

Ultimaker

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Ultimaker
06-10-2020

Product Discontinuance Notice

Dear Valued Customer,

This letter serves as notification that Ultimaker has decided to announce the end-of-service for selected printers and add-ons per **06-10-2021**.

We sincerely appreciate your use of these products and for your convenience we provide the following services until the end-of-service date (see appendix 1 for details):

- Customer Support and Service Parts will remain available.
- New software features and updates will not be guaranteed. However, Bug fixes, workarounds and patches will be provided.

Per 06-10-2021 all service activities will be discontinued (see appendix 1 for details):

- Support and Service parts will only be provided upon availability
- Software development and maintenance efforts will end

Products affected

Printers

Ultimaker Original
Ultimaker 2Go
Ultimaker 2
Ultimaker 2 Extended

SKU

9616, 9617, 9618, 9619
9064, 9608, 9609, 9610, 9611, 9640
9057, 9069, 9600, 9601, 9602, 9603
9065, 9071, 9604, 9605, 9606, 9607

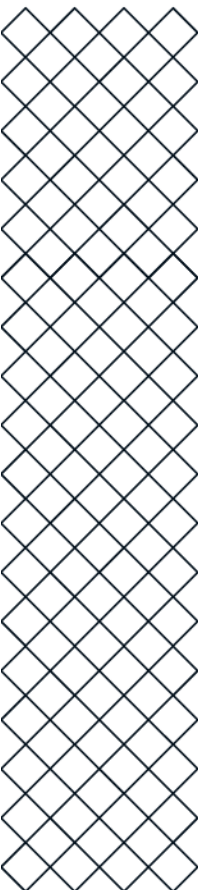
Add-ons

Dual Extrusion Pack
Heated Bed Upgrade
Ulticontroller kit
Olsson block upgrade kit

SKU

9061
9063, 9657, 9658, 9659
9058
2310

We apologize for any inconvenience resulting from this notification. Please contact your local Ultimaker representative with questions or concerns regarding this matter.





Appendix 1: Support and service details

Per 06-10-2020:

- a. Replacement and spare parts as well as consumables (reference is made to the warranty policy of the relevant Ultimaker Product for a further description) (Service Parts) for the discontinued Ultimaker Product will be available, it being understood that Ultimaker may (i) offer a replacement or a technical equivalent* for Service Parts offered at the date of purchase or date of the Discontinuance Notice, (ii) decide to sell assembled Service Parts and/or packs of Service Parts, instead of selling a Service Part individually, (iii) decide to replace the discontinued Ultimaker Product in full for a newer Ultimaker product (for example if the costs of obtaining the necessary Service Parts are, at discretion of Ultimaker, not reasonable in comparison to replacing the product entirely) and (iv) decide to implement price changes for Service Parts.
- b. The Ultimaker software team will provide bug fixes, workarounds and patches for bugs reported via the standard feedback channels until the end of service date. New features and updates will not be guaranteed.
- c. The Ultimaker support channel will continue to answer questions in manner consistent with past practice on the discontinued Ultimaker Product.

Per 06-10-2021

- a. Ultimaker will only provide Service Parts for the discontinued Ultimaker Product to the extent Ultimaker has such parts in stock, it being understood that Ultimaker may (i) offer a replacement or a technical equivalent* for Service Parts offered at the date of purchase or date of the Discontinuance Notice, (ii) decide to sell assembled Service Parts and/or packs of Service Parts, instead of selling a Service Part individually, and (iii) decide to implement price changes for Service Parts.
- b. The Ultimaker software team will not provide bug fixes, maintenance releases, workarounds, or patches for bugs reported via the standard feedback channels. In addition, the Ultimaker software team will not provide any support for compatibility or availability of the (latest versions of) Ultimaker Cura software or other software of Ultimaker with the discontinued Ultimaker Product.
- c. The Ultimaker support channel will reasonably continue to answer questions on the discontinued Ultimaker Product, taking into account that the end of service phase has started.

**Technical equivalent may be manufactured using different technologies and therefore differs visually from the original part, but has the same technical functionality.*

