



UltiMaker Factor series Business Excellence Program EMEA region

Protect your investment

When your business depends on quality 3D printing, you want to know you can rely on your 3D printers. That's why UltiMaker offers an Enhanced Service Policy, providing additional protection when taking advantage of the workflow benefits of UltiMaker materials. And it keeps your 3D printers in perfect working order to help your business succeed.

Reduce downtime and stay productive

By extending the warranty coverage of your UltiMaker Factor series 3D printer by up to 3 years, you can avoid unbudgeted repair costs and always get the best possible local service from our certified partners. This peace of mind frees you to do what really matters: manage your business. Because when technology works, business works.

- ✓ **Total coverage:** UltiMaker Factor 4 is modular by design. Its modules will be swapped free of charge to reduce unexpected downtime. If UltiMaker determines that an onsite visit is necessary to resolve the cause of downtime, a certified local partner will be sent to your facilities at no extra charge.
- ✓ **Operational continuity:** If the repair time is longer than expected, UltiMaker will continue production for you in our European print farm. See terms and conditions for more info.
- ✓ **Software-enhanced reporting:** Stay data-driven with Print Process Reporting and Digital Factory. Monitor production and obtain reports on part structural integrity to support print-job validation and traceability prior to deployment.
- ✓ **Privileged purchase conditions:** Benefit from discounts on purchases of both UltiMaker materials and accessories to further increase your return on investment and reduce cost per part.

The UltiMaker platform



3D printers that achieve fast ROI



Click and print with over 310 materials



Secure cloud software for easy remote printing



Global access to expert support and learning

Learn more at ultimaker.com

UltiMaker Factor series Business Excellence Program

The UltiMaker Factor series Business Excellence Program (BEP) product improves the service level on top of the limited warranty. This program focuses on improving uptime of the Factor 4 and in case of downtime a swift response and possible off-site printing capability. Moreover the BEP also improves collaboration and adaptation by offering licenses

to UltiMaker Digital Factory, Print Process Reporting and discounts on UltiMaker Material. This BEP product is available in Europe, including the UK, Nordic countries, and Switzerland. The BEP version for two years, including ESP, will be available from November 2024 as well as pricing. Simply talk to your reseller and they can provide all the details and order information.

	Limited warranty	Business Excellence Program
Coverage		
Warranty on parts	Included	Limited warranty
Replacement of worn and unintentionally damaged components	-	Included
Assistance		
Support line	Standard	Prioritized
Onsite repair turnaround time	-	72h after end of investigation
Repair costs		
Repair labor for parts under warranty	Included	Included
Shipments costs	Standard	Express
On-site visit costs	-	Included
Uptime services and tools		
Back-up printing	-	Included
Maintenance Kit	-	Included
Privileged purchase conditions		
Discount on UltiMaker consumables	-	5% on MSRP
Print Process Reporting license	-	Included
UltiMaker Digital Factory license	Essentials	Professional

Terms and conditions

Parts are fully covered and shipping cost compensation is available for limited warranty issues under the terms of the applicable [standard warranty](#) as specified on our website ultimaker.com. UltiMaker reserves the right to reject warranty claims which show improper use or intentional damage to the printer. UltiMaker offers a limited warranty on products purchased through UltiMaker or its authorized resellers. This limited warranty does not extend to products purchased from any unauthorized resellers or third parties.

Only purchasable at point of sales (day of sale) within 30 days grace time, renewal can only be granted without warranty gap.