

goengineer | CANADA SUPPORT

POLYJET DESKTOP MAINTENANCE PACKAGES

	EMERALD*	DIAMOND
Telephone/Email Support	✓	✓
All Machine Parts Included	✓	✓
Labor Included	✓	✓
Preventative Maintenance Visit	✓	✓
SW/HW Upgrades	✓	✓
Service Consumables		✓
One SHR Print Head Replacements		✓
MAINTENANCE CONTRACT		
Product Line	Family	System Type
POLY	Objet Desktop	Objet 24
POLY	Objet Desktop	Objet 30/30 Pro/30 Prime
POLY	J-Series	J35Pro
POLY	J-Series	J55 Prime / J5 MediJet
<p>Phone/Email Support Monday – Friday</p> <p> Digital Manufacturing Technical Support Telephone: 855.470.0647 Email: AMsupport@goengineer.com Digital Manufacturing Consumables Support Telephone: 855.470.0647 Email: caorders@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: **AMsupport@goengineer.com**

Digital Manufacturing Consumables phone/email support

Telephone: **855.470.0647** Email: **caorders@goengineer.com**

All Machine Parts are Included (Excluding Parts Deemed Consumables by Stratasys)

- All software and firmware updates to the systems are included.
- Software updates for PolyJet products 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

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

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.
- Replacement of vital filters, pump tubing, wiper, roller blades.
- Calibration of all of the components of the machine: UV light, vacuum, print heads, wiper, roller.
- Customer will need to provide GoEngineer with normal machine use accessories at time of visit (isopropyl alcohol, lint free cloths, latex gloves, etc.)

Travel Fees

- Travel Charge: \$300/overnight visit + Flight cost (or applicable travel fee from Toronto)
 - This applies for any visit, including preventative maintenance visits.
 - For on customers with an active maintenance contract, 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.

Off Maintenance / Time & Material Rates

- Half day visit \$1,000 (up to 4 hours)
- Full day visit \$2,000 (up to 8 hours)
- Preventative maintenance \$1,350 (estimate)
- Parts are separate and can range from \$35 to \$5,000+ (estimate)
 - 90 day warranty on replacement parts

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.