

STRATASYS FDM DESKTOP SUPPORT

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

Schedule if no field visits have been performed within the contract year.

*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/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. Maintenance visits will usually occur somewhere between month 9–12 on a full contractual year (based on maintenance start date).
- Emerald Care – PM visit can be requested once a year if no field visit has been performed through the term of the current contract. Preventative maintenance visit must be completed before the annual 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.

- ### Recertification Process / Fee (\$1,500)