

# Official Ultimaker End of Life policy

## Introduction

As Ultimaker is an innovative company that regularly brings new products to market, Ultimaker may decide to discontinue any of its current products in market (the Ultimaker Products) as a result of which such Ultimaker Products reach their “end of life.” This document describes the Ultimaker Products’ end of life process, which encompasses (i) the end of offering phase and (ii) the end of service phase as described below, and is effective for Ultimaker Products for which a product discontinuation notice is sent and published after December 1, 2020.

## End of offering phase

In the event of the discontinuation of an Ultimaker Product, Ultimaker will issue a product discontinuance notice (the Discontinuance Notice), which will:

- A. specify which Ultimaker Product(s) will be discontinued
- B. state at which moment in time the end of offering phase will commence, and set out the timeline for the next phases

The Discontinuance Notice will be sent by Ultimaker to its sales partners and will be published on [ultimaker.com](https://ultimaker.com).

As of and during the end of offering phase:

- 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).
- B. The Ultimaker software team will commercially, reasonably feasible 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.

The end of offering phase ends 3 years after the date on which the Discontinuance Notice is issued. This is also the date on which the end of service phase commences.





## End of service phase

The end of service phase starts automatically once the end of offering period expires, which is 3 years after the date on which the Discontinuance Notice is issued.

As from the moment the end of service phase commences:

- 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.
- 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 is not obliged 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, may differ visually from the original part, but will have the same technical functionality.*