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Warranty

Relevant for: MK2.5 MK2.5S MK3 MK3S SL1 CW1 MINI MK3S+ MINI+ SL1S

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This article is also available in following languages:



All of our products are covered under warranty. As we are based in Prague, Czech Republic, a member state of the European Union, **European and Czech law apply**.

i Rest assured that our Technical support is always available to help you out under any circumstances, even if the issue is not covered under warranty. Feel free to contact us at info@prusa3d.com, or via Online chat (right bottom corner in the online store).

Warranty periods

Products purchased as a kit (printers, upgrades, accessories, parts)

When purchasing detached pieces or a kit, the warranty applies to every part separately. Still, feel free to contact our support if you encounter any issues during or after the assembly.

Warranty periods for the EU region and the rest of the world:

- **2-year warranty** for consumers from the EU, Lichtenstein, Switzerland, Norway, and Iceland
- **1-year warranty** for enterprises from the EU
- **1-year warranty** for the rest of the world (any country not mentioned above)

! On a kit, although individual components are covered by the warranty, it **does not include repair service or shipping-cost** for our in-house technicians.

This warranty is **voided by**:

- Any damages caused by improper assembly of the product.
- Any damage caused by improper use, maintenance or operation of the printer.
- Any damage caused by long-term lack of maintenance.
- Using the printer in improper conditions (temperature, dustiness...).
- Upgrades or add-ons that are not officially supported.

For proper guidelines, always refer to [our assembly manuals](#) and our [3D Printing handbook](#) or simply contact our official support.

Pre-assembled products

With the purchase of a fully assembled printer or any accessory, the warranty applies to the assembly, as well. Our support team is ready to assist you with any issues that may appear.

Warranty periods for the EU region and the rest of the world:

- **2-year warranty** for consumers from the EU, Lichtenstein, Switzerland, Norway, and Iceland
- **1-year warranty** for enterprises from the EU
- **1-year warranty** for the rest of the world (any country not mentioned above)

This warranty is **voided by**:

- Any damage caused by improper use, maintenance or operation of the printer.
- Any damage caused by long-term lack of maintenance.
- Using the printer in improper conditions (temperature, dustiness...)
- Using upgrades (be it hardware or software) or add-ons that are not officially supported

! The warranty does not cover normal, expected wear and tear caused by using the printer for its intended purpose. If a user error is found during a warranty repair, the parts and return shipping will be charged!

How to handle a warranty case

Any warranty case must be submitted to our official support channels (chat or email). In case the product was bought from a reseller, contact us first so that we can help you diagnose the problem, then turn to your reseller for spare parts if needed.

Documentation needed for a warranty case:

1. The number of the original invoice containing the product (and the product's serial number).
2. A brief description of the problem along with the clear evidence of its presence (e.g., photos or videos)

Limited warranty on consumables

Some parts of our products inevitably "get used up" over time. For these parts, specific conditions apply, unless failure has occurred due to a defect in materials or workmanship.

• Special PA Nylon steel sheet • Satin spring steel sheet • Powder-coated spring steel sheet • Smooth PEI covered spring steel sheet • Smooth PEI covered heatbed (MK2S) • Nozzles	The warranty does not apply to wear and tear.
• SL1 exposure display	500 hours of printing
• SL1S SPEED exposure display	2000 hours of printing
• FEP film	10 print jobs

! In case we have provided a **free replacement** part, the warranty **does not reset**. In compliance with European and Czech law, the original warranty period still applies.

! In case you have sent a product back to us for repair, the warranty duration is "paused" during the time it is on the way back to us, in repair, and on its way back to you. In other words, **the warranty is extended by the number of days** that the product is gone for repair.

! We do not have any agreement with any third-party Extended Warranty provider. If you are using such services, refer to the Terms and Conditions of your contract to see if and how it applies.

Was this article helpful?



Comments

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Still have questions?

If you have a question about something that isn't covered here, check out our additional resources.

And if that doesn't do the trick, you can send an inquiry to info@prusa3d.com or through the button below.

Contact us