## MOJO MAINTENANCE PACKAGES

### EMERALD

<table>
<thead>
<tr>
<th>Service</th>
<th>Included</th>
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<tbody>
<tr>
<td>Telephone/Email Support</td>
<td>✔️</td>
</tr>
<tr>
<td>All Machine Parts</td>
<td>✔️</td>
</tr>
<tr>
<td>SW/HW Upgrades</td>
<td>✔️</td>
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<tr>
<td>Labor Included</td>
<td>✔️</td>
</tr>
</tbody>
</table>

*New machines include Emerald maintenance package for 12 months (warranty)*
Telephone/Email Support | Monday – Friday  
Digital Manufacturing Technical phone/email support  
Telephone: 855.470.0647  Email: rpsupport@goengineer.com  

Digital Manufacturing Consumables phone/email support  
Telephone: 855.470.0647  Email: supplies@goengineer.com

All Machine Parts are Included (Excluding Parts Deemed Consumables by Stratasys)  
• All software and firmware updates to the systems are included.  
• Customer can pay for shipment of the machine to and from GoEngineer facility staffed with certified Mojo repair technicians.  
• Customer can opt to drop off/pick up system in this instance.  
• Wash station and secondary/post processing systems are not included in this maintenance

Travel Fees – travel charge of $250 if customer requests a technician out on site.  
• Travel Charge (100 – 499 miles outside a GoEngineer office) - $500  
  • This applies for any visit, including preventative maintenance visits.  
  • For repair visits with customers on maintenance, this charge applies on a “per incident” basis.  
• Travel Charge (500+ miles outside a GoEngineer office) - $1,000  
  • This applies for any visit, including preventative maintenance visits.  
  • For repair visits with customers on maintenance, this charge applies on a “per incident” basis.

Recertification Process / Fee ($700)  
• Machine must be in good working condition  
  • Identifying and repairing defective parts are required prior to a new maintenance contract  
  • Recertification fee is waived if a new contract is put in place within 30 days after a repair.  
  • "Working condition, meaning the system is operational. This includes but is not limited to the following: the printer is not missing parts, has not been dismantled, and/or has not sustained major damage, and the major components of the system (such as the mechanical and electrical components) function properly.”  
  • Replacement parts ordered within 30 day days of the recertification are not covered under the maintenance contract.  
  • Stratasys requires a Recertification Acknowledgement Letter to verify recertification eligibility.