

# Point of Care Priority Service

Unrivaled customer attention designed around you and your patients.

## Always be ready. Benefit from personalized 3D printing solutions with peace of mind.

### Redefining Customer Support

Putting patients first. Point of Care Priority Service<sup>1</sup> is an exclusive Stratasys service program to support point-of-care customers for better patient outcomes. It allows for faster response and resolution time so that you can focus on your patients without being concerned about the readiness of your equipment and tools.

### Included Support Services

- ✓ Dedicated medical call center services (8:30 a.m. to 6 p.m. CST, weekdays)
- ✓ First-in-line on-site service by a certified Stratasys medical service technician
- ✓ Backup Printing
- ✓ User training courses

### Included Spare Parts Services

- ✓ Replacement of all defective machine parts
- ✓ Hardware and software updates
- ✓ Free print head on PolyJet™ (according to platform)

<sup>1</sup> Offered only in the US for direct point of care Stratasys serviced customers. Customers with multiple printer sites should be under a Point of Care Priority contract for all relevant printers.

## Key Benefits of Our Service Contracts:

- ✓ **Guaranteed immediate assistance** - Stratasys' dedicated service technician dispatch within 48 hours, to ensure minimal downtime and impact surgery schedule.
- ✓ **Printing continuity** - Guaranteed availability of your 3D-printed parts when the machine is down, to provide the most comprehensive support for the surgical care community.
- ✓ **Continuity of support** - A single point of contact - familiar with your equipment maintenance history, internal processes, and preferences for efficient problem resolution.
- ✓ **Build your printing expertise** - get the most out of your printer with training tailored to your specific needs.





# Enjoy Priority Service and Support

## Service Offering - PolyJet Printers

Services	Post Warranty	
	Point of Care Priority Service	Emerald Care
Period	One Year	One Year
Phone Support	✔	✔
Dedicated Medical Hotline	✔	✘
On-Site Support	✔	✔
Customer Success Engineer	✔	✘
On-Site Response Time	<2 Business Days*	<3 Business Days
Preventive Maintenance Kits and Labor	✔	✔
Spare Parts	✔	✔
Printing Heads	Included (Capped)**	16% Discount
Service Consumables	✔	✘
Hardware Updates	✔	✔
Software Updates	✔	✔
Training***	✔	50% Discount
Backup Printing****	✔	✘
Point of Sale Discount	Available	Available
Renewals - Multi-Year Discounts	Available	Available
Yearly Installments/Payments Available	Available	Available

\* <2 business days after on-site visit is verified to be required through call center troubleshooting.

\*\* Replaced as required ;J3/5 series and Desktop Printers subject to 1 print head; Objet1000/4100 subject to unlimited print heads, Other PJ printers subject to 5 printing heads

\*\*\* User training courses (Advanced Training, Level 2) available at Stratasys premises while under a maintenance agreement. Customers can convert to on-site courses at a discount.

\*\*\*\* Backup printing determined by technical evaluation / troubleshooting

✔ Included (free)

✘ Excluded (price according to the price list)

### Stratasys Headquarters

7665 Commerce Way,  
Eden Prairie, MN 55344  
+1 800 801 6491 (US Toll Free)  
+1 952 937-3000 (Intl)  
+1 952 937-0070 (Fax)

1 Holtzman St., Science Park,  
PO Box 2496  
Rehovot 76124, Israel  
+972 74 745 4000  
+972 74 745 5000 (Fax)

[stratasys.com](http://stratasys.com)

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