problems definitely exist among Eryone's products that a customer has purchased. On the contrary, if the defect or damage are identified as a man-made or non-quality problem, customers should pay for the replaced parts by themselves;
  4. If the warranty expires, customers shall pay for repair by themselves.
- \*Warranty regulations may vary according to local laws and regulations

### About Returning Goods

We will strictly abide by the return policy of the purchasing platform. Please refer to the return policy of the purchasing platform for relevant regulations.

### The following situations are not included in the warranty scope

1. Customers are unable to provide order number (proof of purchase) and product label picture, and there is no visible evidence describing any defect.
2. The product is out of warranty.
3. Malfunction or damage of the machine due to personally refit of the machine by customers.
4. A condition in which a product is damaged due to a faulty assembly.
5. Malfunction or damage of the machine due to customers' abuse (exceeding product workload or etc.).

### Tips

1. Please read the product instruction and refer to the related video carefully before using the product.
2. During the warranty period, the product still enjoys the remaining warranty service after repair.
3. After-sales support time: 8: 30~18: 00 (GMT+8) Monday~Saturday (except statutory holidays in China).



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