



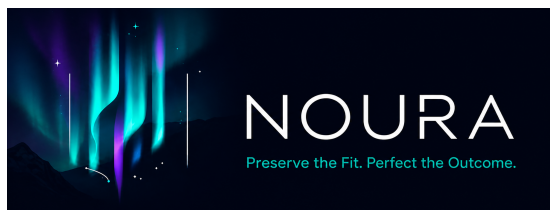
Noura 3D Scanner

Warranty Policy

Version 1.0 | 5/1/2026



Preserve the Fit. Perfect the Outcome.



Document Control

Field	Entry
Product name	Noura 3D Scanner V1.0
Software	NouraSoft
Manufacturer	Elemental Printing
Country of Origin	Norway
Document type	Warranty Policy
Warranty term	12 months from delivery
Document status	Immediate release
Revision	1.0
Effective date	May 1, 2026

Product Summary and Specifications

The Noura 3D Scanner is a desktop 3D scanner designed to help clinics, labs, and fabrication teams capture internal geometry that can be difficult to document with traditional 3D scanners. NouraSoft supports scan review and export to .obj or .stl format for downstream documentation and workflow integration.

Specification	Value	Specification	Value
Maximum overall height	59 in	Overall width	13 in
Overall length	21 in	Minimum scanning diameter	2.5 in
Maximum scanning height	23 in	Export format	.obj, .stl
Software	NouraSoft	Power input	110V or 220V
Scanning accuracy	Down to 0.3 mm	Primary use environment	Clinic, lab, or fabrication workspace



Noura 3D Scanner 12-Month Limited Warranty

1. Warranty Provider

This Limited Warranty is provided by Elemental Printing, with customer support through Ascent Fabrication.

Email: support@ascentfab.com

Phone: (USA) +1 518-430-2034

Address: 12 Shenandoah Dr, STE 307, Saratoga Springs, NY 12866

2. Warranty Period

The Noura 3D Scanner hardware is warranted for twelve (12) months beginning on the original date of delivery as documented by the delivery confirmation.

3. What Is Covered

During the warranty period, the warranty provider will repair or replace, at its discretion, Noura 3D Scanner hardware that fails due to defects in materials or workmanship under normal use, normal operating conditions, and proper installation and maintenance. Noura 3D Scanner hardware covered under the warranty could include: motors, touchscreens, belts, pulleys, cameras, lasers, switches, power sources, adapter cables, buttons, screws, or nuts.

4. Software Coverage

NouraSoft is provided subject to the applicable software license terms. Unless otherwise stated in a separate software agreement, the warranty provider will make commercially reasonable efforts to correct material software defects that prevent normal scanner operation when the software is used on a supported computer system and in accordance with the documentation.

5. Accessories and Consumables

Accessories, cables, removable parts, calibration boards, adapters, replaceable wear items, and consumable materials are covered only if delivered defective on arrival (DOA), and the warranty provider is notified within 10 business days of delivery.

6. Customer Responsibilities

The customer is responsible for safe installation, proper electrical supply, normal care, software updates, backup of scan data, use of approved accessories, and operation by trained personnel. The customer must retain proof of purchase and the original or suitable protective packaging for service shipment.

7. Warranty Claim Process

To request warranty service, contact the support email provided above and provide the scanner serial number, proof of purchase, description of the issue, photographs or video if helpful, software version, computer operating system, and any error messages. Support may request remote troubleshooting before issuing a return authorization.

8. Return Authorization

Do not ship any product for warranty evaluation without a written Return Material Authorization or equivalent approval. Products must be packaged to prevent shipping damage. The customer is responsible for removing sensitive customer, patient, or clinic data from any storage device before service.



9. Remedies

If a covered defect is confirmed, the warranty provider may repair the scanner, replace the scanner with a new or refurbished unit of equal or greater functional capability, provide replacement parts, or refund the purchase price less any applicable offsets, as allowed by law. Refurbished units are warranted for the remainder of the original warranty period or ninety (90) days, whichever is longer. New replacement units are warranted for an additional 12 months from the date of delivery.

10. Exclusions

This Limited Warranty does not cover damage, failures, or service needs caused by misuse, neglect, improper installation, incorrect voltage or power supply, power surge, liquid exposure, contamination, dust or debris buildup, impact, drop damage, unauthorized modification, unauthorized repair, disassembly, use of non-approved accessories or software, improper calibration, operation outside specified environmental conditions, normal wear and tear, cosmetic damage that does not affect function, shipping damage not caused by the warranty provider, or force majeure events.

11. Accuracy and Use Limitations

The stated scanning accuracy depends on proper setup, object geometry, surface finish, use of scanning spray or markers when needed, environmental conditions, calibration status, and operator technique. The warranty does not guarantee a specific clinical outcome, fabrication result, reimbursement result, or compatibility with third-party software unless expressly stated in writing.

12. Data Responsibility

The customer is responsible for obtaining any required patient authorization, protecting protected health information or confidential information, and maintaining backups of scan files. The warranty provider is not responsible for loss of data, loss of revenue, loss of production, or indirect damages except where such limitations are prohibited by law.

13. No Unauthorized Medical Claims

Unless separately cleared, registered, or approved where required, Noura is provided as a 3D scanning and digital documentation tool. Final patient care decisions, device design decisions, and fabrication decisions remain the responsibility of qualified clinicians and/or fabrication professionals.

14. Transferability

This Limited Warranty applies to the original purchaser and may not be transferred unless the warranty provider agrees in writing.

15. Disclaimer of Other Warranties

To the maximum extent permitted by law, this Limited Warranty is the exclusive written warranty for the Noura 3D Scanner and replaces all other express or implied warranties, including implied warranties of merchantability and fitness for a particular purpose, except where such limitations are not permitted by applicable law.

16. Limitation of Liability

To the maximum extent permitted by law, the warranty provider will not be liable for incidental, consequential, special, punitive, exemplary, indirect, or economic damages, including lost profits, lost data, replacement labor, downtime, or loss of business opportunity.

17. Governing Law

This warranty is governed by the laws of New York, USA, excluding conflict of law rules. Venue and dispute resolution terms should be confirmed by legal counsel.