






NANO DIMENSIONS MAINTENANCE PACKAGES

	COMPREHENSIVE	
Telephone/Email Support		
Machine Parts Included		
Labor Included		
Preventative Maintenance Visit		
SW/HW Upgrades		
2 Sets of Print Head Replacement		
<p>Phone/Email Support Monday – Friday</p> <p>Digital Manufacturing Technical Support Telephone: 855.470.0647 Email: rpsupport@goengineer.com Digital Manufacturing Consumables Support Telephone: 855.470.0647 Email: supplies@goengineer.com</p>		

*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 Consumables)

- Software and firmware updates to the systems are included.
- Software updates are provided at GoEngineer discern and can be combined with on-site visit for repair or maintenance (excluding optional updates).
- UPS is not included with the printer maintenance

Labor Included

Labor for diagnosing, repair or maintenance included.

- On-site service visits occur when GoEngineer determines, in its sole discretion, that phone and email support cannot be rendered to resolve the problem.
- Assistance from customer with diagnosing and performing tests is required within a reasonable amount of time as to allow GoEngineer to make the determination of the necessity of an on-site visit.

Preventative Maintenance Visit

Visit performed once a year to check on normal wear and tear of the machine.

Maintenance visits will usually occur during the 6th and 12th month of the service contract (based on maintenance start date).

Preventative maintenance visit must be completed before maintenance terms expire.

PM Visit Includes

- Print & group axes, chuck and group leveling
- Chiller fan unit, CI/DI secondary tank, and CI/DI fume suction tube cleaning
- PC fan filter, suction cup, waste bottle, and synthetic fiber filter replacement
- Purge station, NIR, UV verification and calibration
- Charcoal filter replacement (only on 12 month PM visit)
- Customer will need to provide GoEngineer technician modeling bases to perform calibration testing.

Travel Fees

- 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 (\$10,000)

- 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 days of the recertification are not covered under the maintenance contract.

DISCLAIMER NOTICE TO CUSTOMER //

CUSTOMER ACKNOWLEDGES THAT DUE TO TECHNICAL INCOMPATIBILITY OR QUALITY ISSUES STRATASYS MAY NOT BE ABLE TO DIAGNOSE OR REPAIR STRATASYS PRODUCTS OR ITS COMPONENTS IF CUSTOMER USES PARTS, PRINTING HEADS, OR CONSUMABLES (COLLECTIVELY, "SUPPLIES") THAT ARE NOT MANUFACTURED BY OR CERTIFIED AS COMPATIBLE BY STRATASYS. IN THE EVENT THAT CUSTOMER USES SUPPLIES THAT ARE NOT MANUFACTURED BY OR CERTIFIED AS COMPATIBLE BY STRATASYS, STRATASYS RESERVES THE RIGHT TO: (1) VOID CUSTOMER'S WARRANTY RIGHTS, (2) TERMINATE CUSTOMER'S POST-WARRANTY SUPPORT AND MAINTENANCE CONTRACT; (3) REFUSE TO REPAIR OR REPLACE THE PRODUCT OR ITS COMPONENTS (WHETHER UNDER WARRANTY OR POST-WARRANTY SUPPORT AND MAINTENANCE); (4) OFFER TO DIAGNOSE AND REPAIR THE PRODUCT OR ITS COMPONENTS AT STRATASYS' THEN CURRENT MAINTENANCE RESTORATION RATES; AND/OR (5) CEASE TO PROVIDE DISCOUNTS ON STRATASYS SUPPORT AND MAINTENANCE SERVICES.