

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 Service¹ 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

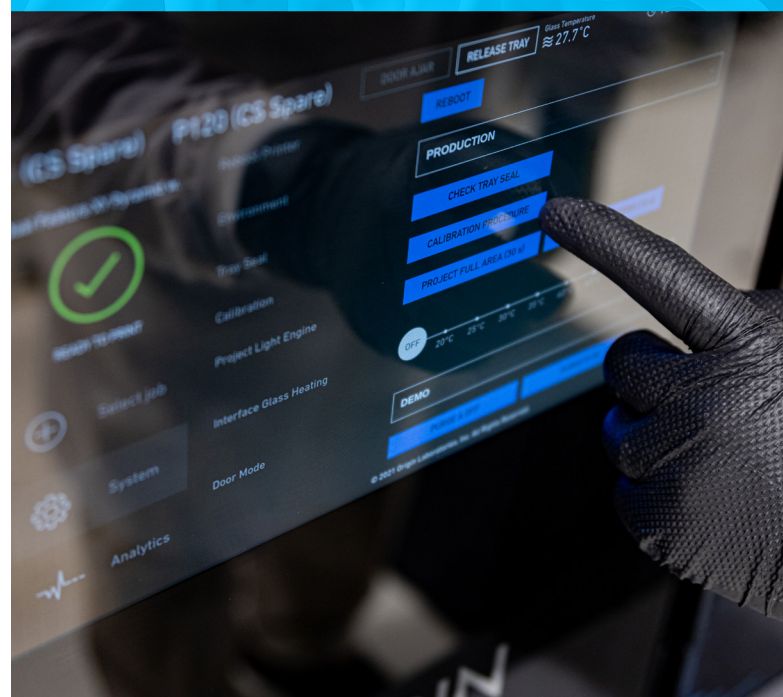
- ✓ Replacement of all defective machine parts
- ✓ Hardware and software updates
- ✓ Free print head on PolyJet™ (according to platform)

¹ 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.

² A single point of contact support service might not be available in all areas.

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 resolution².
- ✓ **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.

✓ Included (free)

** 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

✗ Excluded (price according to the price list)

*** 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

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