



Safety precautions



This symbol indicates the presence of components that may cause electric shock.



This symbol indicates the presence of moving parts inside the machine.



This symbol indicates the importance of the related documentation.



This symbol indicates that the printer works at high temperatures.

When using your 3D printer, remember to adopt the following safety precautions:



To minimize the risk of fire, keep all candles or naked flames away from the product.

- If you have a Hephestos or Hephestos 2 model, please follow carefully the instructions in the Assembly Guide. Some parts are printed using PLA so it is recommendable to keep the printer away from direct sunlight and high temperatures as these parts may be unduly affected. Other parts are small and fragile so must be handled with great care.
- Do not open or manipulate the cover on the power source (Witbox 2) or the driver plate. Its components must only be manipulated by qualified personnel as there may be a risk of electric shock.
- Avoid printing in confined spaces (boxes, cupboards, ...) or close to sources of intense heat such as radiators, as this hinders the correct cooling and operation of the machine. In addition, if it is a Witbox 2, do not block the slots on the rear allowing air to pass through the ventilators.
- Keep your 3D printer away from liquids and wet environments (swimming pools, washbasins, sinks, ...) in order to avoid the risk of electric shock or fire.
- Do not use or even turn on the 3D printer in potentially explosive environments or close to inflammable chemicals. Keep the 3D printer turned off.
- Do not use cables or connectors not approved by the manufacturer and/or damaged. Do not bend them or try to use them with wet hands. When plugging in the cables, make sure that they are firmly inserted into the sockets. Whenever you wish to unplug them, always pull on the plug itself and never by tugging on the power cables or other connectors.
- Disconnect the power cable if you are not planning to use the printer for a long period of time.
- The 3D printer works at high temperatures and includes moving parts. Do not touch the inside of the printer or the extruder while it is working.
- To access the inside of your 3D printer: set the power switch to the "0" position, disconnect the power cable and allow the printer to cool down completely.
- Keep the front safety door of your Witbox 2 closed while it is working and when not in use.
- Do not hit or drop your 3D printer. Place it on a flat, solid and stable surface.
- Ensure that any small 3D-printed parts are out of the reach of small children as they may be dangerous for them.

Warranty

Mundo Reader, S.L. ("Mundo Reader") provides the present Limited Warranty ("Warranty") to the purchasers of the bq product(s) included in the sales package ("Product").

Mundo Reader guarantees that, during the guarantee term, Mundo Reader or a service company authorized by Mundo Reader will remedy the defects found in the materials, design and manufacture, free of charge and within a commercially reasonable term, by repair or, in those cases where Mundo Reader, at its sole discretion, considers this necessary, the replacement of the Product, in accordance with the present Warranty (unless otherwise stipulated in legislation). The present Warranty shall only be valid and shall be enforceable in the country where the Product was purchased provided that Mundo Reader has intended the Product to be sold in that country. If you wish to request service under the guarantee and you are in a country where no authorized repair centre and no BQ centre is available, you must assume the postage expenses.

Warranty Term and Return of Product

The Warranty term will begin at the moment of the original purchase of the Product by the first end user and, in general, lasts for twenty-four (24) months. The Product may comprise multiple different parts and the various elements may be covered for a different guarantee term (hereinafter the "Warranty Term").

Mundo Reader guarantees that the Product(s) comply with the specifications contained in the offers made provided that they have been handled, transported, stored and used in accordance with the instructions contained in their respective User Manuals provided by Mundo Reader in physical or digital formats. Therefore, Mundo Reader assumes its liability solely and exclusively with respect to those non-conformities and defects that have been proved to have been caused by actions or negligence committed prior to the moment of the delivery of the Products to the first transport company.

The Client shall inspect the Product(s) immediately following receipt and shall inform Mundo Reader in writing of any complaint or claim with respect to the Product(s) attributable to Mundo Reader within the term of fourteen (14) calendar days following delivery.

The present Warranty shall be invalidated in those cases specified in the section entitled "What is not covered?" (visit [bq.com/warranty](https://www.bq.com/warranty)). Insofar as is allowed by the legislation in your country, the Warranty Term shall not be extended or renewed and it will not be affected in any other way due to any subsequent re-sale, repair or replacement of the Product authorized by or Mundo Reader. Nonetheless, the part(s) repaired or the replacement products supplied during the Warranty Period shall be guaranteed for the remainder of the original Warranty Period or for six (6) months starting from the date of the repair or replacement, whichever is greater.

Unless otherwise expressly provided for in the present General Terms and Conditions, the Product is supplied "as is", so no explicit or implicit warranties are given as a result of statute or any other instance in connection with the Product(s).

How to obtain service under the warranty

If you wish to submit a claim under the present Warranty, kindly send your Product or the part affected (when not the whole Product is affected) to a service company authorized by Mundo Reader. You can contact a Mundo Reader customer service centre (charges may be levied depending on national or premium rates) in order to obtain further information about how to submit your claim. It is possible to obtain further information about the customer service centres in the sales package or on the local Mundo Reader web sites and at the places where the products are available.

Any claim made under the present Warranty shall be subject to notification by you of the alleged defect to Mundo Reader or a service company authorized by Mundo Reader within a reasonable term counted from the discovery of the alleged defect and, in all cases, never after the date of expiry of the Warranty Term.

When submitting a claim under the present Warranty, you must provide: a) the Product (or the part affected) and b) the receipt for the original purchase, clearly indicating the name and address of the vendor, the date and place of purchase, the product types and the serial number.

What is not covered?

The present Warranty does not cover:

- User manuals and contents or data, whether included on or downloaded onto the Product, including during installation, assembly, shipment or at any other moment of the supply chain or acquired by you in any other way or manner. Mundo Reader does not guarantee that the Mundo Reader software meets your needs, operates in combination with any hardware or software provided by an independent supplier, nor that the operation of any software will be free from suffering interruptions or errors, nor that any bug present in the software may be capable of being corrected.
- The normal wear and tear due to use, nor the parts subject to wear and tear (please refer to the Policy on parts subject to wear and tear).
- Defects or damage caused by improper handling (including, without limitation, defects caused by sharp elements, bending, compression or dropping, negligence, etc.) or improper or negligent use, including abnormal usage conditions.
- The impairment of the Product if it has been exposed to unsuitable environmental conditions (humidity, extreme temperatures or sudden changes in temperature), corrosion, oxidation, spillage of food or liquids or the influence of chemicals.

- Defects caused by incorrect maintenance.
- Alleged defects caused by the use of the Product with, or in connection with, any product, equipment, software and/or service not manufactured or supplied by Mundo Reader or has otherwise been used for any purpose other than as intended.
- Defects caused by connection to a voltage different from that specified by the manufacturer or where the power supply has been short-circuited. In addition, damage caused by breakage of the security seals on the electronics or power supply or where these show signs of manipulation.
- If the Product has been repaired or altered by personnel other than Mundo Reader or its Authorized Partners.
- Firmware other than that provided or the use of a printing base different from that supplied.
- Direct or indirect damage arising out of the use of any consumable not in good condition (with elements attached to it, remnants of grease or other similar incidents).
- Damage caused by incorrect transportation: use of packaging other than the original.

Policy on parts subjected to wear and tear

A 3D printer is a machine requiring maintenance and regular inspections to prevent losses of performance and a shortening of its working life. Please consult the user's Guide and/or access bq.com/downloads for further information. As with any machine, it has certain parts subject to particular wear and tear not included under the Warranty and the repair or replacement of these parts will entail a cost for the user. Without limitation, these parts are the hotend, the free pulley of the X axis, the drive gear, the fibonacci tube and the combined extruder lever and roller bearing.

Other important notices

Remember that you must always keep backups or written records of all important data and contents stored on your Product's SD card, as there is always the possibility of the loss of data and contents during the repair or replacement of the Product. In line with the provisions contained in the section entitled "Waiver of Liability for Mundo Reader" set out below, Mundo Reader shall not assume liability in any case, whether explicitly or implicitly, for any damage or loss of any kind resulting from loss, damage or deformation relating to data or contents because of the failure, or during the repair or replacement of the Product.

All parts of the Product or other equipment replaced by Mundo Reader will become the property of Mundo Reader. When the Product is not covered by the terms and conditions of the present Warranty, Mundo Reader and the service companies authorized by the same reserve the right to charge for labour. In the repair or replacement of the Product, Mundo Reader will use original products or parts. Your Product may include country-specific elements, including software. When the Product has been subjected to a further exportation from its original destination country to another, it is possible for the Product to include country-specific elements that are not considered defects under the present Warranty.

You can customize your Hephestos and Hephestos 2 3D printer and update it with the latest novelties arising in the community. However, it is important for you to understand that any modification in the Kit or its integration into other products, as well as its use for printing with materials requiring temperatures in excess of 250 °C or that are not those recommended on the bq.com web site, implies the immediate loss of the guarantee. The guarantee will also be lost with respect to the Zum Mega 3D and LCD electronics in the event any incorrect connections are made.

Waiver of liability for Mundo Reader

The present Warranty is your sole and exclusive remedy vis-à-vis Mundo Reader and sets out the sole and exclusive liability of Mundo Reader with respect to the defects present in your Product. The present Warranty replaces any and all other liabilities and guarantees given by Mundo Reader, whether oral, in writing, statutory (non-compulsory), contractual, extra-contractual or of any other kind, including, without limitation and insofar as is allowed by applicable legislation, any conditions, guarantees or other implicit terms and conditions relating to the merchantable quality or suitability for any specific purpose. Nonetheless the present Warranty shall not exclude or limit (i) any of your (compulsory) statutory rights pursuant to applicable national legislation, nor (ii) any of your rights against the vendor of the Product.

Insofar as is permitted by applicable legislation, BQ shall not accept any liability for any loss, damage or deformation whatsoever in data, any loss of earnings, loss of usefulness or functionality in the Products, loss of business, loss of

contracts, loss of profits or loss of expected savings, increases in costs or expenses, any indirect damage or losses whatsoever, consequential damage or losses or special damage or losses.

Insofar as is permitted by applicable legislation, Mundo Reader's liability shall be limited to the purchase value of the Product. The foregoing limitations shall not be applicable in the event of any gross negligence or deliberate improper conduct by Mundo Reader or in the event of death or bodily injury resulting from demonstrable negligence on the part of Mundo Reader.

Further information at: [bq.com/warranty](https://www.bq.com/warranty)

Mundo Reader, S.L.
Polígono Európolis
Calle Sofía, 10
28232 - Las Rozas de Madrid (Madrid) Spain.
Tax ID card nº: B85991941
Designed and manufactured in Spain

Correct disposal of the product



(Waste electric and electronic equipment. Applicable in the European Union and in European countries with selective waste collection systems).

This symbol on the product, accessories or packaging indicates that, at the end of their working lives, neither the product nor its electronic components (extruder, cables, etc.) must be disposed of along with domestic or business waste. Deposit it in a suitable container for electric and electronic waste so that it can be correctly recycled. Please contact the establishment where you purchased the product or the pertinent local authorities for further information.

Technical support

If you have any problem with your BQ product or wish to contact us for any matter relating to technical support, you can do so through the assistance area on our web page: [bq.com/support](https://www.bq.com/support).

You are hereby informed that, for the Witbox 2 model, you may also contract two additional maintenance services:

- **Standard Maintenance.** This includes the operations necessary to carry out the annual tuning.
- **Premium Maintenance.** In addition to the foregoing, it includes the replacement, free of charge, of any part in accordance with the specific terms and conditions for the contracting of this service.

In order to obtain further information and contract either of these, access [bq.com/support](https://www.bq.com/support)

NOTE. BQ reserves the right to extend, amend, or eliminate either or both of these payable services at any moment and without prior notice, without this affecting the terms and conditions of services already contracted.



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