

FAQs

1. What are the changes to the Dremel Digilab 3D Printing business?

Bosch has licensed its Dremel Digilab brand to 3PI Tech Solutions, Inc. for use of their 3D printers, filaments and accessories. We believe our users will benefit from the higher focus on 3D printers and printing technology that 3PI can provide. Customers can expect the same great service, reliability and quality they have come to know to continue into the future.

2. How can I buy and learn more about Dremel Digilab 3D printers, filaments and accessories after 1st December 2021?

Starting 1st December 2021, Dremel Digilab 3D printers and accessories will be available through 3PI Tech Solutions. Please visit www.3PITech.com for news and details on Dremel Digilab 3D printers and to find out how Dremel Digilab 3D printers can benefit you.

3. Who is 3PI Tech Solutions?

3PI Tech Solutions, Inc. is the company that has licensed the right to use the Dremel Digilab brand with its 3D printers, filaments and accessories. 3PI is dedicated to the 3D printing industry and has the passion, extensive knowledge and experience to provide high quality 3D printing products to educators and consumers.

4. Why are you making this change?

We are making these changes so that we can focus on delivering new innovation and performance in the power tool industry while at the same time ensuring that 3D printers and accessories bearing the Dremel Digilab name continue to deliver the performance and features our customers have come to expect.

5. What is the warranty period for Dremel DigiLab 3D products supplied by Dremel (Bosch)?

For Dremel DigiLab 3D printers purchased in the EU, EEA and UK, and supplied by Dremel (Bosch), the guarantee period is 24 months or, in the case of commercial or professional use, 12 months. The guarantee period begins from the time the tool is purchased from new. The starting date is the date on the original sales receipt.

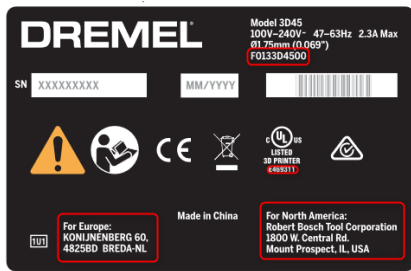
For Dremel DigiLab 3D printers purchased in Australia and the APAC region, and supplied by Dremel (Bosch), the guarantee period is 12 months. The guarantee period begins from the time the tool is purchased from new. The starting date is the date on the original sales receipt.

6. What is the warranty period for Dremel DigiLab 3D products supplied by 3PI Tech Solutions?

Please visit 3PI here: www.3PITech.com

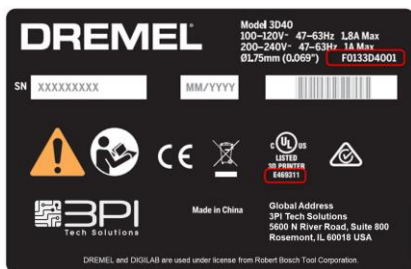
7. How do I know if my printer is supplied by Dremel or 3PI Tech Solutions?

To identify if your printer is supplied by Dremel or supplied by 3PI, please have a look at the name plate on the back of your printer. The below pictures show the difference between the printers. Please identify which is yours:



- The image on the left shows the name plate of a 3D printer supplied by Dremel (Bosch). The part number begins F0133D4XXX. Please follow the link below for service and support. .Dremel Service & Support.

<https://www.dremel.com/gb/en/service--support/3d-support>



- The image on the left shows the name plate of a 3D printer supplied by 3PI Tech Solutions, Inc. The part number begins 3PIXXXXXXX. The name plate has a 3PI logo. Please follow the link below for service and support. 3PI Service & Support

www.3PITech.com

8. How do I arrange repairs?

If your printer is supplied by Dremel (Bosch), Please go to the Dremel DigiLab 3D printer support page for more information: <https://www.dremel.com/gb/en/service--support/3d-support>

If your printer was supplied by 3PI Tech solutions, please visit their website here:

www.3PITech.com

9. How do I order spare parts?

If your printer is supplied by Dremel (Bosch), Please go to the Bosch Tool Service Spare parts service: <https://www.boschtoolservice.com/gb/en/dremel/spareparts/country>

If your printer was supplied by 3PI Tech solutions, please visit their website here:

www.3PITech.com