

Stratasys Direct Service Plans Chart

Services Type	Service Description	Sapphire Care	Emerald Care	Diamond Care
Phone Support	Call Center Services 8:00 AM – 5:00 PM During Business Days	✓	✓	✓
On-site Support	On-site service visits 8:00 AM – 5:00 PM During Business Days	✓ Limited to one (1) on-site visit for preventative maintenance or emergency service. Within 4 business days	✓ Within 3 business days	✓ Within 2 business days
Preventative Maintenance Visit	Preventative maintenance performed by certified Stratasys service representative at factory recommended maintenance intervals. Preventative maintenance procedures may be completed in conjunction with unscheduled or emergency service visits.	✓ Limited to one (1) on-site visit for preventative maintenance or emergency service. Preventative maintenance kit included	✓ Preventative maintenance kit included	✓ Preventative maintenance kit included
Priority Service Scheduling	Customer will receive priority scheduling of a certified field service representative after a problem is reported to the Stratasys Call Center and the need for an on-site service visit is determined.	✓	✓	✓

Training	User training courses available at Stratasys premises while under maintenance agreement.	✓ List Price	✓ 50% Discount	✓ Limited to 2 participants per year. Additional participants receive a 50% discount
Parts	Replacement of all defective or worn machine parts.	✓ Spare parts - included Service consumables - excluded Uptime kit - included (PolyJet only)	✓ Spare parts - included Service consumables - excluded Uptime kit - included (PolyJet only)	✓ Spare parts - included Service consumables - included Uptime kit - included (PolyJet only)
Hardware Updates	Updates / modifications as deemed necessary by Stratasys will be installed when available throughout the maintenance period.	✓	✓	✓
Software Updates	Stratasys-developed software maintenance releases provided throughout the maintenance period.	✓	✓	✓
Print Heads	PolyJet – All Types F123 Series Extrusion heads – All Types	✓ List Price	✓ 16% discount	✓ Limited to: Objet24/30 series - 1 free Objet1000 series - free of charge All other PolyJet printers - 5

				free F123 Series - 2 free Additional print heads - 16% discount
Backup Printing	Service is available from the time Stratasys has determined an on-site visit is required. Printing is limited to a single tray of no more than 40 hours, excluding bio-compatible materials. Basic support removal is optional and included. Shipment of the part(s) via next day air is included.	Excluded	Excluded	✓

**For services not covered in the service contract, a per hour labor rate will apply. Systems covered by a service contract will receive a 10% discount on list price labor services (e.g. De-install / Re-install).*