

MOJO MAINTENANCE PACKAGES

	EMERALD \$500
Telephone/Email Support	✓
All Machine Parts	✓
SW/HW Upgrades	✓
Labor Included	✓
<p>Telephone/Email Support Monday – Friday</p> <p>Digital Manufacturing Technical Support Telephone: 855.470.0647 Email: rpsupport@goengineer.com</p> <p>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 Parts Deemed Consumables by StratasyS)

- All software and firmware updates to the systems are included.
- Customer can pay for shipment of the machine to and from GoEngineer facility staffed with certified Mojo repair technicians.
- Customer can opt to drop off/pick up system in this instance.
- Wash station and secondary/post processing systems are not included in this maintenance

Travel Fees – travel charge of \$250 if customer requests a technician out on site.

- 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 (\$700)

- 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.