

GoEngineer | SUPPORT

UPRINT SE, UPRINT SE PLUS, F120, & F170 MAINTENANCE PACKAGES

	DIAMOND	EMERALD*
Telephone/Email Support	✓	✓
All Machine Parts Included	✓	✓
SW/HW Upgrades	✓	✓
Labor Included	✓	✓
Preventative Maintenance Visit	✓	
Downtime Printing	✓	
Service Consumables	✓	
MAINTENANCE CONTRACT TIERS		
Product Line	Family	System Type
FDM	Idea Series	uPrint SE
FDM	Idea Series	uPrint SE Plus
FDM	F123 Series	F120
FDM	F123 Series	F170
Phone/Email Support Between Monday – Friday Digital Manufacturing Technical Support Telephone: 855.470.0647 Email: rpsupport@goengineer.com Digital Manufacturing Consumables Support Telephone: 855.470.0647 Email: supplies@goengineer.com		

*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.
- Software/Hardware updates are provided at GoEngineer discern and can be combined with on-site visit for repair or maintenance (excluding optional updates).
- Wash station and secondary/post processing systems are not included with the printer maintenance

Diamond Care Service Consumables

- Diamond Care Order Form must be completed and submitted to MaterialsOrders@stratasys.com to be included in the Diamond Care maintenance.
- See [Diamond Care Order Form](#) for a complete list of service consumables.

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

- Diamond Care – PM visit performed once a year to check on normal wear and tear of the machine.
- Emerald Care – PM visit can be requested once a year if no field visit has been performed through the term of the current contract. Maintenance visits will usually occur somewhere between month 9–12 on a full contractual year (based on maintenance start date). Preventative maintenance visit must be completed before maintenance terms expire

PM Visit Includes

- Firmware/Software check/upgrade.
- Operational check of machine: belt, guide rods, blower fans, door lock, filter, purge bucket.
- Customer will need to provide GoEngineer technician modeling bases to perform calibration testing.

Downtime Support

- Diamond Care Customers can outsource 3D part builds to GoEngineer after it is determined that their machine will be down for two (2) full business days after proper notification to GoEngineer.
- Notification to start two (2) business days time frame must include all required information (pictures, logs, files, description) and must be before cut off time of 2pm M-F to start clock—GoEngineer has a requirement that customers must perform requested diagnostics and tests to be performed in a reasonable amount of time in order for GoEngineer to determine that the machine will not be running prior to two (2) business days.
- Parts will be 3D printed with the first available model material on the first available FDM machine and shipped with support material still on. Specific material and color requests cannot be guaranteed and may incur additional costs or delays.
- Parts are shipped standard one day, if needed sooner customer will have to pay for alternative shipping methods.
- GoEngineer reserves the right to substitute materials with similar material characteristics to expedite 3D printing.
- Material, quantity, and size of parts built must be equivalent to customer's down machine capabilities.
- Once GoEngineer determines that customer machine is back up and running, downtime support ceases immediately, and no new builds will be started, regardless of builds in queue.

Exclusions or Delays For Downtime Guarantee Include (But Are Not Limited To)

- Lack of performing tests within reasonable time frame
- Issues caused by lack of proper calibration, cleaning, maintenance, or other customer responsibilities.
- Issues caused by normal consumable part wear.

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 (\$1,500)

- 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.

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.