

goengineer | CANADA SUPPORT

STRATASYS POLYJET EMERALD CARE

	EMERALD
Telephone/Email Support	✓
All Machine Parts Included	✓
Labor Included	✓
Preventative Maintenance Visit	✓
SW/HW Upgrades	✓
Print Heads	16% Discount

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

*New machines include Emerald maintenance package for 12 months (warranty)

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.

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 customers 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.

Preventive Maintenance Visit

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

- Maintenance visits will usually occur somewhere between months 9 – 12 on a full contractual year (based on maintenance start date). Preventive 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 (Currency is in USD)

- Travel Charge (100 – 499 miles outside a GoEngineer office) - \$500 USD
 - This applies for any visit, including preventive 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 USD
 - This applies for any visit, including preventive maintenance visits.
 - For repair visits with customers on maintenance, this charge applies on a “per incident” basis.

Recertification Process / Fee (\$1,500 USD)

- The 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 USD (up to 4 hours)
- Full day visit \$2,000 USD (up to 8 hours)
- Preventative maintenance \$1,350 USD (estimate)
- Parts are separate and can range from \$35 to \$5,000+ USD (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.