

Out-of-box Failure Practices

SOURCE:

<https://support.zortrax.com/out-of-box-failure-practices/>

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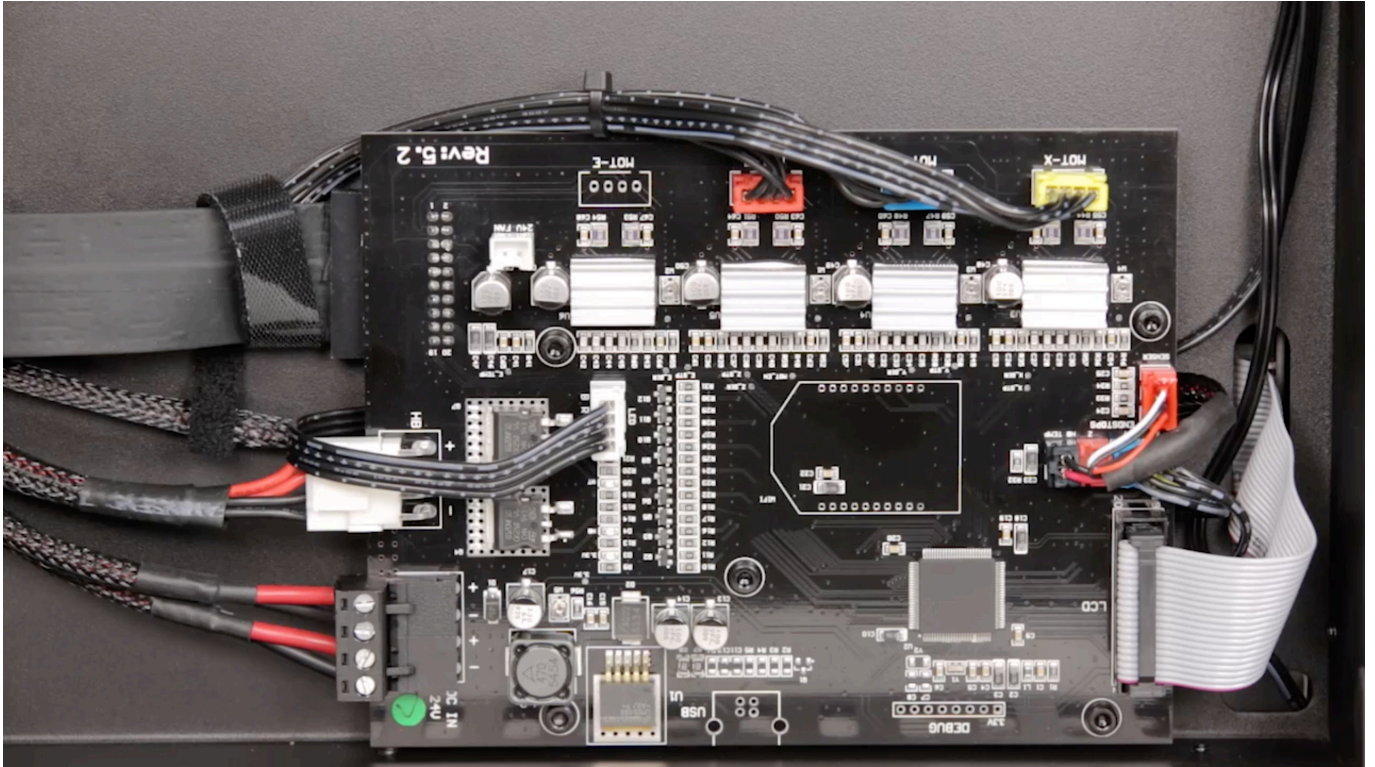
Package Inspection



Always inspect the condition of the package you have received. If the packaging has been damaged, you have the right to refuse to accept the order. Immediately notify Zortrax Customer Support Department about the situation.

Remind your clients that they should follow the procedure of inspecting the packages they receive as well. If the End User notifies you about a damaged package, then it becomes a case between you and your courier company.

Wires Inspection



If the device does not start after being unpacked, make sure that the wires plugged into the motherboard and power supply unit have not become loose during transport.

If the wires are properly plugged in and the device still does not start, contact the Customer Support Department via: [support form](#).

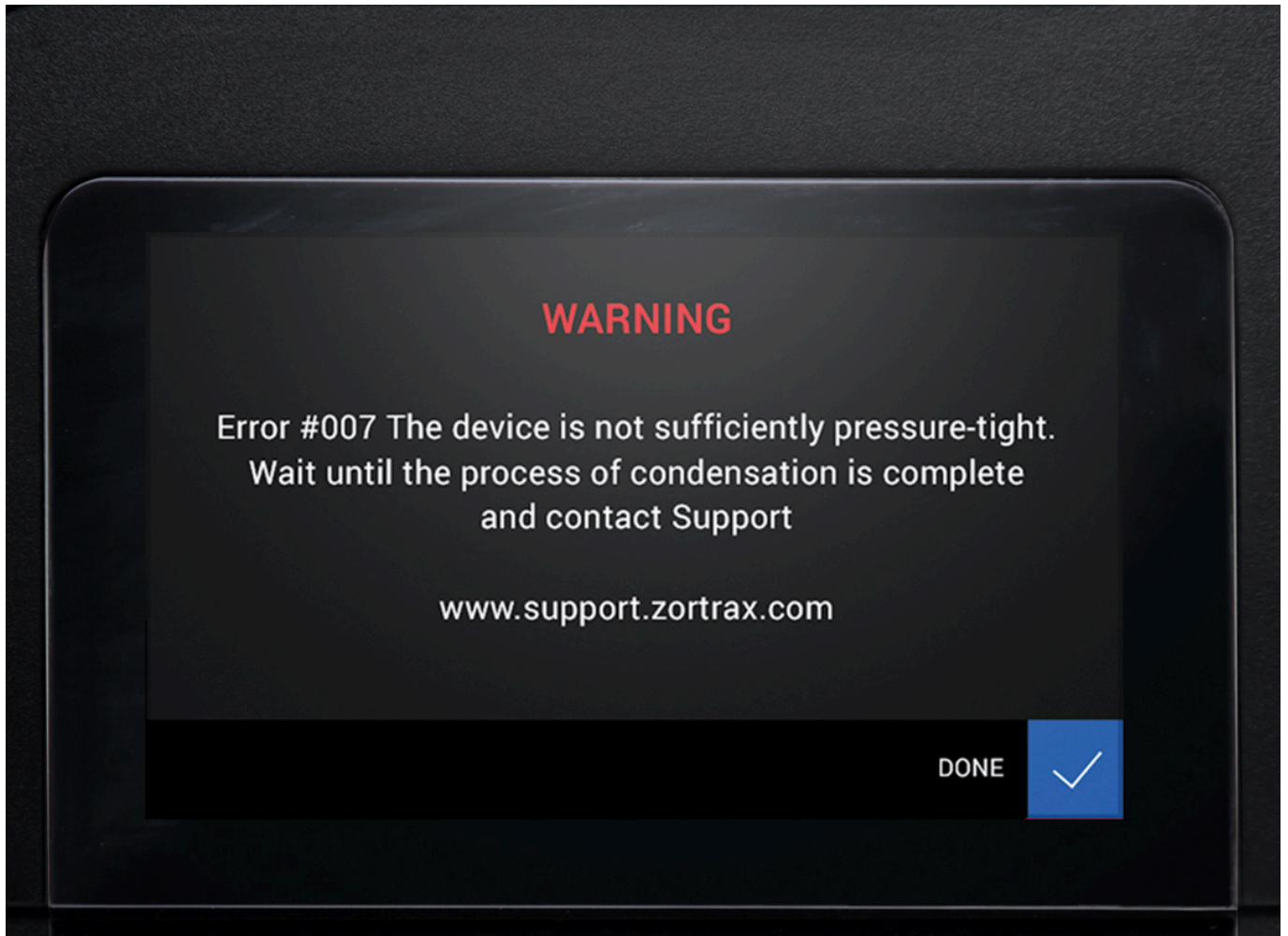
Prepare the invoice and photos/films demonstrating the defect. The Customer Support specialists will dispatch the replacement parts or collect the device for service work.

Axes Maintenance



If after the start-up there are problems with axes movement in your printer, apply a thin layer of silicone oil delivered in the Starter Kit onto the axes and carry out the following maintenance procedure: [Troubleshooting: Layer shifting](#).

Error Messages



If after the start-up the printer displays any error message, check the potential cause of the error and follow the instructions available at the Support Center:

Zortrax Inkspire: [firmware error messages](#),
Zortrax Inventure: [firmware error messages](#),
M300 Dual: [firmware error messages](#),
M Plus Series: [firmware error messages](#),
Zortrax Apoller: [firmware error messages](#).

If the above steps do not provide a satisfactory solution, contact the Customer Support Department via: [support form](#).

Prepare the invoice and photos/films demonstrating the defect and once your claim is verified, you will receive replacement parts or your device will be collected for service work.

Troubleshooting

If after the start-up of your new device you experience problems with completing a printing process, check the potential cause of the problem in articles available at the Support Center: [Troubleshooting](#).

If the above steps do not provide a satisfactory solution, pass the necessary information about the defect to the Customer Support Department via: [support form](#) and once your claim is verified, you will receive replacement parts or your device will be collected for service work.

Repairing Defects

In order to repair a defect, in most cases we suggest dispatching replacement parts to the End User, which is a much faster solution than collecting the device for service work.

Collecting Device for Service



If the device must be collected for service work and there's a possibility it will be replaced with a new one, it is necessary to properly pack the printer and put ALL components and accessories that have been originally supplied with the equipment in the packaging. In the case where the package is incomplete, the replacement will not be possible: [Packing manuals](#).

Device Replacement



Replacement of a faulty device is only possible when it is shipped as a complete set and it does not show any signs of damage caused by the End User.

Zortrax Warranty

If defects are disclosed some time after the first start-up, the claim will be processed according to the [Zortrax Warranty](#).